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"Warning in Spaces: Blending Heritage, Nature and Design"

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PROCEEDING OF

6th Conference On
The Acclaimed Landscape
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Organizer:

Bachelor of Landscape Architecture (Hons.)
Programme of Landscape Architecture, Department of Built Environment & Technology,
Faculty of Built Environment, UiTM Perak Branch, Seri Iskandar Campus



TALKS 6.0

THE ACCLAIMED LANDSCAPE OF KNOWLEDGE SHARING

"Harmony in Spaces : Blending Heritage, Nature and Design"

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Evaluating User's Experience: A Case Study of Bukit Jalil Recreational Park

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Abstract

Bukit Jalil Recreational is a prominent urban green space in Kuala Lumpur, providing diverse recreational opportunities for the community. Despite its popularity, several factors negatively influence user experience, including uneven pathways, unclear signage, limited shaded resting areas and insufficient maintenance of facilities. This study aims to evaluate users' experiences and satisfaction level across key dimensions of park performance aspects such as accessibility, facilities, safety and comfort while identifying gaps that limit inclusivity and prolonged use. A quantitative case study approach was employed using a structured questionnaire administered to 30 park users representing different age groups. Descriptive statistical analysis was conducted using SPSS, with mean scores and standard deviations used to examine levels of satisfaction and consistency of user perceptions. The findings indicate that landscape and greenery maintenance achieved the highest satisfaction level (Mean = 4.18, SD = 0.683), reflecting strong and consistent appreciation of environmental quality. In contrast, seating and shelter provision recorded the lowest satisfaction (Mean = 3.52, SD = 0.795), suggesting uneven comfort experiences and potential limitations for elderly users and longer-duration visits. The results highlight the park's strengths as an urban recreational environment while revealing critical areas requiring improvement, particularly in accessibility and perceived safety. By integrating user experience evaluation with inclusive landscape design and management principles, this study provides empirical insights to inform sustainable urban park development aligned with Sustainable Development Goals 3 (Good Health and Well-being), 10 (Reduced Inequalities), and 11 (Sustainable Cities and Communities).

Keyword: *Accessibility, User Experience, Inclusive Landscape, Bukit Jalil Recreational Park*

INTRODUCTION

Public parks are important urban spaces that promote social interaction, leisure and public health. In Malaysia, these green spaces have become even more essential with rapid urbanization and population growth. Park which connects bike lanes and pedestrian pathways to public transportation systems promote mobility and accessibility for people of all ages (Ismail et al., 2019). Bukit Jalil Recreational Park, a popular public park is renowned public park run by Dewan Bandaraya Kuala Lumpur (DBKL), is found on the southern boundary of Kuala Lumpur. Covering approximately 20.23 hectares, the park features multiple attractions, including the International Garden, jogging tracks, fitness zones, playgrounds, and lakeside areas. The site was selected due to its significance as a major urban green space, diverse visitor demographics, and its suitability for examining accessibility and inclusivity in public parks. Numerous individuals known for its International Garden, serene lakes, and recreational tracks, attracting many users for relaxation, exercise, and social activities. However, despite its appeal, concerns regarding accessibility

and comfort have been noted. Issues such as uneven pathways, inadequate shaded rest areas, and limited facilities for individuals with disabilities negatively affect certain users (Rahman & Ahmad, 2020). Enhancing pathway quality, increasing shaded structures, and providing more inclusive facilities have potential to improve visitor satisfaction and attract more park users (Nordin et al., 2021).



Figure 1: Site study

Through this centralized governance framework, the park complies with the functional, infrastructural and regulatory standards required for public use, including landscaped environments, circulations systems, built amenities and enforcement of law and order. These characteristics position Bukit Jalil Recreational Parks as an appropriate case study for assessing how local authority management shapes user experience and satisfaction. The outcomes of this research will provide valuable insight to assist DBKL in enhancing the accessibility, inclusivity and overall quality of urban spaces in Kuala Lumpur, contributing to broader objectives related to public health and social well-being.

Bukit Jalil Recreational Park is renowned for key attractions such as:

- i. The International Garden, featuring landscape concepts from various countries
- ii. Multiple jogging track and cycling paths
- iii. Playground and fitness zones
- iv. Lakeside viewing points
- v. Open green lawns for recreation and relaxation

PROBLEM STATEMENT

Although public parks contribute significantly to recreation, physical health, and social engagement, not all parks provide equally satisfying and inclusive experiences for all users. Bukit Jalil Recreational Park, a major public space managed by DBKL, attracts diverse groups, including families, older adults, joggers, and individuals with disabilities. However, users have reported dissatisfaction related to accessibility and thermal comfort due to uneven pathways, limited shade, and lack of inclusive infrastructure. These

limitations reduce user satisfaction, limit usage by individuals with mobility challenges, and prevent the park from achieving its full potential as an inclusive urban space. These challenges correspond to Sustainable Development Goals (SDGs), specifically SDG 3 (Good Health and Well-being), SDG 10 (Reduced Inequalities), and SDG 11 (Sustainable Cities and Communities), which emphasize universal access to safe, inclusive, and accessible green public spaces (United Nations, 2023). Therefore, evaluating user experience in Bukit Jalil Recreational Park is necessary to identify key issues and propose improvements that enhance accessibility, comfort, and inclusivity, hereby supporting a sustainable and equitable urban environment aligned with the SDGs.

RESEARCH OBJECTIVE

This study aims:

- i. To assess user satisfaction in relation to the park's facilities, accessibility and safety features.
- ii. To examine users' perceptions of comfort within the physical environment of Bukit Jalil Recreational Park.
- iii. To propose design and management strategies to transform Bukit Jalil Recreational Park into an inclusive, multisensory, and sustainable urban recreational space.

LITERATURE REVIEW

Public parks serve as important urban green spaces that promote physical, psychological, and social well-being. Evaluating user experience in parks is essential to determine whether these spaces meet user needs and expectations. This literature review examines two primary constructs: user perception and user satisfaction in public parks.

User's Experience in Public Parks

User experience involves how visitors perceive and evaluate their interactions within park environments (Zhang & Gobster, 2018). Positive experiences can encourage social interaction and physical activity, while negative aspects such as poor accessibility or safety concerns reduce enjoyment and usage (Chen et al., 2021). International studies highlight the importance of universal design, inclusivity, and environmental quality in promoting user satisfaction (Nordh et al., 2017; Thompson, 2018). However, many Malaysian parks face challenges with maintenance, safety, and universal accessibility. For example, Latif et al. (2019) found that uneven walkways and insufficient shade in certain parks reduce visitor satisfaction, particularly among the elderly and people with disabilities.

