



## Wayfinding and Spatial Approach of Space in Historical Building

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**UNIVERSITI TEKNOLOGI MARA**

**WAYFINDING AND SPATIAL APPROACH OF SPACE IN  
HISTORICAL BUILDING**

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**MASTER OF ARCHITECTURE**

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**MASTER OF ARCHITECTURE**

**February 2024**

## MASTER OF ARCHITECTURE

I hereby declare that the research writing and conduct in this Dissertation (AAA805) to which it refers are the product of my own. Any idea and quotations from the works of other people, scholars, publications are fully acknowledged in accordance to the standard academic practises.

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I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

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## ABSTRACT

Heritage embodies the continuum of our collective past, present, and future legacies, enriching our cultural and natural landscapes with irreplaceable significance. It serves as a beacon of inspiration and identity, anchoring us to our roots and guiding our journey forward (UNESCO, 2005). The journey of heritage exploration commences from the comfort of our homes, where online research offers a gateway to discover historical treasures. The documentation of these sites on digital platforms emerges as a pivotal aspect, shaping the initial connection between visitors and heritage locales. Upon arrival, seamless wayfinding mechanisms assume paramount importance, facilitating smooth navigation and enhancing the overall visitor experience. Equally crucial is the spatial arrangement within these spaces, exerting a profound influence on visitors' perceptions and engagements. Thus, a holistic approach that addresses online documentation, wayfinding efficiency, and spatial design emerges as imperative for optimizing the visitor experience at historical sites. Cultural heritage encompasses sites that epitomize human ingenuity and the harmonious integration with natural surroundings (Bleibleh, 2020). By prioritizing enhancements in identification, wayfinding, and spatial organization, heritage custodians can ensure that visitors derive maximum value and appreciation from their encounters with these significant sites. This synthesis of digital accessibility, navigational efficiency, and spatial aesthetics offers valuable insights for stakeholders dedicated to the preservation and promotion of our rich cultural heritage.

***Keyword – Identification, Wayfinding, Spatial Approach of Space***

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The dedication of this thesis is made in loving memory of my dearest parents, who had the vision and drive to educate and support me during this research. This victory is shared by the two of you. Alhamdulillah.



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## CHAPTER ONE

### INTRODUCTION

#### 1.0. Research Background

Heritage is what we inherit from the past, what we have now, and what we hand down to the future. Our cultural and natural heritage is special and valuable. It's something we can't replace and it gives us inspiration and guidance. These things are like our anchors, our guides, and they help define who we are. (UNESCO,2005). Cultural heritage include various elements such as monuments, which include architectural creations, sculptures, paintings, inscriptions, archaeological structures, and cave dwellings. It also includes buildings, whether standalone or interconnected, characterized by their architectural style, coherence, and relationship with the surroundings. Additionally, cultural heritage comprises sites that showcase human ingenuity or the harmonious interplay between human efforts and natural surroundings. (Bleibleh,2020)

Conservation of cultural heritage means taking steps to protect things that are important to our history and culture. These steps make sure that both people now and people in the future can enjoy and learn from these things. Conservation includes different ways of looking after things: making sure they don't get damaged, changing them a bit to fit new needs, fixing them up, or even making them like they used to be. No matter what we do, it's important to always treat these things with respect and take care of how they look and what they mean. (ICOM, 2020)

Keeping our important cultural things safe is called Heritage Conservation. It's all about making sure these things don't get old and worn out too quickly. This way, the important stories and values they carry can be passed on to kids in the future. People who work in museums and labs all around the world are busy taking care of these things. They do things like making sure items don't get hurt by the environment, fixing things up if they're broken, or even making old things look like new again. They do all this to make sure our history and culture stay alive for a long time. (Jorge, 2021)

Today, our cultural history is a big and valuable business around the world. It helps

countries, areas, and communities to generate income. A recent study by Harian Metro, 18.7 million tourist will visit Malacca in 2024 because of the historical preservation that Malacca use as main attraction for the tourist (Ahmad, 2023)

Taking care of cultural heritage can help the whole world's economy, and especially in places where people don't have a lot of money or opportunities, like in developing countries. This is because it can make new jobs for local people, including young people and women. It also helps people learn better and makes things fairer between different groups of people. It makes skilled jobs more attractive and makes different groups work together better. It can bring in more tourists and make their visits better too. (M. Ripp, 2017).

## 1.2. Problem Statement

In this introduction, we'll talk about these problems and how they all connect. We'll look at why it's hard to know and write down all the old things that are special here. We'll also see why the historical heritage might disappear and why there's not enough money, experts, or good plans to help.

Issues highlighted by the researcher are:

- a) **Insufficient information and records about important cultural history, missing key details in heritage documentation:** This can result from inadequate record-keeping practices, limited historical documentation, or oversight in capturing crucial information about cultural heritage.
- b) **Lack of proper signs or directions in historical places, making it hard to navigate and find locations:** This absence of clear signage can result in confusion, frustration, and a suboptimal visitor experience.
- c) **Lack of spatial approach of space that enhance customer experience:** In the absence of



such an approach, visitors may face difficulties in navigating the space, accessing information, or engaging with offerings, leading to a subpar experience.

In summary, the research identifies key challenges, including insufficient information and records about cultural history, a lack of proper signage in historical places, and the absence of an optimized spatial approach for enhancing customer experience. These issues highlight the importance of comprehensive documentation, clear wayfinding, and strategic spatial design in ensuring a positive and enriching visitor experience at cultural heritage sites and historical spaces. Addressing these challenges is crucial for effective preservation, accessibility, and appreciation of our cultural heritage.

### 1.3. Research Aim and Objectives

The research aims to comprehensively address heritage preservation by enhancing documentation accuracy, implementing effective wayfinding strategies, and optimizing spatial design to elevate customer experience within historical spaces.

The main objectives of the study are as listed:

- a) **To evaluate suitable online approach for the identification and documentation of cultural heritage, aiming it to make accessible its historical significance:** This involves exploring and evaluating digital strategies, platforms, or technologies that can effectively capture, record, and present information about cultural heritage.
- b) **To identify wayfinding mechanisms within a specific historical site, aiming to enhance visitor experience:** This involves a thorough analysis of the navigation systems and signage currently in place to guide visitors within the historical site. The goal is to assess the effectiveness of these mechanisms in facilitating smooth navigation, providing information, and enhancing the overall experience for visitors
- c) **To investigate the best spatial approach of space to enhance visitor experience:** This entails a comprehensive study of the design, layout, and organization of the space to identify

how it can be strategically configured to create a more positive and engaging environment for visitors. Factors such as accessibility, aesthetics, and functionality will be considered to determine the most effective spatial approach.

In summary, the research objectives aim to address key challenges in cultural heritage and visitor experiences. The evaluation of suitable online approaches for cultural heritage documentation emphasizes the exploration and assessment of digital strategies. Identifying wayfinding mechanisms within historical sites focuses on analyzing current navigation systems to improve the overall visitor experience. Additionally, investigating the best spatial approach for enhancing visitor experience involves a comprehensive study of design, layout, and organization to optimize accessibility and aesthetics. Collectively, these objectives contribute to fostering a deeper understanding, accessibility, and enjoyment of cultural heritage sites.

#### **1.4. Research Questions**

The research focuses on exploring effective spatial approaches for the preservation and revitalization of historical heritage. The study seeks to address critical issues concerning identification, preservation, and sustainability of this heritage. By delving into these research questions, the study endeavors to contribute valuable insights that can guide efforts to safeguard historical significance for generations to come

- a) What are the effective approaches that can be identified and implemented for the proper identification and documentation of heritage?
- b) How does the lack in wayfinding mechanisms affect visitors' overall understanding and appreciation of the historical significance of the site?
- c) How can spatial approaches can enhance visitor experience at historical building?

In conclusion, the research questions address critical aspects of cultural heritage preservation and visitor experiences. Firstly, effective approaches for the identification and documentation of heritage need to be identified and implemented, emphasizing the importance of robust strategies for recording and presenting cultural history. Secondly, the impact of a lack of wayfinding

mechanisms on visitors' understanding and appreciation of historical significance highlights the need for clear navigation systems to enhance the overall experience. Lastly, the exploration of spatial approaches to enhance visitor experience at historical buildings underscores the significance of strategic design and organization for creating positive and engaging environments. These questions collectively contribute to the broader goal of fostering accessibility, understanding, and appreciation of cultural heritage sites.

## 1.5. Research Framework

<b>RESEARCH FRAMEWORK</b>		
<b>Issue</b>		
Insufficient information and records about important cultural history, missing key details in heritage documentation	Lack of proper signs or directions in historical places, making it hard to navigate and find locations	Lack of spatial approach of space that enhance customer experience
<b>Research Questions</b>		
What are the effective approaches that can be identified and implemented for the proper identification and documentation of heritage	How does the lack in wayfinding mechanisms affect visitors' overall understanding and appreciation of the historical significance of the site?	How can spatial approaches can enhance visitor experience at historical building?
<b>Aim</b>		

The research aims to comprehensively address heritage preservation by enhancing documentation accuracy, implementing effective wayfinding strategies, and optimizing spatial design to elevate customer experience within historical spaces.

<b>Research Objective</b>		
To evaluate suitable online approach for the identification and documentation of cultural heritage, aiming it to make accessible its historical significance	To identify wayfinding mechanisms within a specific historical site, aiming to enhance visitor experience	To investigate the best spatial approach of space to enhance visitor experience
<b>Research Method</b>		
Observation	Data Collection	Data Collection
<b>Instrument</b>		
Online observation	Site visit to place at historical spaces and Online Sources (Journal, articles, books, conference paper etc)	Site visit to at historical space and Online Sources (Journal, articles, books, conference paper etc)

## CHAPTER TWO

### LITERATURE REVIEW

#### 2.1 Bringing the Museum Online

The utilization of digital technology amplifies the influence of museum collections, aligning with a worldwide inclination towards sustainable development. The documentation of museum collections emerges as a vital component in the progress of museums, as proper documentation is integral to establishing a meaningful museum environment. Through meticulous documentation, museum collections gain comprehension and appreciation from the audience (Lawan, Sadiq & Lawal Yusuf, Umar. 2021).

