

UNIVERSITI TEKNOLOGI MARA

**USER'S SATISFACTION ON PEDESTRIAN WALK AT
JALAN TUN KHALIL YAAKOB, BANDIR HILIR,
MELAKA**


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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 walks are space for public to move from one place to another place easily and safely. Comfort is also a requirement in designing pedestrian where users feel comfortable and safe to walk elsewhere. This study has been conducted at Jalan Tun Khalil Yaakob, Bandar Hilir, Melaka. To ensure the importance of providing proper pedestrian walk for user by urban planners and policymakers, research on user's satisfaction towards this pedestrian walk needs to be conducted to justify the significance. This study was focused to a few issues and problems related to user's satisfaction on pedestrian walk at Jalan Tun Khalil Yaakob that include unsafe pedestrian design, inadequate street furniture and lack of shade element. Some objectives were set to achieve the study's goal that include to identify the issues and problem of pedestrian walk at study area, to determine the level of user satisfaction of the existing pedestrian walk and to recommend the suitable features in implement the pedestrian walk. A review of literature on importance pedestrian walk, types of pedestrian walk, pedestrian walk infrastructure and pedestrian design criteria were discussed. The survey through questionnaire was distributed to the residents of Melaka Tengah using Google Form link through Whatsapp and Instagram. Respondents were asked about satisfaction with the pedestrian, factors influence to use the pedestrian, facilities required for the pedestrian walk and their opinions and suggestions to improve about this pedestrian walk. This raw data will be analyzed and lastly it will come out with the data analysis using descriptive analysis method by producing charts and table to achieve the aim and objectives of the study. The questionnaire analyzed by using statistical software, Special Package for the Social Science (SPSS) to come out the descriptive statistics. Result indicated that most of respondents, it can be concluded that as pedestrian walk user, they need a safe and comfortable pedestrian walk to walk to enjoy the journey. Thus, the design plays a role in determining the result. A safe and comfortable pedestrian walk also has great quality in terms of function will bring more significant benefits to the user.

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