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**USERS' SATISFACTION ON FACILITIES
PROVIDED FOR DISABLED AT REST &
SERVICES AREA ALONG NORTH-SOUTH
EXPRESSWAY**

FINAL PROJECT submitted in partial fulfillment of the requirement for
the award of Bachelor of Quantity Surveying (Honours)

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ABSTRACT

Every building need to adapt disabled-friendly facilities in order for disabled to get access to it like other normal person. To date, the number of disabled is increasing hence the implementation of disabled facilities inside and outside of the building is essential. By going through users' satisfaction on the facilities for disabled in a particular building, it will ensure the effectiveness of the implementation of it. Rest and services area (RSA) are one of the public building which make it necessary for it to provide those facilities for disabled. RSA need to provide convenient and purposeful facilities to give a better environment to users and reach their satisfaction. The objectives of this research are to determine the types of disabled facilities provided at the RSA, to identify the level of users' satisfaction on the disabled facilities provided at the RSA and lastly to suggest an improvement needed for disabled facilities at the RSA. Data of this research was collected through qualitative method which was through observation to achieve the first objective and quantitative method by distributing questionnaire to the RSA users who are disabled, senior citizen and their care taker. The study is conducted at the RSA along North-South Expressway. Three (3) numbers of RSA have been selected for this study and random sampling was being used for this research. A descriptive analysis was the main statistic used in this study. The results showed that most of the necessary facilities for disabled were being provided at the RSA. Majority of the users were satisfied with the facilities provided at the RSA but there are some facilities provided were not being satisfied by the users. The facilities for disabled should comply with standard and regulation that was designated by the government. This to prevent any inconvenient by the disabled while utilized the facilities and help them to living a life like a normal human being. The findings of this study was the facilities provided for disabled at the RSA along North-South Expressway was at the satisfaction level.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Malaysia complied with the Persons with Disabilities Act (PWDA) in 2008 as part of its obligations under the Convention on the Rights of Persons with Disabilities (UN Convention). According to the PWDA, those persons with disabilities shall have equal access to the public facilities, amenities, services and buildings, public transport, education, employment, information, communication and technology, cultural life, recreation, leisure and sport. Malaysia also amended the Uniform Building Bylaws in 1990, making it compulsory for buildings to provide access and facilities for disabled persons.

The demand of facilities for disabled both outside and inside of the building is keep increasing as there is an increment in the numbers of disabled these day (Wee, 2008). The facilities provided also have to meet the requirements set by the local authority. A good means of access would be a route that does not incorporate obstacles and hazards, and it is not problematic to people, including those who have impaired sights, impaired mobility use walking aids or use wheelchair (Soltani *et al.*, 2012).

The purpose of this study was to explore and measure the level of satisfaction on facilities provided for disabled at Rest & Services Area along North-South Expressway. North-South Expressway was the longest expressway in Malaysia and it does provide a number of rest area along the expressway. RSA need to provide convenient and purposeful facilities to give a better environment for user and reach their satisfaction. Objectives of this research is to identify types of facilities for disabled that being provided