Online accessibility to museums allows individuals to explore artifacts securely, aligning with principles of sustainable development. The essential aspect of digital documentation lies in its capacity to effectively oversee, manage, record, and maintain information. Digital museums play pivotal roles as catalysts for research, education, creativity, employment, entertainment, and contribute to economic growth and development. (Lawan, Sadiq & Lawal Yusuf, Umar. 2021).

The documentation of museum collections not only aids in the development of museum objects but also enhances their value and relevance. The information quality inscribed on objects significantly influences their value, aesthetic appeal, classification, and size within the record book, contributing to a deeper understanding. In this context, transferring information into a digital format ensures easy accessibility and appreciation by the audience in the relevant area. (Lawan, Sadiq & Lawal Yusuf, Umar, 2021).

Users should have convenient access to this information regardless of its location. Hence, it is crucial to create information systems that can efficiently manage extensive information repositories, enable seamless retrieval of pertinent data through a multilingual interface, and cater to the requirements of seasoned users. This approach will facilitate the creation of interactive presentations for the general public. (Mannoni, Bruno, 1996).

## 2.2 Dorst Framework

Dorst (2015, p.74) explores the creation of frameworks to simplify intricate issues by using "universals" to outline the essential elements that shape the problem. He suggests that these universals are often implicit and require researchers to uncover and distill them during their immersion in the context. This process enables the development of fundamental themes that underpin the design research.

Applying Dorst's framework, the study can be structured around these fundamental concepts:

1. Virtual and Digital Environments - conveying conventional content via innovative digital mediums to enhance availability and reach.
2. Constructing Narratives - effectively conveying narratives within these environments to enhance interaction and involvement.
3. Levels of Knowledge - dispersing pertinent and simplified details about these spaces to strengthen community ties and cultural recognition.

## 2.3 Redefining Heritage and Cultural Preservation through Design

The plan for preserving culture and heritage has found important design rules that help create a new cultural environment by getting the community involved and interested. These ideas are important in discussions about heritage, where people's feelings and understanding are part of creating new cultural experiences to save and pass on traditions. By using design to bring back community emotions and values, we can bring back endangered cultural heritage and make it active and alive again. (Ramya Chandran, Harah Chon,2021). As the value situates the heritage as a part of the participant's cultural identity, the concern evoked might drive them towards taking action (Stephen, 2015).

The designer can help shift the conversation from individuals to the whole community,

which can lead to change that starts from the bottom and moves up (Ramya Chandran, Harah Chon,2021). This idea of talking and sharing together doesn't just help keep things safe, but also makes new ways of experiencing heritage that include both things we can touch and things we feel. This helps us learn while still keeping the important parts of our culture alive.

### 2.3.1 Design Principles in Sustaining Heritage

The new perspectives and fresh ways of experiencing things highlight the potential to use similar ideas in saving endangered heritage. For this, the researcher needs to find the important rules that guide the changed world. This could help in making cultures that last for a long time and can be used in different places. To make this kind of change work smoothly in a world that's always changing, four main rules are needed in the design process.

PRINCIPLES	VARIATIONS	FOCUS
DESIGN APPROACH	TRANS-MEDIA STORYTELLING TAXONOMY	ENGAGEMENT Building interaction and engagement to drive familiarity with heritage
SENSORIAL STIMULI	SIGHT SOUND SMELL TOUCH	MEANING & VALUE Activating the role of memory and nostalgia
COGNITION	HISTORY SEMIOTICS	REINFORCED IDENTITY Facilitating the desire to learn more about their heritage
MODES OF EXPERIENCE	ON-SITE VIRTUAL	AVAILABILITY & ACCESS Sustaining access to spaces at all times and from all areas

Table 1 Design Principles essential for sustainable heritage and preservation (Ramya Chandran, Harah Chon,2021).

### **2.3.2 Design Approach**

Highlighting the use of different storytelling methods and categories to get people interested in studying heritage. This idea works for all types of heritage globally. It includes recording and sharing cultural knowledge, which is important in preserving heritage. This can be achieved by showing symbols, features, and meanings in a way that makes cultural experiences stronger. (Ramya Chandran, Harah Chon,2021).

### **2.3.3 Sensorial Stimuli**

Connecting with sensory experiences means using memories and things that remind we of the past. It includes using elements that make we senses, like smell or touch, active. Wherever we are, these sensory experiences are important for remembering things and building connections with the people around us. This way of designing experiences adds importance and meaning to the human experience. (Ramya Chandran, Harah Chon,2021).

### **2.3.4 Cognition**

Understanding why a certain heritage is important in the local culture is crucial for people. This involves looking at symbols and history, as heritage is connected to deeper meanings. Some parts stay important over time, while others change. Knowing these meanings not only energizes participants but also makes them curious and willing to help keep cultural traditions alive. This, in the end, strengthens both personal and group cultural identity. (Ramya Chandran, Harah Chon,2021).

### **2.3.5 Modes of Experience**

The last principle is about the Modes of Experience. To make culture and heritage accessible to everyone, especially in uncertain times, it's crucial to allow interaction both online and offline. Thankfully, new media offers various ways to make this happen. Tools that let people engage and



learn not only make sure things last but also help reach people of all ages, especially those who rely a lot on technology to get information. (Ramya Chandran, Harah Chon,2021).

## **2.4 Wayfinding**

Wayfinding or topographic orientation is the ability to determine locations and find places within building facilities. Besides maps and directional signs, atriums play a significant role in orienting users within a building. Atriums allow visitors to establish their orientation concerning the horizontal and vertical circulations they intend to choose. Wayfinding is consistently used for various purposes such as identifying existing places or facilities, guiding audiences to other locations, and informing them about certain aspects. Moreover, the implementation of Wayfinding can consist of highly detailed elements that form patterns directing the flow of circulation within an environment. Wayfinding is crucial for human understanding of increasingly complex environments. As an integral part of an environment, Wayfinding is also permanent and applied within that environment.

### **2.4.1 Wayfinding Strategies**

The existing wayfinding in the permanent exhibition space will be measured for its role and effectiveness concerning the delivery of intended information to visitors. Effectiveness serves as a measure of the success of the ultimate goal to be achieved. Wayfinding is a method of sign systems that guide or direct people in their activities, ensuring that they follow the desired flow as indicated by the sign system. This research aims to:

- a. Identify the existing Wayfinding issues within the layout of the permanent exhibition
- b. Describe the condition of the Wayfinding used in the permanent exhibition and its effectiveness.
- c. Describe the benefits of implementing Wayfinding that can assist visitors in making and executing decisions related to their orientation while inside the permanent exhibition space.

### 2.4.2 Orientational Sign

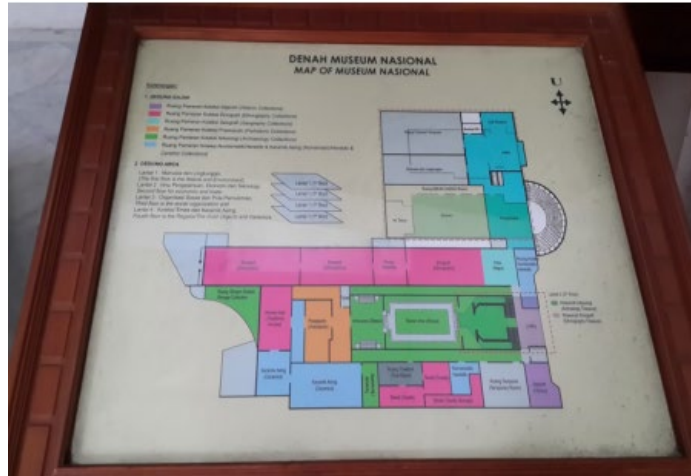


Figure 1 : Oriental Sign of Denah Museum Nasional (Heru, 2018)

Orientational Signs are panels containing clear information about an individual's position within an environment, such as maps, architectural references of a building, and layouts of circulation paths for entry and exit. These signs should be placed in common areas, where visitors must make decisions and navigate through exhibition spaces.

### 2.4.3 Informational Sign



Figure 2 : Informational Sign of Denah Museum Nasional (Heru, 2018)

Wayfinding signs provide information, but Informational Signs are more specific and detailed in conveying particular information, with the sign's form tailored to the information being conveyed. Informational Signs are typically placed at entrances and decision points, aiming to provide information, reduce or eliminate confusion, and decrease visitor inquiries to staff

#### 2.4.4 Directional Sign



Figure 3 : Directional Sign of Denah Museum Nasional (Heru, 2018)

Directional Signs indicate the direction or location of the destination intended by visitors. These signs serve as explicit navigation tools, aiming to make visitors more efficient and secure within an environment. Directional Signs are particularly crucial in complex and extensive environments. They can consist of a single sign indicating just one direction or multiple signs indicating various directions and destinations

#### 2.4.5 Statutory (Regulatory) Sign



Figure 4 : Statutory Sign of Denah Museum Nasional (Heru, 2018)

These signs consist of rules, general prohibitions, or permissions for specific activities. Their primary function is to ensure the safety of individuals from potential hazards and to inform about what is allowed and what is not. They are also useful in providing procedures for emergency events like fires, earthquakes, and so on. Examples of these signs include general or public prohibitions, specific instructions for staff, or prohibitions that emphasize high-risk factors such as danger, radiation, no entry, no swimming, and the like.

