



**6th UNDERGRADUATE  
SEMINAR ON BUILT  
ENVIRONMENT  
AND TECHNOLOGY  
(USBET) 2023**

**SUSTAINABLE BUILT  
ENVIRONMENT**

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# A STUDY OF CUSTOMER SATISFACTION TOWARDS PROVISION OF ACCESS AND FACILITIES FOR PERSON WITH DISABILITIES AT RAJA TUN UDA LIBRARY, SHAH ALAM

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## ABSTRACT

*Public buildings typically have the primary function of offering services to the general public. Within these buildings, provisions for the disabled are required to comply with the latest Malaysian Standards (MS 1184:2014) code of practice, which focuses on achieving a universally accessible environment for Persons with Disabilities (PWDs), ensuring they can navigate the space without encountering barriers. This paper is aimed to study the satisfaction of customers with disabilities regarding the facilities available for them at Library Raja Tun Uda, Shah Alam. A quantitative research approach was used, involving a structured questionnaire given to library visitors. The study focused on accessibility, usability, and comfort of the library's disabled facilities. The collected data was analyzed using descriptive statistics to present an overview of satisfaction levels. The findings indicated the overall satisfaction level of customers with disabilities at the library and highlighted areas requiring improvement. Results showed varying degrees of satisfaction across different aspects of the disabled facilities. Some areas received positive feedback, such as wheelchair accessibility and availability of assistive technologies, while others, like signage clarity, needed improvement. This research contributes to the literature on customer satisfaction in libraries and provides insights to optimize accessibility and create a more accommodating environment for all visitors, including those with disabilities.*

**Keywords:** *customer satisfaction, disabled facilities, library, awareness*

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## INTRODUCTION

Public buildings are any type of building that is accessible to the public and is funded from public sources. Typically, public buildings are funded through tax money by the government or state or local governments. All types of governmental offices are considered public buildings. Public buildings generally serve the purpose of providing a service to the public. Many of these services are provided free to residents. This list includes public schools, libraries, courthouses, and post offices. This includes the facilities for the disabled which are deemed to have been provided as per the requirements of the latest Malaysian Standards (MS 1184:2014) code of practice regarding the Uniform Design and Accessibility in the Built Environment, which is delivering a barrier-free environment for the Persons with Disabilities (PWDs). (Hashim P. N., 2020) Disabled facilities are amenities and resources provided by relevant authorities in accordance with the Malaysian Standard Code of Practice for Access of Disabled Persons. In the findings of Tan (2008), he had encouraged society and government to be more alert on the advocacy for independent living of PWDs by providing information support services, personal assistance, etc in raising awareness towards the rights of PWDs. This includes basic provisions such as tactile paving, barrier-free toilets, access ramps, handrails, reserved parking in public buildings, reserved seats for public transport, tactile lift button, wheelchair-accessible public transports, visible signage, etc.

The disabled people always being left behind. Accessibility and convenience are now a major issue. Therefore, this issue has been raised in previous study. In addition, according to Samsuri (2012) stated that it is still at a moderate level of facilities for disabled people especially those for wheelchairs. This is because there are still some areas where there is no suitable access for this group. According to Utusan Malaysia (2009) attitude towards those less fortunate should be planted and not to deny their rights and their needs. Most of the facilities provided are simply monopolized by normal people and sometimes they are not given priority only because they belong to OKU. Authorities should play an important role in ensuring that all public facilities are OKU-friendly. Therefore, they must ensure that the facilities and the needs of the disabled are free of obstacles. For example, the absence of a special toilet and a special path is reserved for the OKU. Moreover, developers should build all the buildings with basic OKU-friendly facilities. Ultimately, the facilities of the OKU are very important, especially in the university area. The equality of the education level of the disabled should be highlighted for the general well-being. (Omar, 2019)

