



DEPARTMENT OF ESTATE MANAGEMENT

FACULTY OF ARCHITECTURE

PLANNING AND SURVEYING

UNIVERSITY TECHNOLOGY MARA

**A STUDY ON THE LEVEL OF SATISFACTION BASED ON FEATURED
FACILITIES FOR THE CONVENIENCE USAGE TOWARDS PASSENGERS
CASE STUDY: LOW COST CARRIER TERMINAL (LCCT), SEPANG**

**A project prepared to meet the
part of the requirements for the award
achelor of Estate Management (Honours)**

AZMIL ROHIMIE ZAKARIA

2007126227

SEMESTER JULY 2010 – DECEMBER 2010

STUDENT'S DECLARATION

Academic Project Title:

A STUDY ON THE LEVEL OF SATISFACTION BASED ON FEATUTURED
FACILITIES FOR THE CONVENIENCE USAGE TOWARDS PASSENGERS
CASE STUDY: LOW COST CARRIER TERMINAL (LCCT), SEPANG

I declare that this thesis is the result of my own research, accepted those references
which have been acknowledged.

In the event that my thesis is found to have violated the conditions mentioned above, I
voluntarily waive the right on the conferment of the degree as agreed and be subjected to
the disciplinary rules and regulations of University Teknologi MARA.

Signature

:



Student's Name

: AZMIL ROHIMIE BIN ZAKARIA

Date

: 11 / OCTOBER / 2016

ACKNOWLEDGEMENT

In the name of Allah, Most Gracious, Most Merciful.

In the Name of Allah, Praise be to Allah the Cherisher and Sustainer of the worlds. My thanks to Allah for managing to the permission finish this study within the given time. Thank you for the given patience and serenity that would qualify me to receive the Bachelor of Estate Management (Hons).

First, I would like to thank Puan Suriyana Mustafar as my supervisor who is the ones who assisted, provided prompt comments and guided me out of my difficulties during the course of the preparation of this study. How I wish also to express my gratitude to all the management and staffs in the Operation & Maintenance Department of LCC Terminal for their commitment and encouragement who have helped me tremendously with this study.

My thanks also for the Academic Project Coordinator, Associate Professor Sr. Haspalela Mohd Yusof, and not forgetting all the lecturers of the Department of Estate Management, for their kindness and enthusiasm in helping, May God bless all of you.

I wish to thank my beloved mother Puan Rohani Mat for taking good care of me and provided support in terms of financial, encouragement, motivation and last but not least my many thanks to all the people who have helped me endlessly with this study, knowingly and unknowingly.

Thank you.

ABSTRACT

This Academic Project has been written to study on the level of satisfaction based on its featured facilities among passengers who tend to use it. Facility Management (FM) is a balance between technical, managerial and business acumen that may be related to operational, tactical and strategic decision-making processes. The operational activities are concerned with effective functionality of service, the tactical with the organisation and administration procedures and the strategic with the match between facilities and corporate objectives. It is essentially a management function and it is at the strategic level that FM can have the greatest impact; to be involved with forward planning decisions. Successful FM teams will be able to embrace the language of the core organisations they serve, clarify and serve their strategic contribution in terms of business relevant outcomes (Hallam, 2000). The study examines the passengers perspective towards the facilities been provided. Sources of data are gathered by the author from literature review of previous researches, journals and others. Utilizing a set of questionnaire, the study focuses on the level of satisfaction by investigating particulars aspects related to facilities. Besides that, the study also identifies suggestions that can help improving the services of the facilities. The questionnaires used to collect the data distributed by hand and the sample size of this research is 50 passengers as respondents.

TABLE OF CONTENT

CHAPTER	CONTENT	PAGE
	Student Declaration	i
	Supervisor's Declaration	ii
	Acknowledgement	iii
	Abstract	iv
	Table of Content	v-vii
	Table List	viii
	Figure List	x
	Symbol List	xi
	Appendixes	xii
CHAPTER 1	INTRODUCTION	
	1.0 Introduction	1-2
	1.1 Problem Statement	3-4
	1.2 Objectives	4
	1.3 Scope of research	5
	1.4 Limitation of research	5
	1.5 Significant of research	6
	1.6 Research Methodology	7
	1.6 Arrangements of Chapter	8