

## APPENDIX F: Transcript of Interviewee 2

Talk about the lift, lift for this building is under design, it is not sufficient although they have make improvement by changing the lift stop over levels. There is some improvement but in actual facts, these lift allocation during the design time is overlooked in terms of the number of lift is not enough and maybe the type of lift they used is not calculated properly because of the speed of the lift is not fast enough. Maybe the size of the lift they also never calculate properly. Therefore the lift is not working properly to cater for this whole building. Of cause it is very stressful when you wait for lift, queueing up, it's very slow. This lift problem, the whole building is totally designed with very minimum thinking in architecture. Because you go to the lift, you always see people go to level 2 or 3A, which is the lecture theatre and the library. Why can't you design lecture theatre and library in ground level? Then they don't need to use the lift, then the lift you have is enough to bring you up to the top floor. Because to go to the 2 places you just enter, or just one level up, people still can walk one level up without using the lift. So the problem is the space allocation is wrong. The library should not be in 4th floor, the lecture theater should not be in 2nd floor. The architect who design don't have a sense how to do the space.

The author: How about the MPH?

MPH can be on the roof, yes, not need to be at ground level, MPH is for you to do exams, functions, why can't you put at the roof, so nice, you have view can do a nice landscape on the roof. MPH can be a very special event on the roof and every student is encouraged to go to the roof for community, interactions for all these kind of things. And the MPH is not important. We need a gallery, we don't have a gallery. Gallery like QS student you can do some projects, architecture so many nice projects they have done, and engineering they have done some special model, then the gallery will exhibit all the student's work which is very interesting, you got so many department here, every department has something interesting to show, a lot of public will come to see new ideas from UTAR, without advertisement, everybody knows UTAR, it's innovative, it's so advanced, they always think something different from other people. Then UTAR just becomes so great, straight away. This is rubbish building.

Then you talk about staircase, the top management they know they made a mistake, this is top management problem. They made the lift not sufficient, their decision causes these. It's not the architect, they take instruction. They try to rectify so they ask the students to climb the stairs and give a lot of slogan like better for your health, your sugar level etc. If you want the students to climb the stairs, you top management climb, show examples to the students. The president climb the staircase everyday and made it to the ceremony. The president enters the staircase, let everybody clap, show it to all the students, then become an event for students to follow president and staff to climb up the whole building. But you ask the student do but you don't do but that the lift. You know me or not. Although now they force the students to take the alternate level then you climb down, that's not so bad because the students still can do as climbing down is easier than climbing up. So the staircase they have, only a few staircase facing outside and you got the view when you walked down it's nice. The main staircase in the middle, is so dark and so big but nobody use. If the bigger staircase to use it to circulate to bring people, they think that this is the staircase to bring people up and down the building. But that staircase nobody use, so what the school going to do about it. Then the whole thing jammed. So in order to solve this problem, either you add more lift but is it possible. Nothing is impossible you can add more lift, but will management agree or not to add more lift, you add at least 2 more lifts will solve the problem. And in this building, you don't have service lift. You see you go to the lift, the kakak push the rubbish bin and disturb, the kakak you should make her work during night, why they go to fight for the lift with the students in the morning? Why the management cannot make the kakak to push the rubbish bin after 7 o'clock? Nobody use the lift and he go clean and push the trolley. Why the management so care about the thing and make the system doesn't work? You get me or not. So if these thing happens, how to solve? Either you add lift, you don't add lift, you must add escalator. Escalator from ground to library level. That's it. Then they will not take lift, they take escalator to go up to lecture hall, and from lecture hall they go up to the library and classroom. Then at least 4 levels of people will not take the lift, then the lift will function. Then the escalator is good. The campus is looked like a shopping complex. You can bring people up and down. That's for lift and staircase.

Then in terms of the space, it's not a nice design at all. It's not a nice design you see, they design everything around the building and in the middle they left it as a multipurpose area which is opened. That's a leftover space. It's not you design the space for certain function you want to do, they do it because they cannot solve already the planning. It's just a leftover space in the building. And that space, so dark, no light and view, actually it's not a very attractive space for people to use. Let say that kind of dark space is very dangerous. Let say this building is intruded by outsider, this space is all corridor. When I first come into this building the first month, I cannot find my lift because I always lost in the building, it's not clear, the whole building design is terrible design. Ok I already comment on lift and staircase, what else you want to comment?

The author: and also the AV equipment, ok microphone first.

