



***VISITORS SATISFACTION ON SAFETY FEATURES AND MAINTENANCE
OF PARK FACILITIES AT TAMAN BANDAR PASIR GUDANG, JOHOR***

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**VISITORS SATISFACTION ON SAFETY FEATURES AND MAINTENANCE
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By
SEE YI XUEN

**A Project Report Submitted in Partial Fulfillment of the Requirements
for the Degree of Bachelor of Park and Recreation Science in the
Faculty of Forestry
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DEDICATION

This thesis is dedicated to my beloved family members for their supports and love. It is also dedicated to the lecturers who provide guidance and advices for me.



ABSTRACT

This study explores visitors satisfaction level on the facilities regarding park safety and maintenance attributes at Taman Bandar Pasir Gudang (TBPG). TBPG is one of the famous urban park in the state of Johor due to World Kite Festival. The objectives of this study are to identify the user satisfaction level on existing facilities and examine the relationship between user satisfaction level on existing facilities with park safety and maintenance attributes. A total of 400 respondents were collected using questionnaire. The results showed significant relationship in five aspects of park safety which are solitary, vision, security guard surveillance, barrier and material used, and also four aspects of maintenance which are standard of quality, regular maintenance schedule, prompt repair for broken facilities and service of park personnel. Recommendations such as installation of barrier, reinforcement of security guards surveillance and acceleration of prompt repair works are suggested to improve TBPG relation to park safety and maintenance. The results of this study assisted the management of the park to understand their weakness and provide recommendations to improve the safety and maintenance of the park.

ABSTRAK

Kajian ini dijalankan untuk mengkaji tahap kepuasan pengunjung terhadap kemudahan berkaitan keselamatan dan penyelenggaraan atribut taman di Taman Bandar Pasir Gudang (TBPG). TBPG merupakan salah satu taman bandar yang terkenal di daerah Johor disebabkan Pesta Layang-layang Sedunia. Tujuan kajian ini adalah untuk mengenalpasti tahap kepuasan pengguna terhadap kemudahan yang sedia ada dan menyelidik hubungan antara tahap kepuasan pengguna terhadap kemudahan yang sedia ada dengan keselamatan dan penyelenggaraan atribut taman. Seramai 400 responden telah disampel menggunakan borang soal selidik. Hasil kajian menunjukkan hubungan yang positif terhadap lima aspek keselamatan taman iaitu bersendirian, penglihatan, pengawasan keselamatan pengawal, halangan dan bahan yang digunakan, dan juga empat aspek dalam penyelenggaraan iaitu tahap kualiti, jadual penyelenggaraan yang tetap, pembaikan segera untuk kemudahan yang rosak dan perkhidmatan kakitangan taman. Cadangan seperti pembinaan halangan, penguatkuasaan untuk pengawasan keselamatan pengawal dan mempercepatkan kerja-kerja pembaikan telah dicadangkan untuk menambahbaik keselamatan dan penyelenggaraan TBPG. Keputusan kajian ini dapat membantu pihak pengurusan dalam memahami kekurangan dan memberi cadangan untuk memperbaiki keselamatan dan penyelenggaraan taman.

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APPROVAL SHEET

I certify that this research project report entitled “**Visitors Satisfaction on Safety Features and Maintenance of Park Facilities at Taman Bandar Pasir Gudang, Johor**” by See Yi Xuen has been examined and approved as a partial fulfillment of the requirements for the degree of Bachelor of Park and Recreation Science in the Faculty of Forestry, Universiti Putra Malaysia.

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LIST OF ABBREVIATIONS

TBPG	Taman Bandar Pasir Gudang
SDGs	Sustainable Development Goals



CHAPTER 1

INTRODUCTION

1.1 Urban Parks in Malaysia

Public parks were initially limited to be used by royal family members only then, public parks have been opened to public in the 1840s and all folks in the country were able to enjoy the benefits of parks (Shi, 1998). Urban parks are recognised as the oldest facility in history but urban parks in Malaysia experience a totally different situation as western countries because the researchers put less priority on exploring the needs of park visitors in Malaysia (Ali & Nawawi, 2006). Malaysia is still considered as newbies in industry of urban park as the history of urban park culture in Malaysia is short compare to western countries (Maulan, 2002). Results showed that Malaysians prefer enjoy their free time in shopping malls (Ahmed, Ghingold & Dahari, 2007).

It is said that open spaces in Malaysia are the results of cross-culture because there are some western elements in our buildings (Federal Department of Town and Country Planning of Peninsular Malaysia, 2005). According to Federal Department of Town and Country Planning of Peninsular Malaysia (2005), there are some examples where the open spaces eventually become recreation centre such as Perak Club in Taiping and Selangor Club in Kuala Lumpur. The federal department also mentioned that housing developers in Malaysia are required to keep a 10% of open space from total development

area to demand of community in recreation. The size of urban parks in Kuala Lumpur is bigger than reserved forests (Karuppannan, Baharuddin, Sivam & Daniels, 2014). Besides neighbourhood, the location of urban parks in Malaysia can also be found in public institutions such as International Islamic University Malaysia (UIA) and Abu Bakar Royal Museum Johor Bahru (Federal Department of Town and Country Planning of Peninsular Malaysia, 2005). Federal Department of Town and Country Planning of Peninsular Malaysia (2005) showed that urban parks in Malaysia are categorized as civic open spaces, lake gardens, pocket parks, business courtyard, waterfront parks and public gardens.

