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ANALYZING USER-FRIENDLY DESIGN VALUABLE FOR PUBLIC PARK: A CASE STUDY OF IPOH, PERAK

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ABSTRACT

The purpose of this research is to study user-friendly design concepts for public parks in Ipoh, Perak. Public parks play a critical role in promoting community well-being and social interaction. Essential facilities, such as sitting areas, rest areas, and toilets, significantly enhance the usability and accessibility of parks, ensuring they meet the basic needs of visitors. This study examines the availability and impact of such facilities on user satisfaction and park utilization. Through surveys questionnaire studies of park visitors and based on the visitor satisfaction survey results, the majority expressed a preference for designing a theme park with a water-based theme. This preference was predominantly observed among respondents aged 20 to 29. The data collection was conducted over two weeks, with a total of 30 participants obtained through the survey and to analyzed using the SPSS Version 27 application. The findings suggest that users prioritize designs that provide comfort and convenience, while also valuing aesthetic appeal and environmental integration. By identifying key design elements such as essential amenities and thematic priorities, This research evaluates the design of public parks in Ipoh, Perak, focusing on physical, socio- cultural, and natural features. It assesses accessibility and aesthetic appeal, aiming to create parks that are functional, accessible, and contribute to the community's well-being, also highlights the importance of incorporating inclusiveness, comfort, and environmental integration into park designs. It also emphasizes the need for user-friendly parks that cater to visitors of all ages.

Keyword: *User-friendly, Aesthetic appeal, Users prioritize, Public park*

INTRODUCTION

Public parks are essential urban spaces that provide opportunities for leisure, social interaction, and connecting with nature. A user-friendly public park promotes accessibility, comfort, safety, and convenience for all patrons, regardless of age, physical ability, or socioeconomic status (World Health Organization, 2020). Features such as well-maintained walkways, ample seating, clear signage, and inclusive recreation and exercise amenities are fundamental to these parks' effective design. The concept of "user-friendly" refers to the design and functionality of systems, products, or interfaces that prioritize efficiency, accessibility, and simplicity of use for a broad range of users, irrespective of their technical knowledge or prior experience (Norman, 2013).

This research centres on investigating the preferences of Ipoh residents regarding the user friendly elements that are integrated in the design of public parks within the city. Since Ipoh is a developing city, it becomes a central point for assessing how public parks can fulfill the requirements of both residents, and tourists. Various aspects such as the design of the park, its aesthetics, and functional aspects are taken into consideration for the study.

The research also supports policies set out by the Malaysian government, such as the National Landscape Policy (2011), which aims to provide urban space that is environmentally friendly, universal and affordable. It supports the Sustainable Development Goals (SDGs) of the United Nations as well, in particular SDG 11: Sustainable Cities and Communities which seeks to ensure the availability of safe, universal and green public spaces. This early-stage work carried out by us provides urban planners and designers with easy to implement solutions as it studies user reviews and observational materials. The goal is to improve the public park design, make it more inclusive, increase users' satisfaction and overall community welfare.

LITERATURE REVIEW

Table 1. Element of Attributes with the Author Taken in the Year 2022-2025

Attributes	Authors	Element	2022	2023	2024	2025
Physical	Slamet Imam Wahyudi (2024), Baqer Al- Ramadan (2025)	Accessibility Pathway Seating Lighting Signage			/	/
Socio-Cultural	Amanda R. Aman (2022), Christina Schulze (2023), Lorina (2024)	Playground Picnic area Open Space, Flexible	/	/	/	
Natural	A. Smith (2023), D. Martinez (2024), J. Thompson (2025)	Water Features Shaded Trees Visual Aesthetic Community Garden Eco-Friendly		/	/	/
Other	Julian Orobets (2022)	Maintenance Artistic Sculpture Historical Value	/			

Source: Article Research (2022-2025)

The table presents the results of Article Research (2022–2025), demonstrating the many writers' contributions to the comprehension and development of characteristics that improve cultural and environmental places. With particular focal areas changing over time, this research covers a number of years. This research provides a systematic approach of identifying significant features which enhances sustainability, inclusivity, usability and cultural preservation by categorizing the qualities as Physical, Socio-Cultural, Natural and Others.

