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OCCUPANT SATISFACTION TOWARDS PUBLIC TOILET AT STADIUM IN TERENGGANU

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ABSTRACT

Public toilets are an integral part of stadiums, providing essential facilities for spectators. This research focuses on occupant satisfaction towards public toilets at stadiums in Terengganu, Malaysia. The visitors have high expectations for cleanliness and hygiene in the physical environment of stadiums, particularly regarding the sanitation and hygiene standards. The study examines factors such as cleanliness, comfort, and maintenance. Two stadiums, Sultan Mizan Zainal Abidin and Sultan Ismail Nasiruddin Shah Stadium, are considered as case studies. The researcher identifies several problems, including disrepair, lack of cleanliness, and inadequate ventilation. The findings indicate that a majority of respondents are satisfied with the cleanliness and environment of the toilets. However, a significant minority express dissatisfaction due to issues such as unhygienic conditions and inadequate facilities. This research contributes to enhancing the overall visitor experience by addressing the issues related to public toilets at stadiums in Terengganu.

Keywords: *public toilet, stadium, occupation satisfaction, maintenance, facilities, cleanliness*

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INTRODUCTION

Public toilets in stadiums are essential for ensuring the comfort and convenience of visitors. These facilities are designed to accommodate large crowds and provide essential sanitation services. Stadiums have recognized the importance of maintaining high-quality and accessible toilet facilities, as these play a crucial role in enhancing the overall experience of visitors. This research explores the significance of public toilets in stadiums and their impact on the overall visitor's experience, drawing upon relevant citations to support the discussion. Therefore, stadium authorities prioritize the installation and regular maintenance of public toilets to meet the demands of large crowds (Kumar et al., 2018). To meet the needs of stadium visitors, it is essential to provide a facility that incorporates sustainability, maintenance, safety, and services. In Terengganu, there has been a growing focus on the importance of providing high-quality and accessible public toilets at stadiums. This is due to the increasing number of spectators attending sporting events in the state, as well as the growing awareness of the importance of sanitation. Research on public toilets at stadiums in Terengganu has focused on several topics, including the adequacy, the cleanliness and maintenance, and the accessibility of public toilets at stadiums in Terengganu. In Terengganu, there are two stadiums which are stadium Sultan Mizan Zainal Abidin and Sultan Ismail Nasiruddin Shah Stadium.

Aim

The purpose of the researcher was to identify the effectiveness of facilities management work to gain public user satisfaction on public toilet at stadium in Terengganu.

Objective

To identify the occupant's satisfaction towards the public toilet at stadium.

LITERATURE REVIEW

Public Toilet in the Stadium

One of the most important public facilities in a stadium are the toilets. Public toilets, also known as restrooms or public conveniences, are facilities specifically designed to provide sanitation and hygiene services for the general public. Public toilets are vital amenities found in diverse public spaces such as parks, shopping malls, transportation hubs, and recreational areas. Public toilet also found at stadium. They typically feature multiple stalls or cubicles complete with toilets, sinks, hand dryers or paper towel dispensers, and waste disposal units. Public toilets should be recognized as an integral element of environmental design, contributing to the overall quality and sustainability of a city (Greed, 2004).

Criteria's Of Public Toilet Needed

A well-designed building that harmoniously blends with its surroundings and natural environment has the potential to foster rational behaviour among individuals. Instances of misbehaviour tend to arise when the design and quality of a specific space fail to meet minimum standards and present ability requirements. In the present day, public toilets are often constructed without adequately fulfilling the standard criteria of a public restroom. Ensuring accessibility is a fundamental requirement for public toilets, guaranteeing usability for all individuals, including those with disabilities. This entails the design and construction of toilets that adhere to accessibility standards, incorporating elements such as wider entryways, grab bars, and ample space for manoeuvring.

According to Centers for Disease Control and Prevention (2020), maintaining cleanliness and hygiene is a crucial criterion for public toilets to ensure a safe and pleasant user experience. Regular cleaning and disinfection routines are essential to prevent the spread of diseases and maintain a high standard of sanitation. Adequate supplies such as soap, toilet paper, and hand sanitizers should be readily available to promote proper hand hygiene (World Health Organization, 2019).

