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TALKS 6.0

THE ACCLAIMED LANDSCAPE OF KNOWLEDGE SHARING
"Warning in Spaces: Blending Heritage, Nature and Design"

eISSN 3120-3337



9 773 120 333 006

PROCEEDING OF

6th Conference On
The Acclaimed Landscape
of Knowledge Sharing
(i-TALKS 6.0)

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"

PROCEEDING OF

6th Seminar On

The Acclaimed Landscape of Knowledge Sharing

(TALKS) 6.0

Organized By:

Landscape Architecture Seminar (LAN653)
Semester October 2025 - February 2026
Bachelor Degree in Landscape Architecture
UiTM Seri Iskandar Campus

PUBLISHED

31 March 2026

PUBLICATION FREQUENCY

Published twice a year in May and September

Alamat :

Unit Penerbitan UiTM Perak,
Pejabat Jaringan Industri, Masyarakat dan Alumni (PJIM&A)
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PROCEEDING OF

6th Conference On

The Acclaimed Landscape of Knowledge Sharing

(TALKS) 6.0

@Unit penerbitan UiTM Perak, 2026

eISSN 3120-3337



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Assessing User Satisfaction with Public Park Facilities: A Case Study of D.R. Seenivasagam Recreational Park

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Abstract

Public parks are essential components of urban environments as they provide recreational opportunities, promote social interaction, and enhance residents' quality of life. The effectiveness of these spaces largely depends on user satisfaction with the facilities and services offered. This study assesses user satisfaction with facilities at D.R. Seenivasagam Recreational Park, Ipoh. The objectives are: (1) to systematically assess the readiness and physical condition of the facilities to assess the level of user satisfaction with the facilities provided, (2) to identify and analyze the main factors that influence user satisfaction, including in terms of cleanliness, safety, comfort, and overall quality of the facilities and amenities here, and (3) to provide recommendations for improvements based on solid evidence to improve facilities and management to ensure that the development of the park is sustainable and focused on user satisfaction. A mixed-method approach was employed, incorporating questionnaire surveys and field observations among visitors aged 18 years and above, selected through convenience sampling. Data were analysed using descriptive statistical techniques to evaluate satisfaction across dimensions such as cleanliness, safety, comfort, accessibility, and amenities. The findings provide a comprehensive understanding of user satisfaction and offer practical insights for the Ipoh City Council in enhancing the effectiveness and sustainability of public park management.

Keyword: Public park, User satisfaction, Recreational facilities, Park management

INTRODUCTION

Public parks are essential elements of urban environments that provide spaces for recreation, social interaction, and environmental sustainability Sabri & Ponrahono, (2024). Beyond their recreational function, public parks also serve as inclusive public spaces that promote social cohesion, encourage community interaction, and enhance the overall quality of urban life. In Malaysia, public parks play a vital role in improving community well-being and supporting sustainable city development Kurzi et al., (2024), particularly by promoting physical activity, mental health, and environmental balance among urban residents. As urbanisation continues to intensify, the demand for well-designed and well-maintained public parks has increased, placing greater responsibility on local authorities to ensure that these spaces remain functional, safe, and responsive to user needs.

D.R. Seenivasagam Recreational Park in Ipoh, Perak, is one of the most renowned public parks in the state, recognised for its historical significance as well as its diverse range of recreational facilities. The park

attracts a wide range of visitors, including children, youths, adults, and senior citizens, who engage in various leisure, social, and recreational activities. However, despite its popularity, issues such as poor maintenance, damaged facilities, cleanliness problems, and inadequate lighting have been observed, which may reduce public usage and overall user satisfaction. Poorly maintained facilities not only diminish the quality of user experience but may also discourage repeat visits and limit the long-term functionality of the park. Previous studies have shown that maintenance quality and facility conditions are among the most critical factors influencing visitor satisfaction, highlighting the importance of effective park management in shaping positive user experiences Fatiah et al., (2021).

Despite the recognised importance of well-managed recreational spaces, there is still limited empirical research examining user satisfaction with public park facilities in Malaysia, particularly within secondary cities such as Ipoh. While metropolitan areas often receive greater research attention, parks in secondary cities play an equally important role in supporting community well-being and urban liveability. Although D.R. Seenivasagam Recreational Park is a popular recreational destination, issues such as poorly maintained facilities, inadequate amenities, safety concerns during night-time use, and the deteriorating condition of softscape and hardscape elements may negatively affect visitor satisfaction and frequency of use.

Previous studies have demonstrated that maintenance quality, safety, and the physical condition of park facilities significantly influence user satisfaction and park utilisation Fatiah et al., (2021) and Ab Latif et al., (2025). Furthermore, inadequate lighting and poor safety perceptions have been found to discourage visitors from using parks during evening hours, thereby limiting the park's full recreational potential Zhang et al., (2023). This issue is particularly concerning as poorly managed parks may lead to reduced community usage, diminished physical and mental health benefits, and a weakened role of parks as inclusive spaces for social interaction.

At the national level, a study on urban parks in Kuala Lumpur identified maintenance problems and inadequate facilities as major factors reducing visitor satisfaction, while a report by The Star (2024) emphasised that the success of Malaysia's public park initiatives depends not only on the number of parks developed but also on their quality and proper maintenance. In addition, the Ministry of Local Government Development reported a total of 11,775 public parks nationwide in 2023, highlighting the large scale of park management responsibilities and the urgent need for evidence-based strategies to ensure user satisfaction, visitor safety, and sustainable park usage.

This study aims to assess user satisfaction with public park facilities at D.R. Seenivasagam Recreational Park and to identify management strategies that enhance user experience and support the sustainable use of the park. In achieving this aim, the study seeks to bridge the gap between user perceptions and practical park management by providing empirical evidence that can guide decision-making at the local authority level. The study addresses three key research questions: first, what types of facilities are provided at D.R. Seenivasagam Recreational Park and how do users evaluate their quality and adequacy? second, which factors significantly influence user satisfaction with park facilities? and third, what management and design strategies can be proposed to improve user satisfaction and ensure the long-term sustainability of the park?.

To answer these questions, the study is guided by three primary objectives. The first objective is to identify

the level of user satisfaction with the facilities at D.R. Seenivasagam Recreational Park by systematically assessing the physical condition and readiness of the facilities provided. The second objective is to analyse the key factors influencing user satisfaction, including cleanliness, safety, comfort, accessibility, and overall facility quality. The final objective is to propose evidence-based recommendations to enhance park facilities and management practices, ensuring that the park remains relevant, user-oriented, and sustainable as one of Ipoh's key recreational attractions.

