



UNIVERSITI TEKNOLOGI MARA

**TOURISM FACILITIES PLANNING AT THE MARKET
OF RANTAU PANJANG, KELANTAN**

NUR ALIYA ARISSA BINTI ZULKIFLI

DIPLOMA IN TOWN AND REGIONAL PLANNING

August 2021

UNIVERSITI TEKNOLOGI MARA

**TOURISM FACILITIES PLANNING AT THE MARKET OF
RANTAU PANJANG, KELANTAN**

NUR ALIYA ARISSA BINTI ZULKIFLI

Planning Project Paper submitted in partial fulfilment
of the requirements for

Diploma in Town & Regional Planning

Faculty of Architecture, Planning and Surveying

August 2021

CONFIRMATION OF COMPLETION

I certify that Nur Aliya Arissa Binti Zulkifli has completed Planning Project Paper entitled “ Tourism Facilities Planning At The Market of Rantau Panjang Kelantan ” in accordance with Universiti Teknologi MARA Act 1976 (Akta 173).

Nor Hisham Md Saman, Gs. Dr

Senior Lecturer

Program of Town and Regional Planning

Department of Built Environment Studies and Technology

Faculty of Architecture, Planning & Surveying

Universiti Teknologi MARA Perak Branch

(Supervisor)

Syazwani Ahmad, Dr

Senior Lecturer

Program of Town and Regional Planning

Department of Built Environment Studies and Technology

Faculty of Architecture, Planning & Surveying

Universiti Teknologi MARA Perak Branch

(Programme Coordinator)

Syazwani Ahmad, Dr

Senior Lecturer

Program of Town and Regional Planning

Department of Built Environment Studies and Technology

Faculty of Architecture, Planning & Surveying

Universiti Teknologi MARA Perak Branch

(TPS352 Coordinator)

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.

Name of Student : Nur Aliya Arissa Binti Zulkifli
Student I.D. No. : 2018693222
Programme : AP111
Faculty : Town and Regional Planning
Title : Tourism Facilities Planning At the Market Of
Rantau Panjang, Kelantan

Signature of Student : *AlArissa*

Date : 2 August 2021

ACKNOWLEDGEMENT

First and foremost, praises and thanks to God, the Almighty, for His showers of blessings throughout my research work to complete the research successfully.

I would like to express my deepest appreciation to all who provided me the possibility to complete my Planning Project Paper report in final year I study. A special gratitude I gave to my final year project supervisor, Dr. Nor Hisham Md Saman who always contributed in stimulating suggestions and encouragement helps me to coordinate my project especially in writing this research.

Furthermore, I am extremely grateful to my parents for their love, prayers, caring and sacrifices for educating and preparing me for my future and who have always helped me to complete this diploma project. Thanks are also given to friends who are able to help me make this project a success and to encourage me. On this day, I would also like to thank the millions of participants who helped me with all the knowledge and information required to complete this final project

ABSTRACT

In the tourism sector, tourism facilities are one of the important elements to enhance development as well as tourist attractions. In order to produce this study, it requires several steps to produce the suggestions of facilities such as toilet, parking, *surau* and more facilities at study area. A study was conducted at tourist attractions on the facilities planning at the market of Rantau Panjang, Kelantan. The study was focused on a problems related to the tourism facilities planning at the market of Rantau Panjang Kelantan. To achieve the aim and objectives of this study, several objectives have been input such as to identify the existing facilities at market of Rantau Panjang, Kelantan, to analyze the data collected and findings at market Rantau Panjang, Kelantan and to propose strategies to improve facilities on market of Rantau Panjang. There are two methods used to collect data, which is primary data sources which include observation sessions and secondary data sources which is online surveys such as google maps, google erath and google street views on facilities that available on study area. Based on the research, tourism facilities planning at the market of Rantau Panjang Kelantan should be increase in term of facilities are not completely enough at the market of Rantau Panjang. At the end of the research, several recommendations were made including creating and enhancing the facilities on study area, provide and upgrade facilities that should be available at the market to facilitate visitors and tourist to market Rantau Panjang, Kelantan.

TABLE OF CONTENT

CONFIRMATION OF COMPLETION	II
AUTHOR'S DECLARATION	III
ACKNOWLEDGEMENT	IV
ABSTRACT	V
LIST OF FIGURE	IX
LIST OF PHOTOS	X
LIST OF TABLE	XII
CHAPTER ONE: BACKGROUND STUDY	1
1.1 INTRODUCTION	1
1.2 PROBLEM STATEMENT	2
1.3 GOAL AND OBJECTIVES	3
1.3.1 Goal	3
1.3.2 Objectives	3
1.4 SCOPE OF STUDY	3
1.5 RESEARCH METHODOLOGY	4
1.5.1 Stage 1: Preliminary Study	4
1.5.2 Stage 2: Literature Review	4
1.5.3 Stage 3: Data Collection	4
1.5.4 Stage 4: Data Analysis	5
1.5.5 Stage 5: Recommendation	5
1.6 SITE BACKGROUND	7
1.6.1 Key Plan	8
1.6.2 Location Plan	9
1.6.3 Site Plan	10
1.6.4 Detailed Layout Pasar Rantau Panjang	11
1.7 HIERARCHY OF TOWN	12

1.8	SUMMARY	13
CHAPTER TWO: LITERATURE STUDY		14
2.1	INTRODUCTION	14
2.2	TOURISM	14
2.2.1	Definition of Tourism	14
2.2.2	Type of Tourism	15
2.2.3	Impact of Tourism	18
2.3	TOURIST	18
2.3.1	Definition of Tourist	18
2.3.2	Expectation of Tourist	19
2.4	TOURIST FACILITIES	19
2.4.1	Definition of Tourist Facilities	19
2.4.2	Important of Tourist Facilities	20
2.4.3	Types of Tourist Facilities	20
2.5	BENCHMARKING OF (PASAR PAYANG, TERENGGANU)	26
2.5.1	Traffic Management	26
2.5.2	Convenience for People Disability (OKU)	27
2.5.3	Supporting Facilities	28
2.6	SUMMARY	29
CHAPTER THREE: DATA ANALYSIS AND FINDING		30
3.1	INTRODUCTION	30
3.2	DATA COLLECTION METHOD	30
3.2.1	Qualitative Method	30
3.2.2	Primary Data	31
3.2.3	Secondary Data	31
3.2.4	Online Survey	31
3.3	DATA ANALYSIS	32
3.3.1	Traffic Management	33

3.3.2	Supporting Facilities	35
3.3.3	Convenience Of People Disability (OKU)	37
3.4	FINDINGS	38
3.4.1	Supporting Facilities	38
3.5	SUMMARY	39
CHAPTER FOUR: RECOMMENDATIONS AND CONCLUSION		40
4.1	INTRODUCTION	40
4.2	SUMMARY OF FINDING	40
4.3	RECOMMENDATION	41
4.3.1	Traffic Management	41
4.3.2	Convenience for People Disability (OKU)	43
4.3.3	Supporting Facilities	43
4.4	CONCLUSION	46
REFERENCES		47
APPENDICES		49

LIST OF FIGURE

FIGURE	TITLE	PAGE
Figure 1.1:	Key Plan	20
Figure 1.2:	Location Plan	21
Figure 1.3:	Site Plan	22
Figure 1.4:	Detailed Layout Plan	23
Figure 1.5:	Hierarchy of Town	24
Figure 3.0:	The Existing Facilities Map	44

LIST OF PHOTOS

PHOTO	TITLE	PAGE
Photo 1.1:	Parking at Pasar Rantau Panjang	2
Photo 1.2:	Public Toilet at Pasar Rantau Panjang	2
Photo 2.1:	Kayaking Sport	15
Photo 2.2:	Climbing Sport	15
Photo 2.3:	Cultural Tourism	16
Photo 2.4:	Nature Tourism	17
Photo 2.5:	Medical Tourism	17
Photo 2.6:	Parking Lot	21
Photo 2.7:	Pedestrian	21
Photo 2.8:	Toilet for People Disability	22
Photo 2.9:	Parking for People Disability	23
Photo 2.10:	Surau	23
Photo 2.11:	Garbage Disposal	24
Photo 2.13:	Fire Hoses Equipment	24
Photo 2.12:	Fire Extinguisher	24
Photo 2.14:	Pedestrian	25
Photo 2.15:	Public Toilet	25
Photo 2.16:	Motorcycle Parking Lot	27
Photo 2.17:	Car Parking Lot	27
Photo 2.18:	Pedestrian	27
Photo 2.20:	Surau	28
Photo 3.1:	Car Parking	33
Photo 3.2:	Motorcycle Parking	34
Photo 3.3:	Pedestrian	34
Photo 3.4:	Public Toilet	35
Photo 3.5:	Surau	36
Photo 3.6:	Garbage	36
Photo 3.7:	Fire Extinguisher	37

Photo 3.8: Fire Hoses Equipment	37
Photo 3.9: Toilet for People Disability (OKU)	38
Photo 3.10: Parking for People Disability (OKU)	38
Photo 4.1: Pedestrian	41
Photo 4.2: Motorcycle Parking Lot	42
Photo 4.3: Car Parking Lot	42
Photo 4.4: Parking Lot for People Disability	43
Photo 4.5: Toilet for People Disability	43
Photo 4.6: Surau	44
Photo 4.7: Garbage Disposal	44

LIST OF TABLE

TABLE	TITLE	PAGE
Table 1.1:	Site Background of Pasar Rantau Panjang	19

CHAPTER ONE

BACKGROUND STUDY

1.1 INTRODUCTION

Tourist can be defined as a person who travels away from their normal residential region for a temporary period of at least one night, to the extent that their behavior involves a search for leisure experiences from interactions with features or characteristics of places they chooses to visit. Tourism is the activities of people traveling to and staying in places outside their usual environment for leisure, business or other purposes for not more than one consecutive year. According to Norlida, Redzuan, Kalsom, and Tamat (2011), various tourism-related issues should be addressed to ensure the continued arrival of visitors to these destinations, whether from abroad or locally. A major component of tourism destination includes the accommodation, transportation, and recreation facilities

Market at Rantau Panjang is one of the focal point that can attract people to go there. Market at Rantau Panjang also is one of the attractive places for many tourists. There are completely with many facilities on site area. Several elements that should available on study area is facilities for people such as parking, surau, toilet, pedestrian and other facilities such as restaurant, hotel and more. Market at Rantau Panjang city is a commercial area, which are many types of business in the area. In the nutshell, this study is to define the issues and to achieve the aim of market at Rantau Panjang.