#### 2.4.6 Ornamental Sign



Figure 5 : Ornamental Sign of Denah Museum Nasional (Heru, 2018)

Ornamental Signs serve as decorations or decorative elements intended to beautify,

enhance, or adorn the overall appearance of an environment or as a complement to a sign. These signs include, among others, banners, flags, fences, memorial monuments, and attention-grabbing forms

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter will examine the methodology used to carry out the investigation in order to respond to the survey questions and accomplish the study's goals. The investigation was carried out using a combination of techniques, including a questionnaire and observation in a case study of historical site.

#### **3.2 Research Approach**

In this study, the qualitative research approach is being employed to gather data within its natural setting. The researchers aim to obtain a comprehensive understanding of the phenomenon under investigation by immersing themselves in the environment where it occurs. Through site visits, the research team will have the opportunity to observe and interact with the participants and their surroundings first-hand. In terms of the dissertation writing style, a combination of words and pictures was utilized to portray the situation effectively. This approach enabled the researcher to present the findings in a visually engaging manner, enhancing the overall understanding of the research outcomes. This approach allows for the collection of rich, detailed information through various means such as interviews, conversations, and the capture of visual data in the form of pictures.

#### **3.3 Research Design**

In this study, a case study research design is being employed to delve deeply into the internal physical environment under investigation. This design is particularly suited for gaining a comprehensive understanding of a specific phenomenon, as it allows to focus on a small number of samples in great detail. By selecting one or two cases, it can thoroughly examine the intricacies and complexities of the internal physical environment, exploring its various components, interactions,

and contextual factors. The case study design provides an opportunity for in-depth exploration, often utilizing multiple data sources such as observations. Through this approach, it can generate rich and detailed insights into the specific cases being studied, contributing to a deeper understanding of the internal physical environment and its underlying dynamics.

### 3.4 Sample

In this study, two buildings were selected as the focus of investigation: the Istana Lama Seri Menanti (Figure 1) and the Negeri Sembilan Minangkabau State Museum (Figure 2). These buildings serve as dedicated spaces for conservation of historical heritage. The methodology adopted for this study involves conducting an in-depth examination of these two buildings and the experiences of the visitor who frequent them. By selecting these specific locations, the researchers can closely observe the physical environments, online facilities, and the wayfinding of the site.

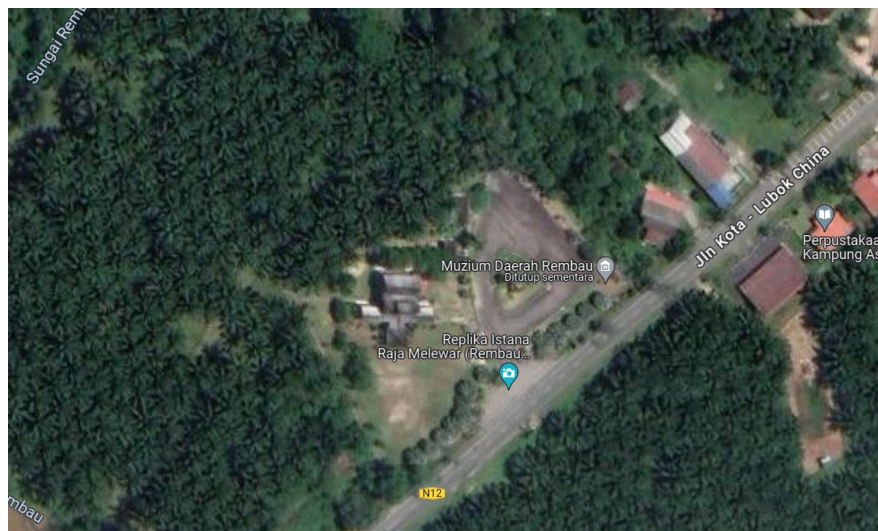


Figure 6 Istana Raja Melawar (Google maps,2023)

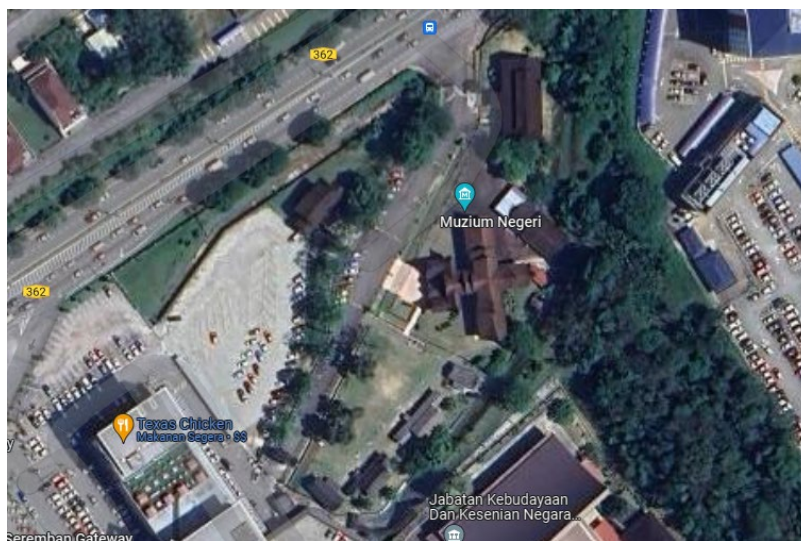


Figure 7 Negeri Sembilan Minangkabau State Museum (Google maps,2023)



### 3.5 Data Collection Method

The observation for data collection were structured with the list of variables of physical environment that refers from the study of literature review (Figure 3). This method used to identify a clear data collection. It focussing on the variables of physical environment in the building been apply in suitable way. There is two case study were conducted to have a better understanding of the variables in order to achieve the main goals of this studies. The first case study was conducted at Istana Lama Seri Menanti, Kuala Pilah, Negeri Sembilan and the other one was at Negeri Sembilan Minangkabau State Museum, Seremban Negeri Sembilan. Both places provided an environment for activity to feel the time of visitor to appreciate heritage preservation.

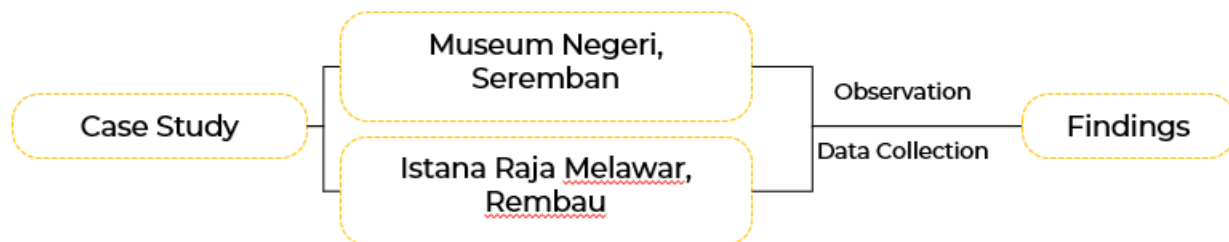


Figure 8 : The Flow of Findings

### 3.6 Data Analysis

Data analysis involves four key steps: (1) organizing the data, (2) getting a general understanding of the whole dataset, (3) identifying general patterns, and (4) integrating the data. By following these steps, we can make sense of the information and gain valuable insights for better decision-making. Data analysis be organized systematically, ensuring that it is easily accessible and structured for analysis. Then be understand the data of physical environment and potential significance. Exploring the data enables the identification of general patterns and trends that may exist within the information. Lastly, the various components of the data are integrated, allowing for a comprehensive view and gaining valuable insights to support decision-making processes.

### **3.6 Conclusion**

This chapter were beginning from the introducing the limitations of the study were faced during the phase of data collection. The limitations bring the study to few approaches of method. Furthermore, the analysis of each method has been generating and properly prepared into documentation.

## **CHAPTER FOUR**

### **FINDINGS AND DISCUSSION**

#### **4.1 Introduction**

This research is all about using the layout and design of spaces to preserve and share the stories of historical places. We're diving into how we can protect cultural heritage by understanding how spaces are organized and used. One big part of this study is looking at how better signs and directions in specific historical sites can help visitors really understand and enjoy the site more. By improving how people move around and learn in these places, we hope to make history more accessible and exciting for everyone.

Another important aspect we're exploring is the challenges faced in protecting these special places. Problems like not having enough money, expertise, or proper organization can make it hard to keep historical sites safe and meaningful. We're going to figure out how using smart spatial strategies can help overcome these obstacles. By focusing on how space is managed and used, we want to find practical ways to save history and make it easier for everyone to explore and learn from these incredible places.

Ultimately, this research aims to show how thinking about space can help us not only protect cultural heritage but also improve the experience for visitors. By understanding how spaces work, we hope to find solutions that make historical sites more enjoyable, understandable, and accessible to everyone, despite the challenges that often stand in the way of conservation efforts.

#### 4.2 Case Study 1 : Istana Raja Melawar (Rembau Museum), Negeri Sembilan

This case studies were made for the primary data of a suitable wayfinding and spatial approach of space for visitor at Istana Raja Melawar (Figure 1), located at Rembau, Negeri Sembilan. This study used an observation method to collect data based on listed variables of suitable physical environment. By employing a detailed observation approach, this study aimed to comprehensively assess the existing spatial characteristics and identify areas for potential improvement.