This study contributes to the existing body of knowledge by addressing the limited empirical research on user satisfaction with public park facilities in secondary cities in Malaysia. While previous studies have largely focused on metropolitan contexts and general satisfaction levels Ab Latif et al., (2025) Nasution et al., (2025), this research extends current understanding by integrating user satisfaction findings with practical management and planning recommendations tailored to local authorities. By focusing on D.R. Seenivasagam Recreational Park in Ipoh, the study provides context-specific, evidence-based insights that can support sustainable park management, enhance user experience, and inform landscape architecture practice and urban planning policies. The findings are positioned not merely as descriptive outcomes but as actionable guidance that can assist local authorities, planners, and landscape practitioners in improving the quality, safety, and usability of public parks beyond a single study site.

In summary, the quality, maintenance, and management of public park facilities are fundamental determinants of urban liveability, community health, and social well-being. Despite the large number of public parks available in Malaysia, gaps between provision and quality remain a significant challenge that necessitates focused evaluation from the user perspective. By examining user satisfaction at D.R. Seenivasagam Recreational Park, this study bridges the gap between theoretical urban planning concepts and practical municipal management. Understanding user-centred satisfaction is essential, as it provides evidence-based insights that enable park authorities to prioritise maintenance, improve facility provision, and enhance overall park safety and comfort. Ultimately, this research offers a structured framework for local authorities and landscape professionals to develop more inclusive, safe, and sustainable public parks, ensuring that urban green spaces continue to function as vital recreational, social, and tourism assets in secondary Malaysian cities over the long term Nasution et al., (2025).

LITERATURE REVIEW

Importance of Public Parks

Public parks are essential components of urban environments, contributing significantly to residents' physical health, psychological well-being, social interaction, and overall quality of life. As multifunctional public spaces, parks provide opportunities for recreation, relaxation, and community engagement while also supporting environmental sustainability. Recent studies have highlighted the role of community parks as vital social spaces that help reduce stress, loneliness, and social isolation, thereby strengthening social cohesion and individual well-being (Nature Humanities & Social Sciences Communications, 2024).

Among the various factors influencing the effectiveness of public parks, the quality of facilities and the condition of green spaces have been consistently identified as key determinants of user satisfaction. Well-maintained amenities, comfortable seating, safe pathways, and visually appealing landscapes enhance users' experiences and encourage repeated visitation. Consequently, assessing user satisfaction has become

an important indicator of park management effectiveness and the success of urban planning initiatives. Building on these perspectives, this study reviews previous research on user satisfaction, park design, and maintenance to establish a conceptual foundation for evaluating public park facilities. These insights are subsequently applied to the case of D.R. Seenivasagam Recreational Park in Ipoh, providing an empirical basis for understanding how facility provision and management influence user experiences in a Malaysian urban context.

User Satisfaction Factors

Previous studies have shown that a combination of physical, managerial, and contextual factors influences user satisfaction in urban parks. Liu and Xiao (2021) identified both internal factors, such as the availability, quality, and maintenance of park facilities, and external factors, including accessibility, congestion levels, and visitor behavior, as significant determinants of user satisfaction in their study of urban parks in Shenzhen, China. Their findings suggest that well-maintained facilities, effective management practices, and clear signage contribute significantly to visitor comfort, as well as perceptions of safety and the overall park experience.

In addition, this study highlights maintenance management and design quality as strong predictors of long-term park use and continued visitor satisfaction. These findings are consistent with broader urban park research, which emphasizes the role of facility conditions and management effectiveness in shaping user perceptions. In the Malaysian context, where public parks serve diverse user groups and are managed by local authorities, these factors are particularly relevant. Accordingly, this study uses a similar conceptual approach to examine how facility quality, maintenance, and accessibility influence user satisfaction at D.R. Seenivasagam Recreation Park, thereby extending existing knowledge to secondary urban settings in Malaysia.



Figure 1.0: User Satisfaction Factors

From the left. *Laman Sejahtera*, Recreation Park Map Plan, *Surau*

Visual Quality and Aesthetic Perception in Parks

The visual quality and aesthetic appeal of green spaces also influence visitor perceptions. A recent study by Nilgun and Makbulenur from Karadeniz Technical University (2020) emphasized that visual harmony, plant diversity and landscape composition are important elements in creating a comfortable and pleasant recreational environment. The results of the study found that park visitors rated parks with well-maintained vegetation, orderly tree arrangements and various softscape elements in terms of color, lines and shapes as more attractive and calming. In addition, natural features such as shady trees, flowers and open grass areas have a significant impact on emotional well-being and encourage visitors to stay longer in the park.

When associated with the D.R. Seenivasagam Recreation Park, it is clear that the aesthetic or visual

appearance aspect plays an equally important role in softscape design to determine the level of user satisfaction. For example, an area filled with beautiful and flowering trees will provide a positive emotional impact to visitors, in line with a study conducted by Irvine et al. (2025) which stated that areas rich in plant species and attractive colors significantly increase the emotional impact of respondents and increase excitement during a park visit. In fact, an attractive visual environment not only increases comfort, but also provides more opportunities for social interaction and encourages a closer relationship between society and nature.



Figure 2.0: Visual Quality and Aesthetic Perception in Parks
From the left. Japanese Garden Path, Japanese Garden Landscape, Cycling Area

The Importance of Facility Maintenance

Maintenance of facilities in public park areas is also one of the main factors in providing comfort and user satisfaction. According to an article by Nasution, Lubis & Purwoko, (2025), Visitors are very concerned about their comfort and safety in public park areas. Adequate facilities can also provide added value and increase popularity and positive effects in the long term. Facilities also need to be well maintained and improvement work must be continuous and without delay so that the quality of the area and facilities is always in good condition. This article also mentions that basic facilities such as seating, public toilets, play areas and shelters play an important role in determining the level of user satisfaction.