Public Park User Perceptions

User perception reflects visitors' evaluation of the overall quality of park services and features, which shapes their willingness to revisit or recommend the park (Gomez et al., 2020). High-quality facilities, clear signage, adequate lighting, and accessible pathways enhance the user experience and perceptions of park safety (Zhang et al., 2019). Research shows that poor maintenance of amenities leads to negative perceptions and reduced visitation time (Rahman et al., 2021). Accessibility plays a central role, as it influences how easily a diverse population can navigate and use park spaces. Loukaitou-Sideris (2016)

notes that universal accessibility improves visitation rates, while in Kuala Lumpur, parks like Bukit Jalil lack sufficient features for wheelchair users, such as smooth pathways and adequate signage (Ngesan et al., 2019).

Visitor Satisfaction in Public Parks

Visitor satisfaction denotes the extent to which a park meets users' practical and emotional needs. The main dimensions include comfort, safety, aesthetics, and inclusivity. Comfort is influenced by environmental and physical factors such as seating, shade, and thermal quality. Safety concerns involve lighting, surveillance, and pathway visibility (Kuo & Sullivan, 2001; Ismail & Hamzah, 2020). Aesthetic quality enhances the sensory experience through visual diversity, natural elements, and landscape quality (Gobster et al., 2007; Latif et al., 2020). Inclusivity ensures accessibility across different user groups, yet several Malaysian parks still lack essentials such as ramps, accessible restrooms, and tactile flooring (Jennings et al., 2016; UN-Habitat, 2022).

METHODOLOGY

This research employs a quantitative approach to assess user experiences at Bukit Jalil Recreational Park. Data are collected using a structured questionnaire designed to evaluate user perceptions regarding the park's facilities, accessibility, environmental design, and inclusivity. The study includes diverse user groups, such as families, joggers, senior citizens, and people with disabilities, to capture differences in experience. The research excludes financial or technical operational aspects of maintenance. The findings aim to inform improvements that support health, social interaction, and inclusivity in alignment with SDG goals.

This study employed a quantitative approach to evaluate user experience at Bukit Jalil Recreational Park. The approach allowed for systematic measurement of visitors' perceptions and satisfaction across five dimensions: accessibility, usability, comfort, safety, and enjoyment. A structured questionnaire was used as the primary data collection instrument to ensure consistency and facilitate statistical analysis.

Sampling and Participants

A convenience sampling technique was employed to recruit participants for this study, as it is appropriate for exploratory user experience research conducted in open public spaces such as urban recreational parks. This approach enabled efficient data collection from actual park users who were directly engaged with the study environment at the time of the survey.

The target population comprised park visitors aged 18 years and above, including families, joggers, senior citizens and individuals with disabilities. This diverse participation profile was intentionally selected to capture variations in user experience across different demographic and functional user groups. A total of 30 respondents participated in the survey, which is considered adequate for a small-scale quantitative case study and pilot-level investigation focusing on perceptual assessment. The sample size allowed for meaningful descriptive statistical analysis while maintaining feasibility within the site-based data collection constraints. Furthermore, the study prioritized depth of experiential insight over large sample generalization, aligning with the exploratory nature of user experience evaluation in landscape research. All

participants were informed of the purpose of the study prior to participation, and their responses were collected voluntarily and anonymously to ensure ethical research practices.

$$n = \frac{N}{1 + N(e)^2}$$

- n = required sample size
- N = estimated population (5,000 visitors)
- e = margin of error (0.17 or 17%, acceptable for small-scale pilot studies)

$$n = \frac{5000}{1 + 5000(0.17)^2}$$

$$n = \frac{5000}{1 + 144.5}$$

$$n = \frac{5000}{145.5} = 34.4$$

Sample size $\approx$ 30 respondents

DATA COLLECTION AND DISCUSSION

Research Instrument

This study employed a self-administered structured questionnaire as the primary research instruments to systematically evaluate user's experiences at Bukit Jalil Recreational Park. The instrument was developed through an extensive review of established literature on public park user experience and inclusive landscape design and was carefully adapted to reflect the physical, environmental and social context of the study area. A five-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree), was applied to ensure consistency measuring respondent's perceptions and to enable reliable quantitative analysis. The questionnaire was designed to capture multiple dimensions of user experience that area critical to the performance of urban recreational parks.

The instruments comprised five structure sections:

Section A: Demographic Characteristics

This section gathered respondents background information, including age, gender, frequency of park visits and primary purpose of visit. These variables were essential for identifying user profiles and understanding variations in experience among different user groups.

Section B: Accessibility

This section evaluated the level of accessibility within the park, focusing on ease of access via public and private transportation, connectivity and legibility of pathways, adequacy of signage and provision of facilities for persons with disabilities. These indicators reflect the parks capacity to support inclusive and barrier-free use.

Section C: Facilities

This section assessed users' satisfaction with the availability, adequacy and physical condition of park

facilities, including seating areas, restrooms, playgrounds and recreational spaces. The evaluation aimed to identify how well the facilities support diverse recreational needs.

Section D: Safety

Safety perception was measured through indicators related to highlight quality, visibility, security presence and availability of emergency-related infrastructure. This section examined users' sense of personal safety while using the park.

Section E: Comfort

This section examined overall comfort, encompassing environmental quality, seating comfort, availability of shaded areas, noise conditions and overall satisfaction with the park environment. Comfort was treated as a key determinant of prolonged use and positive user experience.

Overall, the research instruments were structured to ensure clarity, reliability and relevance, enabling a comprehensive evaluation of the user experience while supporting evidence-based recommendations for improving accessibility, inclusivity and environmental quality in urban recreational parks.