Therefore, to ensure the continued arrival of tourists to these destinations whether from abroad or locally, various issues related to the case study should be considered. The main purpose of this project is to investigate existing facilities provided that affects tourist experience on market at Rantau Panjang, Kelantan. The importance to pay attention to this issue because, the tourist facilities is influencing tourist attractions to return to visit here in the future. These facilities will make tourists feel more comfortable when visiting Malaysia's tourist destinations.

1.2 PROBLEM STATEMENT

Based on the study of the tourism facilities planning on market at Rantau Panjang, Kelantan, there are several factors, such as lack of the facilities in the surrounding area. Therefore, the equipment of public facilities in every place is very important to an area because it can attract people to come to the place. As such, there are several problems found in the study area namely the lack of public facilities. A public facility is important to every people at every place. It can give convenience for them. On the study area, the problem has found is the public toilet is not enough for tourist and for shopper. Moreover, the toilet of people disability is also not available on study area. After that, there are no pedestrian provided at site area.

Other than that, for parking lot at the area is not appear to be in good condition as the line was faded and several of it have no lines. Finally yet importantly, the size of *surau* that available on site area is a little bit small and cannot accommodate a large amount at one time. Market at Rantau Panjang have a big potential to upgrade to attract people to come there by improving inadequate public facilities in the study area and add more facilities to tourist and for visitor.



Photo 1.1: Parking at Pasar Rantau Panjang



Photo 1.2: Public Toilet at Pasar Rantau Panjang

1.3 GOAL AND OBJECTIVES

1.3.1 Goal

To investigate existing facilities provided that effects tourist experience in market at Rantau Panjang, Kelantan

1.3.2 Objectives

- To identify the existing facilities at market of Rantau Panjang, Kelantan
- To analyze the data collected and findings at market of Rantau Panjang, Kelantan
- To propose strategies to improve facilities on market of Rantau Panjang, Kelantan

1.4 SCOPE OF STUDY

The scope of this study is to improve the public facilities toward market of Rantau Panjang to be more adequate for tourist and visitors. This study is covering the area of market Rantau Panjang. The aim of this report is to investigate existing facilities provided that affects tourist experience on market of Rantau Panjang. In addition, to collect the data of market Rantau Panjang need to refer guideline or get the primary data by checking up on site area. The data is referencing *Garis Panduan Perancangan Kawasan Perdagangan* and internet source such as Google Street, Google earth and Google map as a secondary data. The other source is from article and review from those who have visited the place that can be for analyses. Other than that, other elements should have for market Rantau Panjang is good amenities, which is enough parking, good toilet for tourist and have other facilities for tourist at the area. To produce the good quality of research, some data that need to collect by doing survey form of market Rantau Panjang, Kelantan. For example, need to check up on the public facilities on the site area, which is enough, or not.

1.5 RESEARCH METHODOLOGY

There are many kinds of data collection methods, but only two are used in this study which is primary data and secondary data. As a result, several types of data collection have been used by observation to analyse the data in order to achieve the desired goals and objectives. Observation is also used for primary data collection on the site to gather important information. Secondary data was used in this study, which came from an article, a newspaper, a reading book, and a previous thesis. The data collection method is essential in order to meet the information and analysis requirements for this study.

1.5.1 Stage 1: Preliminary Study

It is a method to recognise and identify issue, which appear frequently about tourist facilities. In order to get an initial idea about the topic to be researched, the difficulties of the method of deciding the priorities of what to study can be understood in better detail by defining them. In addition, introductory discussions are often held with supervisors so that the author has an understanding of the topics that can be studied. The author is able to state the problems, goals, scope and setting of the study title in the first stage.

1.5.2 Stage 2: Literature Review

It is a type of information reporting carried out by reading and looking for information from articles relevant to issues of tourist facilities. The information and data sources are from the internet, books, article and others.

1.5.3 Stage 3: Data Collection

Data collection is the key process where the preparing of the report will not be completed if there is no detail. To accomplish this analysis, data collection should be carried out through primary data sources and secondary data. The primary data is information obtained by the author himself after some methods have been carried out. In the meantime, by the reference to books, papers, theses, etc., the author can still locate secondary data.

i. Primary data

Observation

Based on the scope that has been set, this case study will be carried through. The case study includes researchers to make observations in market of Rantau Panjang, Kelantan toward tourism facilities planning. The appropriate data should be gathered at the conclusion of the observation so that the research analysis can be done smoothly.

ii. Secondary Data

At this point, the information collected includes details gathered from reference books, magazines, documents, journals, websites, documents, internet information, and so on. In order for researchers to learn and understand the research work that will be carried out to accomplish the goals that have been set, this knowledge and data is very necessary.

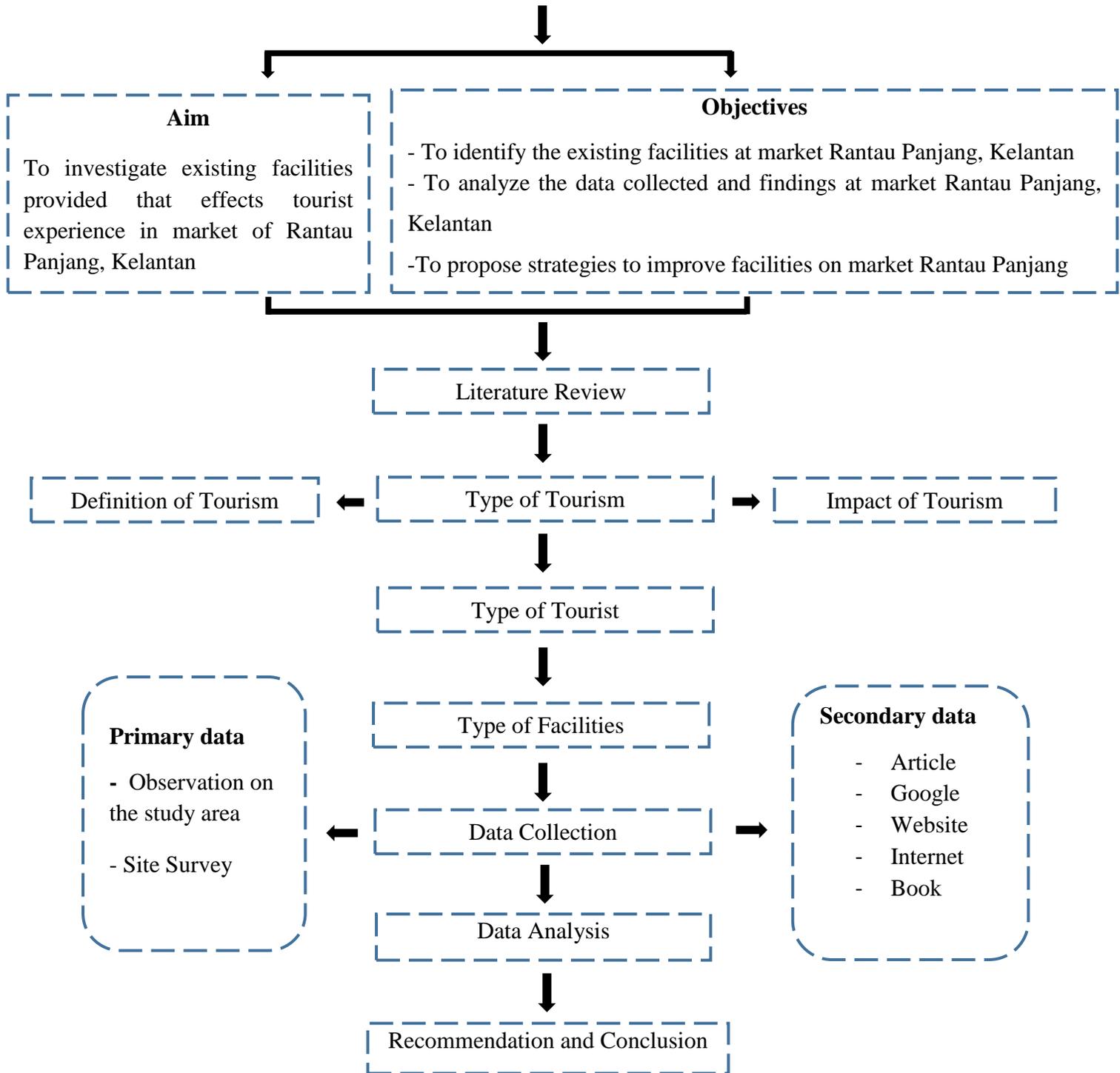
1.5.4 Stage 4: Data Analysis

Data analysis is a preparation stage for data to generate a thoughtful and consistent statement that can respond to the study's goals. It will collect and analyse all responses obtained. This study is made from the primary data that has been gathered and provides research results to achieve the set objectives.

1.5.5 Stage 5: Recommendation

This is the last point where a decision can be reached to identify whether the goals of this study have been accomplished or not. Problems found after the conclusion of the study phase will be identified and recommendations for further analysis will be submitted for potential reference.

Research Problem at the Market of Rantau Panjang, Kelantan



1.6 SITE BACKGROUND

Kelantan is also known with other names such as Tanah Serendah Sekebun Bunga, Tanjung Pura, Negeri Cik Siti Wan Kembang and Serambi Mekah. Kelantan is located at the west peninsular of Malaysia, sharing the border with Thailand .Kota Bharu is the capital state of Kelantan. Kelantan then became an important trading centre at the ebd of the 15th century .The state of Kelantan has eleven district.