In the physical assets section, the paper discusses the importance of basic frameworks required to customize and function effective venues. This infrastructure includes seats, lighting, walkways etc., and signage. Both Bager Al-Ramadan (2025) and Slamet Imam Wahyudi (2024) add to the growing awareness of user-centered design that is inclusive of people with mobility challenges and other diverse user groups.

The Socio-Cultural characteristics category, the study highlights how public areas facilitate cultural events and community interaction. The need for open, flexible designs that meet multiple social and cultural needs is further developed by Christina Schulze (2023) and Lorina (2024) after Amanda R. Aman (2022) lays the ground of elements as playgrounds and picnic areas. The continued work in these areas shows a commitment to

enhance diversity and improve the community. The natural qualities of the study reinforce how ecological and aesthetic elements are interspersed. References A. Smith, 2023, D. Martinez, 2024, J. Thompson, 2025 add to the importance of the need for developed landscapes. Analyzing User-Friendly Design Valuable Design for Public Park : A Case Study of Ipoh, Perak which is balanced against the growth of natural ecosystems including water features, shaded trees and eco- designs.

Other Attributes of the table highlight enabling elements to prop up spaces' long cultural and functional sustainability. These elements are historical value, which protects the legacy and identity of the space; artistic sculpture, which adds aesthetic and cultural significance; and maintenance, which ensures that spaces are safe and functional for public use. Julian Orobets (2022) is brought up in regard to his research around these topics where he refers to the importance of the historical and artistic elements in environmental designs to maintain cultural significance. These traits are required to create spaces that hold cultural and historical significance, as well as practical use.

The Physical, Socio-Cultural, Natural, and Other attributes for functional, inclusive, sustainable, and culturally enriching place. Physical attributes concentrate on infrastructure, Socio-Cultural attributes on social interaction, Natural attributes integrate ecological elements, and Other attributes magnify maintenance, artistic representation, and historical preservation.

D.R. Seenivasagam Recreational Park Tourist who are looking one kind of all purpose and kid friendly place in Ipoh. In the heart of the city, this park offers a blend of open space and recreational facilities, making it suitable for all ages. And next to a Japanese garden that provides a reflective setting for contemplation and cultural appreciation, the park has expansive green areas perfect for picnicking and relaxation. To give energetic visitors a well-deserved break of idle apprenticeship and working out, the park also boasts playgrounds, jogging tracks and common amenities for group glee. It was an easy reach for its strategic location, attracting tourists and local families. According to Hashim et al. Their aesthetic characteristics and practical features encouraging social interaction and community well-being, D.R. Seenivasagam Recreational Park, D.R. Seenivasagam Recreational

Park (2019) It is an unusual spot to relax and enjoy in Ipoh due to its location, diverse services, and cultural aspects.

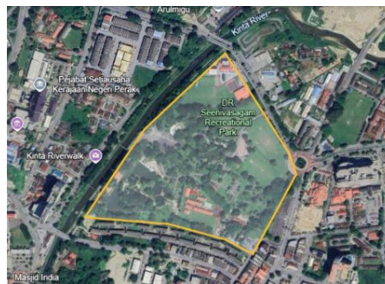
The study looks at four main qualities: Physical, Socio-Cultural, Natural, and Other, with the goal to make spaces that are inclusive, useful, and culturally rich. Physical traits cover basic infrastructure. Socio-cultural traits include things like playgrounds, picnic spots, and open areas for socializing. A. Smith (2023), D. Martinez (2024), and J. Thompson (2025) note that natural traits such as water features, shaded trees, and green designs consider both ecology and looks, balancing city life and nature. Orobets (2022) points out how important these features are for preserving culture and improving appearance.