Ensuring public safety aslo criteria that important for public toilets at stadiums. One crucial aspect is the implementation of proper emergency measures and safety features. This includes clear signage indicating emergency exits, evacuation routes, and assembly points. To minimize the risk of fire hazards, it is crucial to design the toilets using fire-resistant materials that comply with safety regulations. By prioritizing the security and safety of individuals using public toilets, authorities can create an environment that is not only secure but also welcoming for all users. Such measures are crucial in promoting public confidence and ensuring that public toilets remain vital amenities for individuals in various settings.

The Main Problems Occur in Public Toilet at Stadium

Public toilets at stadiums can face various challenges that impact user experience and satisfaction. Most public toilet has a rather bad reputation when it comes to user experience and hygiene. However, overcrowding is a major concern in stadium public toilets, particularly during peak event times. The high volume of visitors can result in long queues and limited availability of facilities, leading to discomfort and inconvenience for spectators (Ujang, N., et al., 2018).

The lack of adequate accessibility in public toilets presents a significant issue. Many of these facilities fail to include essential features such as ramps, wider entryways, and proper accommodations for individuals with disabilities. This omission creates obstacles and restricts the independence of certain individuals when using the facilities. The lack of proper maintenance and delays in addressing repairs significantly contribute to problems in public toilets. Issues such as broken fixtures, plumbing malfunctions, and inadequate ventilation systems can have adverse effects on the user experience while compromising safety and hygiene standards. To mitigate these challenges, it is essential to prioritize timely maintenance and promptly address repairs. By doing so, public toilets can provide users with a functional and comfortable environment, promoting their well-being and satisfaction.

Insufficient ventilation in public toilets can result in high levels of humidity, leading to an uncomfortable environment that may cause discomfort and potential respiratory problems for users. One of the main repercussions of inadequate ventilation is the build-up of unpleasant odours and compromised air quality. Without proper airflow, the odours generated in the toilet area can become trapped, creating an unwelcoming and disagreeable atmosphere. Moreover, the presence of excessive moisture and elevated humidity levels provides an optimal breeding ground for the proliferation of mould, mildew, and bacteria. These microorganisms can emit airborne particles and allergens that have the potential to trigger respiratory issues, allergies, or worsen existing respiratory conditions. The importance of ventilation in reducing the risk of airborne transmission of infectious diseases, emphasizing the need for effective ventilation strategies in public

METHODOLOGY

The methodology encompasses the utilization of primary data obtained through a questionnaire survey and secondary data sourced from reference articles, conference papers, books, the internet, print media, and news media, as identified during the literature review. Primary data were collected through questionnaires. The aim of the questionnaire was to obtain data from the respondents to understand their comfort in using public toilet that provided in the stadium. It is distributed to students and the general public who know about the situation in the stadium. These questions are designed to meet all the research questions. If constructed correctly, the questionnaire can be considered an effective research tool to get the data. According to Kothari (2011), a standard questionnaire is a collection of the questions that have been set for each respondent are exactly the same. It is achieved by choose the most correct answer from the respondent from several answers made by investigator. It is done to lighten the role of the respondents and help them choose best response.

DATA AND FINDING

Part A: Respondent Information

82 (83.7%) male respondents answered all the questions, and the rest were 16 (16.3%) female respondents who answered the questions. One explanation is that men generally exhibit a higher interest in sports compared to women. Total 10 (10.2%) of respondents were aged 20 and less year old. While 71.4% respondents were aged 21 to 30 years old with a total of 70 people and 12.2% respondent is aged from 31 till 40 years old with a total 12 people. Respondent in ranged age 50 years old and above are 6.2% which is 6 people in this survey. In the findings of this study, starting from ages 21 to 30 were highest because such age groups are still active in sports that attract them to watch live sports in the stadium and they do not have too much commitment in their routine. According to data, 91 (92.9%) of respondents answered selected day when visiting the stadium and the rest were 7 (7.1%) of respondents who answered the first time visiting the stadium at Terengganu. The frequency of visiting the stadium is an important factor to consider when marketing and managing the stadium. Some possible reasons why 92% of respondents have visited the stadium on a selected day because they are fans of the teams that play there.