## **LITERATURE REVIEW**

### **Overview of Buildings with PWDs Facilities in Malaysia**

The provision of facilities or amenities for people with disabilities benefits all parties involved (Ahmad et al., 2017). This is because apart from providing comfort to individuals with disabilities, it indirectly improves the safety system of the educational institution building itself. From a social perspective, by providing these facilities, it indirectly promotes interaction among all parties, regardless of whether they belong to the normal or disabled group. However, the implementation of facilities for disabled users should adhere to the standards and guidelines set by the relevant authorities. These guidelines and standards are created for the benefit of all parties, especially the management of public building, in planning and assisting in the provision of adequate facilities needed by people with disabilities within a specific area of the public building. People with disabilities have equal rights and opportunities to live their lives like other members of society. A rights-based approach and appropriate protection should be utilized to ensure the interests and well-being of individuals with disabilities. Therefore, the lack of provision of facilities for individuals with special needs at the public building has resulted in these individuals being unable to lead comfortable and fulfilling lives like other citizens. Emphasizing accessibility in the development of a building can help reduce external and internal accessibility issues. However, this has not been fully addressed yet for the facilities of individuals with disabilities. The findings indicate that the facilities for individuals with disabilities in each building are still lacking and need improvement to enhance the quality of facilities and the comfort of individuals with disabilities in accessing education at a better level.

### **Acts and Guidelines**

Persons with Disabilities Act of 2008. The act affirmed that PWDs have equal access to public facilities, healthcare services, and recreational activities. It also created a National Council for Persons with Disabilities which makes legislative recommendations regarding disability law to the Malaysian government and promotes employment of people with disabilities. Registering as a PWD can prove eligibility for certain government services targeted towards people with disabilities (PWD Rights in Malaysia). Table 1 describes the acts and guidelines which relevant to the provision of facilities for Persons with Disabilities.

**Table 1: Acts and Guidelines**



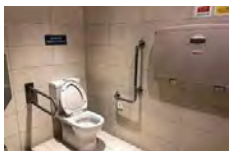



Acts and Guidelines	Description
Person with Disabilities Act 2008 (Act685)	The Persons with Disabilities Act 2008 was enacted in December 2007 and is Malaysia's first law addressing PWDs charity and welfare. Part III of Act 685 requires that persons with disabilities have the same right to access and use of public facilities, buildings, amenities, and services as people without disabilities.
Uniform Buildings By-Laws: UBBL(34A)	This requirement is spelled out in the UBBL, which is governed by the 1974 Street, Drainage, and Building Act. Under the amended section 34A of the UBBL, buildings must provide access for PWDs to enter, exit, and remain within the premises. This section applies to both new and existing structures. Within three years, the existing building will be improved.
Malaysian Standards (MS)	MS 1184:2002 and MS 1331:2003 have been superseded by this Malaysian Standard. This MS establishes a range of requirements and guidance for construction elements, assemblies, components, and fittings that relate to the structural aspects of building access both in terms of normal circulation and in the event of an emergency evacuation.



## Guideline for PWD Facilities

Persons with disabilities shall have the right to access to and use of public facilities, amenities, services and buildings open or provided to the public on equal basis with persons without disabilities, but subject to the existence or emergence of such situations that may endanger the safety of persons with disabilities.

**Table 2: Guideline for PWD Facilities**

Facility	Specification
<p>PWD Parking</p> 	<p>The minimum width and length of a parking place for a car are 3 600 mm and 5 400 mm, respectively. With a minimum width of 1 200 mm, this minimum width covers the transfer area behind the car.</p>
<p>Ramp</p> 	<p>Ramps may be the only realistic solution for persons who are unable to utilize steps or stairs.</p>
<p>Toilet</p> 	<p>Located to provide a minimum clear space of 40 mm from an adjacent wall or other obstruction</p>
<p>Elevator</p> 	<p>Elevator are preferred and must be accessible to everyone, including disabled individuals.</p>
<p>Door</p> 	<p>The activator mechanism should be either automatic or easily accessible. A sign, a door handle, an extra pull handle, glazing, and a kick plate should all be included on an accessible door.</p>
<p>Handrails</p> 	<p>Handrails should be extended horizontally beyond the ramp's top and bottom (min. 300 mm) At the beginning and end of each handrail/grab bar.</p>

## **METHODOLOGY**

The research has opted for a quantitative approach, with data analysis centered around result discussion. The chosen methodology involves conducting a questionnaire survey at the selected case study, focusing on PWD facilities at the library. The data collection process will involve gathering responses from a well-defined sample of 52 respondents.

