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VISITOR AWARENESS ON PWDs FACILITIES IN
SHOPPING COMPLEX.

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ABSTRACT

In this world, not everyone is being born as a perfect person. There's a lot more people out there who struggle in their daily lives as their physical or mental are not as good as other people which also known as People with Disabilities. Person with Disabilities (PWDs) is defined as the person who suffers from long-term physical, mental, intellectual, or sensory impairments, prohibiting their full and effective involvement in society when faced with challenges. PWDs cannot use shopping complex like everyone else. However, there are problems arises regarding accessibilities of the facilities for PWDs. Therefore, this research aims to enhance visitor's awareness on PWDs facilities at shopping complex building. People with disabilities have special needs when it comes to accessibility, especially in shopping complex. The following objectives are listed in order to help this study reach its aim which are to identify visitor's awareness of PWDs facilities at shopping complex building and to recommend the method of enhancing visitor's awareness of PWDs facilities at shopping complex building. So, a set of questionnaire distributed to the visitors of shopping complex in Alor Setar, Kedah consists of 400 respondents. The response rate is 280 respondents with a total percentage of 70%, where after that the analysis of data was carried out by using SPSS software version 25. The research found that even a shopping complex offers many services, the accessibility for PWDs is still considered low.

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND

In this world, not everyone is being born as a perfect person. There's a lot more people out there who struggle in their daily lives as their physical or mental are not as good as other people. These people are what we call People with Disabilities. Person with Disabilities (PWDs) is defined as the person who suffers from long-term physical, mental, intellectual, or sensory impairments, prohibiting their full and effective involvement in society when faced with challenges (Persons with Disabilities Act, 2008). The overall number of PWDs registered under the Department of Social Welfare, Ministry of Women, Family and Community Development, Malaysia in 2020 is 586,558 and this number will continue to rise as a new PWDs register. There are many types of PWDs such as physical and mobility impairment, hearing disability, mental disability, and a few more. Old people are also categorized as PWDs because the ageing people tend to have difficulties to move their body freely compared to young people. As such, these PWDs cannot enjoy using the shopping complex as normal people do. They cannot maximize the accessibility of the buildings as normal people do if there are fewer facilities provided for the PWDs.

Many standards, rules, codes of practice and guidelines have been created to ensure that the building is accessible, connected, usable and seamless (Rahim et al., 2014). Hassan et al., (2012), PWDs are special due to their limitations in accessibility compared to other people, especially in shopping complex. Although the number of PWDs keep increase but the facilities in shopping complex still cannot being fully utilized