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**USERS' SATISFACTION LEVEL TOWARDS THE
FACILITIES PROVIDED AT THE MASS RAPID TRANSIT
(MRT) STATION**

Final project submitted in partial fulfilment
of the requirement for the award of
Bachelor of Quantity Surveying (Honours)

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SEMESTER: SEPTEMBER 2018 – JANUARY 2019

ABSTRACT

Nowadays, many types of public transportation have been developed to help the people to travel from one place to another place without have to trapped in traffic jam when travelling by car or personal transportation. Public transport modes such as transit buses or city buses, light rail transit (LRT), commuter rail system and mass rapid transit (MRT) have been established in many part of the world including in Malaysia. Thus, the accessibilities of a facilities at the public transportation such as Mass Rapid Transit (MRT) is necessary due to the importance of public transport to Malaysia people. The facilities are needed to satisfy the needs and necessities of a Mass Rapid Transit (MRT) users.

The aim of this research to study the users' satisfaction level towards the facilities provided at the Mass Rapid Transit (MRT). The purpose of this study is to identify the types of facilities provided at the MRT station, to determine the level of users' satisfaction toward facilities provided at the Mass Rapid Transit (MRT) station and to suggest on improvement of facilities provided at the Mass Rapid Transit (MRT) station. The scope of this research is focusing on the facilities available at the MRT station. A total of 354 questionnaires was distributed to the respondents at the Muzium Negara MRT station.

The data collected then transferred to the SPSS software to be analysed and the outcome of the analysis has been presented in the form of table and chart. The result from the survey showed that the level of satisfaction of the respondent towards the facilities in the MRT station were between moderate to high.

ACKNOWLEDGEMENT

With high gratitude to Allah S.W.T. who gave me the ideas and physical strength in preparing this final project/dissertation. Completion of a project of this nature requires more than just the efforts of the author. I wish to express my gratitude to the persons and all parties who responded to the survey and also offered their invaluable contributions in carrying out this dissertation.

First of all, I would like to express my appreciation and acknowledgement to my supervisor Puan Edelin Hussein who has given me guidance and unfailing support and contribution of ideas in preparing this final project/dissertation. Also a special thanks for her insightful supervision, encouragement, thoughtful criticisms throughout the research and her creative suggestions.

My gratitude also goes to all those who agreed to be interviewed, and gave me the benefit of their knowledge, views and experience. I am also indebted to all my friends for their moral support and encouragement during the preparation of this dissertation.

Finally, I would like to thank my beloved parents and family members, who never stop giving me their encouragement and full support in order for me to complete my dissertation. Thank you for all the understanding given to me when I really needed it.

Thank you.

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