



**CENTRE OF STUDIES BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING & SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**PERCEPTION AND SATISFACTION OF DISABLED PEOPLE ON
THE ACCESSIBILITY OF PUBLIC BUS TERMINAL**

This academic project is submitted in partial fulfillment of the requirement for
the Bachelor of Building Surveying (Hons).

NAME : IRNA NURSYAFINA BINTI ROSDI
UiTM NO. : 2009342379

JULAI 2012

ACKNOWLEDGEMENT

Bismillahirrahmanirahim,

“In the name of Allah, Most Gracious and Most Merciful”

I would like to praise and I am thankful to the most powerful and merciful Allah S.W.T and to our beloved Prophet Muhammad S.A.W.

Firstly, I would like to dedicate the most enormous intellectual and special debt to my beloved Research Study Supervisor, Puan Hikmah Kamarudin for being such a wonderful person in guiding me and is willingly providing me with such good comments and guidance throughout my research.

Secondly, I would like to extend my greatest gratitude to my beloved friend, Mohamad Nazri Mohamad Nor in helping me throughout my research which I owe a great debt that cannot be easily paid. I would also like to extend my gratitude to both my supporting parents in me throughout this research.

Finally, special thanks are also dedicated to those whose names that are not mentioned here for the valuable cooperation and assistance. This research would not complete without the help of you all. Thank you very much.

Syu'kran

ABSTRACT

The purpose of the dissertation is to describe the research methods used for perception and satisfaction of disabled people on the accessibility of the public bus terminal; all located in Klang Valley area. These are to establish the good practice of Malaysian Standard which is to be adapting to the facilities and accessibilities of the public bus terminals.

The research has its own specific aim and objectives which are to be achieved in the end of the research. The first aim of the research is to examine the conformity of the disabled accessibility of the public bus terminals with the accessibility codes of practice from Malaysian Standard. Secondly, it is to identify the problems specified by the disabled people towards the accessibility externally and internally of the public bus terminals. Lastly, the aim is to analyse the perception and satisfaction of the disabled people towards the accessibility of the public bus terminals.

The research methodologies focuses on three case studies which are the Pudu Sentral, Klang Sentral and Integrated South-Bandar Tasik Selatan Transport Terminal through close observation and taking photograph on the access presented at the bus terminals, interview with the disabled people and the management officers at the public bus terminals. Other than that, the analysis is also made in comparing the existing accessibility (internally and externally) of the public bus terminals with the Malaysian Standard Codes of Practice.

Last but not least, the conclusion from the research findings and recommendations are for future improvement of disabled people at the public bus terminals.

TABLE OF CONTENTS

ACKNOWLEDGEMENT	i
ABSTRACT	ii
TABLE OF CONTENTS	iii
LIST OF FIGURES	viii
LIST OF TABLES	xvi
LIST OF ABBREVIATIONS	xvii
LIST OF APPENDICES	xviii

CHAPTER 1: INTRODUCTION

1.1 Introduction	1
1.2 Problem Statement	2
1.3 Objectives of Study	4
1.4 Scope of Study	4
1.5 Research Methodology	5

CHAPTER 2: LITERATURE REVIEW

2.1 Perception and Satisfaction

2.1.1 Definition of Perception and

CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

A proper access to any part of a place is really important to all people especially for those who are disabled.

Based on the World Health Organisation (1976), the term disabled describes as any person who may have impairment physically or internally to the body when the activity is done by them is limited. These are the people who need the special access to any part of the building. The access for the disabled people is defined as the special access specially made for them to move in or about at a place to another.

Generally, the public bus terminal is among of the public facilities in Malaysia that listed to have practice for the access of the disabled people from the Malaysian Standard Code of Practice. The main guidelines and act pertaining disabled access are:

- i) Uniform Building By -Law 1986, Provision of By-Law 34 A
- ii) Malaysian Standard, Code of Practice For Access of Disabled Persons Outside Buildings (MS 1331: 2003)
- iii) Malaysian Standard, Code of Practice On Access For Disabled Persons to Public Buildings (MS 1184: 2002)