

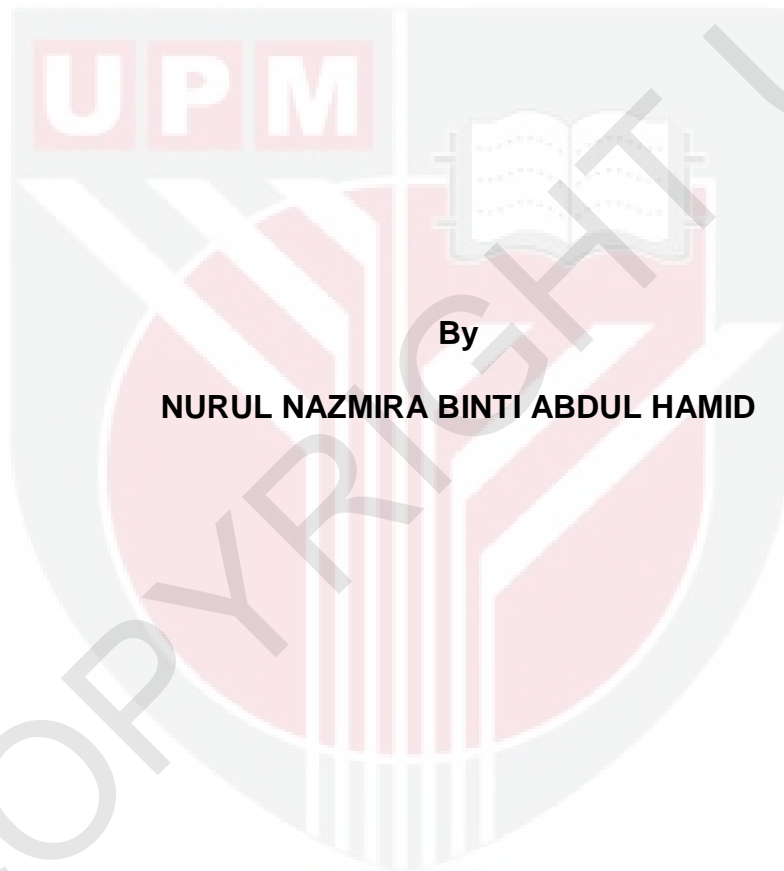


***PERCEPTION OF FEMALE USERS TOWARDS FACILITIES  
MANAGEMENT ON HIGH ROPES ACTIVITY AT SKYTREX ADVENTURE  
SHAH ALAM***

**NURUL NAZMIRA BINTI ABDUL HAMID**

**FH 2019 88**

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MANAGEMENT ON HIGH ROPES ACTIVITY AT SKYTREX ADVENTURE  
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**By**

**NURUL NAZMIRA BINTI ABDUL HAMID**

**A Project Report Submitted in Partial Fulfillment of the Requirements  
for the Degree of Bachelor of Parks and Recreation Science in the  
Faculty of Forestry  
Universiti Putra Malaysia**

**2019**

## DEDICATION

Special dedicated to my beloved  
Father...  
Mother...  
Siblings...  
All big family members...  
& All my supportive friends...

On your never ending concerned, encouragement, patience, inspiration and  
continuous support.



## ABSTRACT

Adventure based activities are exciting, challenging and both physically and mentally demanding. Some activities may be stressful and possibly hazardous. However, with proper understanding on the risk and safety measures, it will enhance quality experience. This study was conducted at Skytrex Adventure Shah Alam, Selangor. The purpose of this study were to identify users' demographic profiles in enhancing quality experience on high ropes activity and to determine users' perception towards facilities management safety on high ropes activity. The instrument used in the study was a structured questionnaire. This study considered several factors in doing high ropes activity such as safety, behaviour and characteristics, staffs and organization, equipment and infrastructure, activity and surrounding and weather. From the findings, the results showed that the percentage of females are higher than males in participating high ropes activity. Additionally, the study also found that females are more self-disciplined and they consider equipment inspection as an important safety aspect in order to gain quality experience. Besides, this study also found that young females made their own decision to participate in high ropes activity. The result also shows that females participated in high ropes activity to seek new experience and increase their self-confidence. To conclude, all the respondents gave positive perception about the safety of facilities management that will affect their quality experience.