I went to most of the classes, I never use the lecture theater, I only sit in the lecture theater, I saw there is a microphone, there is a projector, it works. But when I go to classroom, there is also projector, microphone, desktop there for you to key in and plug in all the pendrive etc. To use the classroom, not all the classroom has projector, some have some don't have. Majority don't have, we have to book the projector from the ICT. The problem is we need to book the projector, I think this is very troublesome for the lecturer, everytime they have to think how to key in to request the projector all this kind of thing and the thing is the projector they give sometimes is not a good projector, the colour is not correct, the sharpness is not there. So you the image shown is not clear because the projector is not a good projector. This is a minor thing, you have almost 10k students, this projectors are very cheap and there are good projectors, and some projectors very small only, this projectors we have is very outdated. The new projector they make it very small and they do it very advanced, the resolution very sharp and it's very cheap. Why UTAR cannot buy this equipment, it's so important to teach and deliver knowledge to 100 over students per time to give a lecture? And this is very cheap thing, it's so terrible for school to save this kind of money, better save the big lecturer to go oversea for conference. They should give this equipment to the students. And all this projector and AV thing should be all ready in the whole classroom, not only the lecture hall, all ready you just go in and plug in and you can just use it, and most of the microphone are

breakdown, are malfunctions. It is not taking care. In UTAR you need to key in the report, you need to inform people all this kind of things. You know the lecturer have a lot of duty to do, why we have to do? The technical person must keep on rounding and check the whole things. Not for us to report. We report you only take action if no report you just pretend don't know, how to be like that? Then we architecture we don't have a gallery, every semester we have to do pin up, especially final presentation, we always fight for students to pin up students work to give the assessment. We don't have enough whiteboard, always find that we stick on the corridor we stick on the wall near the staircase they complaint you cannot stick on the wall. You don't stick on the wall why don't you just design the softboard? And you want the softboard, you need to write so many report to justify we need the softboard. Why the top management cannot understand this is the needy by the school. Why we have to justify and argue for a softboard. The top management argue why you need all this kind of things. And architecture school have so many things to show to people, after all the final presentation and exam, we got so many drawing to be exhibited, even the external examiner come, we need a space, we don't have, cannot show all the works, only selective works. We need a lot of softboard a lot of space to pin up all these, but we don't have in this building. And they say we will give u the next block later. This means they want to build another block later which means 5 years later? How can a student waits for five years for this kind of things? If let say you not enough, there is so many buildings here, UTAR can buy all the shplot here. You can buy one whole lot of shplot, not whole thing but just one row, convert it into a gallery and also examination hall for architecture. Every time all the examination and assessment go to the buildings. And one row of shplot can solve the things, why need to wait 5 years for the next building we have it? So you are top management, you should think and understand the needs of all faculties all the department and you must know. And also, for an architecture school, I went for architecture school in the UK, we sleep in the school, all the time. We want to stay overnight in the school, we go and sign our names at the entrance, then before we go out we sign, that's it. In UTAR, you need to apply one day before that and they also cut down the air-cond after 12, they students are forced to stay in the room that is not comfortable. If you want to do a good architecture school, you must have these facilities for the students accessible to the studio 24 hours. And this thing cannot be delivered by UTAR until today.

The author: Do you know why?

They give you the reason because security. What security you're talking about? As long as you make a rule, you say everybody can sign, you must go to solve the security, you say security, you must tell the students let say after 6, whether you come from outside or inside you must go down to which level and must sign on the book. So you know how many students in each level. Then they say the students will move around, they suppose to be in level 6 but you move around go and steal other things. Then you must solve the thing ma, show can be designed in such as way. Then they say, let say if you use the electrical touch system, then you can catch where is the student go, they say they cannot do because they want to save money. I don't know how much money you can save? It's depends, what is your vision as a school. You want to be the best in the world? Then you aim for that you do work for it! You cannot say I want to be the best of the world but I won't take action, I don't solve problem. That's my comment on the AV equipment.

The author: How about the location of the projection screen, and whiteboard, is it comfortable height. Do you architect specify that...

