



UNIVERSITI TEKNOLOGI MARA

**ACCESSIBILITY FOR PERSON WITH DISABILITIES
(PWDS) AT PUBLIC TRANSPORTATION IN KTMB PERAK**

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ABSTRACT

People with disabilities (PWDs) are accepted members of society. As a result, they have the same rights and opportunities as other members of society. To secure the interests and well-being of PWDs, rights-based approaches and protections should be used. In this case, the main thing that needs to be emphasized is the facilities in the KTMB building. The lack of facilities for PWDs in KTMB has resulted in this group not being able to live a comfortable and perfect life like other people. The objectives of this study are (1) To identify the designs and requirements of disabled facilities that need to be fulfilled according to Uniform Building By-Laws (UBBL) and other standard regulations. (2) To analyze the barriers faced by the people with disabilities regarding in public Transport. (3) To determine the level of public awareness on disabled facilities in public transport. The building business places a premium on accessibility. This is due to the fact that the emphasis on accessibility in this industry will be able to alleviate all problems of simple access inside and outside of a government facility, private, and so on. Although there are several relevant acts, but it is still not enough to address the various problems of lack of facilities that occur. This study aims to provide an opportunity for PWDs to live in comfortable conditions and enjoy all the facilities provided like everyone else. This study was conducted in three KTMBs, namely KTMB Batu Gajah, KTMB Ipoh and KTMB Taiping. The methodology used in this study is quantitative, namely questionnaires. The findings indicate that the PWDs facilities available in each building are still in limited supply, and the facilities must be restored and enhanced as soon as possible to improve the quality of facilities and the comfort of PWDs using public services like others.

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CHAPTER 1

INTRODUCTION

1.1 Research Background

According to the statistics of the Department of Social Welfare, PWDS registered until June 2018 by state is a total of 497,390 people and there is still several PWDS who are not registered. A total of 170,269 people is learning disabilities, 179,222 are physically disabled, 44,523 are hearing impaired, 36,171 are visually impaired and 41,218 are mentally handicapped as well as a total of 23,415 people with disabilities of various categories. Although they are grouped as minorities, but they have rights in society. This is the main cause of the PWDS community which is often associated with various issues of oppression and misinterpretation of the disabled.

People with disabilities in Malaysia are generally referred to as special children, heavenly children, the disabled, paralyzed inability, and those with special needs (Azman, 2018). There are various meanings of the disabled who are termed to describe the priorities of this special group in getting due attention and protection. According to the World Health Organization (WHO), the disabled mean a person who is unable to fully or partially meet the needs of his social life, as a normal individual, as a result of a lack of physical or mental condition. People with disabilities are also defined as individuals who have differences in terms of neurological characteristics, sensory ability, communication ability, behavior and emotions as well as physical characteristics (Husin et al., 2013).

People with disabilities in Malaysia can be divided into two groups of society, the first group consists of special children or children with special needs and the second group consists of special groups of adults and the elderly (Ab. Aziz et al. 2009). The disabled can also be formulated as a minority group in a society that is physically and mentally disabled. Elements such as visual impairment, hearing problems, physical disabilities, mental and intellectual abilities, sensory problems, communication abilities, and social behavioral disorders are characteristics that refer to the disabled.

There are a few perceptions of society that look negatively on the disabled person making it difficult for them to participate in society (Yahya et al., 2014). Obstacles faced by the disabled are in the form of environment, such as buildings, public facilities, lack of assistance and support tools that are the responsibility of the government and the community together to help the disabled enjoy the facilities provided to the public (Hisham Md Tah et al., 2017).