

**FACTORS INFLUENCING VISITORS' SATISFACTIONS
TOWARDS GREEN SPACES IN TASIK MELATI AT KANGAR
PERLIS**

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DECLARATION

This Final Year Project is a partial fulfilment of the requirements for a Degree of Bachelor of Science in Agrotechnology (Hons.) Horticulture Technology in the Faculty of Plantation and Agrotechnology, Universiti Teknologi MARA.

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ABSTRACT

FACTORS INFLUENCING VISITORS' SATISFACTIONS TOWARDS GREEN SPACES IN TASIK MELATI AT KANGAR PERLIS

Green spaces are known as land which is partially or completely covered with grass, trees or shrub which includes parks, gardens and cemeteries. Green spaces and other nature-based solutions offer innovative approaches to upgrade the quality of urban settings, improve local durability and promoting sustainable lifestyles. Besides, it also can improve both health and well-being of urban residents. Quality of green space makes a significant contribution to the satisfaction and well-being of the neighborhood, regardless of the mere green space. Therefore, this study was conducted in order to find out the level of visitors' satisfaction towards green spaces at Tasik Melati, Kangar Perlis based on three factors which are recreation, accessibility and landscape element. To ensure the levels of visitors' satisfaction are always high, it is important to understand the relationship between these three factors towards human well-being. Field investigation was conducted through questionnaire and google form that were distributed to the respondents which was the visitors of Tasik Melati. As the sampling technique used was snowball sampling, there were 150 visitors who responded to the questionnaires. The findings of this study show that landscape element and accessibility has strongly influenced the visitors' satisfaction towards Tasik Melati in which the value obtained for both variables were 0.000. The results suggest that greater access and larger number of landscape elements were associated with high level of visitors' satisfaction but not for recreation. As the respondents were mostly range from 20 to 29 years old, they preferred to have more landscape element and greater accessibility as most of them were students which came from the other states. This research was one of the significant techniques to search for the factors that can increase the visitors' satisfaction level and can help the organization to improve the condition and features of Tasik Melati based on the visitors' preferences.

Keywords: Green Space, Satisfaction, Recreation, Accessibility, Landscape Element

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