



**BUILDING SURVEYING DEPARTMENT
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**USER'S SATISFACTION ON TRAVELING FACILITIES FOR SENIOR
CITIZEN AT KUALA LUMPUR INTERNATIONAL AIRPORT (KLIA) &
KUALA LUMPUR INTERNATIONAL AIRPORT 2 (KLIA 2)**

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DEDICATION

To my beloved parent,

*Tn. Hj. Safri Hassan & Pn. Hjh. Che Norma Hassan
Your unreservedly love I've receive make I feel so alive and close to Allah
You are my greatest love I have
Thanks for your love, sacrifice and patience*

To my beloved siblings,

*Abang, Angah Acik & Adik
I love you all*

To my supervisor,

*Puan Zuraihana Ahmad Zawawi
Thank you for your patience, advice, guidance and criticisms
I'm proud and honoured to have you as my supervisor
And I hope you are still mine in my next birth*

To all my beloved friends,

*Rais, Rifaei, Zulhilmi & Nazrul you all an awesome group mate
and AP229D6 2016 members
Thank you for all of your supports
I surely will remember all of our moments
May God bless you guys.*

ABSTRACT

An international airport depicts huge airport that has extensive area. From the design perspective, a huge airport is relevant due to the amount of airport users nowadays. Airport also has become country landmarks across the world. In other perspective shows the huge airport is complicating to user of the airport to walk along the airport if the traveling facilities is limited. The purpose of this research being conducted is to determine the satisfaction level on traveling facilities at the airports and to identify the type of traveling facilities provided at the airports. The selections of the senior citizen as the respondents due to the many of issues faced by them in term of traveling facilities at the airports. Besides, Kuala Lumpur International Airport (KLIA) and Kuala Lumpur International Airport 2 (KLIA2) as the case studies are precisely due to the airports are international airports. This study will carry out with mixed method of methodology which is quantitative and qualitative method. The satisfaction level for both airports was identified and the result shows the different for several aspects. Based the observation, there are several advantages and disadvantages of the traveling facilities provided. The result of this research shows that the needs of sufficient traveling facilities is crucial

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