This study was conducted at market of Rantau Panjang, Kelantan. This site area was located at market Rantau Panjang. The district is Pasir Mas. The mukim of site area is Rantau Panjang. The local authority is Majlis Daerah Pasir Mas. The proposed site area is 19,054 acre. The main accessibility of this site area is Jalan Besar Rantau Panjang. The number of population on site area is 19,054

Table 1.1: Site Background of Pasar Rantau Panjang

STATE	KELANTAN
DISTRICT	PASIR MAS
MUKIM	RANTAU PANJANG
SITE AREA	MARKET OF RANTAU PANJANG
LOCAL AUTHORITY	MAJLIS DAERAH PASIR MAS
AREA	19,131 ACRE
MAIN ACCESSIBILITY	JALAN BESAR RANTAU PANJANG
POPULATION	19,054

1.6.1 KEY PLAN

Study area is located at Bandar Rantau Panjang near Sungai Golok. The area of this study area is 19,131 acre

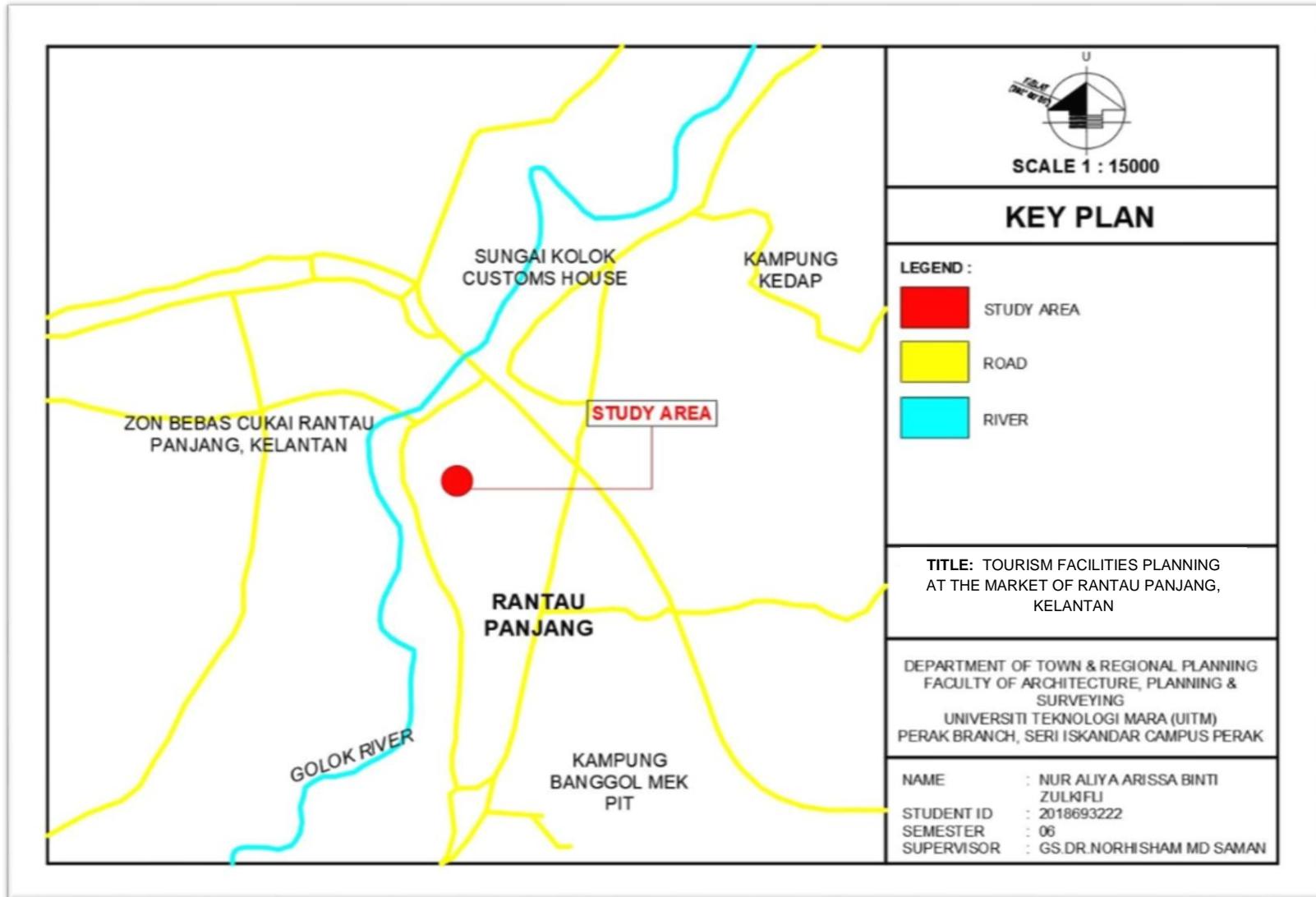


Figure 1.1: Key Plan

1.6.2 LOCATION PLAN

Rantau Panjang is a town bordering Malaysia and Thailand located in the northern state of Kelantan in the western part of the Pasir Mas, Kota Bharu and differs from Sungai Golok, Thailand. It has a population of 19,054 people

