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**A SURVEY ON USERS' SATISFACTION ON THE SERVICE
QUALITY OF MULTI-PURPOSE HALL**

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ABSTRACT

The aim of this research is to study on users' satisfaction on the service quality at multi-purpose hall focusing on the common issues that faced by the building users'. The research is to identify the significant service quality determinants. The service quality can be determine with five basic of service quality determination which are tangible, responsiveness, reliability, empathy and assurance determinants. Regarding with that, the areas for improvements had to recommend.

This data collected based on literature review, by using sample of questionnaires and interview with the people and staff involved. The research was carried out by distributed questionnaires in different multi-purpose hall and time. There are a total about 40 questionnaires were distributed to case study which is Dewan MBSA Seksyen 17, Dewan Pinang Seksyen 18, Dewan Jejarum Seksyen 11 and Dewan MBSA Seksyen 19. Majority the respondents give feedback and returned.

Based on the results, the data can be used to recommend the area to improve the service quality at multi-purpose hall. It is also can enhance the users' satisfaction and perceptions. The overall of the study, it can concluded that the service quality is important to evaluate the users satisfaction. This is how the management should considered about the service has provided to public. To make sure the satisfaction is gained, several recommendations are to be adapted in term of design, planning, construction, maintenance and service quality at multi-purpose hall.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

The demand for multipurpose halls increase due to the rapid growth of construction development in Malaysia, the increasing number of population in some area and it was required the government or other parties to build a building contains with varieties activities.

The function of the building is to provide comfort and protection for the occupants. Human comfort is important to be considered making sure users are satisfied when they enter the building. Besides that, the building should be designed according the accepted building requirement such as UBBL and others.

The stages on design the buildings should achieve the effective environment design. The design considerations must realize that balance between the various aspects involved. User satisfaction is achieved when their needs are met. It's also very important to evaluate the service, quality and environment. Knowledge is important to measure level of users' satisfaction.