## ABSTRAK

Aktiviti berasaskan pengembaraan adalah menarik, mencabar dan berdaya upaya memerlukan kedua – dua tenaga, fizikal dan mental. Sesetengah aktiviti mungkin menjadi tekanan dan berbahaya. Walaubagaimanapun, dengan memahami langkah – langkah risiko dan keselamatan yang betul, ia akan memberi pengalaman yang berkualiti. Kajian ini dijalankan di Skytrex Adventure Shah Alam, Slenagor. Tujuan kajian ini adalah untuk mengenal pasti profil demografi pengguna dalam meningkatkan pengalaman berkualiti dalam aktiviti tali tinggi dan untuk menentukan persepsi pengguna terhadap pengurusan kemudahan aktiviti tali tinggi. Kaedah yang digunakan dalam kajian ini adalah soal selidik berstruktur. Kajian ini mempertimbangkan beberapa faktor dalam melakukan aktiviti tali tinggi. Faktor – faktor yang dipertimbangkan adalah faktor keselamatan, tingkah laku dan ciri, kakitangan dan organisasi, peralatan dan infrastruktur, aktiviti dan persekitaran dan cuaca. Hasil kajian mendapati bahawa peratusan wanita lebih tinggi daripada lelaki dalam penyertaan aktiviti tali tinggi. Di samping itu, kajian ini juga mendapati bahawa wanita lebih berdisiplin daripada lelaki dalam mematuhi peraturan kerana wanita mengambil pemeriksaan peralatan sebagai aspek keselamatan untuk mendapatkan pengalaman yang berkualiti. Selain itu, kajian ini juga mendapati bahawa wanita muda bersetuju bahawa mereka membuat keputusan sendiri untuk mengambil bahagian dalam aktiviti tali tinggi. Hasil kajian juga menunjukkan bahawa wanita menyertai aktiviti tali tinggi untuk mencari pengalaman baru dan meningkatkan keyakinan mereka. Secara konklusinya, responden – responden memberikan persepsi positif mengenai keselamatan pengurusan kemudahan yang mempengaruhi pengalaman berkualiti yang akan mereka perolehi.

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## APPROVAL SHEET

I certify that this research project report entitled “**Perception of Female Users towards Facilities Management on High Ropes Activity at Skytrex Adventure Shah Alam**” by Nurul Nazmira binti Abdul Hamid has been examined and approved as a partial fulfillment of the requirements for the degree of Bachelor of Parks and Recreation Science in the Faculty of Forestry, Universiti Putra Malaysia.

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## LIST OF ABBREVIATIONS

UPM	Universiti Putra Malaysia
PPE	Personal and Protective Equipment
SPSS	Statistical Package for the Social Science
ANOVA	Analysis of Variance



# CHAPTER 1

## INTRODUCTION

### 1.1 General Background

The outdoor challenge course industry ended up out of an aching to complete a wild kind inclusion in a settled setting, as opposed to the endeavour setting. Challenge course is one of an adventure activity. The fame of adventure activity in recreation and tourism industry is heightening, yet little is thought about how identity and saw imperatives can counteract utilization of such activities (Vespestad & Mehmetoglu, 2017). A course is characterized as a progression of exercises, once in a while on or near the ground which is ordinarily alluded to as a low ropes activity and at times based on utility shafts or trees, or in the rafters of a building which is referring to a high ropes activity.

The outdoor challenge courses are developed at many areas. For example, in schools, camps, park and outdoor recreation centres as well as in corporate training centres. Each course can serve a solitary gathering, for example, students in a school. The single distinguishing highlight is that frequently, it is an unblemished gathering which meets up to share the challenge course experiences, and that an educational module is intended for the explicit result wanted by that gathering.

Nowadays, one of the popular outdoor challenge course is high ropes activity. High ropes activity becomes trending since 1980s. According to Wagstaff (2003), there are 15, 000 courses operate in the United States alone. In addition, the common purpose of outdoor challenge course are for educational and recreational regarding to American culture through the Outward Bound School System, in United States (Wagstaff, 2003)

In high ropes activity, it comprised of variety elements. Among of them are elements that gliding upper body using both hands, balancing the whole body and lower body using both legs. Those elements will strengthen users' physical and also balancing users' emotional. This activity is fun or in other words that doing the activity is itself spurring. High ropes activity also help users to increase their self-confidence when they are at high place, since high ropes is an activity that held high above the ground. They are intended more for individual difficulties. Trained instructors and facilitators will full time assist the individual or groups throughout the high ropes course.

Obviously, high ropes activity is one of high risk activity. However, the risk can be manage by providing a Risk Management Plan. This plan should be complied by qualified instructors or facilitators. Moreover, the staffs or the company itself provide the strict procedure and safety precautions to the users. Thus, users should not be worry to participate in high ropes activity as the

staffs provide an appropriate, sequential series of activities that will give quality experiences as they put safety as the priority.

## 1.2 Problem Statement

Nowadays, recreational activity becomes trending among young generation. High ropes activity for example is one of the recreational activity that highly consistent with the advantages based approach (Haras, Bunting & Witt, 2006). According to Neill (2004), high ropes activity is a challenge course that take place above 2m from the ground. This activity will normally involve natural setting by using natural elements such as trees, cliffs or rocks. Meanwhile, some urban setting involves modern or artificial structure in setting up the high rope activity. One of element in high ropes activity is zip line. Gordon in Terrapin Adventure blog said that the challenges of the course help instil positive personality characteristics like and trust in the climber. According to Phan's research claimed in Terrapin Adventures blog (2018) that a research found that 81% of participants indicated their confidence level increased following an evening on the ropes course. Since users enjoy to do certain type of high ropes activity in order to increase their inner self belief. There are external factors that contribute to self-development. Among the considerations factors are facility of the activity, confident level of the users, users' skills and safety measures. Obviously, among those factors, in high ropes activity, the most important factor users need to consider is safety.