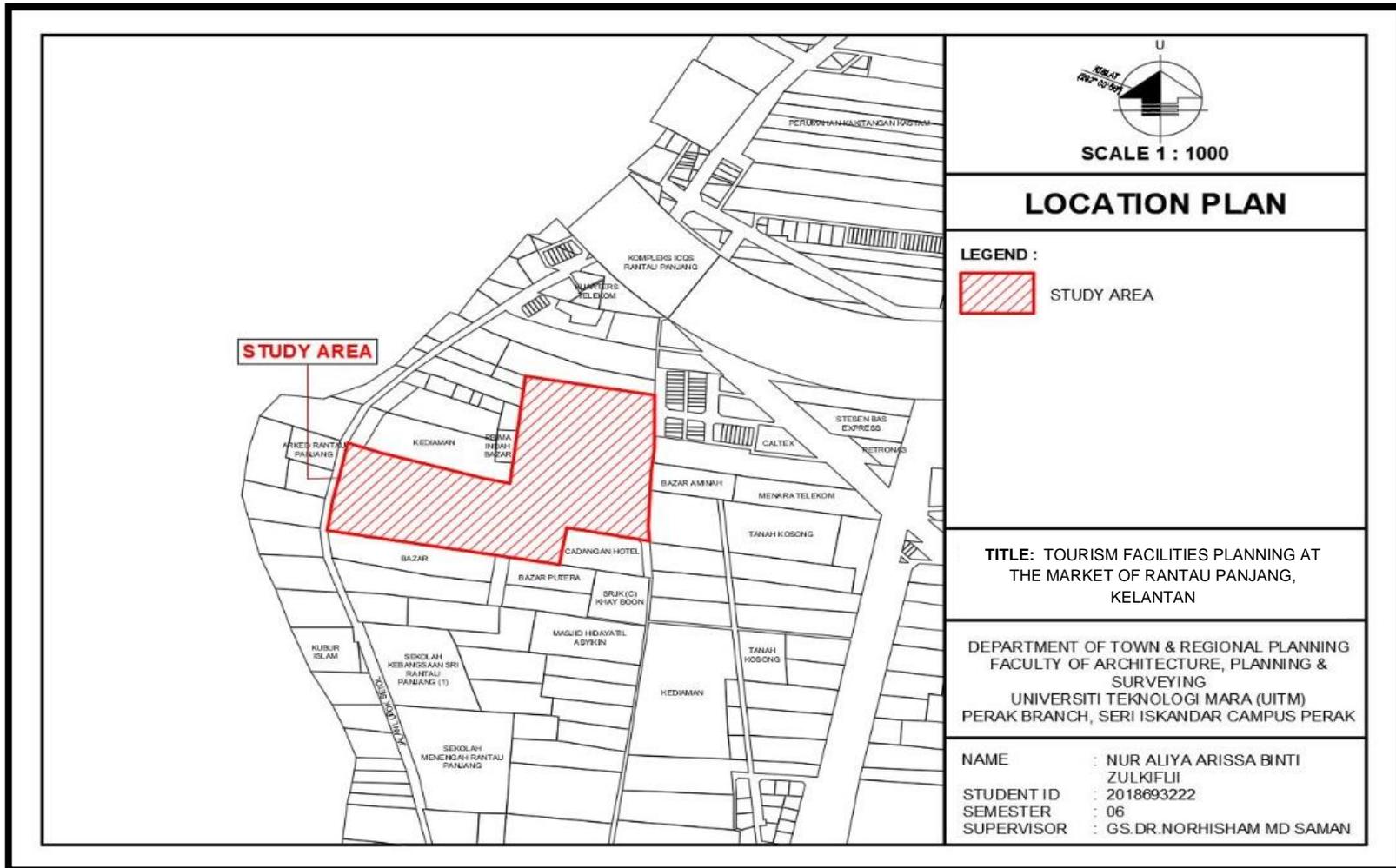


Figure 1.2: Location Plan

1.6.3 SITE PLAN

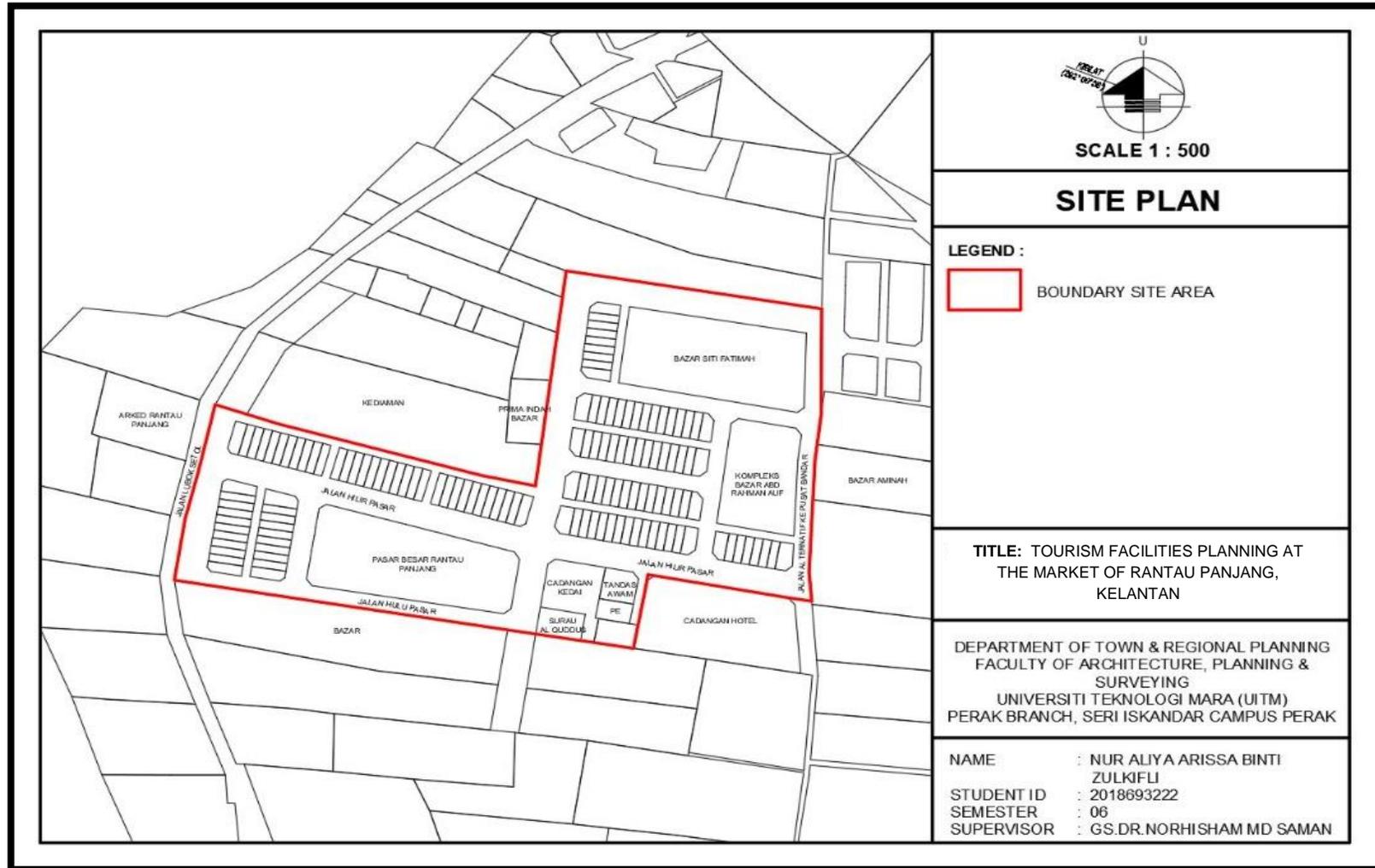


Figure 1.3: Site Plan

1.6.4 DETAILED LAYOUT MARKET AT RANTAU PANJANG, KELANTAN

Pasar Rantau Panjang has 137 markets, 1 *surau*, and 1 public toilet. Acre for market Rantau Panjang is 19,131 acre

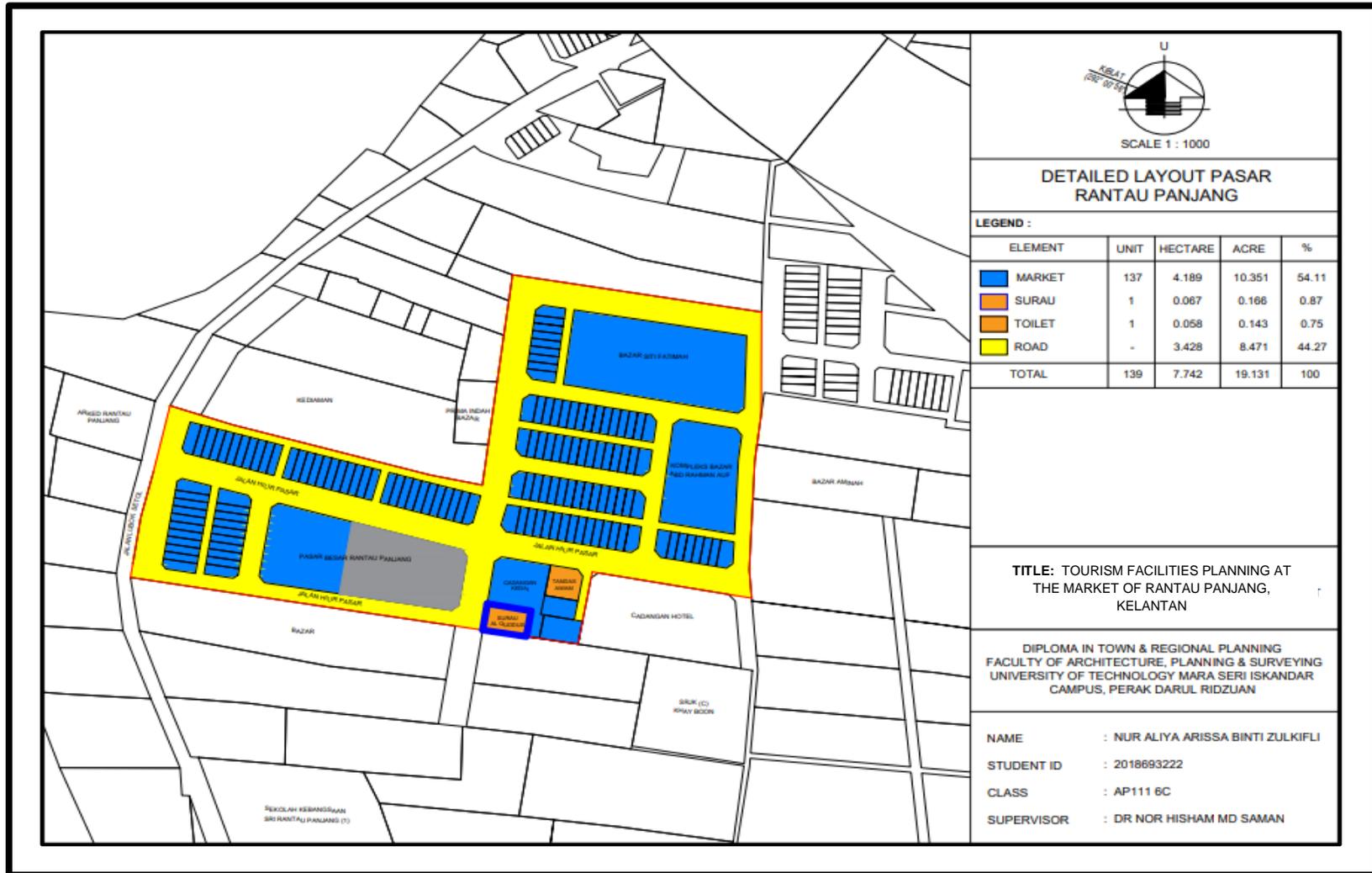


Figure 1.4: Detailed Layout Plan

1.7 HIERARCHY OF TOWN

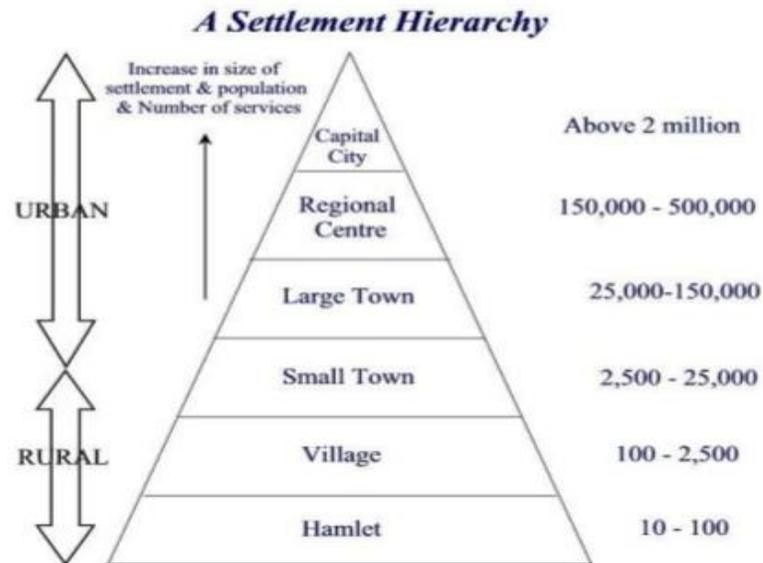


Figure 1.5: Hierarchy of Town

Small towns are important for a state with an interior with a population of over a thousand people. Rantau Panjang is one of the small towns with a population of over a thousand populations but not more than 25,000 people. Rantau Panjang is also one of the tourist attractions that get the highest selection for every tourist who need to holiday. Rantau Panjang also has shopping center, eateries, stalls and facilities such as taxis, buses and accommodation like hotels and homestay. Rantau Panjang is categorized as a small town but is able to attract outsiders to come there with its variety of goods.

Not only do more individuals want to migrate to these undersized enclaves, more travelers are also coming. Some small cities have established unique identities that give them unique characteristics. Other than that, small town also defined by characteristic like a walkability, proximity to nature and an authenticity.

1.8 SUMMARY

In conclusion, this chapter one is a little bit of briefing about this study. In this chapter has introduction about the tourist and tourism. After that, have problem statements which is the issues that has been found on site area, goal for the site area, objectives, the scope of the study, research methodology and site background. This chapter is important because, from this chapter the direction of this study can be determined, and the objectives can be achieved. Thus, identify the problem statement about the lacking facilities at market of Rantau Panjang, Kelantan.