Ok I will tell you, some room they have the screen that you can pull down, then behind it there is a whiteboard for you to write something. Sometimes some room they don't have the screen you can pull down, so you don't have a wall to project the image, so that's the problem. And also, when they do the projection, all the utar design is outdated. You know why outdated? Ok you have projector to project the screen then you pull down the screen, then the whiteboard cannot use already. And in a good teaching method, when you show projector, you must have a whiteboard beside that you can write something. Because teaching must involve a lot of thing, some must be written on the board demonstrate to the students. It's not say power point is the best method. Ppt if is too much you will get sleepy because it is not a good way to teach student by ppt. The best way to teach student is to write on the whiteboard because they will follow step by step, there is knowledge being transferred. So when you see all the classroom except lecture theater I think, when

you run the projector you cannot write, you don't have a whiteboard to write, you cannot write, so this is something not...

The author: Do you prefer the chalkboard or whiteboard?

I prefer whiteboard because it is less dust, chalk board you got a lot of dust. And it not good for health, and whiteboard you use the marker it's better. But the school doesn't provide marker, we lecturer have to buy outside. How can you be like that? This is something wrong! I come here and teach but I have to give my salary to buy whiteboard marker to teach the students. And we want to ask for marker, they give all kind of questions. Where are your previous marker? Ask this this then after you give them your previous marker, you need to refill, you cannot take a new one.

The author: That means I rather refill and use the current one lah...

Even you refill when you write the quality is not good ma. Eh, this is basics ah. Basics you must give to the and student pay fees you know, student is not come for free like government school you know. Student pays fees and let say I deliver fourteen weeks, I need one marker one week, one marker costs how much? RM2? RM2.50? Let say 10 markers 10 weeks, it's only RM25. You got how many students in the class? You got about 50 or 30 students in the class, the fee how much? You take out RM50 for marker to the lecturer to do his work, is it a lot? You cannot do like that, actually you are treating the lecturer badly, you think lecturer will benefit from taking your markers? We got no choice because we also don't want to argue with you school system and we just go and buy our own marker. Ok what else you want to know, I tell you the prank thing, I no scare of the top management or whatever, you as a student, you do your research, you better dare to write what I said.

The author: (haha) Ok no problem, err what else. For the lift design, just now you say add lift or escalator right, other than this, the lift system anyway to enhance it? I mean enhance not to solve the problem. Other than stop at even or odd floor, any other choice you want like a lift designated only for mostly lecturers to use at a higher floors. Like you work at 6, 7, 8th floor right, then the lift will transport people only to 6, 7, and 8th floor, the higher floor only.

Actually when you say from 6,7,8, it may not help because the students to climb up from ground floor to 4th floor, it's very tough. You only can do from ground to 1st floor only. That's it. The rest you cannot do already. Because your floor to floor height, some of them is double height you know. So when there is double height, even though it's 1 floor but with double height, it is very tiring you know. Although it's good for health, but how many people have that kind of mental prepare to do this kind of climbing? You only can do the most is from ground to 1st. The rest second and 3 and 4th you cannot do. I think the most practical method is you install an escalator until library level. That's the most practical way. So that 4 floors of people will not use lift already. Then lift will sure no problem. And you cannot say that I do not want to solve because this cost more money, you cannot say that, If you think this is the money problem, you should solve this during the construction time already. Even before you finalise the design, why can't you do another 2 service lift for all the maintenance people to use? And people also can use the maintenance lift to go up. I think putting the escalator is the best solution. Just like the shopping complex. And also your top management decide to put the library on the 4th floor, MPH on the ground floor and lecture theater on the 2nd floor? Why during design stage you cannot think properly to do it right?

The author: I think the purpose to put the MPH and all the department of finance at the ground floor because there are outsider, so they don't allow the outsider to go upstairs. They want to enhance the security I think lah. Because outsider come in right they firstly go to...

Ok the finance, the outsider and the finance, there is a place call reception, but you don't need a big space. And not need in KB block, it can be KA block. Let say now you come to UTAR, you arrive at the junction at the road. There is KA and KB, the design also not good. Let say I'm a visitor I come, eh I already reached UTAR, where should I start? Where should I go? These 2 buildings are very close to each other, it's not building in the garden hundred acre of land like Kampar. 2 buildings very far I arrived here I don't know which place to go you know. You arrived in the 2 blocks already then you ask your friend eh where should I go ah how do I start my journey, or my building? A good design, of course you will design in such a way,

you go you know, there is an entrance, I go that one first, after that one I know how to go the whole buildings. When you arrive at the junction, you know how you go, you say you put your finance at ground floor, you think they know the ground floor of A block or B block? Nobody know also, also fail ah. Why can't you just buy one row of shop houses put the finance there? At the moment the design also fail ah although you put at the ground floor it also doesn't make sense because you don't know where is the reception where you start the journey of this 2 blocks of buildings. Nobody know until today. You get a people who don't know and come here they say where should I pay the finance, I must go reception first but where is the reception ah? Which block have the reception? Nobody knows until today.