In another article by Ab Latif et al., (2025) also states that the facilities in the area also depend greatly on the physical condition of maintenance and the quality of the safety level. In addition, facilities also need to not only be available but be evaluated in terms of good function and comfort when used. Good facilities encourage the presence of visitors for various types of activities. It is also evaluated in terms of the accessibility of facilities including safe and disabled-friendly pedestrian paths. Informed by previous research, facility maintenance in this study was examined as a critical explanatory factor, reflected in survey items assessing cleanliness, facility condition, safety, and accessibility at D.R. Seenivasagam Recreation Park.



Figure 3.0: The Importance of Facility Maintenance
From the left. Swan Boat, Playground, Japanese Garden Bridge

Local Government Act 1976 (Act 171)

The Local Government Act 1976 (Act 171) plays an important role in maintaining and regulating public park areas and public facilities such as open spaces, recreational areas including cleanliness, safety and community facilities. Under this act, local authorities such as the Ipoh Municipal Council are responsible for providing, managing and maintaining facilities in recreational areas. They must ensure that user safety is guaranteed including lighting systems at night and infrastructure that is safe to use. Facilities also include maintenance in terms of toilets, playgrounds, footpaths, open spaces, and landscaping. Indirectly, Act 171 gives authority and compliance to responsible parties in carrying out duties to maintain the comfort and sustainability of areas in public parks.

These studies collectively show that the concept of user satisfaction in public parks is multidimensional, with three major constituent elements-facility quality, aesthetic and environmental design, and maintenance effectiveness. Facility conditions represent the degree to which tangible elements such as cleanliness, comfort, and functionality can be put into practical use. Aesthetic and environmental factors, including greenery and visual appeal, mold users' emotional experiences and preferences. Maintenance, in turn, ensures that these qualities are preserved over time, thereby enhancing ecological and recreational value. Using these insights to frame the current study examining the D.R. Seenivasagam Recreational Park, it is evident that the understanding of how these dimensions interact helps the local authorities, like the Ipoh City Council, to identify the strengths and further their scope for improvement. In light of the evaluation of user satisfaction, this research contributes to developing better management strategies, ensuring that urban parks remain attractive, sustainable, and relevant to modern community needs.

CONCEPTUAL FRAMEWORK

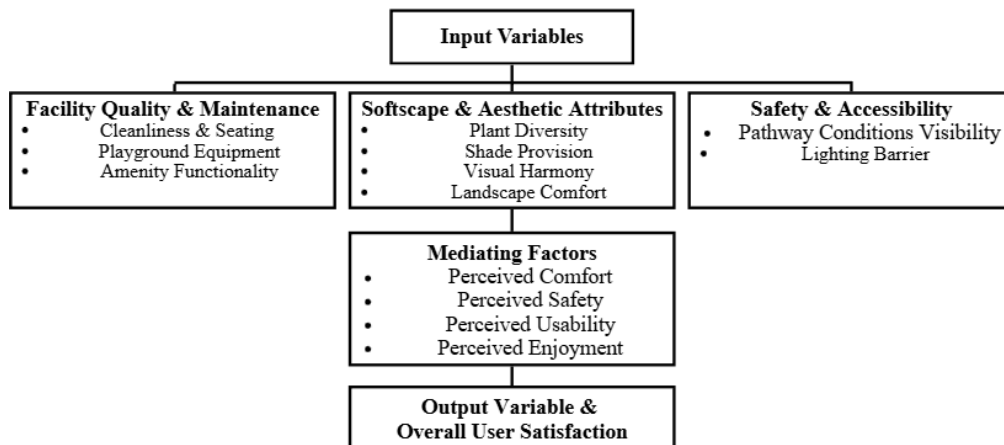


Diagram 1.0: Conceptual Framework

As illustrated in Diagram 1.0, this study proposes a conceptual framework in which facility quality and maintenance, softscape and aesthetic attributes, and safety and accessibility conditions function as the key independent variables influencing overall user satisfaction as the dependent variable. Facility quality and maintenance are reflected through indicators such as cleanliness, the condition of toilets and seating areas, lighting, playground equipment, and the functionality of amenities. In this study, these dimensions guide the development of the questionnaire items, data analysis, and interpretation of findings.

In addition, softscape and aesthetic qualities, including plant diversity, shade provision, visual harmony, and landscape comfort, are incorporated as environmental factors that contribute to emotional well-being and the perceived attractiveness of the park. Safety and accessibility further shape users' comfort and confidence in using the park, encompassing aspects such as pathway conditions, visibility, lighting adequacy, and barrier-free access for elderly and disabled users.

Collectively, these dimensions influence visitors' perceptions of comfort, safety, usability, and enjoyment, which in turn determine their overall satisfaction with the park as a public recreational space. The conceptual framework therefore provides a structured basis for analysing how physical conditions, maintenance practices, and design attributes interact to shape user satisfaction at D.R. Seenivasagam Recreational Park.

RESEARCH METHODOLOGY

Guided by the conceptual framework, this study uses a mixed methods approach to examine how the quality and maintenance of facilities, softscape and aesthetic attributes, as well as safety and accessibility affect overall user satisfaction and combines a quantitative descriptive survey design with qualitative site observations to obtain data to assist in better research through an area survey to personally observe the quality of facilities, amenities and softscape to assist and further strengthen the objective findings in the study on user satisfaction in D.R. Seenivasagam Recreation Park, Ipoh. The quantitative method was chosen because it facilitates systematic data gathering in a larger group of respondents and allows statistical analysis to determine the pattern of satisfaction pertaining to cleanliness, safety, accessibility, comfort, and overall park experience. The qualitative component adds context to numerical findings on the actual physical condition of facilities and user behaviour within the park. This method is congruent with the suggestions of Schoonenboom and Johnson (2017) and has been adopted for the most recent research on environmental behaviour from Rahman et al. (2021), thereby lending greater validity to the study through methodological triangulation.