Indeed, the high ropes activity require strict requirement on safety. This refer to a condition of being safe or protected while doing the activity. Participant safety is a primary concern for adventure programs (Godsey, 2005). According to Godsey (2005), warrant for particular attention to the safety needs associated with the challenge course environment settings. There are inter relationship of safety between user and safety on equipment. Both require comprehensive or regular check on maintenance before the activity can be conducted. If one of these safety aspect is not been put as consideration, it not just a damaging equipm or resource but it will get worse to the user in term of threaten life and spoil the recreation experience.

Furthermore, users and staffs are exposed to many potential risks while doing the high ropes activity. However, these potential risk can be managed can be turned into a great fun and excitement. For example, the users' attitude and behaviour in following the safety briefing and procedure is essential before the user do the activity. Therefore, by understand the potential risks exposed that caused by user is essential for the managers to come out with proper action or plan to manage the risk.

According to Borrell (2017) in Outside Outline blog, there are lot of accident involved high ropes activity especially in zip line activity. The low or lack of performance of the staffs and the equipment failure during the high ropes activity can leads to an accident. Billock, Anderegg, Mehan, Chounthiranth and



Smith (2015) stated that “the only peer-reviewed study related to the topic examined fatalities on challenge courses, finding that nearly one-fourth of all reported deaths were associated with the zip line component failure of the challenge courses”. In addition, Billock et al. (2015) emphasis that media coverage of isolated serious injuries and deaths associated with zip line has raised concerns regarding zip line safety. The major caused for accident occurred were because of staffs’ skills and the equipment. If the performance of the staffs and the durability of the equipment fails during the high ropes activity, it will affect the users’ quality experience.

Lanard (2004) considers that for the public, risk is a combination of hazard (defined as the death rate) and public outrage. “Public pays too little attention to “hazard” or death rate and the experts pay absolutely no attention to outrage” (Dickson, Chapman, & Hurrell, 2000). This is to say that, in order to protect users from serious injury during the high ropes activity, staffs need to take extra precaution in term of the condition of equipment to be used by the users.

Staffs who handled high ropes job are responsible for users’ safety. This is because staffs are in great responsibility to monitor them the correct way to wear safety equipment for users. If the staffs overlooked the way they wear safety equipment, the probability for an accident happen is high. Therefore, many high ropes company or organization will require high ropes qualification

before hiring a new staff. This is not just about the managing risk to user but to enhance the quality experience to the user as well. According to Borrell (2017), David Allardice who is an adventurer with first descents on rivers in Myanmar and Tiber under his belt took safety seriously by training employees, requiring drug tests and making them a sign strict protocol. For example, there is an accident happened in Honduras was posted on YouTube on 11<sup>th</sup> July 2018 by Caribbean News, where the accident involved couple from Israel who were on their honeymoon. A woman accidentally stuck half way on the cable, while her husband came from behind and hit her. The initial investigation found that the incident happen due to low competency of the staff in handling the activity. Victoria State Government (2019) stated that users who are using high elements of a challenge ropes course must be thoroughly prepared and closely supervised while on the course. In relation to all of the above accidents, high ropes company need qualified staffs to work with in ensuring the safety of the users guaranteed.

The high ropes equipment safety is important as consideration factor for users in doing high ropes activity. Equipment means tools that used to make the job in handling high ropes activity easier. The users' safety rely on the effectiveness of the equipment by measuring its durability. Another example was one case that stemming from use of twin lanyards of equal length that contributed to the strangulation of a participant on high rope course. The participant fell from the element and their head stuck on the lanyards. "The participant was unable to free himself as his gravity weight caused the two

lanyards to become taut on either side of his neck, applying pressure and causing strangulation” (Billings, 2018). Equipment failure is the equipment cannot well-functioning during the high ropes activity. The high ropes staffs need to ensure the condition of the equipment before let the users enjoy high ropes activity. Lack of equipment maintenance by staffs can lead to accidents to the user. For instance, the staffs need to know or aware about the lifetime of the equipment. Therefore, one of maintenance routine is login the maintenance schedule and report in their logbook. So, if any accidents happened, they can refer to the logbook the last time the maintenance checked was conducted. According to Preidt (2015) in HealthDay News, injuries that cause by equipment failure lead to a result of ziplining included broken bones (46%), bruises (15.2%), strains or sprains (15.1%) and concussions or closed head injuries (7%). Therefore, this study intended to investigate the level of safety measures by looking at users’ perspective about their concerned in participating the high ropes activity. This is by understand which group of users would care much about safety in terms of competency, equipment used and environmental setting.

### 1.3 Objectives of Study

The objectives for this study are:

- a. To identify users' demographic profiles in enhancing quality experience on high ropes activity.
- b. To determine users' perception towards facilities management safety on high ropes activity.



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