

**PERCEPTIONS OF USERS ABOUT COMFORT AND SAFETY IN TERMINAL ONE
SEREMBAN, NEGERI SEMBILAN**

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AUGUST 2020

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This Planning Project Paper is prepared


by

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Title

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Accepted in partial fulfilment of the requirements for a
Diploma in Town and Regional Planning

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ABSTRACT

The study being conducted to study about the perceptions of users about comfort and safety in Terminal One Seremban, Negeri Sembilan. All of the data has been collected using the questionnaire. In line with the process of major changes to become the Seremban City Council on 20 January 2020 as well as development progress in the city of Seremban is being developed. One of the main things that need a refreshment is their public transportation system especially in Terminal One. Buses are the most used public transport by users compared to trains and taxis and all the public transports are connected the districts of Negeri Sembilan such as Rembau, Kuala Pilah and Tampin. The choice of the study area because in June 2019, former Minister of Transport, Mr. Anthony Loke said that 'Terminal One needs to upgrade because it has been operated for more than 20 years. In order to address issues and problems, several studies were conducted through a questionnaire form to obtain relevant information. The questionnaire was conducted on users at Terminal One. As a result of the analysis, it is found that the level of comfort and safety that been provided at a low level. In addition, Terminal One is an open type building. Therefore, it is open from pollution, safety, hygiene problems that will result in low levels of comfort and safety. In this regard, suggestions have been set up to overcome the issues in order to make Terminal One as an advanced bus terminal like the others.

ACKNOWLEDGEMENT



Praise be to Allah, Lord of the Worlds. Peace and blessings be upon our Prophet Muhammad SAW his family around, his companions and his descendants" heirs.

First of all, thank to Allah S.W.T as his blessing and assisted I managed to conduct and completed this task research in the time given. A special thanks for my supervisor in charge, Dr. Suharto Teriman for his assistance and his guidance that has been given to me as the motivation for myself to complete this research study perceptions of users about comfort and safety in Terminal One Seremban, Negeri Sembilan. It was a great honored to work together with the supervisor as it is the one of the senior lecturers among all the supervisors.

Lastly, thank to my parents Arenzi Bin Maaz and Normah Binti Yaacob for their unwavering encouragement and prayers for me to complete the Final Year Project (FYP). I want to thank to my friends who also help me many things when preparing this assignment and I wish all the best success in future. Amin.

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