Data Collection Procedure

The data collection was conducted over a period of two weeks, encompassing both weekdays and weekends to capture variations in park usage patterns and user experience. This approach allows for a more comprehensive understanding of user behavior, as visitation patterns and activities often differ between weekdays and weekends (Veitch et al., 2015). By incorporating different time periods, the study ensures the inclusion of diverse user groups, including regular users and occasional visitors, thereby enhancing the representativeness of the data. Questionnaires were administered on-site at key activity areas within Bukit Jalil Recreational Park, such as jogging tracks, lakeside zones, seating and recreational spaces. These locations were strategically selected to maximize interaction with users engaged in different park activities, consistent with established practices in public space and recreational research (Creswell & Creswell, 2018). Prior to participation, respondents were briefed on the purpose of the study, and informed consent was obtained to ensure ethical research practices (Israel & Hay, 2006). In addition to on-site distribution, an online version of the questionnaire was made available to accommodate respondents who preferred digital participation. The use of mixed-mode survey methods has been shown to improve response rates broaden participant reach (Dilman et al., 2014). Responses were monitored for completeness and consistency, and only full complete questionnaires were included in the final analysis to ensure data reliability and validity.

Data Analysis

Data collected from the on-site questionnaires survey were analyzed using the Statistical Package for the Social Sciences (SPSS) Version 27. The dataset comprised demographic variables, including gender, age group, occupation, frequency of visits and duration visits, as well as perception-based variables measured using a five-point Likert scale. The use of SPSS is widely recognized for its reliability in analyzing social science and environmental perception data (Field, 2018). Descriptive statistical analysis was employed to summarize respondents' demographic characteristics and park usage patterns. Frequency and percentages were used to describe categorical variables, while mean score and standard deviations were calculated to access users' perception of accessibility, facilities, safety and comfort. The application of mean-based

analysis for Likert-scale data is commonly adopted in studies evaluating user satisfaction in public spaces (Likert, 1932; Pallant, 2020).

The analysis highlights the key opportunity and limitations of Bukit Jalil Recreational Park. These findings formed the basis for subsequent discussion on inclusivity, comfort and design implications within the context of urban recreational parks, consistent with established approaches in park evaluation and user-centered landscape design research (Carmona, 2019).

Section A: Demographic Analysis

Table 1: Demographic profile of respondents at Bukit Jalil Recreational Park

Variable	Category	Frequency	Percentage (%)
Gender	Male	15	45.5
	Female	18	54.5
Age Group	18-25	11	33.3
	26-40	15	45.5
	41-60	5	15.2
	>60	2	6.1
Occupation	Student	8	24.2
	Working	20	60.6
	Homemaker	2	6.1
	Retired	2	6.1
	Other	1	3.0
Frequency of Visit	Daily	6	18.2
	Weekly	13	39.4
	Monthly	7	21.2
	Rarely	7	21.2
Average time spent per visit	<1 hour	6	18.2
	1-2 hours	17	51.5
	2-3 hours	9	27.3
	>3 hours	1	3.0
Main purpose of visit	Jogging	12	36.4
	Leisure walk	12	36.4
	Family recreation	6	18.2
	Socializing	1	3.0
	Other	2	6.1

The demographic characteristics of the respondents were analyzed to provide an overview of the user profile at Bukit Jalil Reactional Park. A total of 33 respondents participated in the survey, representing a diverse range of users. In terms of gender distribution, 51.5% of the respondents were female (n=17), while 45.5% were male (n=15), indicating a relatively balanced gender representation among park users, which aligns with findings from previous studies on urban park usage (Cohen et al., 2007). Regarding age groups, most respondents fell within the 26-40 year category (45.5), followed by those aged 18-25 years (33.3%), with smaller proportions recorded for the 41-60 years groups (15.2%) and respondents aged above 60 years (6.1%). This distribution suggests that the park is predominantly utilized by young adults and middle-aged

users, consistent with trends observed in recreational park visitation in other urban contexts (Lee & Scott, 2017).

Most respondents were employed by adults (60.6%), followed by students (24.2%), while homemakers, retirees, and others accounted for smaller percentages. This suggests that Bukit Jalil Recreational Park functions as an important leisure space for the working population, supporting previous research on urban parks' role in promoting physical activity and stress relief (Sugiyama et al., 2008). Regarding visit frequency, 39.4% visited weekly, 21.2% monthly, 21.2% rarely, and 18.2% daily, indicating moderate engagement with the park. The main purposes of visits were jogging and leisure walking (36.4%), followed by family recreation (18.2%). These demographic and usage characteristics are presented as contextual information to support interpretation of subsequent analyses on user experiences and satisfaction (Byrne & Wolch, 2009).

Section B: Accessibility Analysis

Table 2: Presents an analysis of accessibility for the proposed site

	Mean	Std. Deviation
1. The park is easy to access by public or private transport.	3.91	.879
2. There are enough parking spaces near the park.	3.97	.883
3. The pathways and walkways are well connected and easy to follow.	3.79	.857
4. The park provides good access for people with disabilities.	3.52	.939
5. Signage and information boards are clear and helpful.	3.52	.834

Section B accesses users' perceptions of accessibility at Bukit Jalil Recreational Park, as summarized in Table 2. Overall, respondents reported a moderately positive perception, with mean scores ranging from 3.53 to 3.97. The highest rating was for the availability of parking spaces near the park (Mean = 3.97, SD = 0.883), followed closely by ease of access via public and private transportation (Mean = 3.91, SD = 0.879), suggesting that the park is generally accessible for users employing different modes of travel. Pathway connectivity and legibility were also favorably rated (Mean = 3.79, SD = 0.857), indicating that the circulation system is largely intuitive and easy to navigate. However, lower scores were observed for accessibility for individuals with disabilities and the clarity of signage and information boards (Mean = 3.52), highlight areas where improvements are needed to enhance inclusivity and wayfinding. Overall, the findings emphasize the parks strengths in basic accessibility infrastructure while identifying specific aspects requiring refinement to create a more inclusive, user-friendly environment. These insights provide critical guidance for planning and managing recreational spaces that cater effectively to diverse user groups.