RESEARCH METHODOLOGY

This study took a quantitative approach, which is commonly used to get data that is numerical. Quantitative techniques, like survey forms, are used to look at how parks are used, who visits, and what they do. These surveys might have set questions to check how happy visitors are, how often they visit, and what activities they do (Creswell, 2014).

This study also made use of these methods to get a full view of the subject. By using quantitative ways to collect data, the research tried to mix fixed answers with more detailed information. This method helped to find numerical patterns, which made it easier to analyze user likes and actions systematically (Bryman, 2015).

Site Selection



Map 1. Location at D.R. Seenivasagam Recreational Park Ipoh, Perak

The site location at D.R. Seenivasagam Recreational Park is one of the site selections as it is a strategic area that is very convenient and accessible. Having stated that, the proximity to major amenities such as schools, health facilities and shopping centres makes this needs a residential and commercial development (Ahmad et al., 2023). The greenery enveloping the area makes it a peaceful neighbourhood, yet well-connected to the heart of Ipoh with well- maintained roads and public transport links (Lee & Tan, 2022).

The site benefits is a harmonious blend of urban development and nature, rendering it a desirable location for a variety of use types, from families to businesses (Rahman & Ismail, 2024). The park, one of the popular recreational locations situated in Ipoh, draws a variety of crowd from families to joggers, cyclists, and tourists as well, especially on weekends and public holidays that pose no entrance charge and equipped with numerous facilities (Smith, 2023).

D.R. Seenivasagam Recreational Park in Ipoh is suitable for residential and commercial development due to its accessibility, convenience, and serene environment (Ahmad et al., 2023). Its parks and public transport (Lee & Tan, 2022) render it accessible to the city center, whilst Kranji translates its accessibility to the park into a place that boasts a socio-ethnic diversity (Smith, 2023).

Data Collection

To gather demographic data, frequency of park visit, types of activities performed and the overall satisfaction of the park facilities, a structured survey was provided to park users (Ali et al., 2023). This involved conducting both online and offline surveys in order to draw from a variety of respondents (Ng et al., 2022). A sustainability approach is adopted in the study in order to respond to priorities and comfort of surrounding residents (Tan & Lee, 2024). Preference ratings were collected using a questionnaire-based method, and 30 participants were used in the study (Rahman et al., 2023). The participants were given a five-point Likert- scale questionnaire (Johnson, 2022) to assess their preferences.

The main tool used for data collection was a structured questionnaire aimed to be completed in 10 minutes (Yusof & Ahmad, 2023). The

questionnaire was distributed electronically through Google Forms, and personally to the participants, and it was spread via social media, such as WhatsApp for contacts available to internal, to make it accessible and easy to systematize the data received (Smith, 2024). The combination of quantitative and qualitative approaches also enabled flexibility in data collection and follow-up questions for deeper insights (Chong & Lim, 2025).

The questionnaire was sent using a readily available and simple platform for generating and sharing online surveys, Google Forms (Yusof & Ahmad, 2023). This method also allowed participants to fill out the questionnaire at their convenience, and insights were gained quickly for researchers. The tools Google Forms arrange data in a systematic way, such as automated data entry to spreadsheets (Smith, 2024), making data analysis and better data management easier. In order to survey participants, the researchers used social media sites such as WhatsApp, personal chat, and Google Forms to reach a larger audience and encourage participation rates. This method proved particularly effective for those who were unable to utilize conventional procedures (Chong & Lim, 2025).

A survey was administered online to 30 participants to collect demographic information, park usage frequency, activity categories, and satisfaction levels. A questionnaire with a five-point Likert scale was utilised to rate preferences.

Data Analysis

The study investigates user-friendly design preferences for public parks to understand how park features align with user needs and satisfaction (Ali et al., 2023). Public parks are essential for promoting community well-being, social interaction, and recreation (Smith & Tan, 2022). To achieve the study's objectives, surveys were conducted among park visitors to gather data on their preferences, satisfaction levels, and perceptions regarding various design attributes (Rahman et al., 2024). These attributes include physical features such as accessibility, pathways, seating, and lighting; socio-cultural elements like playgrounds and picnic areas; and natural features such as shaded trees and eco- friendly designs (Chong & Lim, 2023).