The author: So they should put signage, direction something like that?

If you put signage, it's not a good design. A good design not need signage. You are right you know there is an main entrance. You go into the entrance, enter the lobby, straight a way you hit the reception. From the reception, you know where to go already for the rest of the building. Then you know where to start to go into the building.

The author: Other than these areas? Anything else you want to add on, a must for an academic building. I mean an idea that you think of that is essential for an academic building. Anything you want to add on like what kind of design suitable for university?

Academic building is a central place for all the people who have knowledge. So this building is called institution building. Institution building in the olden days, it is so important, not everybody will dare to approach to institution building because I feel that I'm not knowledgeable I don't dare to approach this building in the olden days. But education building today, you must make it accessible and communicate well with the public. So that you have the interaction between the public and the institution. So that is the thing that the communication and the public in the institution. So our UTAR is a building which is individually designed. I only comment on these 2 block I'm not comment on Kampar. So this 2 blocks is designed individually. Whether this 2 blocks of building has interaction with public, I don't



think so. Because you don't have the space to do the interaction, I mean community connection with the neighbourhood, you don't have. You must have a space like a, just like I say, maybe one row of shophot houses turns into a gallery or show gallery or whatever and all the student's things will be exhibited there. Then we invite all the neighbourhood people, they can bring their children and friends to come and visit this place then the students will dare to interact. At least there is a linkage between the public and so on, right this is very important. You may say I don't have the money but this is more than worth well for you doing the advertisement, advertisement is not cheap and this thing will spread like that, and become a big thing for UTAR. You know some other school, I do not know I think lim kok weng or taylor, they purposely buy a shophot in the city centre like Jalan Sultan Ismail or whatever, they just convert become a gallery, and they just show there, and it becomes so important, and this is UTAR, you want to connect yourself to the Sungai Long people, you should do this and for your branding of your UTAR, then at least you have this interaction, the student will blend with the people here. You know you go to the market or coffee shop, you know what the local comment about the UTAR coming to Sungai Long, they say I hate UTAR coming to Sungai Long, they cause the traffic congestion, they cause all the parking, they cause the students park simply in front of my house, all kind of nonsense, they don't like UTAR to come here. And UTAR, you must see this thing, you are the institution, you think you are part of the society, which you are bring actually good thing to the neighbourhood, you need to do something. Not just like that, become arrogant sitting in the cityscape and take over all the people space around this area. Although the property price go up, but they don't like the environment especially the people who stay here. What else you want me to comment?

The author: Nothing already, just for you to express.

Maybe you can comment on the pre-design level, because they misjudgement on the cost thing and cause this problem, like should we omit important costing from the contract sum, which will cause cause so much problem although they think they can save a little bit which is so important in reality in terms of functioning of the building. They must study how to give air-cond to architecture student, even after office hour, that they must take note because technically can be solved one, they just

don't want to give, I don't see any rationale on that. You must encourage the students to come back to school 24 hours work on their assignment. When you encourage then you only can deliver a good result, a good product to show to the public ma. That will help your school ma, it is not that you give the aircond you waste you know because you encourage students to put more hours on their design then the outcome will be fantastic, then only the fantastic products can get students to participate in competition all this kind of thing, then will bring the name to the UTAR ma. You should not save all this kind of small small money.

The author: I think the main cause is that they don't have enough fund, so they cannot do something like other university.

Ok you want me to comment on building I can comment some more, you see in the newspaper, they publish UTAR is an entity of non-profit organisation, they got philanthropist want to donate money to UTAR, the condition is they want to build hostel for the students, the management has interest in the property surrounding the UTAR, they reject to build hostel, because the top management they have interest on the property around, they bought the property to rent to the students, so if build hostel, nobody will rent their property. So this is for their personal interest, they don't think about student's interest. You say no budget, people want to donate money, you put condition to people. Then UTAR you can say that they don't have enough funding, but I can tell you that UTAR has a lot of students. Some university only got 3-4k students, but their fees may be double than UTAR, but they only 4k, we have 26k, we have volumes, the volumes also money ma, you know me or not, also money ma. I don't agree let say simple simple money you say no money, let say marker, how can you save the marker, and you make the lecturer go to buy their own marker. That is not right in terms of management, same as providing a few projector, it's not expensive projector. You know there is one school I teach before, the school try to save on the projector, you know what happen? The student come out with money and they go and buy their own projector, you see so embarrassing for that school. Don't tell me UTAR want to reach that level. You know the whole school, they have 100 students, everybody come out RM100, then they buy a projector, and for their class to use only. Eh you don't let student do that level you know then if the news spread around, you will be so embarrassing. Now you got Fb all this kind of

thing when you pop up there, you gone. Because not expensive why you want to do this kind of thing? And carpark, carpark is not enough in the school.