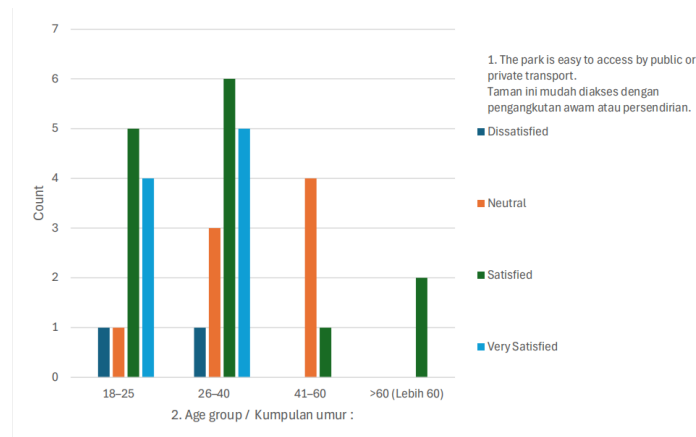


Figure 2: Perceived ease of access to the park by public or private transport according to age group

Figure 2 presents a comparison of respondents' perceptions of transport accessibility to the park across different age groups, revealing a clear age-related pattern in accessibility satisfaction. Overall, younger respondents, particularly those within the 18–25 and 25–40 age categories, expressed notably higher levels of satisfaction, suggesting that the park is generally perceived as easily accessible by both public and private modes of transport among more mobile and economically active groups. In contrast, respondents aged 41–60 years demonstrated a higher proportion of neutral responses, indicating a more cautious or moderate evaluation of accessibility, potentially reflecting greater sensitivity to travel convenience, comfort, and time efficiency. Although the sample size for respondents aged above 60 years was relatively limited, the observed trend suggests a gradual decline in perceived transport accessibility with increasing age. This pattern aligns with existing studies showing that older adults generally perceive lower accessibility due to physical, psychological, and contextual constraints (Geurs & van Wee, 2004; Lättman, Olsson, & Friman, 2016). Research also shows that factors like walking distance, waiting time, and ease of transfers are more important for older users. Older populations consistently rate accessibility lower than younger cohorts, and perceived accessibility strongly affects travel satisfaction and quality of life (Nordbakke & Schwanen, 2014). These findings highlight the need for age-responsive transport planning to ensure equitable park access for all users.

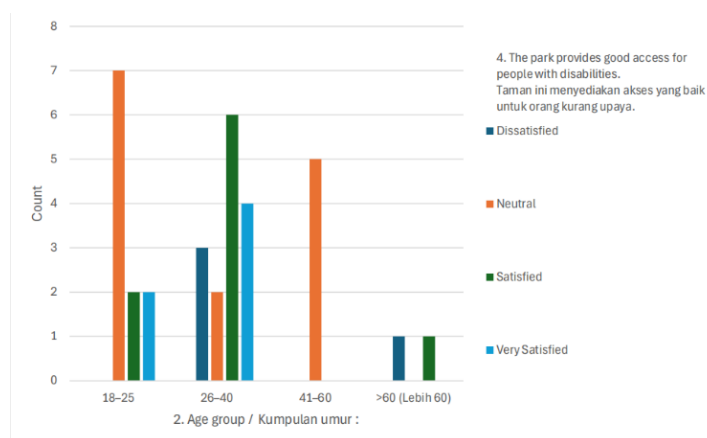


Figure 3: The park's facilities are considered accessible for people with disabilities across age categories

Based on the figure 3 analysis, perceptions of accessibility for people with disabilities differ notably across age groups, reflecting varying needs and expectations among users. Respondents aged 18-25 years predominantly expressed neutral perception, indicating limited exposure to our awareness of accessibility-related concerns. In contrast, the 26-40 age group demonstrated the highest levels of satisfaction, suggesting greater appreciation of inclusive access features, potentially influenced by caregiving responsibilities or more frequent park usage. Among respondents aged 41-60, neutral responses remained dominant, implying that existing facilities are generally adequate but may not fully address the evolving mobility and comfort requirements of ageing users. Although participation from those above 60 years old was limited, the presence of both satisfies and dissatisfied responses highlight inconsistent accessibility experiences within this group. Overall, the findings indicate that while the park provides an acceptable level of accessibility for people with disabilities, perceptions are most positive among middle-aged users, underscoring the importance of adopting age-responsive and universally inclusive design strategies in public park planning.

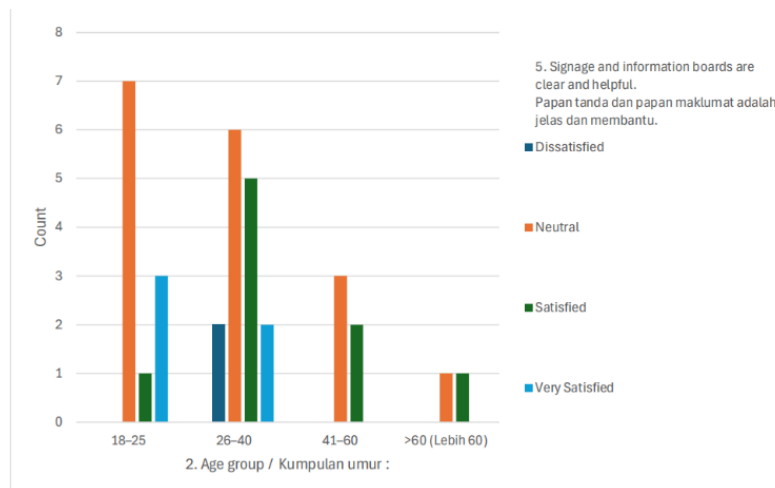


Figure 4: Park signage and information boards are rated as clear and helpful by respondents of all age groups

Figure 4 demonstrates that perceptions of the clarity and usefulness of signage and information boards vary age groups, although overall responses reflect a generally positive trend. Respondents aged 18-25 and 26-40 recorded the highest proportion of neutral responses, indicating moderate acceptance of the existing signage system, while the 26-40 age group also showed comparatively higher levels of satisfaction and very high satisfaction. In contrast, older respondents aged 41-60 and above 60, despite smaller sampler sizes, exhibited a clearer tendency towards satisfaction rather than dissatisfaction, suggesting that the signage is sufficiently legible and comprehensible for their needs. Overall, low levels of dissatisfaction across all age groups indicate that the signage system is largely effective. However, the findings highlight opportunities to further improve clarity, visibility and engagement, particularly to better meet the expectations of younger users.

