

UNIVERSITI TEKNOLOGI MARA

**ACCESSIBILITY FOR DISABLED IN
KLANG AND KL TRANSPORT
TERMINAL**

MASHITA BINTI SHAM

Thesis submitted in fulfillment
of the requirements for the degree of
Master of Science

Faculty of Architecture, Planning & Surveying

June 2014

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Univeriti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.


Name of Student : Mashita Binti Sham

Student I.D No : 2010651934

Programme : Master of Science

Faculty : Faculty of Architecture, Planning & Surveying

Title : Accessibility for Disabled in Klang and KL Transport
Terminal

Signature of Student : 

Date : June 2014

ABSTRACT

Accessibility to public buildings especially transport terminals is paramount in our daily lives, what more when dealing with external and internal environment. Realising that most public transportation terminal in Malaysia are having the scarcity in terms of the satisfaction of quality in their designs and facilities, serious is indeed in need to be dissected to find the best solution that offers the best of convenience to all users. The aim of this research is to determine the impact of current infrastructure design to the disabled specifically concerning the accessibility aspect in public transportation terminals. The objective of this study is to evaluate the interior and exterior infrastructure for the accessibilities of PWDs, focusing specifically on the two selected main public terminals in the Klang Valley namely the Klang Sentral and the KL Sentral. This study utilise quantitative method as it involves questionnaire surveys on public transport commuters for the disabled where the samples is taken from the two selected terminals. The data collected were analyzed using Statistical Package for Social Science (SPSS). On-site audit survey was also conducted by the researcher. The findings of this research indicated that different types of disability requires different infrastructure provisions for a good accessibility at public transportation terminals. This research significantly promotes and enhances on affable facilities and designs for the disabled which will consequently promote better atmosphere. Conclusively, it is observed that most of the facilities were design without compliance with the Universal Design (UD) standard and Malaysian Standard (MS).

ACKNOWLEDGEMENT

First and foremost I would like to express my deep and sincere gratitude to my supervisor Prof. Dr. Hj. Mohamad Awang for his valuable supervision and his constant support throughout the process in completing this research until success. His wide knowledge and his logical way of thinking have been of immense value for me. I greatly appreciated of the invaluable inputs and encouragements provided by my supervisor.

My acknowledgement also goes to the institution, Universiti Teknologi Mara for sponsoring my studies. Many people have also been of great assistance to me in this pursuit and I would like to extend my appreciation also to the Dean, Institute of Graduate Studies Assoc. Prof. Dr. Siti Halijah Shariff and Deputy Dean, Assoc. Prof. Dr. Zuhaina Zakaria for this particular fellowship fund provided to me while I was persuing my master. Not to forget also to the Dean, Faculty of Architecture Planning and Surveying Assoc. Prof. Dr. Masran Saruwono and Head of Programme, Postgraduate Studies Assoc. Prof. Dr. Roshana Takim who has helped and supported me in many ways.

Special recognition also goes to all lecturers of Interior Architecture Department for their opinion, advice and support for my educational growth. I would also like to also extend my gratitude to Syarikat Prasarana Berhad for their support in the transportation-related field and for being part of the process in my research. I would like to thank Suruhanjaya Pengangkutan Awam Malaysia (SPAD) and also Social Welfare Department Malaysia for the valuable information pertaining to this study.

Many disabled people have contributed in this study by giving information and responses especially from the Damai Disabled Persons Association of Selangor and Federal Territory, for the time spending with me during my data collection process, without this information support and information, the report would not have been possible.

Finally, thesis or educational foundation would be completed without the time commitment gratitude also to the support from family and friends. I owe my loving thanks to my beloved husband Mohd Mazlan Bin Mohd Ramli, my parents Robiah Binti Mydin and siblings Rohana Binti Sham and Suriati Binti Sham for their prayers and being part of the process in my research. Last but not least, I am indebted to my many of my colleagues for their help, support, and advice during the completion of this research project. Thank you very much.

TABLE OF CONTENTS

	Page
AUTHOR'S DECLARATION	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	x
LIST OF FIGURES	xii
LIST OF PLATES	xiv
LIST OF ABBREVIATIONS	xvi
CHAPTER ONE: INTRODUCTION	
1.0 Background of the Study	1
1.1 Problem Statement	4
1.2 Objectives of the Research	6
1.3 Research Questions	6
1.4 Justification of the Research	7
1.4.1 Why Disabled?	7
1.4.2 Why Public Transportation Terminal?	9
1.4.3 Why Urban Area?	14
1.4.4 Why Klang and KL?	14
1.5 Significance of the Study	16
1.6 Scope and Limitation of the Study	18
1.7 Definition of Key Term	
1.7.1 Disabled	19
1.7.2 Accessibility for The Disabled	20
1.7.3 Infrastructure Design	20
1.7.4 Journey Cycle	20
1.7.5 Universal Design Standard	20