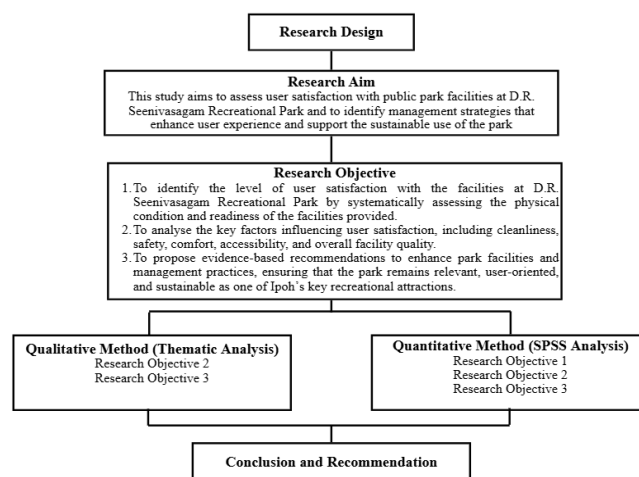


Diagram 2.0: Research Design

The characteristics of this park are aligned with the study variables. The presence of various facilities such as playgrounds, walkways, open grass, ponds, and family-oriented recreational areas reflects a high level of facility diversity, which is a major factor influencing user satisfaction. As a centrally located and easily accessible green space, this park experiences high user intensity with frequent daily use by visitors from different age groups, thus increasing the demand for facilities and shared spaces. This high level of use places greater pressure on maintenance requirements, especially in terms of cleanliness, safety, and functional condition of the facilities. Therefore, this park provides an appropriate setting to study how the quality and maintenance of facilities, together with environmental and design characteristics, influence overall user satisfaction in the context of urban public parks.

This research employed both primary and secondary sources of data. Primary data were collected directly through questionnaires and structured on-site observations. Secondary data consisted of academic journals, local authority reports, planning documents, and previous studies related to park user satisfaction. These sources were used to support the analysis and strengthen the interpretation of the findings. The survey was crafted to mirror the research variables in an organized format. Section A gathered information on the demographic characteristics of respondents and their visitation habits to provide context for usage frequency. Sections B(1) and B(2) reflected the independent variables by evaluating the quality and upkeep of the facilities, as well as the conditions related to safety and accessibility. Sections C and D further defined the independent variables by assessing comfort and amenities as additional environmental factors. Section E assessed the dependent variable, specifically the overall satisfaction of users with the park. Lastly, Section F offered qualitative insights by inviting respondents to share their views and propose enhancements, thereby enriching the quantitative evaluation of the relationships between the independent and dependent variables. The composition of the instrument follows recent survey design principles by Taherdoost (2022), which agrees with satisfaction assessment models in recent studies of urban parks like Lee and Shen (2023).

Aspects such as cleanliness, safety, accessibility, comfort, and facility quality functioned as independent variables that may influence user satisfaction, while the overall satisfaction level of park visitors served as the dependent variable. The targeted population consisted of visitors to D.R. Seenivasagam Recreational Park, including users of playgrounds, walking paths, green spaces, and sports areas. Convenience sampling was employed, selecting respondents based on their presence at the site and willingness to participate. Using Cochran's formula (1977), the minimum required sample size was calculated as 30. However, considering the exploratory and site-specific nature of this undergraduate study, a sample size of 35–40 respondents was deemed sufficient to capture preliminary patterns of user satisfaction, as supported by Abdullah et al. (2022). Given the exploratory approach and focus on a single location, the findings are indicative of trends within this park and are not generalisable to other urban parks.

The qualitative component included a structured site observation that addressed the physical conditions of park facilities, the quality of the landscape and softscape, elements related to safety, accessibility, and user activity patterns. Observational data were analyzed using thematic analysis, following the guidelines by Braun and Clarke (2021), which allowed recurring issues related to maintenance and visitor behavior to be identified. This allowed further validation of the results from the survey and gave richer insights into the actual conditions experienced by park users. Quantitative data from the questionnaire were analyzed using SPSS statistical software, as recommended by Hwang et al. (2025). Descriptive analyses, comprising

frequencies, percentages, means, and standard deviations, were conducted to summarize user satisfaction for all categories of facilities. Observational data were manually analyzed to identify recurring patterns and issues related to maintenance, safety, accessibility, and user behavior, supporting and contextualizing the quantitative findings.

Ethical considerations were observed throughout the entire research process. Respondents were informed about the purpose of the study before participating, and their involvement was completely voluntary. No personal identifying information was collected, and all responses were treated as confidential and used only for academic purposes. The site observations were also conducted discreetly to avoid disturbing park users. This study acknowledges several limitations. The use of convenience sampling means that the findings may not fully represent all park users. The limited sample size and short data collection period may also influence the accuracy of the results. Additionally, observations depended on time, weather conditions, and visitor flow, which may vary and affect the consistency of the data collected. The blend of quantitative and qualitative analyses is thus expected to yield findings that not only indicate the main strengths and weaknesses in the management of the park but also ensure evidence-based recommendations to enhance maintenance practices and improve future recreational planning by the Ipoh City Council.

SITE SELECTION

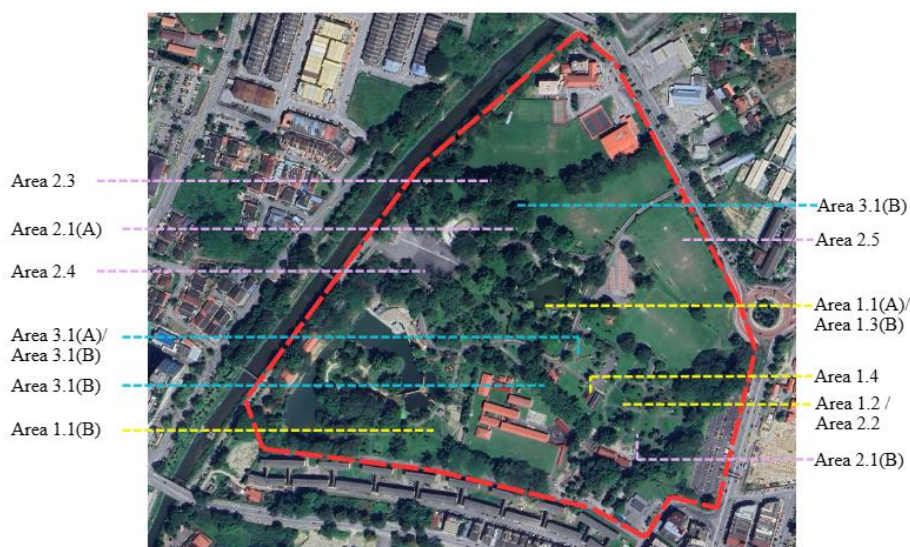


Figure 4.0: Location of D.R. Seenivasagam Recreational Park, Ipoh, Perak

This study was conducted at D.R. Seenivasagam Recreational Park in Ipoh, Perak, and involved adult park users aged 18 years and above. The scope of the research was limited to assessing user satisfaction with selected physical and environmental park facilities, including toilets, seating areas, playground equipment, lighting, cleanliness, accessibility, and signage. Respondents were restricted to adults to ensure informed evaluation of facility quality and park management. The study adopts a single-site case study approach and focuses on user perceptions rather than ecological performance or economic valuation of the park.