CHAPTER TWO

LITERATURE STUDY

2.1 INTRODUCTION

This chapter will discuss the literature review, which does indeed require reference sources as a basic guide to the study. Among the resources used to implement the final year project are sources of articles, journals, blog and theses related to the case study. However, these chapters there are a few steps to implement the framework of the previous study. Tourist facilities are important for every tourist spot. There are descriptions of tourist attractions such as accommodation and support facilities such as parking, *surau*, toilets, pedestrian and so on. In addition, the tourism sector also needs to emphasize on the level of requirement facilities of tourists with the environment and the variety of facilities in the area. This chapter will address to the research of the provision of facilities toward tourist and the solution of the public facilities at the study area. Among of the provision of public facilities that will be discuss in this chapter are definition of tourist, definition of tourism, type of tourism, type of facilities, definition of market and more related to the case study. In this chapter, factors that influence the market of Rantau Panjang will be discussed more thoroughly. All the knowledge in this chapter was obtained by doing desk study.

2.2 TOURISM

2.2.1 Definition of Tourism

Tourism is one of the popular words that can be describes, as a place, that many people want to go holiday. Tourism is the activities of people travelling to and staying in places outside their usual environment for leisure, business or other purposes. Other than that, tourism is a temporary movement of people to other destinations outside of their usual place of residence. Tourism is considered one of the aspects of luxury because not everyone can afford to travel (Rahman H., 2013). Attractions have seen by many people as central to the process of tourism. These people will usually engage in a variety of activities, regardless of how close or far environment or destination. Dilek, (2019), define

that tourism refers to the temporary short-term movement of people to locations other than where they normally live and work, as well as their activities while at these destinations. Based on Wyllie, (2011) tourism can be defined activities of persons who travel to and stay in places outside their usual environment for leisure, business, or other reasons for no more than one year.

2.2.2 Type of Tourism

There are several types of tourism activities available in Malaysia. The activity is different depending on the place which is have beach or not or just suitable for shopping and food. There are the several types of tourism such as listed below:

- i. **Recreational Tourism** - Recreational tourism known as people who want to relax and calm their soul with doing some activities and just fun. Recreation is described as the pursuit of leisure activities in one's spare time and consists of several of activities such as golfing, sport fishing, and rock climbing (Tribe, 2011).



Photo 2.1: Kayaking Sport



Photo 2.2: Climbing Sport

- ii. Cultural Tourism - Cultural tourism is the branch of tourism concerned with a visitor's involvement with a country or region's culture, especially with the people's lifestyles, history, art, religion, and other elements that help form their lives. Cultural tourism is gradually giving way to creative tourism. Tourists that participate in creative tourism actively participate in cultural learning experiences.



Photo 2.3: Cultural Tourism

- iii. Nature Tourism - Responsible travel to natural areas that conserves the environment and increases local people's well-being. Tourism is focused on a particular area's natural attractions. Bird watching, photography, camping, hiking, hunting, fishing and visiting parks are some examples. These experienced visitors are curious about a wide range of environmental, cultural, and historical experiments. Nature-based tourism incentivizes local communities and landowners to rely on industry to protect wildlife habitats, and it promotes conservation by emphasizing the value of remaining natural resources. They want to know what there is to know about everything there is to know about everything there is to know about everything there is to know.



Photo 2.4: Nature Tourism

- iv. Medical Tourism - Medical tourism is the practice of people seeking medical care in a country other than their own. Surgical procedures are the most common reason for medical tourism, but some people often travel for fertility procedures or dental treatment. People with rare diseases will be able to travel in countries where medical treatment is best known. According to Puteh (2018), medical tourism is defined as an aware activity in which a medical tourist intends to obtain healthcare services, whether in his or her native country or in a foreign country, in order to enhance his or her own health condition or aesthetic appearance, combined with relaxation, regeneration of physical and mental strength, sightseeing, and entertainment



Photo 2.5: Medical Tourism

2.2.3 Impact of Tourism

The impact of tourism can be sorted into seven general categories, which is economic, environmental, cultural and social, crowding, and congestion, services, taxes and community attitudes. Some of us know the impact of tourism may be affected the economy and the tourism service. Tourism plays a significant role in deciding the level of well-being of the community or the quality of life in a town. Tourism is generators of the well-being of the population within the urban context, whether at individual or community and community levels in general. Its function and role in building the well-being of the population is given top priority, besides enhance the image of the country in the eyes of the world. The role and impact of the tourism sector on the well-being and quality of life of the population has been numerous discussed by researchers whether in developed countries, a developing country or in a leading destinations (Norizan, 2003). Relationships between the tourism sector and quality of life is evident in one's construct individuals and communities not only in aspects economic, social and environmental, in fact it reaches to the role of the population as consumers, activists, development planners and tour operators (Moscardo 2009). Research is not the only one based on empirical studies but also outreach measure of achievement between destinations and major cities world (Wang et al. 2006; Renda et al. 2011)

2.3 TOURIST

2.3.1 Definition of Tourist

Tourist is a same meaning with traveler who comes to other country for visiting or holiday. After that, tourist is also a person who abroad for holiday from their place to other place for pleasure and more. Tourists has described as visitors who stayed in a destination for at least 24 hours. Their visit may classify as leisure if they are traveling for fun, fitness, sport, vacation, research, or religious reasons. Alternatively, if they remain in a destination for less than 30 days, excursionists, including cruise passengers, might be deemed temporary guests. In the English literature, there are few social science

meanings of the word "tourist" that go beyond its general, common-sense context. "One of the more interesting ones, provided by Ogilvie, author of one of the first detailed treatises on the topic, notes that the word "tourist" is now used in the social sciences to describe any individual whose movements meet two criteria. "Ogilvie cleverly translates the argument contained in other concepts, namely that a tourist is a traveler for leisure or enjoyment into economic terms the tourist is a consumer, not a manufacturer. Tourists, as opposed to tourists, were defined as visitors who stayed for less than 24 hours in the country they visited.

2.3.2 Expectation of Tourist

When visiting a specific location, the expectations of tourists are linked to many characteristics of the destination chosen: culture, architecture, gastronomy, infrastructure, environment, activities, shopping, etc. These attributes draw individuals to the destination and add to the trip's overall experience. As a whole, the destinations are critical elements and have a significant effect on their progress. The analysis of the consumer segment of urban destinations is therefore of particular significance. Tourist expectation to every state they want to go to is of course higher for example to their activity, food, shopping for souvenirs, beautiful view to relax and other facilities on site.

2.4 TOURIST FACILITIES

2.4.1 Definition of Tourist Facilities

Tourist facilities mean an establishment for providing holiday accommodation for people who travel to other country or far from their place. Tourist facilities have defined amenities for tourists or visitors. Lokmann (2007) , this chapter presents an outline of the main tourism facilities and services, which consist of transport, lodging, food and beverages, recreation and entertainment, and others. Tourist facilities are elements of successful tourism and an important part of developing tourist destinations in the tourism industry. The tourist facilities are means amenities for tourists or visitors such as lecture rooms, restaurants, gift shops, restrooms and recreational facilities. But does not include a

hotel or tourist accommodation, 'transport impact statement' means a study of the transport impact generated by a proposed development on the existing and planned road system, and recommendation of mitigating measures required as a result of the impact.

2.4.2 Important of Tourist Facilities

Tourism has evolved into one of the industry sectors that generate significant revenue for a region or country. Mill (2000), Tourist facilities is a support service that can be utilized by offering tourists the quality and price by the needs of tourists. It will continue to grow and will not be isolated from the numerous tourist destinations. Aside from that, a tourist destination must meet certain requirements in order to grow, such as a variety of attractions, accessibility and facilities, and tourist convenience. Therefore, tourism facilities must be developed in order to encourage economic activity, increase local revenue, and take advantage of the best possible environment. These elements are linked and contribute to the growth of the tourism object.

2.4.3 Types of Tourist Facilities

i. Traffic Management

Traffic management is a key branch within logistics. It concerns the planning, control and purchasing of transport services. Other than that, traffic management is the organization, arrangement, guidance and moving traffic including pedestrians, bicyclist and all the types of vehicles. The purpose of this traffic management is to ensure the movement of tourists is safer, orderly and efficient.

- **Parking**

Parking facilities is an important thing that needs to provide at the commercial area. Parking is a space for vehicle to stop and leave for a while when people want to go everywhere around the area. After that, parking is the act of stopping and disengaging a vehicle and leaving it unoccupied. Based on the *Garis Panduan Perancangan Kawasan Perdagangan*, the type of parking

that need to exist on the commercial area is motorcycle parking, car parking and for disability parking.



Photo 2.6: Parking Lot

- Pedestrian

Pedestrian is defining someone that travelling by foot or using the crossing by them. Pedestrian is also same meaning with someone walking around without vehicle. Based on the guidelines, pedestrian should provide on the commercial area. It is for give convenience to tourist or seller to go anywhere by foot.



Photo 2.7: Pedestrian

ii. Convenience of Disability People (OKU)

- Toilet

Toilet is something important to every place and it goes to toilet for disability people (OKU). The toilet need to provide for disability people at every commercial area, it is because to give convenience for them. The disability people (OKU) toilet should attractively designed and simple to use for them. Other than that, to find them useful, as do those with weak legs as a higher toilet bowl makes it easier for them to stand up. Therefore, the toilet for disability people should provide more space to make people easier to move in the toilet.



Photo 2.8: Toilet for People Disability

- Parking

Disability People (OKU) parking is something important that should be located at every commercial area. Other than that, the parking should be located near the entrance of the building, shop or market to give convenience for them and no need to find the parking far from the destination that they want to go. In tourism areas, the provision of facilities for the disabled such as parking and appropriate pedestrian design should be provided. This is to facilitate the movement of this special group.



