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**EXTENDED  
ABSTRACT**

# The Relationship Between Infrastructure Quality and Tourist Satisfaction at Tasik Villa International Resort Port Dickson

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## I. INTRODUCTION

Infrastructure quality plays a critical role in shaping tourist experiences and satisfaction. This study explores the connection between infrastructure quality and tourist satisfaction at Tasik Villa International Resort, Port Dickson [1]. Despite the area's tourism potential, limited infrastructure development remains a barrier. By examining key infrastructure factors and demographic influences, this research aims to enhance understanding of service delivery and visitor satisfaction in resort-based tourism contexts.

## II. METHODS

This quantitative descriptive study utilized primary data collected via Google Form questionnaires. A total of 406 tourists at Tasik Villa International Resort, selected through simple random sampling, participated. Data was analyzed using Jamovi software. Descriptive statistics (frequency and percentage) assessed demographics, infrastructure factors, and satisfaction levels. Pearson correlation tested the relationship between infrastructure and satisfaction, while independent t-tests examined gender-based differences.

## III. RESULTS AND DISCUSSION

### A. Infrastructure Quality

Tourists evaluated infrastructure across accommodation, accessibility, and amenities. Amenities scored highest ( $M = 3.83$ ), followed by accommodation ( $M = 3.82$ ) and accessibility ( $M = 3.79$ ). Overall impressions were positive, with moderate variability ( $SD = 1.20$ ), suggesting consistency in experiences but some variation in perceptions of infrastructure quality among visitors to the resort.

TABLE I  
DESCRIPTIVE STATISTIC OF INFRASTRUCTURE QUALITY

Infrastructure quality	Mean	SD	Rank
Amenities	3.83	1.20	1
Accommodation	3.82	1.20	2
Accessibility	3.79	1.21	3

### B. Tourist Satisfaction

Tourist satisfaction averaged 3.85 ( $SD = 1.21$ ), reflecting moderate to high contentment. The higher satisfaction score relative to individual infrastructure elements indicates that

while infrastructure is influential, other factors such as service quality or ambiance may contribute meaningfully to visitor satisfaction. The spread of responses suggests general positivity with individual variances.

TABLE II  
DESCRIPTIVE STATISTIC OF TOURIST SATISFACTION

	Mean	Level
Tourist satisfaction	3.85	Satisfied

### C. Correlation Analysis

Pearson correlation analysis revealed a strong positive relationship ( $r = 0.974$ ,  $p < 0.001$ ) between infrastructure quality and tourist satisfaction. This statistically significant result implies that better infrastructure directly enhances visitor experiences. The strength of this relationship highlights infrastructure as a critical determinant of satisfaction at Tasik Villa International Resort.

TABLE III  
RELATIONSHIP BETWEEN INFRASTRUCTURE QUALITY AND TOURIST SATISFACTION

		Tourist Satisfaction
Infrastructure Quality	Pearson's Correlation	0.974
	p-value	<0.001
	N	406

### D. Gender Differences

Independent t-tests showed female tourists rated both infrastructure quality and satisfaction significantly higher than males. These gender-based differences were statistically significant ( $p < 0.001$ ), indicating that perceptions vary across demographics. The findings suggest resort managers should consider gender-specific expectations when planning service improvements and infrastructure development strategies.

TABLE IV  
GENDER DIFFERENCES ON INFRASTRUCTURE QUALITY AND TOURIST  
SATISFACTION

Variables	Group	N	Mean (SD)	t	df	p
Infrastructure quality	Male	155	3.46 (1.16)	4.86	404	<0.001
	Female	251	4.04(1.15)			
Tourist satisfaction	Male	155	3,58(1.30)	3.55	404	<0.001
	Female	251	4.01(1.12)			

#### IV. CONCLUSIONS

This study confirms that infrastructure quality significantly influences tourist satisfaction at Tasik Villa International Resort [2]. Amenities, accommodation, and accessibility all contribute, with gender differences indicating varied perceptions. Strengthening infrastructure while addressing diverse visitor expectations can enhance satisfaction and sustain tourism competitiveness in Port Dickson's resort destinations.

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