ANALYSIS AND DISCUSSION

Qualitative Data

Qualitative data were obtained through structured site observations to identify physical conditions, maintenance issues, and user activity patterns that influence visitor satisfaction at D.R. Seenivasagam Recreational Park. These observations provide contextual insights that complement the quantitative survey findings.

1. Cleanliness and Maintenance

This subsection presents observational findings related to facility quality and maintenance, which constitute a key independent variable in the conceptual framework.

Table 1.0: Cleanliness and Maintenance

No.	Aspect	Evidence	Description
1.1	Cleanliness of pathways and open spaces		- Pathway conditions that are unclean and dangerous can cause accidents for pathway users. - Uncontrolled open space areas filled with long grass and feared to contain venomous animals such as snakes
1.2	Garbage management		Leaves and branches from trees are not cleaned up, affecting the view of the surrounding area, especially if they are located on a bicycle path.
1.3	Maintenance condition of benches, gazebos, and shelters		- The damaged mini-bridge has not been repaired, making some areas inaccessible to visitors. - The condition of garbage filters that are not cleaned and clogged causes stagnant water and moss, causing odor pollution.
1.4	Toilet and water facilities cleanliness		The toilets are closed for maintenance, meaning users cannot use them while visiting the park.

These observations indicate that inadequate maintenance, particularly clogged drainage systems, overgrown vegetation, and unrepaired infrastructure, negatively affects both the safety and usability of the

park. Such conditions may discourage prolonged use and contribute to lower user satisfaction, particularly among elderly visitors and families with children.



Figure 5.0: Cleanliness and maintenance
From the left. Bush Path, Clogged Drains, Damaged Bridge

The observation disclosed some grass-overgrown pathways, while blocked drains with dry leaves result in puddles of stagnant water that create odors. Besides, the poor condition of some bridges and the lack of their repairs consequently limit tourists' access to view sights. These instances further indicate that poor maintenance detracts from the users' experiences and reinforces **Objective 2**, which aims to establish factors that influence user satisfaction.

This finding is therefore supported by the literature from Nasution, Lubis and Purwoko (2025), who remarked that poor maintenance of pathways and drainage facilities reduces comfort and safety in public parks. These observed deficiencies further serve as a good empirical basis for **Objective 3** in that they indicate an urgent need to increase maintenance strategies for the satisfaction of users and sustainable use of the parks.

2. Condition and Functionality of Park Facilities

This subsection presents observation findings related to the condition and functionality of park facilities which are factors in user comfort in recreational parks.

Table 2.0: Condition and Functionality of Park Facilities

No.	Facility	Evidence	Description
2.1	Playground equipment condition		- Slides that are not suitable for use due to rough and unsafe surfaces - The skatepark is not being repaired, and a lack of other equipment, so this area is passive and abandoned
2.2	Jogging and cycling tracks		The jogging and cycling areas are spacious and provide a good experience for visitors.

2.3	Resting and seating areas		There is a seating area located under the trees but it is not enough in quantity for a family gathering.
2.4	Parking availability and organization		There are plenty of parking spaces in this area, but no shade trees for visitors' cars.
2.5	Sports facilities (e.g., basketball, badminton, field)		- There are sports facilities such as a football field. - Lack of other sports facilities

This observation shows that the condition of the facilities and their functionality are unsatisfactory and dangerous to users, and there are deficiencies in terms of facilities and user comfort, such as seating, shaded parking, and a lack of sports facilities that attract young people.



Figure 6.0: Condition and Functionality of Park Facilities
From the left. Slides, Swan Boat Area, Skateboard Area

Facilities meant for use by children, such as playground slides that have rough surfaces, were also noted to be unsafe and not suitable for use. Additionally, some major facilities, such as the Swan boat and skateboard park, have ceased to be operative as a result of a lack of maintenance.

This finding verifies **Objective 2**, as the condition and maintenance of facilities have emerged as key factors that influence satisfaction. In prior research, Ab Latif et al. (2025) found that facilities need not only to be accessible but also functional, safe, and comfortable to stimulate active usage. These findings also serve to confirm **Objective 3**, which has extensive proof to support recommendations to repair, upgrade, or reactivate dormant facilities to generate a positive impact on safety and visits.

3. Type of Activities

This subsection presents the findings of observations related to the types of activities in the park, whether they are sufficient or need to be added to increase the potential for increased visitor attendance.

Table 3.0: Types of Activities

No.	Aspect	Observation / Notes
3.1	Type of activities users engage in	 Most of the usual activities that visitors do are jogging, cycling, playing on the playground, and having picnics.
3.2	Crowded or calm areas in the park	 - Several areas are crowded with visitors due to a lack of other facilities. - Another area is under the trees, especially when there is a family day or event.

Observations indicate the types of activities available at D.R. Seenivasagam Recreation Park. The limited range of activities, which are not sufficient for different age groups, results in the park's overall lack of appeal to visitors. In addition, the provision of inadequate family-oriented activity areas may limit opportunities for inclusive recreational engagement.



Figure 7.0: Types of Activities
From the left, Shaded Area, Children's Playground, Bicycle Rental

Observations have shown that generally, the park is good for families since there are large shaded areas in the place, along with a capacious playground. However, during hot seasons, few playground equipment reduces comfort for users. Besides, although cycling is one of the favorite sports within the territory of the park, the narrow path for bikers and its closeness to the car roads provoke a big accident risk. These findings further support **Objective 2** through the identification of both positive and negative influential factors on user satisfaction. This agrees with the findings of Liu and Xiao (2021), who reported that congestion, facility capacity, and safety condition significantly influence the perceptions of park users. The identified safety concerns thus support **Objective 3** by justifying the recommendations that are to be made in improving facility provision and redesigning circulation routes for safe use.

Quantitative Data

Quantitative data is data obtained from visitors to the DR. Seenivasagam Recreation Park, where visitors are required to answer several questions about their level of satisfaction when visiting the recreation park

via an online Google form. The data obtained will be analysed to assess the causes and things that can be added to the base to provide the best experience for visitors who come to this public park.