Figure 9 : The building of Istana Raja Melawar, Negeri Sembilan

### 4.2.1 Online Contribution of Istana Raja Melawar, Negeri Sembilan

#### Finding

Case Study	Online Information		
<b>Istana Raja Melawar, Rembau</b>	<b>Website</b>	<b>Social Media</b>	<b>Application</b>
	/	/	<b>X</b>

Table 2 : Online Information of Istana Raja Melawar, Negeri Sembilan

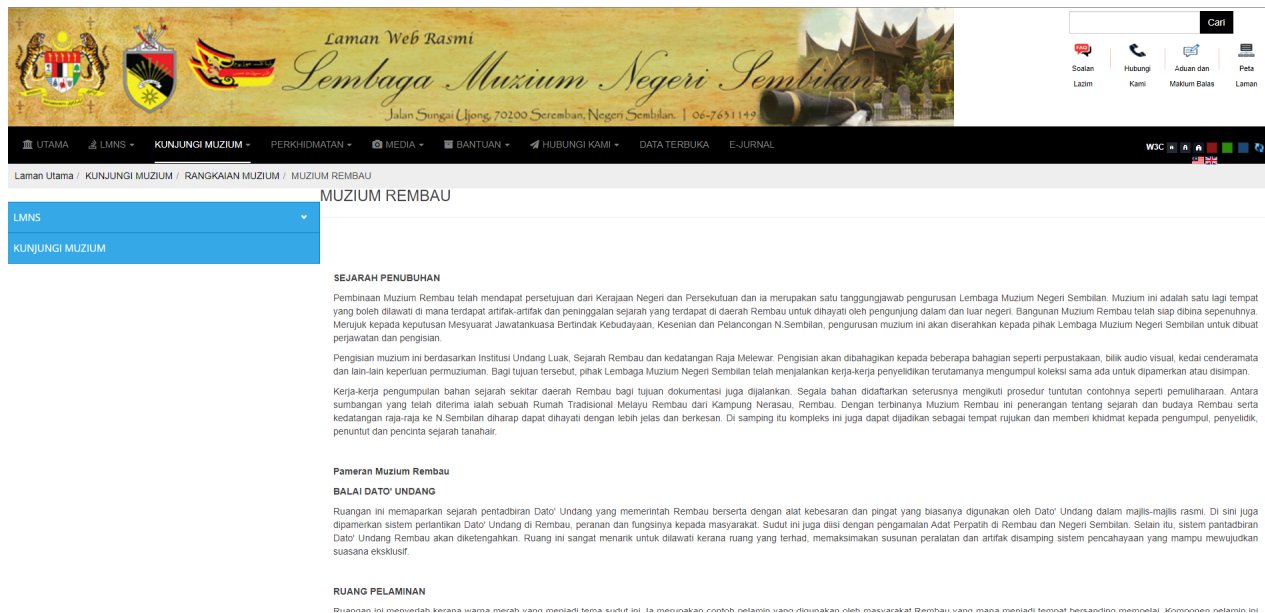


Figure 10 : Website of Istana Raja Melawar, Negeri Sembilan

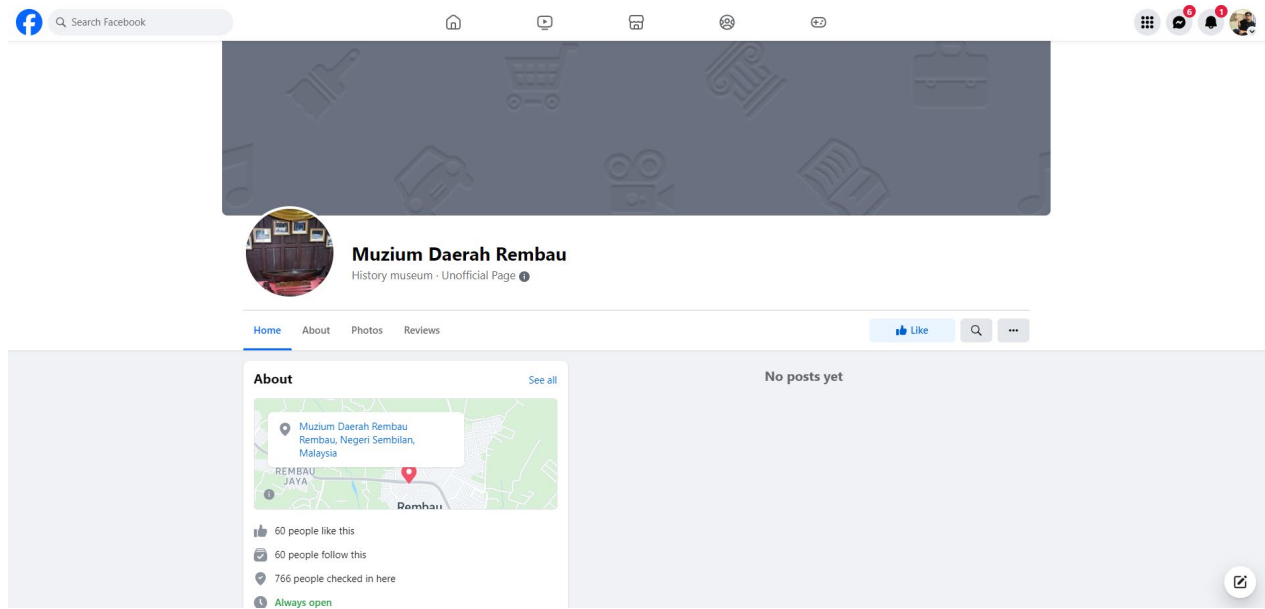


Figure 11 : Social Media of Istana Raja Melawar, Negeri Sembilan

The research findings at Istana Raja Melawar, Negeri Sembilan indicate that online platforms such as the museum's website (Figure 1) and social media (Figure 1) offer a substantial amount of information. However, it was observed that there isn't an application available specifically designed for visitors to access information or enhance their experience at the museum.

## Discussion

The study at Istana Raja Melawar found that the museum's website and social media give visitors lots of information, but need to be updated from time to time because there is no update from the website and social media in a while. Also, one thing missing is an app just for visitors. This app could make visiting the museum more fun and interesting. It could have things like maps, tours, and cool facts about the exhibits. Also, it could help people find their way around the museum better. Making an app like this could make visiting the museum more interactive and enjoyable for everyone.

### 4.2.2 Wayfinding of Istana Raja Melawar, Negeri Sembilan

#### Finding

Case Study	Orientational Sign	Informational Sign	Directional Sign	Statutory Sign	Ornamental Sign
Istana Raja Melawar, Rembau	/	X	/	/	/

Table 3 : Wayfinding sign of Istana Raja Melawar, Negeri Sembilan

The research at Istana Raja Melawar looked at the museum's signs for guiding visitors. They found different types like Orientational Sign (Figure 1), Directional Sign (Figure 1), Statutory Sign (Figure 1), and Ornamental Sign (Figure 1). These signs help visitors understand the museum better. However, the study noticed that there's a missing type of sign called a Informational sign. Without directional signs, visitors might find it difficult to know where to go or find specific places in the museum.

#### 4.2.2.1 Orientational Sign



Figure 12 : Orientational Sign at Istana Raja Melawar, Negeri Sembilan

Istana Raja Melawar acknowledge the importance of orientational sign for visitor. The oriental sign is found at the entrance of Istana Raja Melawar. Orientational signs may include maps, directional arrows, labels for different sections or exhibits, and other information that aids in orientation and wayfinding. The goal is to enhance the overall accessibility, understanding, and enjoyment of the space for visitors. Orientational signs are informational panels that provide clear details about one's location within a space, including maps, architectural references for buildings, and layouts indicating pathways for entering and exiting (Heru, 2018). By providing orientational sign, Istana Raja Melawar can enhance the visitor experience by providing clear guidance and information, improving navigation, minimizing confusion, ensuring visitors discover key exhibits, promoting safety awareness, and overall contributing to a more enjoyable and fulfilling museum visit.



#### 4.2.2.2 Directional Sign



Figure 13 : Directional Sign at Istana Raja Melawar, Negeri Sembilan

Istana Raja Melawar acknowledge the importance of directional sign for visitor. The directional sign is found at the exhibition area at Istana Raja Melawar. A directional sign is a type of signage designed to provide clear guidance and information about the direction or location of specific places, points of interest, or facilities within a given environment. Directional signs guide visitors by indicating the direction or location of their intended destination, serving as clear navigation tools designed to enhance efficiency and security within a given environment (Heru, 2018). By providing directional sign, Istana Raja Melawar can enhancing the museum experience by providing clear guidance and improving navigation for visitors.

### 4.2.2.3 Statutory Sign



Figure 14 : Statutory Sign at Istana Raja Melawar, Negeri Sembilan

Istana Raja Melawar acknowledge the importance of statutory sign for visitor. The statutory sign is found at the exhibition area at Istana Raja Melawar. A statutory sign is a type of signage that conveys information that is mandated or required by law or regulations. These signs are legally enforceable and often serve to communicate specific rules, regulations, or warnings to the public. Statutory signs comprise regulations, prohibitions, or permissions related to specific activities, serving primarily to safeguard individuals from potential hazards and provide information about permissible and restricted actions. (Heru, 2018). By providing statutory sign, Istana Raja Melawar can contribute to an improved customer experience by enhancing safety, clarity, and compliance within a given environment.

#### 4.2.2.4 Ornamental Sign



Figure 15 : Ornamental Sign at Istana Raja Melawar, Negeri Sembilan

Istana Raja Melawar acknowledge the importance of ornamental sign for visitor. The statutory sign is found at the entrance area at Istana Raja Melawar. An ornamental sign is a type of signage that is designed with decorative elements to enhance its aesthetic appeal. Unlike functional or informational signs that primarily convey specific messages or directions, ornamental signs are created with a focus on visual aesthetics and artistic elements. Ornamental signs are decorative elements designed to beautify and enhance the overall appearance of an environment or serve as a complement to a sign, adding aesthetic value. (Heru, 2018). By providing ornamental sign, Istana Raja Melawar can positively impact customer experience by contributing to the overall aesthetic appeal of a space.

### Discussion

The study at Istana Raja Melawar identified various helpful signs like Orientational, Directional, Statutory, and Ornamental signs. These assist visitors in understanding the museum better. However, the absence of directional signs might make it hard for visitors to find specific areas within the museum. Adding directional signs could greatly improve visitors' navigation and overall experience by providing clear guidance to different parts of the museum.

