



JOURNAL OF ISLAMIC ARCHITECTURE

P-ISSN: 2086-2636 E-ISSN: 2356-4644

Journal Home Page: <http://ejournal.uin-malang.ac.id/index.php/JIA>

THE USER SATISFACTION LEVEL WITH THE CONVENIENCE OF FACILITIES IN MOSQUES IN KUCHING, SARAWAK: A PERSPECTIVE FROM FACILITY MANAGEMENT

| Received | Accepted | Available online |

| DOI |

Juwita Zaidi

Faculty Science Social and Humanities,
University Malaysia Sarawak, 94300 Kota
Samarahan, Sarawak, Malaysia
zaidijuwitaO@gmail.com

Adibah Yusuf

Faculty Science Social and
Humanities, University Malaysia
Sarawak, 94300 Kota Samarahan,
Sarawak, Malaysia
yadibah@unimas.my

Khairul Aidil Azlin Abdul Rahman

University Putra Malaysia 43400 UPM
Serdang Selangor Darul Ehsan Malaysia
drkhairulazlin@upm.edu.my

Faridah Sahari

Institute Creative Arts and Technology,
University Malaysia Sarawak, 94300 Kota
Samarahan, Sarawak, Malaysia
sfaridah@unimas.my

Shaikh Azahar Shaik Hussain

Faculty of Applied and Creative
Art, University Malaysia Sarawak,
94300 Kota Samarahan, Sarawak,
Malaysia
shazahar@unimas.my


ABSTRACT





Facility management is a way to ensure that an organization's buildings are well-maintained and aligned with the organization's goals. The purpose of this study is to determine the level of visitor satisfaction with mosque facilities. The Sarawak State Mosque, Kuching City Mosque, and Kuching City Indian Mosque were selected as the study locations. A questionnaire survey was used to achieve the research objective, with mosque visitors as the target respondents to answer the questionnaire. The survey data was analysed using descriptive analysis methods. The study findings indicate that the overall level of visitor satisfaction at the mosques is good. Visitors find that the facilities provided at each mosque are in good condition and meet their needs.

KEYWORDS:

Facility management, visitors' satisfaction level, mosques, mosque facilities, survey, Kuching

Email daripada JIA (Journal of Islamic Architecture) Editor tentang paper ini yang telah **ACCEPTED**.

[JIA] Editor Decision 

 Prof. Dr. Nangkula utaberta <ejournal@uin-malang.ac.id>   
Cc: Juwita Zaidi; Adibah binti Yusuf +3 others Mon 28/08/2023 09:45

Dear Author:

After thorough review and elaboration. We have reached a decision regarding your submission to Journal of Islamic Architecture, "THE USER SATISFACTION LEVEL WITH THE CONVENIENCE OF FACILITIES IN MOSQUES IN KUCHING, SARAWAK: A PERSPECTIVE FROM FACILITY MANAGEMENT".

Our decision is to: Accept the submission.

We also acknowledged your revision on the paper. Your paper will be published in our journal in December 2023 Volume.

PROF. DR. NANGKULA UTABERTA IAI.
(Islamic Architecture, Theory of Architecture, Culture and Heritage, Halal Tourism and Design)
Senior Advisor, International Centre of Islamic Architecture from the Sunnah