

UNIVERSITI TEKNOLOGI MARA

**THE ERGONOMICS AND ANTHROPOMETRICS
IN ACCESSIBILITY ASPECTS FOR PEOPLE WITH
DISABILITY IN MALAYSIA'S HOTEL**

NAJWA UMMIRA BINTI MD FIRDAUS

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 : Najwa Ummira binti Md Firdaus
Student I. D. No. : 2019341847
Programme : Bachelor of Interior Architecture (Hons.) – AP247
Department : Centre of Studies for Interior Architecture
Faculty : Architecture, Planning & Surveying
Dissertation Title : The Ergonomics and Anthropometrics in
Accessibility Aspect for People With Disabilities in
Malaysia's Hotel



Signature of Student :

Date : August 2021

ABSTRACT

In this current hospitality industry, people with disabilities still have trouble finding hotels or resorts that satisfy their accommodation and accessibility needs. Individuals may be uncomfortable and may be harmed as a result of the absence of aid. Lack of acknowledgement about people with disabilities needs in Tourism Sector, make them hesitate to travel without companion. Certain hotels in Malaysia tend to lack in accommodations and services for individuals with disabilities, improper ergonomics and anthropometrics might have an impact on their safety when they use hotel services. The aim and purpose of this study is to identify the ergonomics and anthropometrics for people with disabilities for hotel's industry in Malaysia to provide based on their needs in terms of services, accommodation and accessibility. The several research and objectives is the factors that affect the accessibility and safety aspects of the ergonomics and anthropometric's design, the standard requirements of ergonomics and anthropometric's design for people with disabilities in hotel's industry, the accessibility and safety aspects of ergonomics and anthropometrics design for people with disabilities in hotel's industry can ensure their safety and comfort. In this study, online questionnaire (Quantitative) was conducted to achieve data from respondents that come from few category of people which were people of disabilities, companion, family members and hotel staffs around 100 respondents. From this study, hotel sector in Malaysia will able to provide proper space for people with disabilities based on standard requirements stated to improve disabled people experiences when travelling. Guests with disabilities also will receive better accommodation and services. Lastly, designer will able to used the research context as a guide or reference for future design or development in ergonomics and anthropometrics for people with disabilities.

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