### 4.2.3 Spatial approach of space at Istana Raja Melawar, Negeri Sembilan



Figure 16 : Study of Space at Istana Raja Melawar, Negeri Sembilan

Examining closely, a specific area in Istana Raja Melawar becomes significant – precisely at the entrance of the historical buildings, marking the starting point for visitors as they embark on their exploration. This particular location is selected for an in-depth study due to its distinctive layout, connecting various exhibition spaces within the historical site. This area holds importance for visitors, serving as the entry point to the historical exhibits. Beyond being a mere gateway, it serves as a spot where visitors frequently pause for a quick break, allowing them to rest, take in the surroundings, gather information, and recharge before resuming their journey through the captivating historical building complex.

### 4.2.3.1 Design Approach

#### Finding

Does the space design increase your interaction amongst each other?

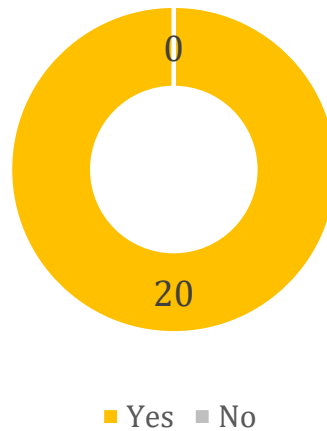


Figure 17 : Finding of Space Design Increase Interaction Amongst Each Other At Istana Raja Melawar Negeri Sembilan

In the study at Istana Raja Melawar, 20 participants agreed that the space design fosters increased interaction among visitors. The design approach for a historical spaces involves careful consideration of various elements to create a space that is not only aesthetically pleasing but also functional, educational, and engaging for visitors. This can be done by presenting symbols, characteristics, and meanings in a manner that enhances cultural experiences. (Ramya Chandran, Harah Chon,2021). By incorporating the suitable design approach of space for historical space, Istana Raja Melawar, Sembilan can significantly enhance the visitor experience.

#### Discussion

Most people in the study agreed that the museum's design helps visitors interact more. This suggests the design has potential for encouraging social interaction

## Finding

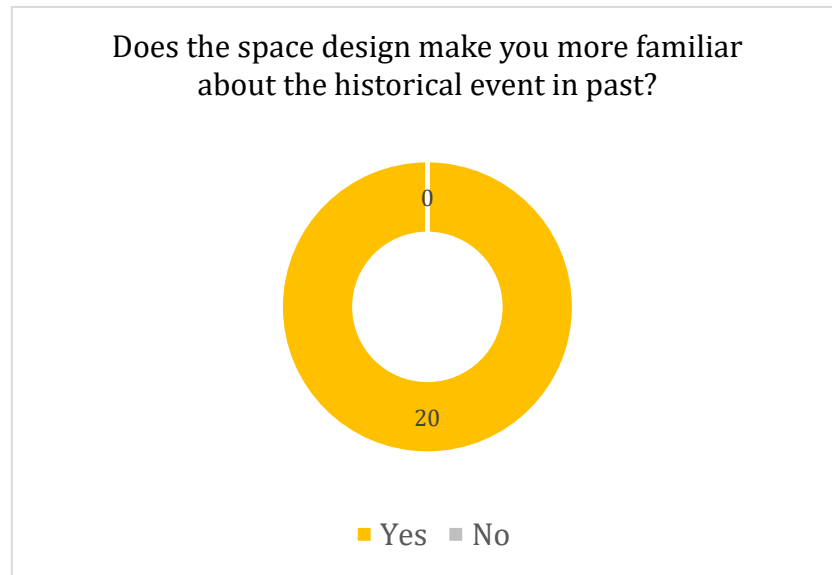


Figure 18 : Finding of space design make more familiar about historical event in past

In the study at Istana Raja Melawar, 20 participants agreed that the space make them more familiar about historical event in past. Crafting a design strategy for historical spaces requires thoughtful attention to different aspects to ensure the space is not just visually appealing but also functional, educational, and captivating for visitors. This involves presenting symbols, features, and meanings in a way that enriches cultural experiences, as highlighted by Ramya Chandran and Harah Chon in 2021. Implementing an appropriate design approach for the historical site of Istana Raja Melawar in Sembilan has the potential to greatly improve the overall visitor experience.

## Discussion

This suggests that for most, the space effectively conveyed historical information. To enhance this, exploring what aspects worked for most participants and understanding why some disagreed can guide improvements. Adjusting the space to better communicate historical significance might ensure a more engaging and informative experience for all visitors.

### 4.2.3.2 Sensorial Stimuli

#### Finding

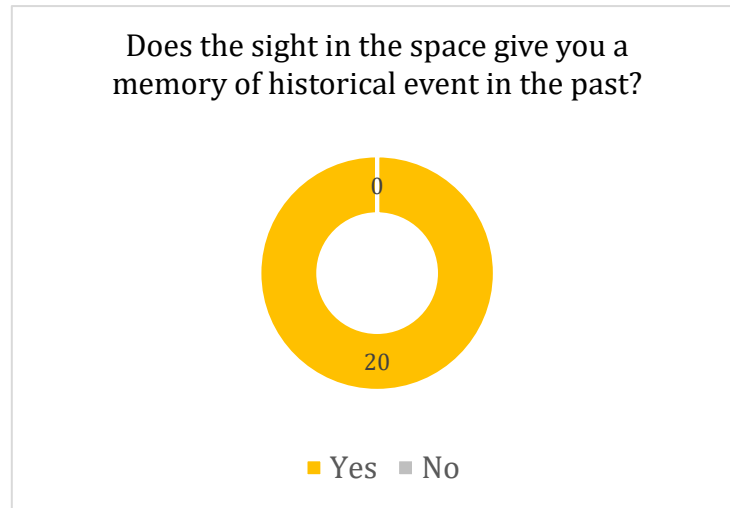


Figure 19 : Finding of the sight in the space give them a memory of historical event in the past

In the study at Istana Raja Melawar, 20 participants agreed sight in the space give them a memory of historical event in the past. Sensorial stimuli in a historical space refer to the various sensory experiences that visitors encounter while exploring exhibits and displays. Museums aim to engage visitors not only visually but also through other senses such as touch, hearing, and sometimes even smell. Engaging with sensory experiences involves tapping into memories and items that evoke a sense of the past. This includes incorporating elements that activate our senses, such as smell or touch. (Ramya Chandran, Harah Chon, 2021). By creating a more engaging, memorable, and immersive atmosphere, Istana Raja Melawar can significantly improve the visitor experience.

#### Discussion

This indicates that for most, the visual elements within the space evoked historical connections. To enhance this aspect, investigating which elements resonated with most participants and understanding why some disagreed could guide improvements. Adjusting the visual aspects within the space to evoke stronger historical connections might create a more impactful and memorable experience for visitors.

### 4.2.3.3 Cognition

#### Finding

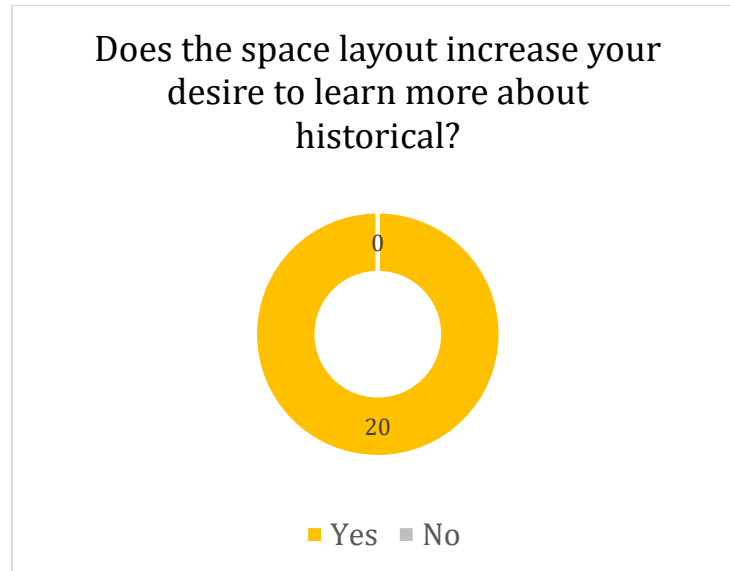


Figure 20 : Finding of the Space Layout Increase Their Desire to Learn More about Historical

In the study at Istana Raja Melawar, 20 participants agreed that the space layout increase their desire to learn more about historical. Cognition in a historical spaces refers to the mental processes and activities related to acquiring knowledge, understanding information, and making sense of the exhibits and displays. Certain aspects remain significant across time, while others undergo change. Understanding these meanings not only motivates participants but also sparks curiosity and a willingness to contribute to the preservation of cultural traditions. Ultimately, this process strengthens both individual and collective cultural identity (Ramya Chandran, Harah Chon,2021).

#### Discussion

This suggests that, for most participants, the spatial arrangement sparked an interest in learning about history. To improve this aspect, understanding what aspects of the layout intrigued most participants and exploring the reasons for disagreement could guide enhancements. Adjusting the spatial arrangement to further stimulate curiosity and encourage exploration of historical narratives might create a more engaging and captivating experience for visitors.



