



**BUILDING SURVEYING DEPARTMENT**  
**FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING**  
**UNIVERSITY OF TECHNOLOGY MARA PERAK**

**THE MANAGEMENT AND USER SATISFACTION ON CLEANLINESS**  
**ASPECT AT WET MARKET**

**AUTHOR : NUR SHAHIRA BINTI SUHAINI**

**SUPERVISOR : CIK NAZHATUL ZALKIS BINTI JAMALUDIN**

**SEMESTER MARCH 2016 – JULY 2016**

## STUDENT'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi 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.

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Name of Candidate : Nur Shahira Binti Suhaini

Candidate I.D. No. : 2014638008

Programme : Bachelor (Hons) in Building Surveying

Faculty : Architecture, Planning & Surveying

Thesis Tittle : The management and user satisfaction on Cleanliness  
Aspect for Wet Market

Signature of Candidate : .....

Date : .....

## **ABSTRACT**

Public wet market is a facility provided by the management for the convenience of the local society to get their everyday needs. However, the increasing functional of wet market also makes this place one source of generate solid and waste water. If it is not handled properly, it can contribute to pollutions, odor and aesthetic problems to the environment and society. Therefore, this study looked into the management and user satisfaction on cleanliness aspect at selected case study. For public and private market there are have guideline that need to follow during trader in wet market. The guideline need to comply to make the market in control and clean. It is important to user to make activities with comfortable. But in this case study the cleanliness not performs well based on the user satisfaction. It is show the guideline is not complying during the market activities. The management of wet markets that implementation by Majlis Pemandaran Ipoh (MPI), Majlis Pemandaran Kota Bharu (MPKB) and Perbadanan Kemajuan Pertanian Selangor (PKPS). From the management there are some issue that management need to face during manage and control the cleanliness aspect at wet market which is trader behavior. Most of the factor that contributes to the pollution comes from the trader activities. The trader fails to manage their own waste and stall. Some of them think it is the management responsible. The less of knowledge of the regulation on cleanliness that make this issue happen. The management also need to strict in managing and control wet market it is because to make the trader not repeat their mistake. From the finding the user more satisfy on the Pasar Besar Ipoh and Pasar Seri Kembangan. It is because the cleanliness at that wet market more satisfied that Pasar Siti Khadijah. All parties need to cooperate to make our environment clean and safe.

## ACKNOWLEDGEMENT

Firstly, thanks to Allah the All Might, for giving me a chance in preparing and completing this research. Here I would like to give my gratitude to my lecturer Miss Nazhatul Zalkis Binti Jamaludin my Supervisor of Academic Project II, a lot to teach me throughout complete this research until completion. Besides he many teaching me how to complete this research.

Secondly, I would like to thanks to my parents and my family for their unending moral support. Without them, I do not have a strength and confidence. Everything is impossible if they are not with me until now. Because of them, I am now grow up and being a good people and can further our studies here.

The last one is I would like to thank to my classmate and all fellow friend for their help and discussion in helping me completing this research. Thank you again to everyone who has helped me directly or indirectly in this particular research. Only Allah can repay all your kindness to me.

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