

UNIVERSITI TEKNOLOGI MARA

**SEATING DESIGN IN THE WAITING
AREA OF SPECIALIST CLINIC IN
PUBLIC HOSPITAL IN MALAYSIA**

**DIYANA NAZIHA
BINTI NOR AZMAN**

Bachelor Interior Architecture (Hons.)

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AUTHOR'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 dissertation has not been submitted to any academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student : Diyana Naziha Binti Nor Azman


Student I. D. No. : 2017542739

Programme: Bachelor of Interior Architecture (Hons.) –
AP247

Department : Centre of Studies for Interior Architecture

Faculty : Architecture, Planning & Surveying

Dissertation Title : Seating Design in the Waiting Area of Specialist
Clinic in Public Hospital in Malaysia

Signature of Student :.....

Date : August 2021

ABSTRACT

The chair's design and use have received a lot of attention, especially regarding workplace use. Outside of the workplace, it appears that postures have not been properly examined. The chair is regarded to be necessary for dealing with and distributing pressures throughout the body while sitting. This apprehension about sitting turns out to be justified, as prolonged sitting may increase the risk of back damage. (Smidt, G.L. 1994). This study took place at a different hospital from the one used in the initial case study. As a result, the purpose of this study is to investigate and analyze user satisfaction with seating design in a specialty clinic waiting room at a public hospital in Pulau Pinang, Malaysia. The problem that can be stated were the poor seating design in the waiting area in one of the specialist clinic in public healthcare in Penang. (Fauziah I., Wan Mariah and Muna Hanim, 2010). Furthermore, this research aim is to investigate and analyze the user's satisfaction on seating design when using the waiting area. This research is based on data obtained from the survey questionnaire by user of waiting area. The data was analyzed to investigate the seating design and circulation for waiting area and identify the user satisfaction. The result of this study also suggest that the seating design in the waiting area of specialist clinic is need to be considered for improvement. Because health care is a place where people receive treatment, it must be damaging if they have difficulty navigating the facilities there. These findings provide useful information for hospital planners and facility managers planning future investments in hospital waiting for spaces, resulting in positive patient and employee experiences.

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