#### 4.2.3.4 Modes of Experience

##### Finding

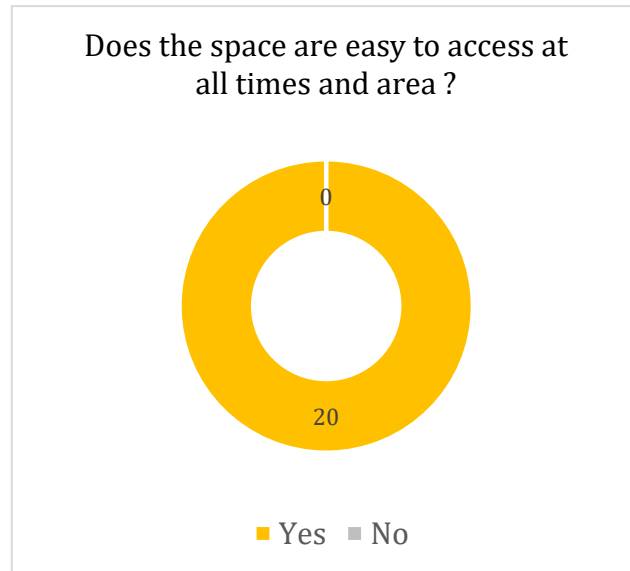


Figure 21 : Finding of the Accessibility of Space

In the study at Istana Raja Melawar, 20 participants agreed that the space are easy to access at all times and area. Modes of experience refers to the various ways in which visitors engage with and encounter the exhibits and displays. It encompasses the different channels or approaches through which individuals perceive and interact with the museum's content. Utilizing tools that facilitate both engagement and learning not only ensures longevity but also extends accessibility to individuals of all age groups, particularly those who heavily rely on technology for obtaining information (Ramya Chandran, Harah Chon,2021). By providing diverse and engaging ways for individuals to interact with exhibits, Istana Raja Melawar can significantly improve visitor experience in appreciating historical spaces

##### Discussion

This shows that while most found the layout engaging. To improve, it might help to understand what parts worked for most people and why some didn't feel the same way. Adjusting the layout to make history more captivating for everyone could make the museum experience more exciting and interesting.

### 4.3 Case Study 2 : State Museum, Seremban, Negeri Sembilan

This case studies were made for the primary data of a suitable wayfinding and spatial approach of space for visitor at State Museum (Figure 1), located at Seremban, Negeri Sembilan. This study used an observation method to collect data based on listed variables of suitable physical environment. By employing a detailed observation approach, this study aimed to comprehensively assess the existing spatial characteristics and identify areas for potential improvement.



Figure 22 : The building of State Museum, Seremban, Negeri Sembilan

### 4.3.1 Online Contribution of State Museum, Negeri Sembilan

#### Finding

Case Study	Online Information		
Museum Negeri, Seremban	Website	Social Media	Application
	/	/	X

Table 4 : Online Information of State Museum, Negeri Sembilan

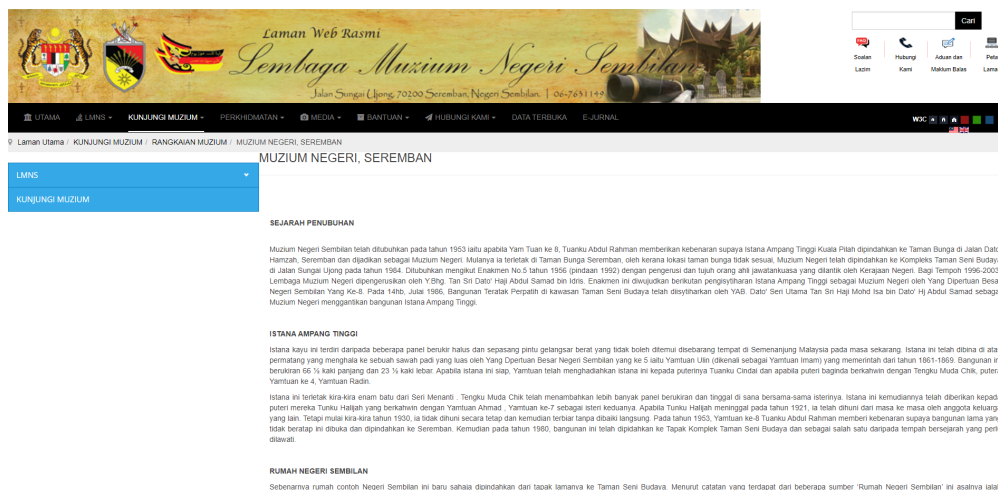


Figure 23 : Website of State Museum, Negeri Sembilan

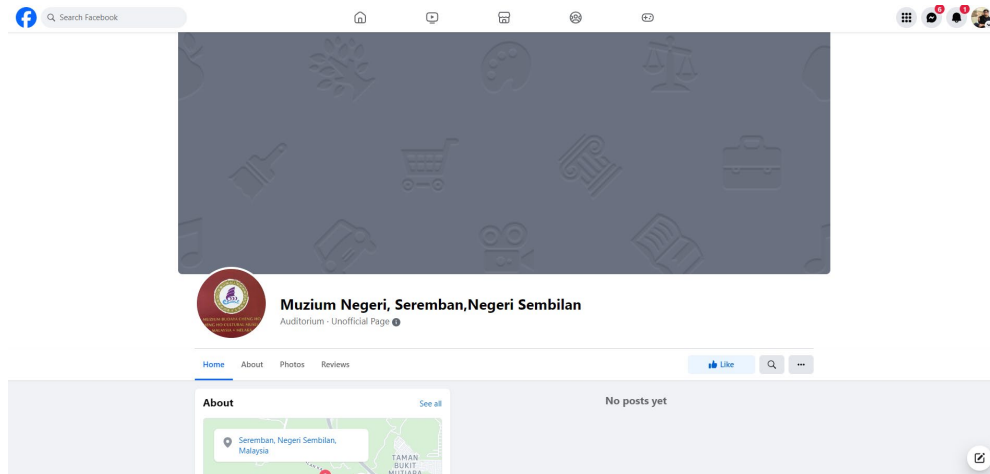


Figure 24 : Social Media of State Museum, Negeri Sembilan

The research findings at Istana Raja Melawar, Negeri Sembilan indicate that online platforms such as the museum's website (Figure 1) and social media (Figure 1) offer a substantial amount of information. However, it was observed that there isn't an application available specifically designed for visitors to access information or enhance their experience at the museum.

## Discussion

The study at Istana Raja Melawar found that the museum's website and social media give visitors lots of information, but need to be updated from time to time because there is no update from the website and social media in a while. Also, one thing missing is an app just for visitors. This app could make visiting the museum more fun and interesting. It could have things like maps, tours, and cool facts about the exhibits. Also, it could help people find their way around the museum better. Making an app like this could make visiting the museum more interactive and enjoyable for everyone.

### 4.3.2 Wayfinding of State Museum, Negeri Sembilan

#### Finding

Case Study	Oriental Sign	Informational Sign	Directional Sign	Statutory Sign	Ornamental Sign
Museum Negeri, Seremban	X	/	/	/	/

Table 5 : Wayfinding sign of State Museum, Negeri Sembilan

The research at State Museum looked at the museum's signs for guiding visitors. They found different types like Informational Sign (Figure 1), Directional Sign (Figure 1), Statutory Sign (Figure 1), and Ornamental Sign (Figure 1). These signs help visitors understand the museum better. However, the study noticed that there's a missing type of sign called a Oriental sign. Without orientational signs in a museum, visitors may become confused, miss exhibits, experience frustration, have a reduced learning experience, face safety concerns, give negative feedback, underutilize certain spaces, and disengage from the overall museum experience.

### 4.3.2.1 Informational Sign



Figure 25 : Informational Sign at State Museum, Negeri Sembilan

State Museum acknowledge the importance of informational sign for visitor. The informational sign is found at the entrance of section of historical spaces in State Museum. Wayfinding signs provide information, but Informational Signs are more specific and detailed in conveying particular information, with the sign's form tailored to the information being conveyed (Heru, 2018). By providing informational sign, State Museum can enhance the visitor experience by providing essential tools for effective communication, safety, navigation, education, and overall user experience.

#### 4.3.2.2 Directional Sign

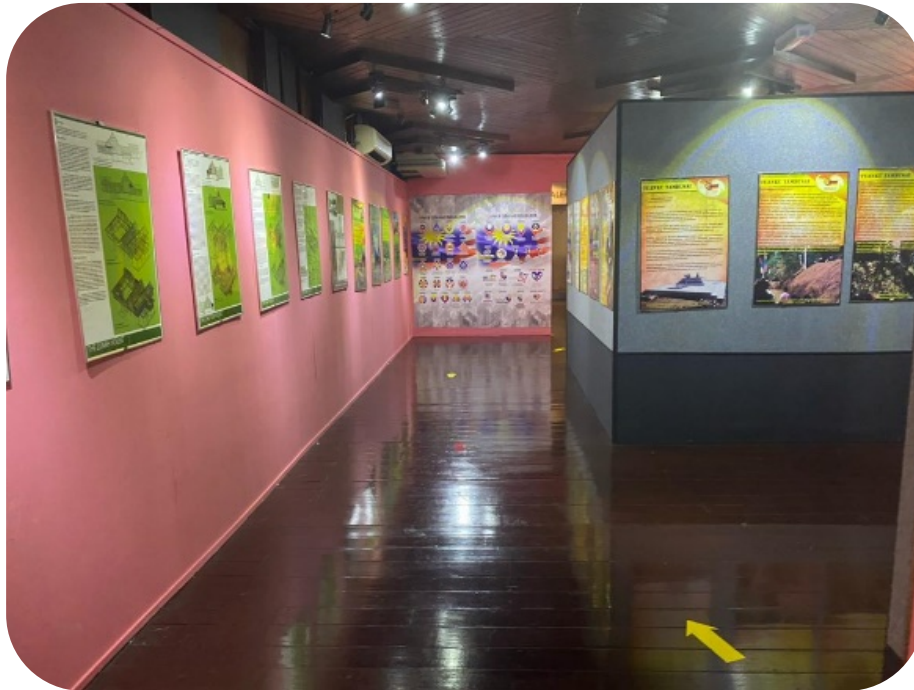


Figure 26 : Directional Sign at State Museum, Negeri Sembilan

The State Museum recognizes the significance of directional signs for visitors, particularly in the exhibition area. These signs are strategically placed to offer clear guidance and information about the direction or location of specific places, points of interest, or facilities within the museum environment. Directional signs guide visitors by indicating the direction or location of their intended destination, serving as clear navigation tools designed to enhance efficiency and security within a given environment (Heru, 2018). The State Museum enhances the visitor experience by offering directional signs, which provide clear guidance and improve navigation for visitors within the museum.