The author: Do you know why the building is so, the building only built to 10 floors, not higher?

They build 10 floors maybe they have budget problem, but if they want to build a proper school, they already calculated, they should not save that few floors, let say you need additional 5 floors to do the job, it costs you extra 1 or 2mil you should spend the money. Because the most effective how the building function, you should do it because the funding they think is not enough, this is what happen. And also because maybe the authority they control how many floor you can build but that's not the issue, in Malaysia everything can solve, how many floors also can, provided provide enough car parks. I think something is not right also the car park provision for this building is also not enough, something is done in authority already. Because if you see the built up area for this building, and also it's a school and there is no LRT here, by right the car park requirement, they should have at least another 6 floors of carpark in the basement, but I think they omit the 6 floors of car park, I suspect lah. They should not have so minimum car parks. Something is wrong, you know construction is very dirty. So carpark is not sufficient, so UTAR must solve this problem for the students. This empty carpark also not enough, and have to share with the public. And also not enough. And it's only temporary, next time you going to build something there. So, where you want to put the car park? Let say something construction there, how to do the car park? Now they propose you park somewhere the shuttle bus take you here, unless you solve the shuttle bus, unless you show the shuttle bus very frequent, very comfortable or whatever. Now it's no ma you waiting for shuttle bus take so much time ma. Let say you take the shuttle bus every 5 min, then I can wait there, 5 min then I jump bus to come here, can you do 5 min every shuttle bus or not? If let say every 5 min 1 shuttle bus, running until 10 o'clock at night. Then people can park further away, and free. Then can solve. I do not know here got gym or not in this building.

The author: Oh ya got.

Oh got gym ah, but seldom people use ma. Like you say gym is 1st floor ah, gym is the least important thing, gym should be put at the higher floor ma, not important ma. Why you want to do all this thing, the first floor you put all the lecture theater, library all this thing ma. MPH you can do on the roof ma.

If don't want the escalator then you shift the library all downstairs lor, see what happen (haha).

The author: I only can suggest so maybe the next building, maybe they take into consideration lah. Like installing the escalator.

You don't want escalator can, if the number of lift is sufficient then you don't need escalator.

The author: But the problem is if they install many lifts, then it will take up a lot of space in this building.

Where got a lot of space, no need a lot of space ma, lift is very small only ma. Like this room can put 2 lifts already you know, not need a lot of space what.

The author: But is 10 floors you know, every floor you want to.

It's not a lot! Then you can submit the lift as a temporary structure. You know what is temporary structure? Means you break the rules, but authority want to remove, you can remove, it is under temporary structure. So let say this building is a box, there must be some corner has enough space, you just do a steel structure outside the box, that you have a lift, maybe the lift is like horizontal next to the building. Lift only take that kind of space ma, you got road shoulder right, got plant flowers right, you shift the road, not need the flower, the flower part you take it become the lift, attach to the building, and you got 6-7 lifts go like that, along the wall, under temporary structure. Which means you eat into the set back, but you submit to the authority, you say it's a temporary structure, which means you submit it, in case they want you to remove, you need to remove, but you don't obstruct other thing why you need to remove? You submit as a temporary structure then your lift along the wall, wow so

nice. So many lift along the wall, then the flower don't want lah, then you don't obstruct BOMBA circulation ma it's ok ma.

The author: They will allow ah?

Allow!

The author: need to pay money lah?

Not need to pay money, you submit under temporary structure.

The author: But it's like a permanent structure already wor

It's permanent, but it can be removable, you remove this thing the building still function. So it's called temporary structure lor. You can build no problem. Just like your terrace house, car porch, car porch is eating into the setback already, but why they allow you to building the car porch? Because it is a temporary structure, you delete the car park your house is still function, but it's permanent for the house. So you build a temporary structure within the setback is okay.