

UNIVERSITI TEKNOLOGI MARA

**ASSESSING THE HEALING
ELEMENTS IN PARK CITY MEDICAL
CENTRE OUTPATIENT'S AREA**

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Dissertation submitted in fulfillment of the
requirements for degree of
Bachelor Interior Architecture (Hons.)


Faculty of Architecture, Planning and Surveying

August 2021

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.

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Date	:	September 2021

ABSTRACT

In recent years, health care facilities design has started to make aesthetic enhancements to alleviate stress and anxiety, increase patient loyalty and improve health and healing (Schweitzer, 2004). The outpatient department is a primary health care service for people who do not require immediate attention. In this area, many hospitals have a common problem of excessive wait times. To cope with this, healing elements has been introduced as a design in hospital setting. The aim of this study is to identify the nature as healing elements responding to the environment in the hospital design. Thus, there are certain things that need to be clarify which is why the healing elements is needed in hospital design, what is the best design for nature as healing elements for hospital andhow the nature as healing elements in providing optimal healing environment for hospital. With all these questions, this can be obtained by identifying the visitor's feedback towards healing elements for hospital and determining the current state of healing elements to existing outpatient area. It specifically studies on outpatient area at Park City Medical Centre, Kuala Lumpur. This research is based on data obtained by the questionnaire that has been conducted regarding to healing elements that applied in the outpatient area which is garden as healing elements and natural lighting. To support the data, obtain from the questionnaire survey and on site observation has been carried out at the existing outpatient area. The data was analyzed and determine how end-user responded towards the healing elements in providing a good environment to hospital occupants. The finding from the questionnaire survey showed the feedback of visitors which most of the respondents agreed that the healing elements is needed in hospital design and helped in providing a good environment to the visitors. While the findings from onsite observation determine a good condition of the existing outpatient area at Park City Medical Centre, Kuala Lumpur.

ACKNOWLEDGEMENT

Firstly, I wish to thank God for giving me the opportunity to get into this study and finally completing this study after a long journey with a lot of circumstances and challenges that I have been through. My gratitude and very much thanks go to my supervisor Dr. Zanariah Binti Abu Samah and co supervisor Mrs Zarina Binti Za'abar for help, support and assist throughout the entire of this research. I couldn't have done this without your endless supports. I also would like to gratitude to the lecturers of INA 637 Dr Arniatul Aiza Binti Mustapha, Mrs Hazirah Binti Hasri, Mrs Nor Adilla Binti Rahaman and Mrs Noorul Nadya Binti Shaharom.

My appreciation goes to my parents who supports me through the end and a special thanks to my teammates and studio mates for helping me with this project.

Finally, it has come to the end of the journey. Thanks to everyone for your endless supports. This piece of victory is dedicated to every one of you. Alhamdulillah.

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