

**BUILDING SURVEYING DEPARTMENT  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGY MARA  
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**THE EFFECTIVENESS OF SECURITY MANAGEMENT TOWARDS USERS'  
SAFETY AT REST AND SERVICES AREA (RSA) NORTHBOUND PLUS  
EXPRESSWAYS, MALAYSIA.**

**Academic project submitted in partial fulfillment of the requirements for the award  
of the degree of Bachelor Building Surveying (Hons),  
Faculty of Architecture, Planning and Surveying  
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## STUDENT'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of University Technology MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This topic has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

In the event that my dissertation be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree be subjected to the disciplinary rules and regulations of University Technology MARA.

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## **ABSTRACT**

Rest and Service Areas (RSA) had become an integral aspect of the Malaysian road trip experience. With an array of amenities, several RSA offer more than just a temporary stop for freshen up after a long drive. Two case studies of vast RSA Northbound PLUS Expressways are Tapah, Perak and Gurun, Kedah were selected. Thus, by that a security management of users' safety must be overlook due to the RSA is an essential place that are visited by users in order to ensure the service provided is efficient. Therefore, the purpose of this study is to identify the effectiveness of security management towards users' safety at RSA Northbound PLUS Expressways. Next, this study shall discover the kind of threats that happen that contributed to the dangers of the users' safety and provide the best possible solution for improvement. Then, the methodologies adopted were semi-qualitative for data supported, semi structured interview for data collection, some observations and semi-quantitative for questionnaires survey which are 100 respondents from both RSA. In this study also, a conceptual framework is developed by adapting several models from previous studies and crimes reported case. Afterward, the descriptive and average index analysis was used to analyze the data collected. Result of the questionnaires indicates the performance of effectiveness of security management, the kind of threats happened and the best solution recommended. Impact of the threats has the highest index with the negative relationship to the effectiveness of security management. In a nutshell, it is hoped that these findings will guide effort to some improvements to the users' safety at RSA in Malaysia.

**Keywords:** Effectiveness, Security Management, Rest Service Area (RSA), Northbound, PLUS Expressways.

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