### 4.3.2.3 Statutory Sign



Figure 27 : Statutory Sign at State Museum, Negeri Sembilan

The State Museum recognizes the significance of statutory signs for visitors, with such signs prominently placed at the entrance of the exhibition area. A statutory sign is a form of signage that communicates information prescribed or mandated by law or regulations.. These signs are legally enforceable and often serve to communicate specific rules, regulations, or warnings to the public. Statutory signs comprise regulations, prohibitions, or permissions related to specific activities, serving primarily to safeguard individuals from potential hazards and provide information about permissible and restricted actions. (Heru, 2018). Through the implementation of statutory signs, the State Museum can enhance the customer experience by improving safety, clarity, and compliance within the designated environment.



### 4.3.2.4 Ornamental Sign



Figure 28 : Ornamental Sign at State Museum, Negeri Sembilan

The State Museum acknowledges the significance of ornamental signs for visitors, with these signs prominently displayed at the entrance area. Ornamental signs, unlike functional or informational signage, are crafted with decorative elements to enhance aesthetic appeal, focusing on visual aesthetics and artistic elements rather than conveying specific messages or directions. Ornamental signs are decorative elements designed to beautify and enhance the overall appearance of an environment or serve as a complement to a sign, adding aesthetic value. (Heru, 2018). By providing ornamental sign, Istana Raja Melawar can positively impact customer experience by contributing to the overall aesthetic appeal of a space.

## Discussion

The study at State Museum identified various helpful signs like Informational, Directional, Statutory, and Ornamental signs. The identification of various signs benefits visitors by providing clear information, guiding them effectively, ensuring compliance with regulations, and enhancing the overall aesthetic and informative aspects of the museum experience.

### 4.3.3 Spatial approach of space at State Museum , Negeri Sembilan



Figure 29 : Study of Space at State Museum, Negeri Sembilan

Careful examination reveals the importance of a specific area at State Museum – precisely positioned at the entrance of the historical buildings, serving as the starting point for visitors embarking on their exploration. This particular spot is chosen for an in-depth analysis due to its unique layout, seamlessly connecting various exhibition spaces within the historical site. Recognizing its significance, this area becomes pivotal for visitors, acting as the entry point to the historical exhibits. More than just an entrance, it serves as a location where visitors often take a brief pause, allowing them to relax, absorb the surroundings, gather information, and rejuvenate before continuing their journey through the captivating historical building complex.

### 4.3.3.1 Design Approach

#### Finding

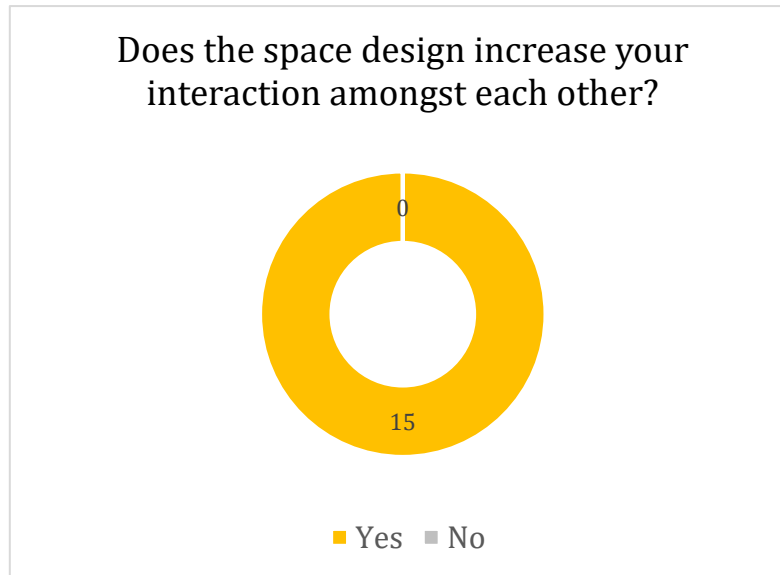


Figure 30 : Finding of Space Design Increase Interaction Amongst Each Other at State Museum, Negeri Sembilan

In the study at State Museum, 15 participants agreed that the space design fosters increased interaction among visitors. The design strategy for historical spaces requires thoughtful consideration of multiple elements to establish a space that is not only visually appealing but also serves functional, educational, and engaging purposes for visitors.. This can be done by presenting symbols, characteristics, and meanings in a manner that enhances cultural experiences. (Ramya Chandran, Harah Chon,2021). Through the implementation of an appropriate design approach for historical spaces, the State Museum can greatly improve the overall visitor experience.

#### Discussion

Most people in the study agreed that the museum's design helps visitors interact more. This suggests the design has potential for encouraging social interaction

## Finding

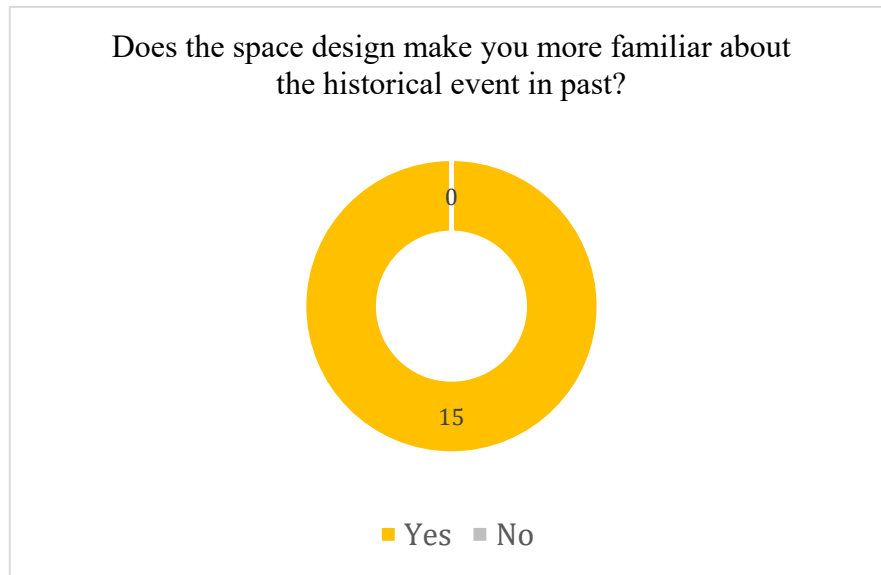


Figure 31 : Finding of Space Design make more Familiar about Historical Event in Past

In the study at State Museum, 15 participants agreed that the space make them more familiar about historical event in past. Crafting a design strategy for historical spaces requires thoughtful attention to different aspects to ensure the space is not just visually appealing but also functional, educational, and captivating for visitors. This involves presenting symbols, features, and meanings in a way that enriches cultural experiences (Ramya Chandran and Harah Chon, 2021). Implementing an appropriate design approach for the historical site of State Museum has the potential to greatly improve the overall visitor experience.

## Discussion

This suggests that for most, the space effectively conveyed historical information. To enhance this, exploring what aspects worked for most participants and understanding why some disagreed can guide improvements. Adjusting the space to better communicate historical significance might ensure a more engaging and informative experience for all visitors.

### 4.3.3.2 Sensorial Stimuli

#### Finding

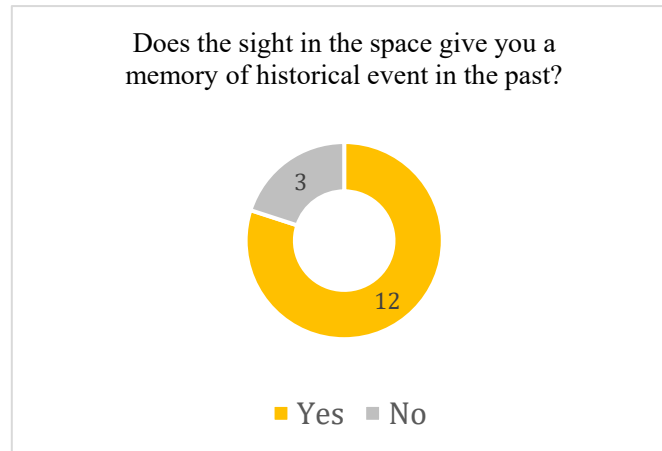


Figure 32 : Finding of the Sight in the Space give them a Memory of Historical Event in the Past

In the study at State Museum, 12 participants agreed sight in the space give them a memory of historical event in the past while 3 participants disagreed. In historical spaces, sensorial stimuli encompass the range of sensory experiences encountered by visitors as they explore exhibits and displays. Museums strive to captivate visitors not solely through visual engagement but also by incorporating touch, hearing, and occasionally even smell. Interacting with sensory experiences entails triggering memories and items that evoke a sense of connection. Engaging with sensory experiences involves tapping into memories and items that evoke a sense of the past. This includes incorporating elements that activate our senses, such as smell or touch. (Ramya Chandran, Harah Chon,2021). By creating a more engaging, memorable, and immersive atmosphere, State Museum can significantly improve the visitor experience.

#### Discussion

This indicates that for most, the visual elements within the space evoked historical connections. To enhance this aspect, investigating which elements resonated with most participants and understanding why some disagreed could guide improvements. Adjusting the visual aspects within the space to evoke stronger historical connections might create a more impactful and memorable experience for visitors.