Section C: Facilities Analysis

Table 3: Evaluation of facility conditions reflecting respondents' responses

	Mean	Std. Deviation
1. The toilets and rest areas are clean and well-maintained.	3.58	.663
2. The playground and exercise equipment are in good condition.	3.94	.704
3. There are enough seating areas and shelters.	3.52	.795
4. The park is clean and free from litter.	3.76	.902
5. The landscape and greenery are well maintained.	4.18	.683

Table 3 summarizes respondents' perceptions of facilities at Bukit Jalil Recreational Park and reveals an overall positive evaluation of the park's physical and functional provisions, with mean scores ranging from 3.52 to 4.18. Among the assessed attributes, landscape and greenery maintenance achieved the highest mean score (Mean = 4.18, SD = 0.683), indicating that the quality of the natural environment plays a significant role in shaping users' satisfaction and overall park experience. This finding underscores the importance of well-maintained green spaces as a core component of recreational parks, contributing not only to visual appeal but also to comfort and psychological well-being.

In addition, relatively high mean scores were recorded for the condition of playground and exercise equipment (Mean = 3.94, SD = 0.704) and general park cleanliness (Mean = 3.76, SD = 0.902), suggesting that the park adequately supports active recreation and maintains acceptable standards of hygiene and usability. However, seating areas and shelter received the lowest mean score (Mean = 3.52, SD = 0.795), pointing to a comparative weakness in comfort-related amenities. This result highlights potential areas for improvement, particularly in enhancing shaded seating and resting facilities, which are essential for accommodating diverse user groups, including elderly visitors, families and those engaging in longer-duration park use.

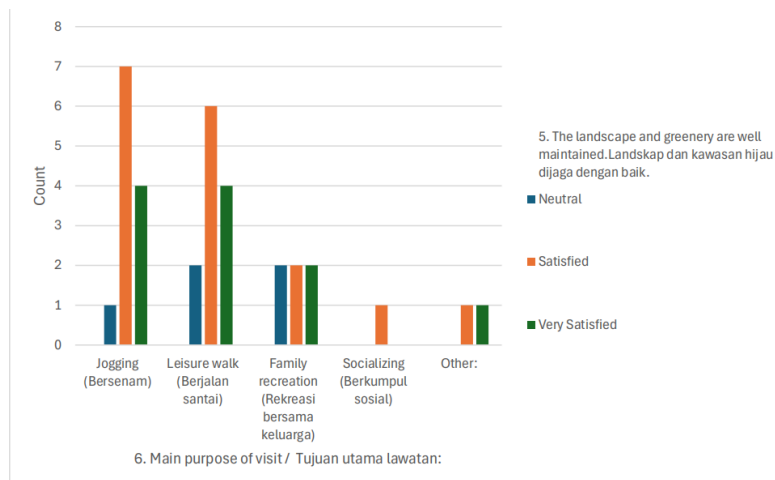


Figure 5: Perceptions of signage clarity and landscape maintenance by visitors' main purpose of visit

Figure 5 illustrates the relationship between respondents' main purpose of visit and user satisfaction toward landscape and greenery maintenance, identified as the highest-rated facilities attribute. The result shows that respondents engaging in jogging and leisure activities reported higher levels of satisfaction and very high satisfaction compared to other user groups. This pattern suggests that well-maintained landscape and greenery play a critical role in enhancing overall user satisfaction, particularly for activities involving prolonged or repeated use of the park. Moreover, the findings highlight that landscape quality contributes not only to functional support but also to positive experiential and emotional responses, underscoring its importance as a key determinant of user satisfaction in urban recreational park settings. These findings are consistent with previous studies highlighting that well-maintained landscape and greenery significantly influence user satisfaction by enhancing visual quality, comfort and restorative experiences in urban recreational parks (Yang et al., 2025; Huang, Ye & Chen, 2025). Research using large data sources also shows that users' perception of quality, especially natural elements like vegetation are strong predictors of overall satisfaction across diverse urban contexts (Yang et al., 2025). The positive relationship between frequent use and satisfaction further supports the idea that landscape quality matters more for activities involving prolonged engagement, such as jogging and leisure (International of E-Planning Research, 2025). These results reinforce the importance of landscape maintenance as a key determinant of both functional use and emotional well-being in urban recreational contexts.

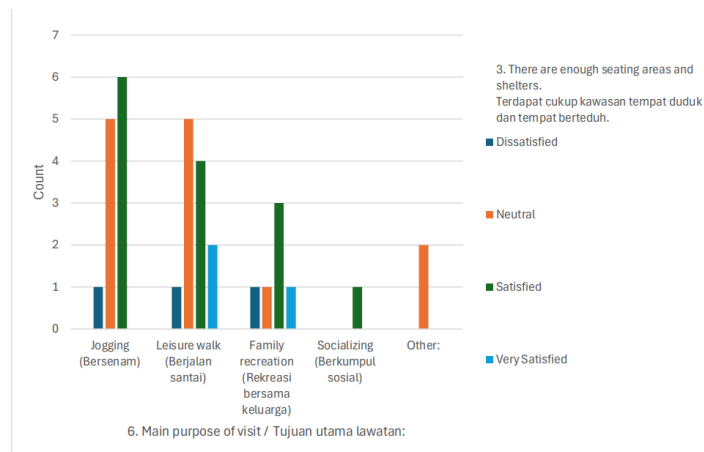


Figure 6: Respondent's view on the adequacy of seating areas and shelters

The bar chart in Figure 6 illustrated users' satisfaction with the availability of seating and shelters for different visit purposes. Overall, the findings indicate a predominantly positive perception of these facilities, highlighting the role of thoughtful landscape design in enhancing user experience. Visitors engaged in jogging and leisure walking showed higher levels of satisfaction, suggesting that strategically placed seating and shelters effectively support comfort and rest during physically oriented and low-intensity activities. Family recreation also recorded generally satisfactory responses, although neutral and dissatisfied ratings imply that current landscape provisions may not fully cater to diverse needs, such as children and older adults. Socializing activities, despite a smaller number of respondents, were largely associated with satisfaction, indicating that seating design facilitates informal social interaction. Visits under other purposes were dominated by neutral responses, reflecting varied expectations or less reliance on these facilities. Overall, the results suggest that well-integrated seating and shelters are a key element of landscape design that enhances functionality and user comfort, while targeted improvements could further

promote inclusivity and usability for specific visitor groups. Recent empirical research underscores the importance of seating and shaded shelters as essential components of urban park design that support user, comfort, social interaction and overall satisfaction. Well-design seating not only facilitates rest during physically demanding activities like jogging and leisure walking but also creates environment conducive to informal gatherings and social bonding to enhance people’s experiential quality of public space (Abdulrahman, 2024). Additionally, inclusive design principles that consider diverse needs, such as accessibility for older adults and shaded areas for thermal comfort are shown to improve park usability and foster social inclusion, particularly among vulnerable groups who may otherwise experience barriers in public outdoor environments (Zou, 2025). These findings reinforce the idea that seating and shelter provisions are more than functional amenities, also are crucial for satisfying a variety of user expectations, encouraging fair access and improving the overall quality of urban recreational environments.