Section A: Demographic Information

Results of a questionnaire to obtain data on gender, age, occupation, frequency of visiting the park, and purpose of visit.

Table 4.0: Demographic Information

Variable	Category	Frequency	Percent
Gender	Male	18	41.9
	Female	25	58.1
Age	18-25	22	51.2
	26-35	11	25.6
	36-45	9	20.9
	46 and above	1	2.3
Occupation	Student	13	30.2
	Employed	13	30.2
	Self-employed	9	20.9
	Retired	8	18.6
Frequency of Visiting the Park	Daily	3	7.0
	Weekly	17	39.5
	Monthly	8	18.6
	Rarely	15	34.9
Purpose of Visit	Exercise	9	20.9
	Leisure	18	41.9
	Family time	11	25.6
	Social activities	5	11.6
	Total	43	100.0

Table of Demographic Information (Table 4.0) summarises the demographic characteristics of 43 respondents who visited D.R. Seenivasagam Recreational Park. The majority of respondents were **female (58.1%)**, while males accounted for 41.9%. In terms of age, most visitors were between **18–25 years old (51.2%)**, followed by those aged 26–35 (25.6%) and 36–45 (20.9%), with only a small proportion aged 46 and above (2.3%). Regarding occupation, **students and employed individuals each represented the highest proportion of respondents (30.2%)**, followed by self-employed (20.9%) and retired visitors (18.6%). **Most respondents visited the park every week (39.5%)**, while 34.9% visited rarely and 18.6% monthly. In terms of the purpose of visit, **leisure activities were the most common reason (41.9%)**, followed by family time (25.6%) and exercise (20.9%).

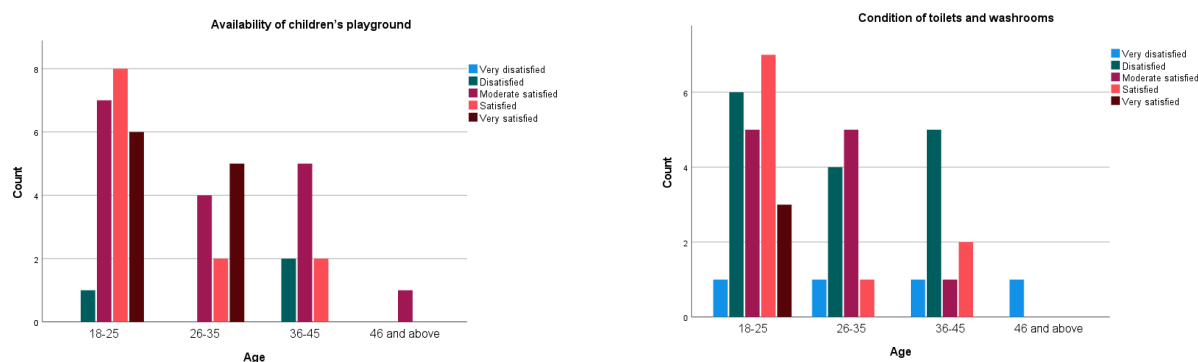
Section B(1): Availability and Quality of Facilities

This subsection presents a questionnaire on the availability and quality of facilities according to visitors' views and experiences, which will form the main independent variables in the conceptual framework.

Table 5.0: Availability and Quality of Facilities

Descriptive Statistics			
Variable	N	Mean	Std. Deviation
1. Cleanliness of the park area	43	3.26	1.115
2. Condition of toilets and washrooms	43	2.84	1.111
3. Availability of seating areas	43	3.70	1.013
4. Availability of lighting at night	43	2.98	1.185
5. Condition of walking/jogging paths	43	3.47	1.054
6. Availability of children's playground	43	3.72	0.934
7. Availability of parking space	43	3.02	1.080
8. Safety and security in the park	43	3.33	1.040
9. Availability of trash bins & amp cleanliness maintenance	43	3.26	1.157
10. Accessibility for elderly and disabled visitors	43	2.91	1.171

The descriptive analysis indicates that visitors were generally satisfied with the availability and quality of facilities at D.R. Seenivasagam Recreational Park. The **highest mean score was recorded for the availability of children's playgrounds (M = 3.72)**, followed by seating areas (M = 3.70) and the condition of walking and jogging paths (M = 3.47). Safety and security in the park also showed a relatively positive evaluation (M = 3.33). However, **lower mean scores were observed for the condition of toilets and washrooms (M = 2.84)**, accessibility for elderly and disabled visitors (M = 2.91), and availability of lighting at night (M = 2.98), indicating areas that require improvement.

**Chart 1.0:** Availability and Quality of Facilities

From the left. Availability of children's playground, Condition of toilets and washroom.

Children's playground facilities have the highest satisfaction level with a mean of 3.72, indicating that the facilities are of acceptable quality and satisfy user needs. This is supportive of **Objective 1**, which is identifying the availability and adequacy of park facilities.

The toilet facilities received the lowest mean score, $M = 2.84$, especially from users aged 26-45 years old, implying dissatisfaction with regard to cleanliness and maintenance. This result therefore supports **Objective 3**, since dissatisfaction with the poor maintenance of basic facilities has been widely reported as one of the major sources of dissatisfaction in public parks Nasution et al., (2025). Clean and well-maintained sanitation facilities are important to comfort, safety, and repeated visitation.

Section B(2): Visitor Satisfaction Toward Softscape Elements

This subsection presents a questionnaire on visitor satisfaction with softscape elements, which will help the study achieve its objectives based on the conceptual framework.

Table 6.0: Visitor Satisfaction Toward Softscape Elements

Descriptive Statistics			
	N	Mean	Std. Deviation
1. The park has an attractive variety of plants	43	2.98	1.058
2. The trees provide enough shade and comfort	43	3.70	0.989
3. The lawns and grass areas are well-maintained	43	3.07	1.100
4. The flowers and shrubs enhance the park's beauty	43	3.19	1.314
5. The softscape design feels natural and relaxing	43	3.23	1.288
6. Softscape areas are suitable for social and recreational activities	43	2.98	1.225
7. Softscape contributes to overall visitor comfort and satisfaction	43	3.33	1.286

Overall, visitors expressed moderate to high satisfaction with the park's softscape elements. **The trees providing sufficient shade and comfort recorded the highest mean score ($M = 3.70$)**, highlighting their importance in enhancing visitor comfort. This was followed by the perception that softscape contributes to overall visitor satisfaction ($M = 3.33$) and that the design feels natural and relaxing ($M = 3.23$). Meanwhile, **lower mean scores were noted for the variety of plants ($M = 2.98$) and the suitability of softscape areas for social and recreational activities ($M = 2.98$)**, suggesting potential areas for enhancement.