### 4.3.3.3 Cognition

#### Finding

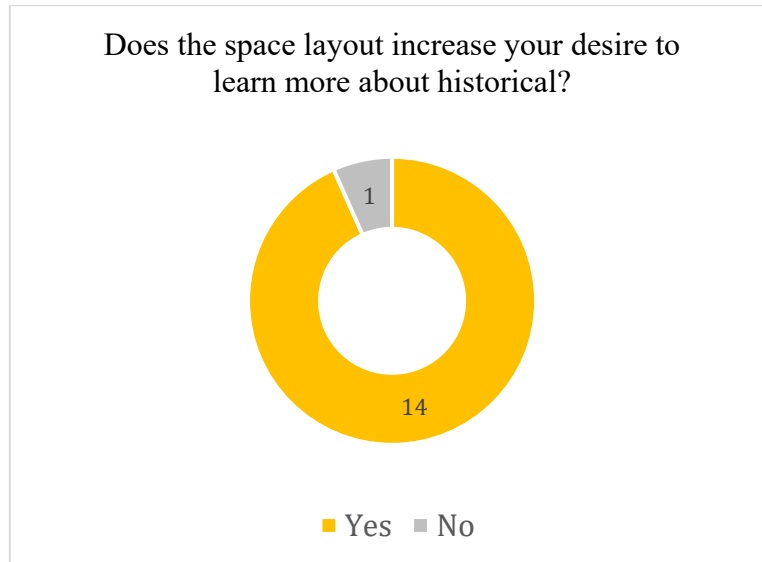


Figure 33 : Finding of the space layout increase their desire to learn more about historical

In the study at State Museum, 14 participants agreed that the space layout increase their desire to learn more about historical while 1 participants disagreed. Cognition in a historical spaces refers to the mental processes and activities related to acquiring knowledge, understanding information, and making sense of the exhibits and displays. Certain aspects remain significant across time, while others undergo change. Understanding these meanings not only motivates participants but also sparks curiosity and a willingness to contribute to the preservation of cultural traditions. Ultimately, this process strengthens both individual and collective cultural identity (Ramya Chandran, Harah Chon,2021). By providing a quality space layout for visitor to increase their desire to learn more about historical, State Museum can enhance visitor experience.

#### Discussion

This suggests that, for most participants, the spatial arrangement sparked an interest in learning about history. To improve this aspect, understanding what aspects of the layout intrigued most participants and exploring the reasons for disagreement could guide enhancements. Adjusting the spatial arrangement to further stimulate curiosity and encourage exploration of historical narratives might create a more engaging and captivating experience for visitors

#### 4.3.3.4 Modes of Experience

##### Finding

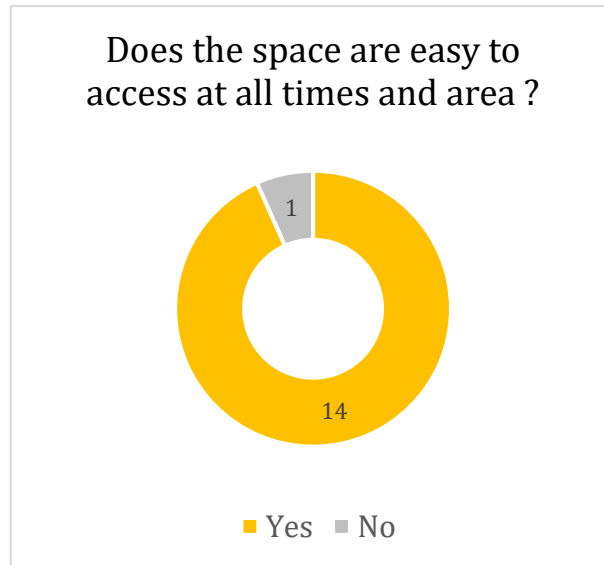


Figure 34 : Finding of the accessibility of space

In the study at State Museum, 14 participants agreed that the space are easy to access at all times and area while 1 participants disagreed. Modes of experience refers to the various ways in which visitors engage with and encounter the exhibits and displays. It encompasses the different channels or approaches through which individuals perceive and interact with the museum's content. Utilizing tools that facilitate both engagement and learning not only ensures longevity but also extends accessibility to individuals of all age groups, particularly those who heavily rely on technology for obtaining information (Ramya Chandran, Harah Chon,2021). By providing diverse and engaging ways for individuals to interact with exhibits, State Museum can significantly improve visitor experience in appreciating historical spaces

##### Discussion

This shows that while most found the layout engaging. To improve, it might help to understand what parts worked for most people and why some didn't feel the same way. Adjusting the layout to make history more captivating for everyone could make the museum experience more exciting and interesting.

## **CHAPTER 5**

### **CONCLUSION AND RECOMMENDATIONS**

#### **5.1 Introduction**

This section delves into the results and analysis derived from the research studies conducted to provide a more detailed response to the objectives outlined in Chapter 1. The primary aim of this chapter is to present a comprehensive examination and interpretation of the collected data, emphasizing key findings and their implications. By scrutinizing the findings, this chapter contributes to advancing understanding of the research issue within the realm of visitor experience.

#### **5.2 Conclusion**

In summary, Istana Raja Melawar, Negeri Sembilan and State Museum, Negeri Sembilan have implemented various measures and provided facilities to address the specific needs of the enhancing visitor experience. The findings suggest that both samples employ an effective approach to online engagement by offering information platforms, such as websites and social media, for the historical aspects of the museum. However, there is room for improvement as both samples could enhance visitor experience by introducing an application that facilitates engagement before visiting the museum. Additionally, Istana Raja Melawar employs an effective wayfinding strategy by incorporating Oriental Sign, Directional Sign, Statutory Sign, and Ornamental Sign to enrich the visitor experience at the historical site. Nevertheless, the absence of Informational Signs at Istana Raja Melawar may pose a challenge for visitors seeking a deeper understanding of the historical spaces. On the other hand, the State Museum has furnished visitors with Informational Signs, Directional Signs, Statutory Signs, and Ornamental Signs, facilitating a richer experience of the historical spaces. However, the absence of Oriental Signs at the State Museum may pose challenges for visitors in navigating the historical space. Both samples need to enhance their wayfinding by incorporating the missing elements in their spaces to improve the overall visitor experience. In conclusion, both samples follow the design principles in preserving heritage, encompassing design approaches, sensorial stimuli, cognition, and modes of experience concurrently, further enhancing the overall visitor experience. This study, based on the two sample, Istana Raja Melawar and State



Museum, confirms that both centers meet the criteria for enhancing visitor experience at historical spaces. In conclusions, these sample have successfully created a spaces that prioritize the visitor experience.

### **5.3 Recommendations**

Based on the findings of the research conducted at Istana Raja Melawar and State Museum in Negeri Sembilan, it is recommended that both institutions consider implementing an interactive and informative application to augment the online engagement of visitors before their museum visits. This application could provide a seamless and immersive experience, offering additional insights into the historical spaces and enhancing visitor preparation. Additionally, Istana Raja Melawar should consider incorporating Informational Signs to further enrich the understanding of historical spaces for visitors. State Museum should address the absence of Oriental Signs to improve wayfinding within its historical space. Both samples are encouraged to continue enhancing their wayfinding strategies by integrating missing elements. Overall, the successful adherence to design principles highlights the importance of preserving heritage, and both institutions should continue prioritizing and evolving their efforts to prioritize and enrich the visitor experience at historical sites.

## Appendix

	Variations	Findings
Design Approach	Does the space design increase your interaction amongst each other?	
	Does the space design make you more familiar about the historical event in past?	
Sensorial Stimuli	Does the sight in the space give you a memory of historical event in the past?	
Cognition	Does the space layout increase your desire to learn more about historical?	
Modes of Experience	Does the space are easy to access at all times and area ?	

Case Study	Online Information		
	Website	Social Media	Application
Museum Rembau			
Museum Minangkabau			

Case Study	Orientational Sign	Informational Sign	Directional Sign	Statutory Sign	Ornamental Sign
Istana Lama Seri Menanti					
Museum Minangkabau					

**Questionnaire**

## Part I

- 1) Age
  - a. 7 – 18 years old
  - b. 19 – 30 years old
  - c. 30 – 40 years old
  - d. 50 – 60 years old
- 2) Gender
  - a. Male
  - b. Female
- 3) Origin
  - a. Local (Negeri Sembilan)
  - b. Local (Outside Negeri Sembilan)
  - c. Tourist
- 4) Highest Level Education
  - a. SPM
  - b. Diploma
  - c. Degree
  - d. Master Degree
  - e. ....

## Part II

- 5) Does the space design increase your interaction amongst each other?
  - a. Yes
  - b. No
  - c. Maybe
- 6) Does the space design make you more familiar about the historical event in past?
  - a. Yes
  - b. No
  - c. Maybe
- 7) Does the sight in the space give you a memory of historical event in the past?

- a. Yes
  - b. No
  - c. Maybe
- 8) Does the space layout increase your desire to learn more about historical?
- a. Yes
  - b. No
  - c. Maybe
- 9) Does the space are easy to access at all times and area?
- a. Yes
  - b. No
  - c. Maybe

## Bahagian I

## 1) Umur

- a. 7 - 18 tahun
- b. 19 - 30 tahun
- c. 30 - 40 tahun
- d. 50 - 60 tahun

## 2) Jantina

- a. Lelaki
- b. Perempuan

## 3) Asal

- a. Tempatan (Negeri Sembilan)
- b. Tempatan (Luar Negeri Sembilan)
- c. Pelancong

## 4) Tahap Pendidikan Tertinggi

- a. SPM
- b. Diploma
- c. Ijazah Sarjana Muda
- d. Ijazah Sarjana
- e. ....

## Bahagian II

5) Adakah reka bentuk ruang meningkatkan interaksi anda antara satu sama lain?

- a. Ya
- b. Tidak
- c. Mungkin

6) Adakah reka bentuk ruang membuat anda lebih kenal pasti tentang peristiwa bersejarah di masa lalu?

- a. Ya
- b. Tidak
- c. Mungkin

7) Adakah pemandangan di ruang memberikan anda ingatan tentang peristiwa bersejarah di masa lalu?

- a. Ya
- b. Tidak
- c. Mungkin

8) Adakah susunan ruang meningkatkan keinginan anda untuk mempelajari lebih lanjut tentang sejarah?

- a. Ya
- b. Tidak
- c. Mungkin

9) Adakah ruang mudah diakses pada semua masa dan kawasan?

- a. Ya
- b. Tidak
- c. Mungkin

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