Section D: Safety Analysis

Table 4: Shows users’ perceptions of safety in the park

	Mean	Std. Deviation
1. The park feels safe during the day.	3.91	.723
2. The park has enough lighting at night.	3.09	.914
3. There is enough security or patrolling staff.	3.06	.899
4. The park environment gives a sense of safety and calm.	3.79	.740
5. Emergency facilities are available when needed.	3.15	.939

Table 4 presents respondents’ perceptions of safety at Bukit Jalil Recreational Park, indicating an overall moderate level of perceived safety across all assessed attributes, with mean scores ranging from 3.06 to 3.91. Among the safety indicators, daytime safety recorded the highest mean score (Mean = 3.91, SD = 0.723), suggesting that users generally feel secure when using the park during daylight hours. This positive perception may be associated with better visibility, higher levels of activity and the presence of other users, which collectively contribute to a stronger sense of safety within the park environment.

In contrast, lower mean scores were observed for security presence (Mean = 3.06, SD = 0.899) and the adequacy of night-time lighting (Mean = 3.09, SD = 0.914), highlighting concerns related to safety management during evening or low-visibility periods. Additionally, the moderate rating for emergency facilities (Mean = 3.15, SD = 0.939) indicates limited user confidence in the park’s readiness to handle unexpected incidents. These findings suggest a clear disparity between perceived safety during daytime and night-time use, emphasizing the need for improved lighting, enhanced security measures and more visible emergency facilities to support safer and more inclusive park use throughout different times of the day.

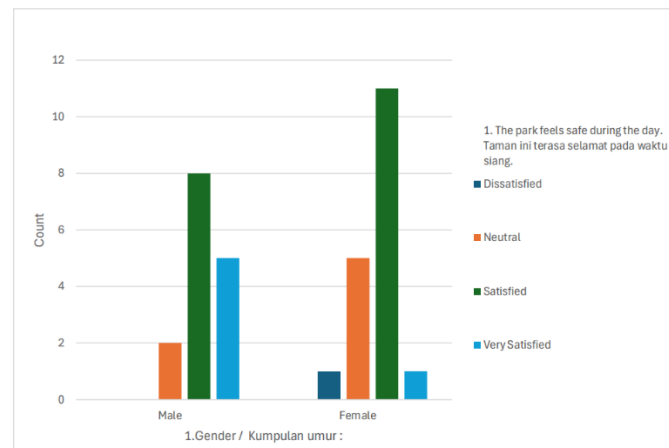


Figure 7: Daytime safety perception among park visitors

Figure 7 illustrates respondents' perceptions of daytime safety at Bukit Jalil Recreational Park across gender groups, revealing that both male and female respondents predominantly reported satisfied and very satisfied responses, which indicates a generally positive perception of safety during daytime activities. Female respondents demonstrated a stronger concentration of satisfied responses, suggesting a higher level of confidence in the park's daytime safety environment. This finding is noteworthy, as previous studies have shown that female users tend to be more sensitive to environmental cues related to safety, such as visibility, spatial openness, and the presence of other users (Whyte, 1980; Jacobs, 1961). The high level of perceived safety among female respondents therefore suggests that the park's physical design, characterized by clear sightlines, open spatial configuration, and active use areas, effectively supports natural surveillance and informal social control. These attributes are consistent with the principles of Crime Prevention Through Environmental Design, which emphasize visibility, territorial reinforcement, and continuous human presence as key factors in enhancing perceived safety (Cozens, Saville, and Hillier, 2005). Although a small proportion of male respondents expressed neutral or dissatisfied views, these responses remain minimal relative to the overall positive ratings, indicating that variations in perception may be influenced by differing expectations or usage patterns rather than fundamental design deficiencies. Collectively, these findings suggest that the park's spatial design and management successfully foster a sense of safety across gender groups during daytime use, thereby supporting inclusive recreational behavior, prolonged park usage, and the broader objective of social sustainability in urban public spaces.

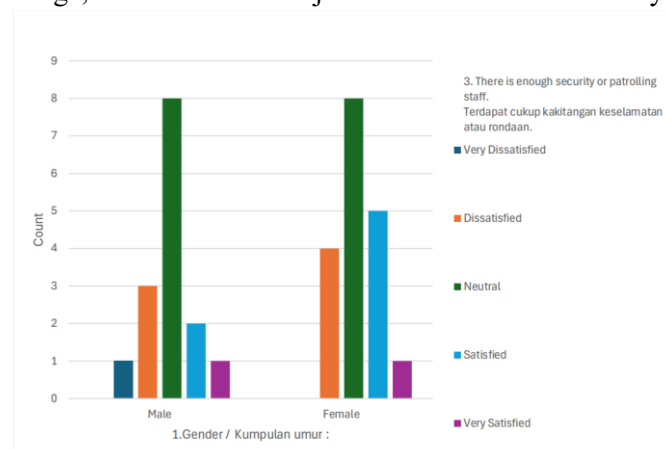


Figure 8: Visitor satisfaction with the availability of security personnel.

Figure 8 illustrates perceptions of security adequacy and patrolling within Bukit Jalil Recreational Park across gender groups, revealing that most respondents indicated satisfaction with existing security measures, which reflects generally positive user perceptions of safety. Female respondents in particular reported higher levels of satisfied and very satisfied responses, suggesting that visible security personnel and active patrolling contribute significantly to their sense of reassurance, consistent with findings that females are often more sensitive to environmental cues related to personal safety (Foster, Giles-Corti, & Knuiman, 2010; Pain, 2001). Male respondents showed slightly more variation, including some neutral and dissatisfied responses, yet positive evaluations remain dominant, indicating overall confidence in the park's security management. These patterns underscore the importance of both physical security measures and human presence in reinforcing perceived safety, aligning with principles of environmental criminology and Crime Prevention Through Environmental Design, which emphasize that the combination of surveillance, accessibility, and active monitoring can reduce fear of crime and enhance user confidence (Cozens et al., 2005; Newman, 1972). While the current security framework appears largely effective, the variation in responses suggests opportunities for further enhancements, such as increased patrol visibility in specific areas or the integration of community-oriented safety initiatives, to ensure consistently positive perceptions across all user groups and support the broader objective of inclusive, socially sustainable park environments.

