

**STUDY ON PUBLIC FACILITIES MANAGEMENT AT HOSPITAL SULTANAH
BAHIYAH, ALOR SETAR.**

By

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This Planning Project Paper is prepared

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Title

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ABSTRACT

The public facilities management in government hospitals is very important to provide comfort to consumers. Facilities Management is well defined and understood here in the UK and it is easy to make the same judgment for other modern-day countries, where the construction industry is well established and iconic structures dominate the city landscapes. In Malaysia, the picture seems quite different with various professionalisms having their own perspective on the definition of Facilities Management. It will be interesting to see if this research can identify a unifying approach to the concept of Facilities Management within the Malaysian hospital place. The aim of this research is to realize and investigate the facilities management at hospital problems in the hospital's waiting area in aspects of space planning and parking area. Waiting areas are the first places which give an impact on customers and patients, and if these spaces neglected to consider the impact on the stress and anxiety of the customers and patients, undesired consequences will arise. Parking shortage in hospitals is a pivotal issue that often finds itself without a suitable solution for many hospitals in Malaysia and worldwide. The continuous lack of parking spaces in hospitals has contributed to illegal parking, significant road obstructions, vandalism, all of which cause hardship to the people. Rising car ownership and the lack of public transportation incites emotional turmoil among people and provides further grief. This thesis intends to recognize the importance of collecting data for qualitative research and gaining insights into the public regarding the introduction of a new concept with minimal hardship to the people.

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