Photo 2.9: Parking for People Disability

iii. Supporting Facilities

- *Surau*

At every spot place, *surau* is one of the supporting facilities that need to provide at every place. *Surau* is important place that should be in every area, whether in commercial area or tourism area. *Surau* should be able in the area because it can give convenience for muslim people to do their pray. *Surau* is the second small place after mosque in view of *surau* is suitable to locate around the commercial area. The size of *surau* is suitable other than the mosque.



Photo 2.10: *Surau*

- Garbage Disposal

Garbage, trash, rubbish or refuse is a waste material that discarded by humans usually due to a perceived lack of utility. Garbage disposal should provide in every area such as in a place that have a crowded people and focal point for people. Other than that, garbage disposal should be able at every commercial area and do not place the garbage far from the shop or building area.



Photo 2.11: Garbage Disposal

- Fire Hoses Equipment and Fire Extinguisher

The other supporting facilities that should able locate on every area is fire hoses equipment and fire extinguisher. The facilities need to consider locate on site area due to avoid from any incident of accident happen on every area. The fire hoses equipment is able to locate on site because to minimize any risk before call the fire station.



Photo 2.12: Fire Extinguisher



Photo 2.13: Fire Hoses Equipment

- Pedestrian

The other supporting facilities that should provide on the commercial area is pedestrian walkway. Pedestrian walkway can be described as a pathway, which may include stairway stairs or ramps. Other than that, pedestrian also known as lane that can be the easy to use routes for the tourist and people around there to prevent them from using the roadway. Moreover, it can also avoid people from accidents happen.



Photo 2.14: Pedestrian

- Public Toilet

Supporting facilities such as public toilet is necessary in every area. Public toilet is one of the priorities to the people or tourist and a complement to every place. Public toilet also can affect a place if it not provide on the area. Public toilets are commonly separate into male and female facilities especially for small or single occupancy public toilets (Greed, 2004).



Photo 2.15: Public Toilet

2.5 BENCHMARKING OF (PASAR PAYANG, TERENGGANU)

Benchmarking is a process of evaluation and analysis of different aspects such as competitors' products, methodologies or campaigns, whose objective is to implement improvements that allow differentiating from other place.

Siti Khadijah Market is popular in Kelantan, Pasar Payang is the most 'legendary' market in Terengganu. This market is opened in 1968. The house to about 1000 different traders selling Terengganu products such as keropok sira, salted fish, keropok lekor, keropok keping and various other handicraft items such as songket, woven fabrics, copper products, batik, and so on. The Central Market, also known as Pasar Payang in Terengganu, is one of the most prominent tourist attractions in Kuala Terengganu. Among the other attractions available in Pasar Payang is due to the location of Pasar Payang, which is close to Shah town jetty and facing the sea. Besides that, Pasar Payang is also located near the drawbridge, which is another attraction for locals and foreign tourists to go there. Therefore, Pasar Payang, housed in a modern structure, acts as both a wet market and a trade center for the local community. There are several types of facilities at Pasar Payang, Terengganu compared to market of Rantau Panjang, Kelantan such as:

2.5.1 Traffic Management

Traffic management is the arrangement, guidance and control of moving traffic, including pedestrians, parking, cyclists and all types of vehicles. The purpose of this traffic management is to ensure the movement of tourists is safer, orderly and efficient. Therefore, traffic facilities such as hump, yellow transverse bar and pedestrian crossing should be provided in tourist areas for safety purposes. Based on the benchmark that has been choosing, the site area has fully facilities due to the traffic management. For example is car parking, motorcycle parking. The parking lot of car and motorcycle at Pasar, Terengganu is looking good and enough for their seller and tourist. Other than that, Pasar Payang, Terengganu also provide pedestrian in front of the Pasar. The pedestrian will give convenience to the people who want to cross to entrance the Pasar. The facility under traffic management at Pasar Payang, Terengganu is complete facilities provided and can be an example of market that gives convenience to public.



Photo 2.16: Motorcycle Parking Lot



Photo 2.17: Car Parking Lot



Photo 2.18: Pedestrian

2.5.2 Convenience for People Disability (OKU)

Facilities for the disabled are no less important. In tourism areas, the provision of facilities for the disabled such as parking and appropriate pedestrian design should provide. Other than that, for toilet also need to provide for people disability due to the hard movement. At Pasar Payang, Terengganu, the facilities that available on the area is car parking for people disability. Car parking need to available at every place because to give convenience for them and does not to find any parking that far from their destination. This is to facilitate the movement of this special group.



Photo 2.19: Parking for People Disability

2.5.3 Supporting Facilities

The role of supporting facilities is to support the existing facilities in the area and even serve as an interest to visitors. In tourism area, supporting facilities must be provided. Among them are public toilets, *surau*, garbage disposal and fire equipment. Facilities such as *surau* and toilets are one of the public facilities that will be used by all segments of society, including tourists from abroad. Tourists who come from outside areas give priority to the facilities of the *surau* and toilets for their convenience. Therefore, the facilities will be able to give convenience to public since the toilet and *surau* are provided.



Photo 2.20: *Surau*

2.6 SUMMARY

In this chapter two, opens with an introduction about what is literature review and what the elements that are needed to construct a proper finding and to gain more knowledge about the research study. Overall of this chapter, there is a brief description of the study that needs to learn as a secondary data to understand this topic in depth better. This chapter also tells about type of facilities, category that should have at every market area. The market area that full with facilities will satisfy for tourist who comes to market of Rantau Panjang, Kelantan.

CHAPTER THREE

DATA ANALYSIS AND FINDING

3.1 INTRODUCTION

This research is being conducted to analyse the existing facilities and the provision of facilities toward tourist at market of Rantau Panjang, Kelantan. Implementing an area requires preliminary research through data collection and analysis. In this chapter will explain the data collection method, data analysis, finding, and summary. Data collection method consist of published secondary data, this data can be executed from websites such as *Garis Panduan Perancangan Kawasan Perdagangan*, and other method to get the data by online survey such as Google Maps and Google earth. Therefore, the method for obtaining the data is limited and refers only to the secondary data only due to pandemic Covid 19 and the imposed Movement Control Order (MCO), thus affecting data collection and data analysis. This study was conducted using the inventory form as a tool to collect the data to fill in information about facilities that exist on study area and to assist in the process later.

3.2 DATA COLLECTION METHOD

Data collection method is the process on how to collect the data for this research. It will contain the structure of the method and helps to generate the research study to archive the goal and objective of this research paper. Thus, the primary data and secondary data has selected as a method of data collection method in this study research. From there, only data can be interpreted to produce good analysis and output for research.

3.2.1 QUALITATIVE METHOD

Qualitative data is usually non-numerical data for statistical analysis in nature and significant detail or nominal. This type of data is collected through methods of observations, one to one interviews, conducting focus groups and similar methods. Qualitative researches methods focus on addressing a program's 'how' and 'why' and tend to use unstructured data collection methods to fully explore the subject. There are open-ended qualitative question.

3.2.2 PRIMARY DATA

Information online is data collection that has been collected based on the online survey. Information online is important in this research study to get information in order to produce analysis based on element in this case study. Moreover, to identify the facilities that available on market of Rantau Panjang, the study used Google maps and Google earth to do the observation as survey online to do analysis on the site area based on study research. Online survey also useful in located the existing element of facilities in the base maps based on facilities in study area. Published secondary data is the data that will be collected from guidelines, website and private publications to make analyses about case study.

3.2.3 SECONDARY DATA

In this case study, the secondary data collection has been selected because of the Restriction Movement Order (RMO) that avoiding in collecting the primary data collection on site area. This method of secondary data is a ways of getting data on the study area. The method of data collection that has been chosen in making the analysis is online information and document review or document data. Furthermore, document review such as government publisher, journal and article related with study research.

3.2.4 ONLINE SURVEY

The purpose of conducting these online surveys is to observe the existing facilities that exist on site area based on Google map, and Google street view.

3.3 DATA ANALYSIS

In this section, the analysis needs to be implemented to improve the tourism facilities planning at the market of Rantau Panjang, Kelantan .In addition, it can also play role in terms of attracting tourists to come to the study area and can improve the public facilities that are not enough and not available in the study area. Other than that, some data that have been collect on the study area need to enhance the public facilities area. There are some data have been collect on study area since this study has run. From the analysis, researchers can find the issue and make recommendations that can be used in the last chapter, which are suggestions and conclusions to solve problems or issues presented.