Section E: Comfort Analysis

Table 5: Perception of comfort among the park users

	Mean	Std. Deviation
1. The park feels welcoming and inviting overall.	3.91	.678
2. The park layout allows easy movement and navigation.	3.82	.635
3. The park temperature and shading make it pleasant to stay for a long time.	4.09	.678
4. The park provides spaces suitable for both relaxation and social gatherings.	3.97	.684
5. Noise from nearby roads or activities does not disturb my comfort.	3.27	.944

Based on Table 5 above, the results indicate a generally positive perception of comfort among park users, with most items recording high mean scores. Thermal comfort emerged as the strongest aspect, as “*The park temperature and shading make it pleasant to stay for a long time*” achieved the highest mean (Mean = 4.09, SD = 0.678), followed by the availability of spaces suitable for relaxation and social interaction (Mean = 3.97, SD = 0.684) and the overall welcoming atmosphere of the park (Mean = 3.91, SD = 0.678). These findings suggest that the park's landscape design effectively supports prolonged use and diverse activities in a comfortable environment.

However, noise-related comfort was rated comparatively lower, with “*Noise from nearby roads or activities does not disturb my comfort*” recording the lowest mean score (Mean = 3.27, SD = 0.944), indicating that external disturbances may affect user experience. Despite this, the park layout was still perceived as facilitating easy movement and navigation (Mean = 3.82, SD = 0.635). Overall, while the park

demonstrates strong performance in environmental and spatial comfort, addressing noise mitigation could further enhance the overall quality of the user experience.

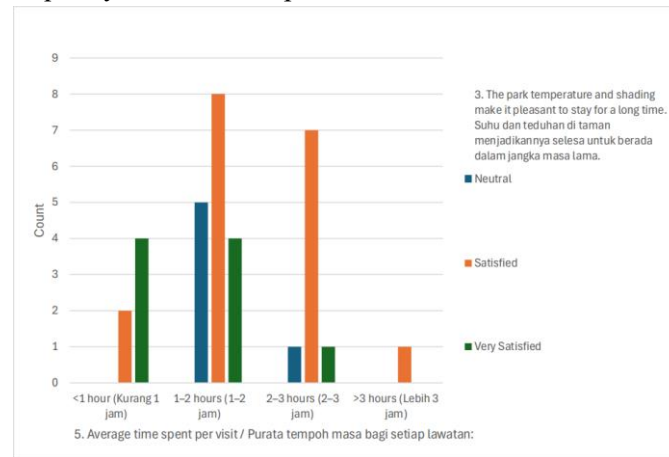


Figure 9: Perceived comfort of park temperature and shading conditions.

The bar chart in Figure 9 demonstrates a clear relationship between visit duration and user’s satisfaction with park temperature and shading. Visitors who spent 1-2 hours and 2-3 hours in the park reported the highest levels of satisfaction, dominated by “Satisfied” and “Very satisfied” responses. This trend suggests that the park’s landscape design, particularly the provision of strategically placed trees, canopies, and shading structures, effectively enhances thermal comfort and supports prolonged recreational use. Shorter visits (less than one hour) show more neutral perceptions, indicating that the benefits of shading and microclimate regulation become more noticeable during extended stays. Minimal dissatisfaction across all categories further reinforces that temperature control and shading elements are successfully integrated into the landscape, promoting comfort, encouraging longer visits, and improving overall user experience. This finding is consistent with recent studies highlighting the importance of shading and vegetation in improving outdoor thermal comfort and user satisfaction in urban parks. Tree canopy cover and shading structures have been shown to significantly reduce heat exposure and perceived thermal stress, particularly during longer periods of outdoor activity, which directly influences users’ willingness to remain in recreational spaces (Chen et al., 2023). Additionally, previous research indicates that thermal comfort becomes more perceptible over time, explaining the higher satisfaction levels among visitors with longer park stays compared to short-duration visits (Zhao et al., 2021). The low level of dissatisfaction further supports evidence that well-integrated landscape shading strategies contribute positively to overall park usability and prolonged engagement, especially in warm and humid climates conditions (Ng et al., 2021).

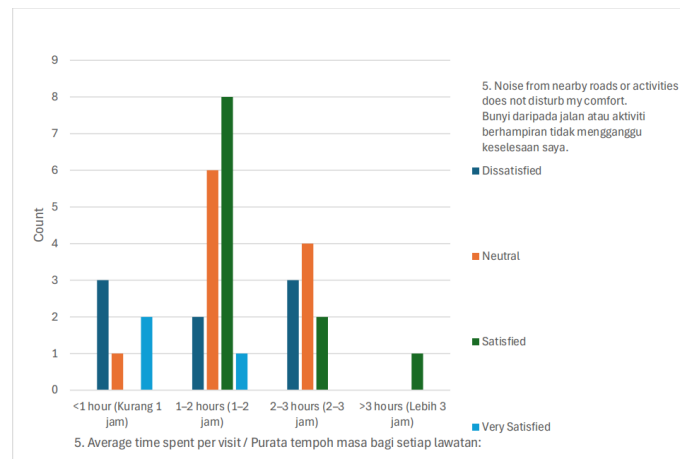


Figure 10: Users' perceptions of noise disturbance

Figure 10 shows the perceptions of noises disturbance by the users relative to the period of stay in the park. The size of respondents who remain 1-2 hours is the biggest group to report being satisfied and the aspect is that the ambient noise levels are being controlled well within the normal recreational periods. There are slight increases in the neutral responses during longer visits (2-3 hours) which indicate that longer exposure might have made the user a bit more aware of the surrounding sounds, but at the same time dissatisfaction levels are low in all time categories. These results are indicative of considerate landscape design interventions, including vegetation buffering, spatial zoning, and natural barriers, which alleviate the noise in the nearby roads and activities. The park, therefore, offers a comfortable acoustic environment that facilitates user interaction and a calm urban recreational space, which strengthens its position as a properly designed and sustainable green space. These studies indicate that landscape elements and vegetation cover have the potential to substantially lower the level of traffic noise and enhance the quality of soundscape in city parks, where a dense vegetation cover serves as an effective noise suppressor and enhances the quality of recreational soundscape (Lee et al., 2025; Applied Acoustics, 2017). It shows that the use of natural and landscape-based solutions in the park design can contribute to the well-being of users and noise mitigation.

