

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**A STUDY ON BUILDING MANAGEMENT CONCERN IN PROVIDING
ACCESS AND FACILITIES FOR PERSON WITH DISABILITIES (PWD)
IN KLANG VALLEY SHOPPING MALLS**

**NUR EZZATUL EDHLIN BINTI AZIZ JAAFAR
(2013615304)**

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**“I hereby declare that this academic project is the result of my own research
except for the quotation and summary which have been acknowledged”**

Student's Name : Nur Ezzatul Edhlin Binti Aziz Jaafar

Signature : 

UITM No. : 2013615304

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ABSTRACT

Generally, this study concerned about the access and facilities for person with disabilities (PWD) in shopping malls. It related to the building management concern in providing access and facilities for PWD in Klang Valley shopping malls.

As this study aimed is at assessing building management concern in providing access and facilities for PWD in Klang Valley shopping malls, it has three objectives that need to be achieved. Firstly to identify related provisions of access and facilities for PWD in shopping malls, secondly to examine building management awareness, willingness, and readiness in providing access and facilities for PWD in shopping malls and last one is to recommend measures to increase building management awareness, willingness, and readiness in providing access and facilities for PWD in shopping malls. Ten shopping malls in Klang Valley were selected based on the capacity of customer visits which is that frequented by visitors including PWD.

The research methodology that has been implemented during the research is through the visual observation about the access and facilities for PWD that has been provided in shopping malls and the structured interview has been conducted to obtain the information about the awareness, willingness, and readiness of building management in providing access and facilities for PWD in shopping malls and to fulfill the objectives. The data is obtained from the survey that has been carried out at the selected shopping malls or building management. All the data has been gathered and analyzed, and have been presented or shows into forms of table and charts.

Findings show that the score among of respondents level of awareness, willingness and readiness in providing access and facilities for PWD in shopping malls selected in Klang Valley. The level of awareness is higher compare to the level of willingness and readiness. Most of the respondents and their building management have excellent awareness and willingness and good readiness in providing access and facilities for PWD in shopping malls. Recommendations are made to increase building management awareness, willingness, and readiness in providing access and facilities for PWD in shopping malls.

CHAPTER 1: INTRODUCTION

1.1 Introduction

In Malaysia, the Persons with Disabilities Act 2008 define person with disabilities (PWD) as persons with physical, mental and intellectual disabilities that prevent or obstruct them from fully participating in a normal way in the community way of life. As the PWD have the rights to access and to enjoy using public facilities, amenities, services and buildings, removing barriers and providing access are fundamental needs.

However, Kamarudin et al. (2014) highlighted that there are many physical barriers faced by PWD in most shopping malls with the main features that should be considered are the toilet for PWD, barrier-free access, facilities such as handrails in lifts, car parking for PWD, clear exit and signage. Inaccessibility found in the case study commercial shopping malls are due to bad design or poor thought out solution, poor planning in accommodating accessible design as part of the budget and lack of enforcement on policies and guidelines.

Therefore, appropriate consideration should be taken by the appropriate governing bodies to ensure access and facilities are complying with the legislation, statutory and guidelines provided for the PWD (Kamarudin et al., 2014). In addition, building managers and building management should increase their awareness related to access and facilities for PWD in shopping malls and more concern in providing access and facilities for PWD especially in commercial buildings which is building managers need to ensure that their entire range of services is accessible. Commercial buildings should be set up regular inspection routines to ensure that all aspects of the building are kept in a good standard (Disability Action, 2015). This study may recommend and contribute to a better awareness and concern of building management in providing access and facilities for PWD in shopping malls.