

UNIVERSITI TEKNOLOGI MARA

**USER'S SATISFACTION ON PEDESTRIAN
BRIDGE UTILIZATION**

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AUTHOR'S DECLARATION

I declare that the work in this Planning Project Paper was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This project paper has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

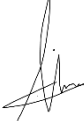
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ABSTRACT

Pedestrian Bridge is very important facilities that the government need to provide near the pedestrian walkway. It will be safer if the pedestrian bridge being use and the community did not neglect it. The safety of the pedestrian bridge always needs to be improved and maintain every several months to make sure the condition of the pedestrian bridge safe to be use. This study aims to know the user's satisfaction on pedestrian bridge at Jalan Bandar, Bandar Baru Pasir Gudang Johor. The objectives of this study are, i) to study on pedestrian bridge, ii) to identify the pedestrian bridge user's satisfaction, and iii) to recommend users needed on pedestrian bridge for user satisfied. Quantitative method that be use for data collection by questionnaires. Random Sampling is used to get the respondents. 56.70% of the respondent is female and the rest of the 43.30% is male. The age of the respondent is in a group. 21-30 years is 63.30% while the age of 31-40 years is 23.30%. The percent of the 21-30 years is higher because of the respondent is given to the student that have been into the school that near the pedestrian bridge which is the study area. Findings shown that the user of the pedestrian bridge was agree with the statement that show the element on the pedestrian bridge is well manage. Some of the question is about the height and width of the pedestrian bridge, pedestrian bridge stairs, the safety of the user when using the pedestrian bridge and the pedestrian bridge aesthetic. They have used the pedestrian bridge while they were in the school. The respondent did not been given to the current student and other respondent that use the pedestrian bridge is because of the pandemic Covid-19. For the height and width issue for the pedestrian bridge in the study area have an overall percent which is 75.32% that agree with the statement that involve the issue about the height and width of the pedestrian bridge such as the factor for the community not to use pedestrian bridge was about the height of the pedestrian bridge, felt fatigue when using too high pedestrian bridge and the user comfortable when the pedestrian bridge is too crowded. For the use of stairs, the overall percentage of the respondent that agree with the statement is 97.98%. the steepness of the stairs should be reduced to avoid user get fatigue and the number of the stairs also need to be reduced to give the user be more comfort to use the pedestrian bridge. The safety of the pedestrian bridge has an overall percent which is 99.34% that agree with the statement. The statement is about the close circuit cameras along the pedestrian bridge should be provide, lights along the pedestrian bridge should be installed, and fences under the pedestrian bridge need to be in a good condition. It is also have been given a statement about the electrical wires along the pedestrian bridge should be neat and tightly closed to prevent electric shock to the user. For the pedestrian aesthetic, the overall percent for the agreement of the statement is 99.34%. There is some recommendation that can be improve for the pedestrian bridge such as providing a fence, providing a new roof, put a signage near the pedestrian bridge, providing a close circuit television (CCTV) and manage to hide the electric wires correctly. The pedestrian bridge can be improved, and the user's satisfaction level can be increased as they know the pedestrian bridge is safe and easy to be use.

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