



UNIVERSITI KUALA LUMPUR
BUSINESS SCHOOL

FINAL EXAMINATION
OCTOBER 2025 SEMESTER

COURSE CODE : EFB10903
COURSE TITLE : TOURISM INFRASTRUCTURE AND FACILITIES
PROGRAMME NAME : BACHELOR IN TOURISM PLANNING AND DEVELOPMENT
(HONOURS)
DATE : 28 JANUARY 2026
TIME : 9:00AM -12:00PM
DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper CAREFULLY.
2. This question paper is printed on both sides of the paper.
3. This question paper consist of ONE sections.
4. Section A consist of five questions. Answer FOUR (4) questions only.
5. Please write your answer on the answer booklet provided.
6. Please answer all questions in English only.
7. Refer to the attached Formula/ Appendies. Tick if applicable

THERE ARE 5 PAGES OF QUESTIONS INCLUDING THIS PAGE

SECTION A (Total: 100 marks)

Answer FOUR (4) questions.

Please use the answer booklet provided.

Question 1

Tourism infrastructure and facilities are developed to cater for diverse users, activities, and service requirements within the tourism system. Analyse how the characteristics of tourism infrastructure influence the planning, design, and management of tourism facilities.

(25 marks)

Question 2

Design principles and planning guidelines play a crucial role in ensuring tourism facilities are functional, safe, and user-oriented. Analyse how design principles and planning guidelines influence the effectiveness and operational performance of tourism facilities.

(25 marks)

Question 3

Tourism facilities must operate within established policy and legal frameworks to ensure safety, sustainability, and service standards.

- (a) Identify **TWO (2)** objectives of tourism-related policies affecting facilities management.

(5 marks)

- (b) Apply tourism policies and legal requirements to explain how they influence facilities management practices in tourism facilities.

(10 marks)

- (c) Analyse the operational consequences of non-compliance with tourism laws and regulations.

(10 marks)

Question 4

Modern tourism facilities must integrate technological innovation with sustainable management practices.

- (a) Identify **TWO (2)** sustainable facilities management practices used in tourism facilities.

(5 marks)

- (b) Apply sustainable practices to show how they enhance operational efficiency in tourism facilities.

(10 marks)

- (c) Analyse challenges faced in implementing smart and sustainable facilities management practices in tourism destinations.

(10 marks)

Question 5

Feasibility studies support informed decision-making in tourism infrastructure development.

- (a) State **TWO (2)** key components of a feasibility study for tourism infrastructure projects.

(5 marks)

- (b) Apply feasibility study components to assess the viability of a proposed tourism facility.

(10 marks)

- (c) Analyse how feasibility study findings influence management decisions in tourism infrastructure development.

(10 marks)

END OF EXAMINATION PAPER