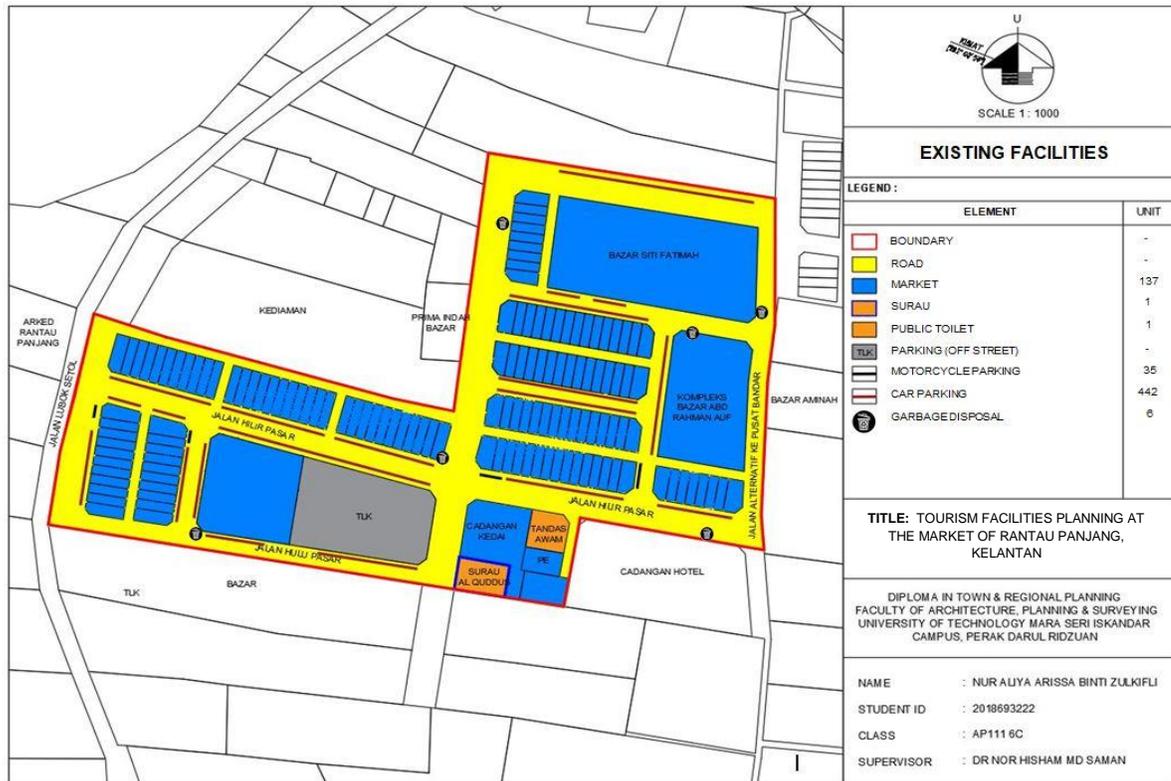


Figure 3.0: The Existing Facilities Map

3.3.1 TRAFFIC MANAGEMENT

Based on the study that has been conduct, there are several traffic management facilities such as car parking, motorcycle parking and pedestrian. However, based on the observation that has been conduct in the study area, there are only two traffic management facilities, which is car parking and motorcycle parking.

i. Car Parking

Parking facilities is an important that need to be in every area such as at commercial area. This is also to avoid from happen the traffic congestion and to prevent people from parking their vehicles everywhere. The parking facilities should be available and enough at every commercial area. In this study area, there are several cars parking that available on site. The condition of parking lot is looking faded. Other than that, the number of car parking that exists on site is 442 units. The distance parking lot from market of Rantau Panjang is 69.44 meter.



Photo 3.1: Car Parking

ii. Motorcycle Parking

In the study area, there is several parking that available for motorcycle. The unit of motorcycle parking is 35 units. The condition of parking lot is poor. It is because the line of parking lot is faded and no labeling for motorcycle parking

that causing people parks everywhere. Other than that, the distance motorcycle parking from market Rantau Panjang is 69.44 meter



Photo 3.2: Motorcycle Parking

iii. Pedestrian

Based on the study that has been conducted in the study area, market of Rantau Panjang was found that pedestrian walkways are not provided in the area. According to *Garis Panduan Perancangan Kawasan Perdagangan*, pedestrian should provide at the commercial area to make it easier for people walk and for their safety. Therefore, it can prevent people from using the road as their pedestrian.



Photo 3.3: Pedestrian

3.3.2 SUPPORTING FACILITIES

Supporting facilities is a must thing that needs to be considering at every area. Supporting facilities such as public toilet is necessary in every area and complement to every place. However, based on the observation that has conducted in the study area, there are only three things in supporting facilities, which is public toilet, *surau* and garbage disposal.

iv. Public Toilet

Public toilet is very important for every place whether it is a tourist spot or not. Toilets are an essential facility that everyone needs. In the study area, there are four public toilets in one building that close with market Rantau Panjang. The distance public toilet from market Rantau Panjang is 228.72 meter. The public toilet looking in good condition and well organized. The public toilets do not provide toilets for disable people. The public toilet is a paid toilet, which cost RM 0.50 per person.



Photo 3.4: Public Toilet

v. *Surau*

Surau is an important thing in every commercial area. It is because to give convenience for tourist and for seller around there. The condition of *surau* is good but need to moderate because of the size of *surau*. The size of *surau* is a little bit small and it will cause narrowness to accommodate many people in one time. The *surau* is located in the middle of the commercial area and it is close to the market

Rantau Panjang. The distance of *surau* from market Rantau Panjang is 242.53 meter. The *surau* can provide convenience to tourist and visitors who come there. Other than that, tourist no needs to find other *surau* or mosque that far from the market Rantau Panjang.



Photo 3.5: *Surau*

vi. Garbage Disposal

Based on the observation has made, in the study area, there are six garbage disposal exist on site area. Every each of garbage disposals is located at different place, which is, near the shop house, near the *surau* and near the market. The distance garbage disposal from market Rantau Panjang is 282.0 meter. The condition of garbage disposal is moderate. The unit of garbage disposal in the study area could not cover the entire area due to the unit of garbage.



Photo 3.6: Garbage

vii. Fire Hoses Equipment and Fire Extinguisher

On the site area, the observation that has been found is, the fire hoses equipment and fire extinguisher has provided at the market of Rantau Panjang. Based on *Garis Panduan Perancangan Kawasan Perdagangan*, fire hoses equipment and fire extinguisher need to provide at every commercial place. The reason that provide this facilities because to prevent injuries or accidents for tourist and seller at the area. However, there are limitations in collecting data due to the occurrence of this Covid 19 pandemic and the imposed Movement Control Order (MCO), thus affecting data collection and data analysis.



Photo 3.7: Fire Extinguisher



Photo 3.8: Fire Hoses Equipment

3.3.3 CONVENIENCE OF PEOPLE DISABILITY (OKU)

Based on the study conducted, the data that has been found on the site area, the public toilet for disability people does not provided. Based on *Garis Panduan Perancangan Kawasan Perdagangan*, at market should provide toilet for disability people. It can give convenience for them. Other than that, on the study area also does not have parking for disability people (OKU). It will cause inconvenience to the disability people to find the other parking that far from where they want to go.



Photo 3.9: Toilet for People Disability (OKU)



Photo 3.10: Parking for People Disability (OKU)

3.4 FINDINGS

Based on the observation has made at market Rantau Panjang, there are three classification for public facilities on site area. For the first is traffic management, second is convenience for people disability (OKU) and supporting facilities. Other than that, almost all public facilities were available in the study area. In addition, from the point of view, facilities on study area need to be improving in terms of the unit and the condition of the public facilities. For the element that exists on study area is:

3.4.1 Supporting Facilities

- Toilet
- *Surau*
- Car Parking and Motorcycle Parking
- Facilities for People Disability (OKU)

Based on the observation has made, there are one building of public toilet that has provided on site area. The buildings have four public toilets and not provide for disability people (OKU). Based on the findings on study area, the market of Rantau Panjang is not follow the *Garis Panduan Perancangan Kawasan Perdagangan* that should provide toilet for disability people (OKU) and other space for element that should have in doing

public toilet. Due to that, public toilet for people disability (OKU) needs to provide on study area. The condition of public toilet on study area is moderate.

Other than that, the other observation has made, the *surau* is provide on study area. The *surau* is in a good condition for people to use. Based on the *Garis Panduan Perancangan Kawasan Perdagangan*, the *surau* is not follow the guideline which is, there's no labeling for men and for women. The *surau* should have separate room due to the privacy of them.

After that, the other observation is for public parking. For the parking, there are two parking that available on study area, which is car parking, and motorcycle parking. Based on the guideline of *Garis Panduan Perancangan Kawasan Perdagangan*, the parking that needs to provide on study area is motorcycle parking, car parking and parking for people disability (OKU). The findings that get on study area is, the motorcycle parking need to provide more due to the lacking of motorcycle parking unit. Therefore, there is no parking for people disability (OKU) and need to provide on study area. The condition of car parking on study area is moderate and the unit of car parking is enough. Moreover, Majelis Daerah Pasir Mas should emphasize such as provide good facilities at market Rantau Panjang for convenience to people and public.

3.5 SUMMARY

In conclusion, this chapter is covered by the data collection method, analysis and findings that are related to the issues and problem statement in chapter one. The final results of the analysis that has been carried out, there are many issues, and the problem occurs in the study area. The result from the analysis will be the recommendation to improve the problems in the study area. All of the data has been analyzed properly to come out with good analysis. The findings that have been summarized from the data analysis is mostly the public facilities at the area is not enough provided. Every analysis and discovery of facts has gained support from the issue and the problem of the study. Therefore, by using this analysis can help to generate a good recommendation and conclusion for the next chapter.

CHAPTER 4

RECOMMENDATIONS AND CONCLUSION

4.1 INTRODUCTION

The aim of this chapter will come out with recommendation that will be proposed based on the data analysis in chapter three. However, this chapter will summarize all the important findings that have been come out with the analysis from chapter three. From the chapter it will come out the suggestion to improve the facilities at market Rantau Panjang, Kelantan. The purpose of the chapter is to conclude the study and eventually to provide recommendations. This is because in stage of analysis can identify the problem at the market of Rantau Panjang, Kelantan. Each recommendation of the study is based on the data collection and site survey on study area that has been reviewed. Therefore, this proposal is a recommendation for the better facilities provided for tourist and for seller at market Rantau Panjang.

Thus, the issues and recommendations were stated based on the data collection survey that would be derived in this chapter. The recommendation also will be explaining in this chapter to overcome the issues and problem occur. Moreover, the summary and the finding from the chapter three are based on the observation and document reviews, such as from online observation related with the study research. However, the recommendations must logically proposed due to the problem that have face at market Rantau Panjang, Kelantan.

4.2 SUMMARY OF FINDING

Based on the results of the study obtained clearly shows that the facilities at the market of Rantau Panjang is not well managed due to the guideline that market need to follow and provide for market. Based on the data collection analysis and findings done in chapter three, there are only several type of facilities that available on study area. In ensuring the market of Rantau Panjang is under well manage, a several facilities that not available on study area should provide. It is to give convenience for all people in terms of tourist and seller.

4.3 RECOMMENDATION

After analyzing the data, the next process is to carry out a suitable recommendation based on the findings or issues in the research, which is has been identified. In this chapter will consist of recommendation in term of improving the facilities to be more equipped with the necessary facilities based on the *Garis Panduan Perancangan Kawasan Perdagangan*. Therefore, Majelis Daerah Pasir Mas also play an important role to improve the facilities on market Rantau Panjang in term of market Rantau Panjang is under Majelis Daerah Pasir Mas. In addition, thus facility should provide to give convenience for users and for those who come to the market of Rantau Panjang.

