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**THE PROVISION FOR PERSON WITH DISABILITIES  
(PWD`s) FACILITIES AT HOTEL BUILDING**

Final project submitted in partial fulfilment  
of the requirement for the award of  
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## ABSTRACT

Being able to enjoy life, participate in the community, and enter a building without any barriers or complications is unquestionably a blessing. However, this benefit, differs for those with disabilities (PWDs). All of these gifts, which people frequently take for granted, are one of their most fervent desires. With their disability, one of the most crucial aspects of everyday mobility is ease of access. However, in Malaysia, many buildings, including as hotels, retail malls, and schools, remain inaccessible to them. Thus, this study is being conducted with the aim to determine the elements of facilities provided for disable person and the level of public awareness towards people with disable (PWDs) facilities at hotel building.

This research has conducted using qualitative research, which includes on-site observation and a questionnaire survey. There are two case study that has been chosen which is Wyndham Acmar Hotel, Klang and Empire Hotel Subang. The aim of this study is to determine the elements on the disable facilities and the level of public's awareness on people with disable (PWDs) facilities at hotel building. There are three objectives that assist in reaching the aim, which are to identify the elements of disable facilities in hotel building, to evaluate the element of disable facilities implemented and to investigate the level of public awareness on disable facilities. All the data are being analysed by using SPSS software. The result of this study has revealed that few facilities for disabled people not follow the standard requirement in hotel building such as toilet where the toilet does not fulfil for minimum entrance and exit area of 1700mm x 2200mm for wheelchair users and in some elements of disable facilities people do not aware of it such as the availability of tactile at surface of ramp.

**Keywords:** People with disabilities, facilities, hotel

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# **CHAPTER ONE: INTRODUCTION**

## **1.1 INTRODUCTION**

This chapter open and to introduce the background of the research study, problem statement, the research question, research aim and research objectives and scope of research. This will be followed up later by research organization and significance of research study.

## **1.2 RESEARCH BACKGROUND**

Malaysia is country that rapidly developing nation planned in Asia to become a highly developed country in 2020. To make this into reality, Former Prime Ministry, Tun Mahathir bin Mohamad has presented an outlined in nine strategic challenges that Malaysia needs to beat to reach 2020 vision. On the seventh challenge, Tun Mahathir was mention about establishing a fully caring society where it has means creating a caring society and a loving culture, a social system that values society more than oneself, with human welfare not revolving around the country or individuals but around a strong family system.

According to Department of Statistic Malaysia (2016) people with disabilities can be define as A person who suffers from physical or mental limitations due to loss, change, or abnormalities in any aspect of their body, neurological system, or organ function.