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

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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

INTRODUCTION

Facility management is a field that deals with all aspects of physical assets, including ensuring their cleanliness, safety, and comfort (Isa et al., 2016). Various sectors, buildings, and organizations apply facility management in their operations. Schools are one of the entities that implement facility management. According to Asiabaka (2008), school facility management is a scientific approach to plan, organize, make decisions, coordinate, and control the physical learning environment to achieve educational goals and objectives. Additionally, hospitals also employ facility management. Shohet and Lavy (2004) argue that healthcare facility management is a way to ensure effective delivery of healthcare services. Hospitals manage the facilities they require to conduct their business, including physical assets and infrastructure. This involves managing properties, ensuring clean and safe buildings, and ensuring the proper functioning of water and electricity supplies (Ikediashi et al., 2015).

In Malaysia, the government has yet to promote and implement a robust facility management system (Myeda & Pitt, 2014). Facility management in Malaysia is still in its early stages of development, hence the slow growth thus far (Moore & Finch, 2004). The lack of understanding about facility management has contributed to the slow adoption of facility management practices. Facility management is a more advanced and widespread practice in the Western countries. In some countries like Japan, Australia, New Zealand, and Singapore, the implementation of facility management continues to grow. This is likely due to the presence of well-established facility management systems in these countries. Building management, services, and workforce activities are carried out to support organizational objectives (Myeda & Pitt, 2014).

A mosque is defined as "the place of prostration" or al-masjid in Arabic. It is a place where Muslims can perform their prayers. It is also commonly referred to as a masjid. Dedication, loyalty, and showing respect by bowing the head with reverence are also associated with the meaning of al-masjid (Azhar, 2008). Muslims who reside in areas with existing mosques typically go to the mosque nearest to their homes. A mosque is a place where people can come to pray, learn about religious teachings, celebrate religious festivals, and seek assistance from social services. Mosques generally have two main sections: the interior and the exterior. The interior of the building consists of prayer halls, multipurpose halls, offices, ablution areas, and restrooms. The exterior includes parking areas, landscaping, and pathways (Najafi & Shariff, 2014).

Based on past studies on facility management, it appears that various facility management practices are often discussed in various settings, including schools, hospitals, businesses, and office buildings. However, some researchers have found that studies focusing on religious buildings, such as mosques, are limited (Sapri et al., 2016). If mosques maintain proper facility management practices, they can enhance their performance (Allia et al., 2013). There are many ways in

which a mosque can achieve this, but one of the most important aspects is how the mosque is managed. This helps ensure that the mosque operates smoothly and provides quality services to its community.

Facility management is the process of managing the facilities in a particular location, usually in places that accommodate a large number of people, such as hospitals, shopping malls, sports complexes, and hotels. While some mosques have systems in place to manage their facilities, it is not a common practice in mosque management. A study by Sapri et al. (2014) hopes that mosques can adopt facility management practices to effectively manage their facilities. This would help mosques address various challenges they face. At the same time, it would also enable mosques to utilize their skills in performing various tasks.

In summary, this study highlights the issue of the insufficient application of facility management practices among mosques in Kuching, Sarawak. The level of user satisfaction with the mosque facilities is an important aspect that requires attention. Visitors coming to the mosque expect well-maintained and adequate facilities to meet their needs. Therefore, it is crucial for mosque management to take appropriate measures in implementing effective facility management practices. This includes planning, coordinating, and controlling the mosque environment to enhance visitor satisfaction and provide quality services.

The objectives of this study are as follows:

1. To identify issues related to the facilities in mosques concerning facility management.
2. To assess the level of visitor satisfaction with the facilities offered in mosques.

FACILITY MANAGEMENT

Facility management is a process that helps ensure the smooth functioning of an organization and enhances the effectiveness of its core activities (Dettwiler et al., 2009). Facility management is also necessary to provide a comfortable environment for both employees and customers, enabling the organization to operate more efficiently. Grimshaw and Keeffe (1993) state that facility management is based on the idea that a building can be arranged in a way that makes it more efficient to operate. The environment, including factors such as lighting, temperature, and others, can be optimized to help the building operate more smoothly.

According to Patanapiradej (2006), the IFMA model Figure 1 encompasses three factors: people, process, and place. People are responsible for their actions and behavior, which influence how they work and interact with others. Process refers to how we do things and how we organize our work. Place is where we work and where we inter-act with others. If there are issues within any of these factors, it will have an impact on the other factors. These three factors are closely interconnected. For example, if one thing changes, the other two will typically change as well. This strategy is effective because it takes into account the