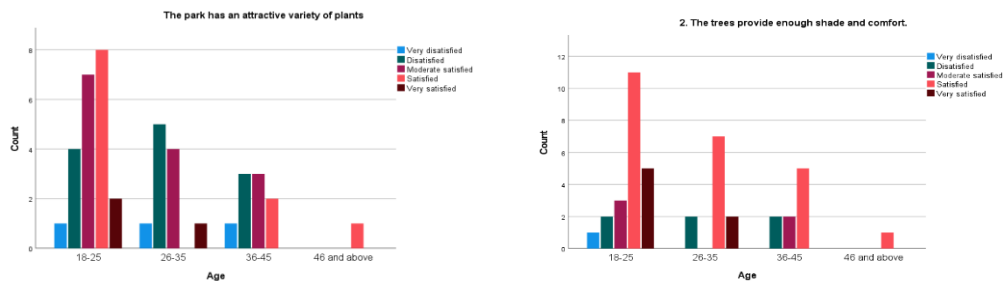


Chart 2.0: Visitor Satisfaction Toward Softscape Elements . From the left. The trees provide enough shade and comfort. The park has an attractive variety of plants.

Users' level of satisfaction with softscape features in the park was moderate to high. The area shaded by tall trees recorded the highest mean score with a mean of 3.70. This indicates an accomplishment of **Objective 2**. However, a lower mean score was recorded in plant variety ($M = 2.98$), which depicted a less diverse dimension in landscape design. This supported Nilgun and Makbulenur (2020), who strongly stated that visual diversity and plant composition play a major role in aesthetic appreciation and emotional experiences. The finding also fulfilled **Objective 3**, which indicated that diversity in plant composition and softscape design needs to be increased in order to maximize social interaction and aesthetic experiences.

Section C: Factors Influencing Satisfaction

This subsection presents a questionnaire on factors influencing satisfaction, which will help the study to identify what needs to be emphasized in the facility improvement process.

Table 7.0: Factors Influencing Satisfaction

Descriptive Statistics			
	N	Mean	Std. Deviation
1. The park facilities meet my needs	43	3.09	1.065
2. The park environment makes me feel relaxed and comfortable	43	3.44	1.240
3. I feel safe when visiting the park	43	3.40	1.158
4. Maintenance and cleanliness affect my satisfaction	43	3.14	1.246
5. The park provides good value as a public recreation space	43	3.37	1.113

Overall satisfaction with the park is moderate. **Respondents feel most positive about the park environment being relaxing (Mean = 3.44) and feeling safe while visiting (Mean = 3.40).** Perceived value as a public recreation space is also fairly positive (Mean = 3.37). Facilities meeting needs (Mean = 3.09) and **maintenance and cleanliness (Mean = 3.14) received slightly lower but still average ratings**, suggesting room for improvement.

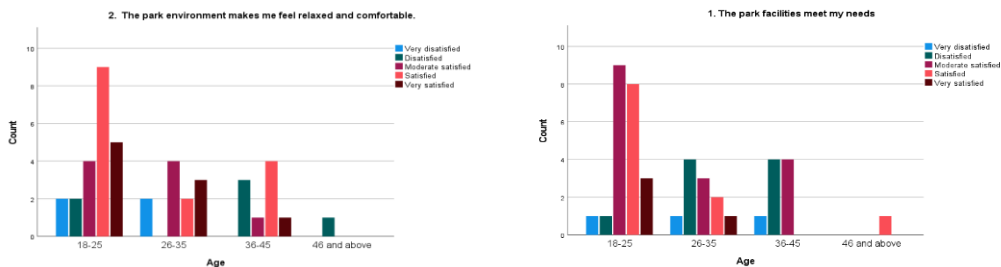


Chart 3.0 Factors Influencing Satisfaction

From the left. The park environment makes me feel relaxed and comfortable, The park facilities meet my needs.

It was found that users expressed a moderate level of satisfaction with facilities and environment at D.R. Seenivasagam Recreation Park. The park environment in which users feel relaxed and comfortable expressed the highest mean score of 3.44, followed by feeling safe while visiting the park, with a mean score of 3.40. It helps in meeting **Objective 2** of this research.

However, those concerning facility provision meeting users' needs, with a mean of 3.09, and facility provision for maintenance and cleanliness, with a mean of 3.14, were lower, indicating there is room for improvement. These results are consistent with **Objective 3** of this research, emphasizing the importance of better facility provision and improvements in facility provision practices to support better development of the park.

Section D: Safety and Accessibility

This subsection presents a questionnaire on safety and accessibility that will help the study identify things that will improve visitor safety.

Table 8.0: Safety and Accessibility

Descriptive Statistics			
	N	Mean	Std. Deviation
1. The park feels safe during the day	43	3.47	1.222
2. The park is easily accessible by public transport or walking	43	3.02	1.263
3. Lighting is sufficient during evening or night	43	2.65	1.110
4. The park layout allows clear visibility and easy movement	43	3.49	0.883
5. Emergency facilities or personnel are available when needed	43	2.67	1.149

Daytime safety is rated relatively high (Mean = 3.47), and park layout supporting visibility and easy movement scored the highest in this section (Mean = 3.49). Accessibility by public transport or walking is moderate (Mean = 3.02). Availability of emergency facilities or personnel (Mean = 2.67) **and lower ratings were given to lighting at night (Mean = 2.65)**, indicating key safety concerns during evening hours.