4.3.1 Traffic Management

- i. Provide Pedestrian at the market of Rantau Panjang

Pedestrian walkways are one of the facilities for the public and tourist to use the road. Pedestrian walkways are also providing to prevent people from using the road as their route to get to each place. The recommendation for these facilities is based on the analysis the current situation at market of Rantau Panjang. Pedestrian walkway is one of the importance facilities that need to provide in the market area. Based on the *Garis Panduan Perancangan Kawasan Perdagangan*, these pedestrian should be provide in the market area for the passage of the public or tourist to cross from one place to another. Moreover, it is one of the ways to prevent accidents.



Photo 4.1: Pedestrian

ii. Provide Motorcycle Parking at market of Rantau Panjang

Based on the analysis has made, the recommendation that need to provide is parking for motorcycle. At the market of Rantau Panjang, should provide at every point of building the parking for motorcycle. If parking lot of motorcycle is provide on study area, people will not park their motorcycle everywhere which can causes traffic congestion and also narrowness on the road. Therefore, accidents will happen if people parked everywhere.



Photo 4.2: Motorcycle Parking Lot

iii. Upgrade the Lot Line of Car Parking

On study area, the lot line of car parking is looking faded and some of it is narrow. The existing parking areas need to be improved with uses the road markers or parking line. With this road marking, visitors can park their vehicles in a more organized manner and can avoid from double parking. Lot line of car parking is important to everyone because it is the line between the parking and need to avoid the occurrence of parking overlap.



Photo 4.3: Car Parking Lot

4.3.2 Convenience for People Disability (OKU)

i. Toilet and Parking for People Disability

Based on the *Garis Panduan Perancangan Kawasan Perdagangan*, convenience for people disability (OKU) should provide at the market area, such as toilet and parking lot. For the recommendation of facilities at market of Rantau Panjang, several facilities need to provide such as toilet and parking lot. Therefore, it can give convenience for this special group. The implementation of adding these facilities is under agency of Majlis Daerah Pasir Mas.



Photo 4.4: Parking Lot for People Disability

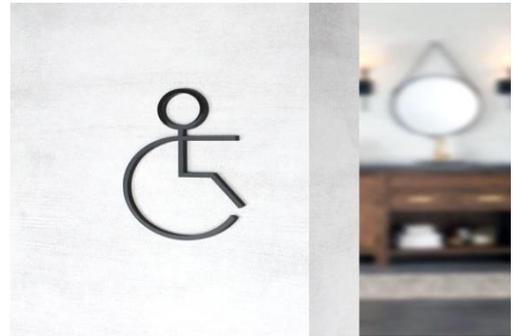


Photo 4.5: Toilet for People Disability

4.3.3 Supporting Facilities

i. Upgrade the *Surau* at Pasar Rantau Panjang

Based on the survey has made, the *surau* need to rehabilitation due to the condition of building color is faded. The *surau* need to be upgraded because it can attract the attention of public and also can give comfort for users.



Photo 4.6: *Surau*

ii. Garbage Disposal

Garbage disposal is essential in every location. This is due to the fact that it is a place for trash disposal as well as rubbish. For the recommendation, market of Rantau Panjang should be provided more garbage disposal in the study area, and additional should be added around the market area. Garbage disposal should be provided for each commercial building to provide convenience for people and to prevent garbage dumping everywhere around the market of Rantau Panjang.



Photo 4.7: Garbage Disposal

4.4 CONCLUSION

In conclusion, the recommendation based on the finding of study research is to achieve the purpose and objectives of this study. The recommendation of all facilities is based on the current situation at the market of Rantau Panjang, Kelantan. In addition, data collection was also done through observation method that is using Google street view, Google earth and Google map to identify the existing tourist facilities in the study area before submitting a proposal. At the end of this research, the recommendation of the facilities that should provide on study area will help in improving the condition and the facilities that has not provide at the study area. In addition, the findings in this study and the recommendation that will solve the main problem of this study will affect the excellent of public facilities at market of Rantau Panjang and ensuring the market will be more organized and enough of facilities for users.

REFERENCES

- Bassey. B. Bassey (n.d). Public Toilet System Impact and Associated Problem. Retrieved from <https://www.academia.edu/42086572/>
- Dilek, N. K. (2019). The Changing Meaning of Travel, Tourism and Tourist Definitions. *Research Gate*.
- Eliza Grames and Mary Vitcenda (2012). Community Festival – Big Benefits But Risks Too Retrieved at <https://extension.umn.edu/vital-connections/community-festivals-big-benefits-risks-too>
- James P. Houck (1984). “Market”: A Definition for Teaching <https://core.ac.uk/download/pdf/7044026.pdf>
- Jeshna Jalim. (2018, May 29). What are the types of tourism? *Quora - A place to share knowledge and better understand the world*. <https://www.quora.com/What-are-the-types-of-tourism>
- Mill, R. C. (2000). *Tourism the international business / oleh Robert Christie Mill ; penerjemah, Tri Budi Sastrio*. Jakarta: Jakarta : Raja Grafindo Persada, 2000
- Othuman Mydin, M. A., et al. (2014). "Factors Affecting Tourist Satisfaction: An Empirical Study in the Northern Part of Thailand." *SHS Web of Conferences* 12.
- Puteh, F. &. (2018). Medical Tourism Industry in Malaysia in the 21st Century. *Research Gate*.
- Roy Worskett, (1969), The Character Of Town, Richard Cole, <https://www.udg.org.uk/publications/udlibrary/character-towns>
- Sukiman, M. F., et al. (2013). "Tourist Satisfaction as the Key to Destination Survival in Pahang." *Procedia - Social and Behavioral Sciences* 91: 78-87.

Steven Heath, (2017) Settlement Hierarchy, <https://www.slideshare.net/stevenheath/148/settlement-hierarchies-and-shopping>

Tribe, J. (2011). *The economics of recreation, leisure, and tourism. 4th Edition.* Oxford, England: Elsevier.

Underwood, R. T. (1990). *Traffic management: An introduction.* Melbourne: Hargreen Pub.

Wyllie, R. W. (2011). *An Introduction to Tourism.* Venture Publishing, Inc.

Will Kenton (2020, April 07). What Is A Market , Michael Boyley

APPENDICES



اَبُو سَيِّدِي تَكُونُ لَوْ كُنِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

**UNIVERSITY TECHNOLOGY MARA PERAK BRANCH FACULTY OF DEPARTMENT OF
BUILT ENVIRONMENT STUDIES & TECHNOLOGY DIPLOMA IN TOWN AND REGIONAL
PLANNING**

INVENTORY FORM

By

NUR ALIYA ARISSA BINTI ZULKIFLI

SUPERVISOR: _____ DR NOR HISHAM MD SAMAN

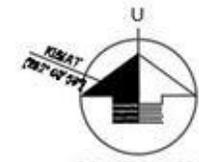
INVENTORY FORM

TOURISM FACILITIES PLANNING AT THE MARKET OF RANTAU PANJANG, KELANTAN

NO	TYPES OF FACILITIES	ELEMENTS	PHOTO	DISTANCE FROM MARKET	CONDITION	UNIT	NOTES
1	Traffic Management	<ul style="list-style-type: none"> Car Parking 		69.44 meter	Moderate	442	<ul style="list-style-type: none"> The line parking lot is faded The parking lot is narrow
		<ul style="list-style-type: none"> Motorcycle Parking 		69.44 meter	Poor	35	<ul style="list-style-type: none"> The line of parking lot appears faded which makes it difficult to count the number of available parking of motorcycle

		<ul style="list-style-type: none"> • Pedestrian 		None	None	0	<ul style="list-style-type: none"> • No pedestrian exist on site area
2	Convenience Of People Disability (OKU)	<ul style="list-style-type: none"> • Toilet 		None	None	0	<ul style="list-style-type: none"> • No toilet for disability people
		<ul style="list-style-type: none"> • Parking 		None	None	0	<ul style="list-style-type: none"> • There's no parking for disability people at the area
3	Supporting Facilities	<ul style="list-style-type: none"> • Public Toilet 		228.72 meter	Good	1	

		<ul style="list-style-type: none"> • <i>Surau</i> 		242.53 meter	Moderate	1	<ul style="list-style-type: none"> • The <i>surau</i> is small and it causes narrowness to accommodate many visitors at one time
		<ul style="list-style-type: none"> • Fire Hoses Equipment and Fire Extinguisher 		None	None	0	<ul style="list-style-type: none"> • No fire hoses and fire extinguisher provided on site area
		<ul style="list-style-type: none"> • Garbage Disposal 		28.20 meter	Moderate	6	<ul style="list-style-type: none"> • Lack of bins around the market and it is located far away in every place



SCALE 1 : 1000

EXISTING FACILITIES

LEGEND :

ELEMENT	UNIT
BOUNDARY	-
ROAD	-
MARKET	137
SURAU	1
PUBLIC TOILET	1
TLK / PARKING (OFF STREET)	-
MOTORCYCLE PARKING	35
CAR PARKING	442
GARBAGE DISPOSAL	6

TITLE: TOURISM FACILITIES PLANNING AT THE MARKET OF RANTAU PANJANG, KELANTAN

DIPLOMA IN TOWN & REGIONAL PLANNING
 FACULTY OF ARCHITECTURE, PLANNING & SURVEYING
 UNIVERSITY OF TECHNOLOGY MARA SERI ISKANDAR
 CAMPUS, PERAK DARUL RIDZUAN

NAME : NUR ALIYA ARISSA BINTI ZULKIFLI
 STUDENT ID : 2018693222
 CLASS : AP111 6C
 SUPERVISOR : DR NOR HISHAM MD SAMAN