Part B: To explore the acceptance criteria needed for public toilet in the stadium in Terengganu.

In first question, 84 which 85.7 of respondent is feel safe when they are using the toilet in the stadium at Terengganu. Only 14 respondents which 14.3% respondents answered no, meaning that they did not feel safe when they using the toilet in the stadium at Terengganu. In the findings, the majority of respondents felt safe when going to these two stadiums because outside the toilet had security to ensure the unnecessary situation happen. For the next question, the researcher provide question regarding on occupant's opinion about improvement of public toilet in the stadium. Most of them answer neutral which are out of 62 respondents with 63.3%. Meanwhile, 18.4% with number of 18 respondent answer agree and 10.2% come out with 10 respondents choose to answer strongly agree. However, 4 respondents which 4.1% answer the survey disagree and strongly disagree.

Based on findings, majority answered neutral because they do not have any problem while using the toilet. If improvement needed, they agree as long they secured. Researcher also provided question about the main problem that always happened in Stadium at Terengganu based on respondent's opinion. The most answered is cleanliness with 45.9% of respondent which are 45 people. The second answer problem chosen by respondents is safety which came out from 28.6% same as 28 people. The third problem is at 20.4% chosen by the respondents is odour problem. Meanwhile, 5.1% of the respondents which are 5 people have chosen poor maintenance as the main problem. Based on the findings of the survey, respondents chose cleanliness is the main problem that often occurs in the toilet. This is due to cleanliness of floor in the toilet. Too much visitor or crowded will make the floor dirty. The issue could not be controlled in instant time because of the large number of visitors made it difficult to maintain by the cleaner.

Part C: Respondent's satisfaction towards the public toilet in the stadium that provided.

In overall, only 69.4 % of respondent is satisfied with the cleanliness in the public toilet at stadium in Terengganu. That's mean total of 69 people answered yes and only 30 out of 98 respondents which are 30.6% answered no, meaning that they did not satisfied with the cleanliness in the public toilet at stadium in Terengganu. In the findings of this study, the majority of respondents agreed that they were comfortable and accept with the cleanliness of public toilet at stadium in Terengganu. This means that the management performs their responsibilities well to ensure the comfort of the visitors. Hygiene before the presence of the visitors should be taken care of by ensuring that the cleaning work is done properly. The cleanliness of public toilets makes a good impression on visitors. They show that the stadium is well-run and that the staff care about cleanliness. However, because of The situation cannot be controlled immediately as the clean-up work will be carried out after the day of the match, there were 30 respondents who answered no on the issue of cleanliness among these times as they may have

faced a situation where unhygienic problem that occurs in the toilet. To conclude, it is true that maintaining cleanliness and hygiene is a crucial criterion for public toilets to ensure a safe and pleasant user experience according to Centers for Disease Control and Prevention (2020).

CONCLUSION

The collected data is summarized to evaluate the extent to which the objectives of the research have been accomplished. The research aim and specific objectives were well-defined, examining occupant satisfaction with public toilets at stadiums. According to the data analysed and discussed in this study, the overall satisfaction level with the public toilet facilities at the stadium is found was high. The functionality of the toilet components remains consistent, providing a satisfactory experience for visitors. However, certain factors can impact the satisfaction level of occupants, such as cleanliness, maintenance, lighting and air ventilation.

Cleanliness plays an important role in ensuring occupant satisfaction with the public toilet facilities. Regular cleaning routines are essential to maintain cleanliness throughout the day. The cleaning staff should focus on keeping the toilets tidy and hygienic by conducting cleaning sessions multiple times a day, including in the morning, afternoon, and evening. Understanding the level of satisfaction among occupants is crucial to assess their comfort with the provided facilities, such as public toilets in stadiums. This is particularly important because the amenities in a stadium, including safety, cleanliness, services, maintenance, and sustainability, are influenced by the presence of densely populated and frequently visiting occupants, which can potentially lead to congestion and damage. Furthermore, occupant satisfaction can be influenced by the number of people using the facilities and adherence to physical distancing. As stadium toilets often experience high foot traffic, managing the number of occupants and ensuring adequate spacing between individuals is crucial to provide a comfortable and satisfying experience for visitors.

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