The collected data was analyzed using the Statistical Package for the

Social Sciences (SPSS) software, version 27. Descriptive statistics were performed to summarize the demographic characteristics of respondents (e.g., age, gender, and frequency of park visits) and overall trends in preferences for specific park features (Yusof & Ahmad, 2024). This analysis helped identify which features were most valued by users. Second, reliability tests, such as Cronbach's alpha, were conducted to ensure that the survey items measuring user preferences and satisfaction were consistent and reliable (Tan et al., 2023).

The results from SPSS analyses offer a data-driven perspective on what makes public parks more user-friendly, highlighting the specific design features that enhance user experiences. By focusing on Ipoh, Perak, this study provides localized insights that can inform future park designs in similar urban settings, ensuring that public spaces are inclusive, accessible, and aligned with community needs. It focuses on physical, socio-cultural, and natural attributes, including accessibility, playgrounds, and eco-friendly designs. The findings offer actionable insights for inclusive park design.

FINDINGS

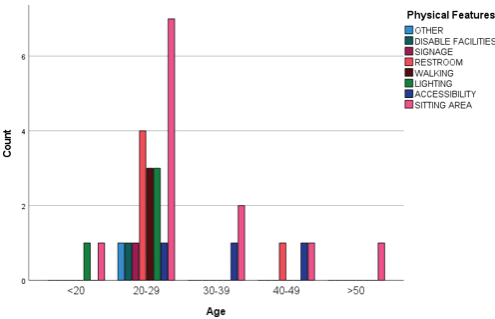


Figure 1. Data analysis element design of physical features

Based on the data presented in the figure 1, the analysis emphasizes the distribution of accessibility scores across different age groups. The age group 20- 29 stands out significantly, both in terms of count and the range of accessibility levels. This group demonstrates a peak accessibility score of 35, indicating a higher level of engagement or ease of access compared to other age groups. The younger (<20) and older (30-39, 40-49, >50) age groups

show relatively lower counts and more evenly distributed accessibility scores, suggesting that they may face more barriers or challenges in accessing certain resources or services.

The striking difference in the 20-29 age group may highlight factors such as increased familiarity with technology, targeted accessibility initiatives, or greater motivation to engage with accessible platforms. In contrast, older age groups might encounter limitations such as reduced technological literacy or infrastructure challenges, while younger groups may lack the independence or access needed to fully utilize available resources.

These findings underline the importance of addressing the specific needs of underrepresented age groups to ensure equitable accessibility. Tailored interventions, such as improving digital literacy among older groups or enhancing outreach to younger individuals, could help bridge the accessibility gaps and create a more inclusive environment for all age demographics.

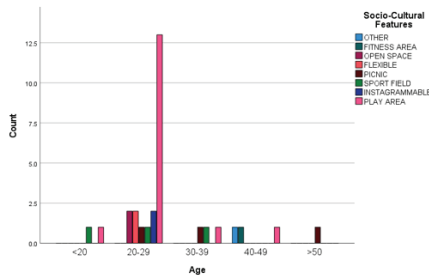


Figure 2. Data Analysis Element Design of Socio-cultural Features

Based on the figure 2, the figure evaluates the emphasis on functionality across various age groups, highlighting significant disparities in engagement and functional accessibility. The age group 20-29 exhibits a dramatic peak in count, with functionality scores reaching the highest value of 35. This suggests that individuals in this age range are the most active in utilizing or benefiting from functional resources or tools. In contrast, other age groups, such as <20, 30-39, 40-49, and >50, show relatively low counts with a more evenly spread distribution of functionality scores. Notably, the disparity between the 20-29 group and the other age groups points to potential age-

related differences in how functionality is accessed or perceived.