Urban parks help to maintain a healthy lifestyles in the communities, reenergize human bodies, stimulate human thinking and reduce environmental effects (Nasir, Ahmad & Ahmed, 2012). Besides leisure and recreation, urban park plays an important role in maintaining and sustaining the environmental effects in the city (Ibrahim, 2016). Urban parks is important in circulating the air, therefore temperature in urban park is lower than temperature in concrete buildings (Wong & Yu, 2005). Findings showed that the main purpose of respondents in visiting urban parks is to get fresh air (Sreetheran, 2017). Urban parks contribute in purifying the environment air and this helps to improve the living quality of biodiversity in urban area (Karuppannan et al., 2014). It is important to maintain and reserve the urban parks in good conditions for the benefits of future generations (Nasir, Ahmad & Zain-Ahmed, 2013).

1.2 Problem Statement

According to O'Neill, Summers & Collins (2015), park refers to a public area of land with grass and trees, usually in town, where people go in order to relax and enjoy themselves while a recreation area is defined as an area used by the public for recreation. Park is defined as a suitable area for physical and social intentions because exercise boosts body health and people get to connect with each other by doing exercise (Sakip, Akhir & Omar, 2015). It is proved that physical, psychological and social aspects of visitors will be enhanced with the presence of public parks (Larson, Jennings & Cloutier, 2016). In community with lesser residents, the presence of urban parks are very important (Jim & Chen, 2010). This is because public parks act as platform for the communities to communicate and create an intimate rapport with each other. Nevertheless, it was noted that there is less attention given on urban parks in Malaysia (Ali & Nawawi, 2006).

However, there are a number of problems when it comes to parks recreation area. Park safety is one of the factor that could affect visitors' satisfaction. This will directly affect the number of visitors visiting the park (Maruthaveeran & Van den Bosch, 2015). It has been mentioned that the accessibility of urban park affects the intention of teenagers to join physical exercise (Babey, Hastert, Yu & Brown, 2008).

In addition, parks are also spots for crime. It is reported that the most common spot in Minneapolis where “flashers” or exposers prefer is parks (Sherman, 1995). Spelman (1995) found that according to a study, reported calls for police services involved 135 calls just for parks and playgrounds. Findings showed that respondents prefer to visit urban parks in groups and during weekends due to safety issue (Sreetheran, 2017). Since there is a big lake surrounded with walking pathway, it could be dangerous for visitors, regardless adults or children, to fall into the river as there are no any fence around the lake. Survey showed that there are cases where visitors fell down into the river and drowned (Guthrie, Fagre & Fagre, 2017).

In addition, park maintenance and park personnel behaviour are the most important factor that affect visitor satisfaction (Fletcher & Fletcher, 2003). The preference of visitors in using a space is greatly influenced by the maintenance (Çay, 2015). Poor management of Kuala Lumpur City Council (DBKL) in conducting park maintenance in all fifteen public parks (The Star Online, 2014). A finding from Playground Safety Association of Malaysia and Public Complaints Bureau which showed that 64.1% of playground surfaces are in bad condition while 33.4% of park furniture requires repairs (The Star Online, 2014). Since park visitors tend to visit the park with variety of facilities and amenities, hence park facilities, maintenance and number of park visitors are definitely related to each other (Yeshewazerf, 2007). In general, users prefer amenities that are properly maintained (Erkip, 1997). Parks with insufficient

budget would end up with maintenance issue and this will affect the visitors satisfaction towards the park (Harnik et al., 2006).

Furthermore, uneven pathway is also another factor that could affect visitors' satisfaction. Studies suggest that poor park conditions, such as uneven and poor quality of pathway, will decrease the number of visitors visiting the park and slowly the park will be unused and abandoned (McCormack, Rock, Toohey & Hignell, 2010). It is proved that the parks with a paved trail will have a higher possibility to be used by visitors than parks without a paved trail (Kaczynski, Potwarka & Saelens, 2008).

Therefore, based on the above-mentioned problems, this research aims to explore user satisfaction level at the urban recreational area in relation to its safety features and maintenance.

1.3 Objectives

The overall objective of this research is to explore user satisfaction on park recreational facilities in relation to safety and maintenance in Taman Bandar Pasir Gudang. The specific objectives is to:

- a) Identify user satisfaction level in relation to park facilities, safety and maintenance attributes;
- b) Examine the relationship between user satisfaction level on existing facilities with park safety and maintenance attributes;
- c) Provide recommendations in improving park features on safety and maintenance of recreational facilities in park.

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