RECOMMENDATION

According to Research Objectives iii, which aims to suggest design and management improvements to help enhance Bukit Jalil Recreational Park into an inclusive, multisensory and sustainable urban recreational context. The results show that there are still deficiencies in the areas of universal accessibility, comfort infrastructure, wayfinding clarity, and perceived safety, despite the park's excellent rankings on elements like landscape quality, the preservation of greenery, and thermal comfort. Such inadequacies are contributing factors to unequal user experiences by age and ability and must be resolved to achieve equitable use and long-term sustainability (Loukaitou Sideris, 2016; UN Habitat, 2022).

Inclusive and Universal Accessibility Enhancement

Increasing inclusion and universal accessibility will enable people of various ages and physical capacities to use it. The average age ratings for the level of satisfaction related to the accessibility of people with disabilities show that though the existing sessions are functional, their complete participation is still not possible. For this reason, is advised that non-slip and wheelchair-accessible materials be used to cover the

parks uneven paths while maintaining easy-to-use pathways. To accommodate the elderly, physical disabled and visually impaired people, level pathways should have level handrails, ramps of the appropriate level and tactile paving. The findings of previous studies, universal design measures substantially enhance the level of independence, safety and general satisfaction in public parks, especially for the elderly and people with disabilities (Jennings et al., 2016; Rahman and Ahmad, 2020; Ngesan et al., 2019). The evidence concerning the effectiveness of these strategies in enhancing independence, safety, and overall satisfaction in public parks has also been consistent. These measures directly support reducing the level of area inequality and further the SDG 10 outcomes of less inequality.

Multisensory Landscape and Comfort-Oriented Design

To reducing comfort through multisensory landscape design is also essential for encouraging long-term park use and variety of recreational activities. Even though Bukit Jalil Recreational Park's thermal comforting and greenery have been highlighted as some of the main benefits, the lower satisfaction rates with the seating and shelter alternatives highlighted one of the main components that require improvement. The design has been suggested that jogging tracks, lakeside areas, playground and social gathering places, should purposefully enhance the areas of shaded seats, resting nodes and shelters. It has been studied that proper shaded seating can be a determining factor of user comfort and time of play especially in tropical climates where the exposure of heat can be a limiting factor to outdoor activity. (Latif et al., 2019; Ng et al., 2021). In addition, inclusion of multisensory features, including fragrant planting, textured paving, water features, and visually strata vegetation would be helpful in increasing sensory stimulation and restorative experiences, which would strengthen emotional well-being and user attachment to place (Gobster et al., 2007; Thompson, 2018).

Improved Wayfinding and Cognitive Accessibility

It is also necessary to improve wayfinding and cognitive access to increase navigability and user satisfaction. The overall consistent moderate scores across all age groups show that signs and information boards can be enhanced, even though they have been determined acceptable. Directional signs, orientations maps, distance indicators and internationally accessible signs are all necessary components of an integrated wayfinding design. To accommodate the various age groups and cognitive capacities, signage design should prioritize high contrast colors, understandable font sizes, and simple visual language concerns. It has been established that apparent wayfinding systems can enhance the perceived accessibility, decrease user anxiety, and boost the overall satisfaction in large urban parks (Zhang et al., 2019; Carmona, 2019).

Safety, Night-Time usability and Management Strategies

The results show that there is a clear difference in people's perceptions of safety during the day and at night, with less confidence being associated with sufficient lighting, the lack of security guards and preparation for incidents at night. Better lighting must be used along important roads, access points and activity areas to ensure light distribution with the least amount of glare and use of energy to solve this issue. Improved illumination has been shown to significantly increase perceived safety and encourage longer park stays, particularly among older and female visitors (Kuo and Sullivan, 2001; Foster et al., 2010). Additionally, increasing the visibility of security patrols and emergency facility identification might further boost users' sense of security. These are in line with the principles of Crime Prevention through Environmental Design that consider visibility, surveillance, and control as important factors in determining the perceived safety in the open environment (Cozens et al., 2005).

Sustainable and Adaptive Park Management

Long-term management strategies for Bukit Jalil Recreational Park must be adaptable and sustainable to adapt to evolving user needs. The real-world surroundings should be continuously improved by using the evaluation following occupancy and user feedback to guide regular maintenance of the walkways, seating, lighting and signage. Experimental evidence indicates that parks with proactive maintenance and community-informed management have greater long-term resilience and user satisfaction (Rahman et al., 2021; Carmona, 2019). In addition, including eco-friendly practices such as using native plants, permeable surface and energy-efficient infrastructure would improve ecological performance and help the park target SDG 11 on sustainable cities and communities (United Nations, 2023).

CONCLUSION

As can be seen, this study demonstrates that Bukit Jalil Recreational Park shown an effective urban green space that effectively a place for people to relax. The park is well taken care of, because it people like to visit to visit Bukit Jalil Recreational Park because it's a nice place to enjoy activities. The green spaces and nice environment of Bukit Jalil Recreational Park make people happy and want to stay. The results clearly show that the user experience is really bad in some important areas. I am talking about accessibility and facilities and comfort. There are some problems that keep happening over and over. For example the signs are not good enough the walkways are not even there are not seats with shade. It is hard for people with disabilities to get around. People also do not feel safe when they use it at night. e need to make sure that everyone can use it no matter how old they are or if they have disabilities. So we have to come up with design solutions that work for everyone. This is important because people of ages have different ideas about what works and what does not work. We need to listen to user experience and make changes to make it better, for everyone especially when it comes to accessibility and user experience. The park is really nice for the environment. It looks good too. To make people happy when they visit we need to make some changes. We need to make it easier for everyone to get around including people with disabilities. We also need to make sure people can find their way, around the park easily. The park needs safety features and more things that make people comfortable, like seats and restrooms. These changes will make the park a better place for people to visit. The park needs these things to make people really happy when they are there. Addressing these issues will strengthen the park's role as an inclusive, user-centred, and sustainable urban recreational space, in line with the principles of inclusive landscape design and the objectives of SDG 3 (Good Health and Well-being), SDG 10 (Reduced Inequalities), and SDG 11 (Sustainable Cities and Communities).

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