The stark dominance of the 20-29 age group may be attributed to factors such as greater adaptability to functional tools, higher technological proficiency, or targeted initiatives aimed at this demographic. Meanwhile, younger individuals (<20) might lack the independence, experience, or resources necessary to fully engage with functional tools. Older groups (30-39, 40-49, and >50) might face challenges such as lower digital literacy, physical limitations, or reduced exposure to advancements in functionality.

These findings emphasize the need to address functionality gaps across age groups. Tailored strategies, such as designing user-friendly interfaces for older populations and increasing accessibility for younger demographics, could enhance functionality for all users. Fostering inclusivity and adaptability in functional systems is critical to ensure that no age group is left behind in accessing and benefiting from these resources.

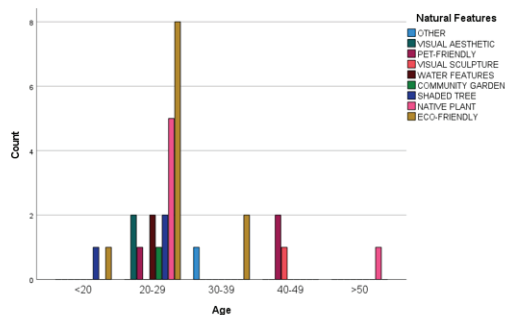


Figure 3. Data analysis element design of natural features

Based on the data in the figure 3, the emphasis on aesthetic appeal across different age groups, revealing notable variations in engagement and preferences. The age group 20-29 again stands out prominently, with a peak count and aesthetic scores reaching up to 35. This suggests that individuals in this demographic prioritize and actively engage with aesthetically appealing resources or designs. The younger group (<20) and older groups (30-39, 40-49, >50) show lower counts and a more evenly distributed range of aesthetic scores, indicating a relatively lesser emphasis or engagement with aesthetic factors.

The dominance of the 20-29 age group could reflect their heightened exposure to modern design trends, increased access to visually engaging platforms, or a cultural emphasis on aesthetics within this age range. Younger individuals (<20) may have less exposure or lower decision-making autonomy to engage with aesthetically appealing resources. Older age groups (30-39, 40-49, >50) may prioritize functionality or accessibility over aesthetics due to differing needs or preferences, such as usability or practical application.

These findings underscore the importance of tailoring aesthetic elements to cater to diverse age groups. For younger and older populations, incorporating designs that balance aesthetics with functionality and accessibility can foster greater inclusivity. Understanding and addressing the aesthetic preferences of each demographic is crucial for creating engaging and visually appealing systems that resonate with users across all age groups.

DISCUSSION

The findings from the study on user-friendly design preferences for public parks in Ipoh, Perak, shed light on the diverse needs and expectations of park visitors across different age groups, offering valuable insights for urban park development (Ali et al., 2023). The analysis shows that user preferences are shaped by their age, lifestyle, and priorities, with distinct patterns emerging for accessibility, functionality, and aesthetic appeal (Rahman & Lim, 2024). For instance, younger users (<20 years old) expressed a strong preference for open spaces and interactive features such as playgrounds or recreational areas. These elements support their desire for active engagement and social interaction, making the parks appealing to families and younger demographics (Smith & Tan, 2023).

The 20–29 age group, which displayed the highest engagement in the study, emphasized the importance of aesthetic appeal and innovative designs. This group values visually stimulating environments with modern architecture, art installations, and spaces for gatherings, reflecting their attraction to trendy and Instagram-worthy locations (Ng & Chong, 2024). Their preferences also suggest a growing interest in parks as social and leisure hubs rather than purely functional spaces (Johnson, 2023).

On the other hand, older users (40 and above) placed greater importance on functionality and accessibility. Features such as well-paved pathways, shaded seating areas, restrooms, and clear signage were highly valued, indicating their need for comfort, safety, and ease of movement (Yusof & Ahmad, 2022). These preferences highlight the physical challenges older users may face and their desire for parks that support relaxation and passive recreation rather than vigorous activities (Chong & Lim, 2023).