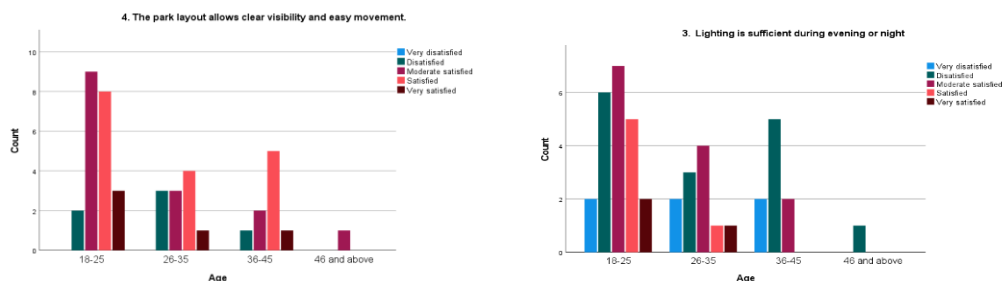


Chart 4.0 Safety and Accessibility

From the left. The park layout allows clear visibility and easy movement, Lighting is sufficient during evening or night

The highest mean score was recorded for park layout allowing clear visibility and ease of movement ($M = 3.49$), indicating that the physical design positively influences user perception. This finding fulfils **Objective 1** and **Objective 2**, as it reflects both adequate facility design and a key satisfaction factor. Conversely, lighting during evening or night-time recorded the lowest mean score ($M = 2.65$), indicating dissatisfaction with night-time safety. This finding supports **Objective 3**, as inadequate lighting has been widely associated with safety concerns and reduced park usage (Liu & Xiao, 2021). Improved lighting is, therefore, essential for sustainable park management.

Section E: Social and Recreational Aspects

This subsection presents a questionnaire on social and recreational aspects, which will help in achieving the objective of improving visitor comfort.

Table 9.0: Social and Recreational Aspects

Descriptive Statistics			
	N	Mean	Std. Deviation
1. The park provides opportunities for social interaction	43	3.16	1.153
2. The park offers various recreational and leisure activities	43	3.81	0.880
3. The park is suitable for all age groups and family gatherings	43	3.35	1.193
4. Events and programmes are often organised in the park	43	3.23	1.043
5. Visitors are friendly and respectful of park rules	43	3.56	1.076

The strongest aspect is the availability of recreational and leisure activities (Mean = 3.81). Visitors also generally agree that park users are friendly and respectful (Mean = 3.56). Suitability for all age groups and families (Mean = 3.35) and events or programmes (Mean = 3.23) received moderate ratings, while opportunities for social interaction scored slightly lower (Mean = 3.16).

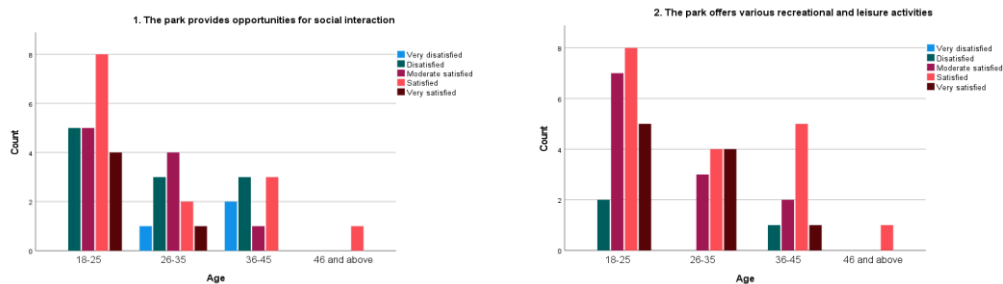


Chart 5.0 Social and Recreational Aspects

From the left. The park offers various recreational and leisure activities, The park provides opportunities for social and recreational.

Providing recreational and leisure activities has been ranked with the highest mean score, $M = 3.81$, to show that these services are adequate and well-appreciated. This serves to confirm **Objective 1** and

Objective 2, which state that recreational services make a significant contribution to user satisfaction.

on the other hand, had the lowest average value on opportunities for social interactions ($M = 3.16$), which means that this aspect is relatively weak. This supports mostly **Objective 2** because this finding reveals a variable that contributes to satisfaction. It also supports **Objective 3**, which asserts that there is a need to develop better social areas, in line with Irvine et al. (2025), who supported that social and visual environments affect park experiences positively.

CONCLUSION

Overall, this study was able to assess the level of user satisfaction with the facilities in this park by focusing directly on the physical condition, availability of facilities and park management which will influence overall user satisfaction. Based on the mixed method used, the findings showed that visitors were generally satisfied at a moderate to high level, especially in terms of bicycle facilities, shade trees, and pedestrian paths. These results indicate that the park is still able to function well and meet the needs and comfort of visitors, in line with the first objective of assessing the readiness and quality of facilities.

However, the study also found that there are several aspects that need to be emphasized, especially in terms of the condition of toilets and bathrooms, accessibility for the disabled, factors such as lighting at night, diversity of plants, and the availability of areas for family activities. All of these will be taken into account as contributing factors to the low mean score. This finding also supports the second objective which emphasizes cleanliness, safety, comfort, quality of facilities and availability of accessibility which influence user satisfaction.

Finally, the study can be concluded that although the DR Seenivasagam Recreation Park functions as an important public green space with various types of activities, improvements in management, inclusive design and targeted management interventions are needed to improve the user experience and ensure long-term sustainability. Since this study is exploratory and location-specific, the findings are indicative and provide local insights, not conclusions that can be generalized to all public parks in Malaysia.

RECOMMENDATIONS

Based on the findings of this study, several recommendations are proposed to enhance user satisfaction and support the sustainable management of D.R. Seenivasagam Recreational Park. These recommendations directly address **Objective 3**, which aims to propose improvement strategies for park facilities and management based on user feedback. First, improvements in facility maintenance should be prioritized, particularly for toilets and washrooms, to address cleanliness, functionality, and user comfort. Regular inspection schedules and responsive maintenance systems would help improve overall perceptions of facility quality. Second, accessibility and inclusivity should be strengthened by upgrading pathways, ramps, and supporting infrastructure to better accommodate elderly users, persons with disabilities, and families with children. This aligns with the need to create a universally accessible public park that caters to diverse user groups.

Third, safety measures, including improved night lighting and clearer visibility in frequently used areas,

should be enhanced to increase users' sense of security, especially during evening hours. In addition, periodic safety audits could support proactive risk management. Fourth, enhancements to the softscape design, such as increasing plant variety and creating more flexible spaces for social and family activities, are recommended to improve aesthetic quality and functional use. These interventions would strengthen the park's role as a relaxing and socially engaging environment.

Finally, it is recommended that the local authority incorporate user feedback mechanisms into routine park management and conduct periodic satisfaction assessments to monitor changes over time. Future research may expand the sample size, apply probabilistic sampling, or compare multiple urban parks to improve generalisability and support broader policy development for public park planning and management.

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