### **Methodology Used**

The research was conducted using quantitative methods collected using questionnaire survey forms such as google forms distributed among library users. This research revealed the satisfaction of customer for PWDs facilities of Raja Tun Uda library.

Following that, secondary data was collected from other sources such as articles, journals, research papers, published books and websites. These resources will be developed and information from which will be summarized in the literature review.



**Figure 1 Raja Tun Uda Library**

### **Case Study**

Raja Tun Uda Library, Shah Alam was chosen as the case study for observation study. Next, the questionnaire distributed to the users of library to answer the Googlefor onsite and online platforms. The questionnaire around 52 respondents to take the survey.

Pustaka Raja Tun Uda, also known as the Raja Tun Uda Library, is a well-known public library situated in Shah Alam, Malaysia. The library is named after the late Raja Tun Uda Al-Haj bin Raja Muhammad, who was a prominent figure in Malaysian politics and played a significant role in the development of Selangor state.

## FINDING AND ANALYSIS

The first section is respondent background. This section explains the respondents' information that answered the questionnaire survey. It includes gender, and age of respondent.

	Frequency	Percent
Female	43	82.7
Male	9	17.3
Total	52	100.0

Based on data presented in table above, more than half of the respondents were female (82.7%) while the other remaining were male (17.3%). From the total of 52 respondents received 43 of them were female while the rest 9 of it were male.

	Frequency	Percent
10-20 years old	4	7.7
21-30 years old	46	88.5
31-40 years old	1	1.9
41-50 years old	1	1.9
Total	52	100.0

At the Raja Tun Uda Library, the majority of respondents, accounting for (88.5%), were in the age range of 21-30 years old, followed by 10-20 years old with a frequency of (7.7%). There were also a few respondents in the age groups of 31-40 years old and 41-50 years old, each comprising (1.9%) of the total frequency. Of the total of 52 respondents received 46 of them were 21–30 years old.

**Table 3: User Satisfaction on PWD Facilities**

Facilities	Questions	Mean Value
Parking	It is easier to find an accessible PWD parking?	3.62
Walkway	Properly connected to main building	2.88
Handrail	Fixed with proper height at ramp	2.85
Ramp	Consists of landing	3.06
Doorway	Width is adequate for wheelchair	2.83
Escalator	Guiding block is provided at the escalator	2.69
Elevator	Accessible to wheelchair user	3.13
Tactile Block	Contrast in colour	3.02
Toilets	Adequate door width	3.06
Special PWD Signboard	Signage is installed at proper locations like parking, toilet, etc	3.10

The objective of this paper is to identify the level of user satisfaction regarding facilities for people with disabilities. According to Table 6, the level of user satisfaction regarding the facilities for people with disabilities at Raja Tun Uda library is presented. The table displays the mean scores and standard deviations of the respondents' evaluations, based on a sample of 52 individuals. The results indicate that all the evaluated facilities received mean scores exceeding the standard deviation threshold of 3.00. This suggests that users are satisfied with the disabled facilities provided at Raja Tun Uda library.

The data collected from the respondents at Raja Tun Uda library provides valuable insights into the satisfaction levels and areas of improvement for the various facilities. By addressing the specific concerns raised by the respondents, such as parking proximity, walkway safety, handrail features, ramp accessibility, elevator usability, toilet space and accessibility, and the visibility of special PWD signboards, the library can strive towards creating a more inclusive and accessible environment for all visitors. These efforts will contribute to ensuring that individuals with disabilities can fully enjoy and benefit from the library's resources and services, fostering a more inclusive and welcoming community space.



## **CONCLUSION**

The facilities at Raja Tun Uda library indicate both positive and negative experiences among the respondents. These findings emphasize the importance of paying attention to accessibility and inclusivity in the design and maintenance of public spaces such as libraries. By addressing the identified areas for improvement, the library can enhance the overall experience of individuals with disabilities and create a more welcoming and inclusive environment. Providing accessible facilities not only benefits individuals with disabilities but also contributes to the well-being and satisfaction of all library visitors. The author recommends that more educational materials and awareness campaigns be developed in the future to highlight how crucial it is for the library to be inclusive and accessible to all.

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Tarikh : 20 Januari 2023

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