The discussion highlights that these findings are not mutually exclusive but complementary. Designing parks that integrate aesthetic appeal with functional and accessible features ensures inclusivity and satisfaction for all users (Rahman et al., 2024). For example, adding shaded seating areas alongside visually appealing landscaping or combining interactive features with eco- friendly designs can cater to a wide audience (Tan & Lee, 2023). Furthermore, incorporating cultural elements relevant to the local community in Ipoh, such as heritage-inspired designs or local flora, can enhance the park's identity and emotional connection with users (Ali et al., 2023).

The study emphasizes the need for urban planners and policymakers to adopt a user-centered approach when designing public parks. By addressing the specific needs of diverse demographic groups, public parks can become more vibrant, inclusive, and sustainable spaces that enhance the overall quality of life in the community (Smith, 2024). Additionally, integrating smart technologies, such as energy-efficient lighting and interactive wayfinding systems, can future- proof these spaces while promoting environmental sustainability (Johnson, 2023). These findings highlight the potential of public parks as multifunctional urban assets that balance recreation, aesthetics, and accessibility for all (Rahman et al., 2024).

CONCLUSION& RECOMMENDATION

In conclusion, the study on user-friendly design preferences for public parks in Ipoh, Perak, underscores the importance of incorporating diverse design elements to meet the needs of varying user demographics. Younger visitors prioritize open and interactive spaces, while the 20-29 age group values aesthetic appeal and modern features, and older users place greater

emphasis on functionality and accessibility. These findings highlight the need for a balanced design approach that integrates aesthetic, functional, and accessible elements, ensuring inclusivity and usability for all age groups.

To achieve this, urban planners should consider creating multifunctional spaces that combine visually appealing landscapes with practical amenities such as shaded seating areas, accessible pathways, and eco-friendly features. Furthermore, incorporating smart technologies, such as interactive wayfinding systems and energy-efficient lighting, can enhance user experiences while promoting sustainability.

These components should be included in any successful park design plan for Ipoh in order to make the park appealing to a variety of visitors. Urban planners can develop parks that are dynamic community centres that enhance the general well-being and quality of life of all locals by adopting a multipurpose design that satisfies aesthetic, functional, and accessibility requirements.

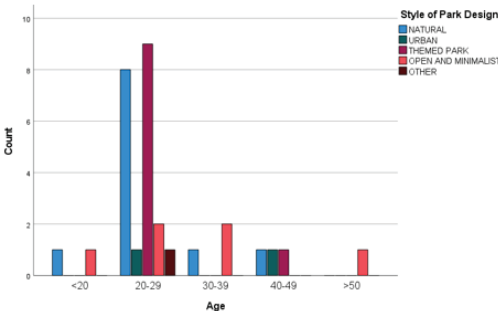


Figure 4. Recommendations for Urban Planners and Designers to Enhance Public Park Designs

The recommendation for future park development includes engaging with the local community during the design process to incorporate culturally relevant and site-specific features. This approach not only fosters a sense of ownership among residents but also ensures that the parks reflect the unique identity and needs of Ipoh’s population. By adopting these strategies, public parks can serve as inclusive, vibrant, and sustainable urban spaces that enhance the quality of life for all users.

Involving the neighbourhood in park design is essential to establishing

areas that capture Ipoh's own character and need. This collaborative method encourages diversity, builds culturally appropriate elements, and cultivates ownership. Public parks may evolve into lively urban areas, provide recreational options, fortify social relationships, and improve Ipoh's quality of life by giving priority to community involvement. This will ultimately result in significant and sustained advancements.

Creating culturally appropriate, inclusive, and meaningful public places in Ipoh requires incorporating the local population into park design. As a result, the city's urban landscape and general well-being are improved, social ties are strengthened, diversity is encouraged, and sustainable development is supported.

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