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I-CReST 2025:029-009 – Assessing Visitor Satisfaction with CPTED Infrastructure

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ABSTRACT

Every public park needs to be functional to increase the biodiversity of the urban ecosystem and safe to satisfy the social and psychological needs of the community. This is an important concern of the local authorities. Globally, crime prevention through environmental design (CPTED) is a widely adopted strategy by municipalities for parks. The research questions of this study are "How satisfied are park visitors regarding the provision of *CPTED infrastructure?*" and "*What strategies can be implemented to improve the safety aspects of the case study area*? The aim of this study is to evaluate visitors' level of satisfaction with CPTED infrastructure and propose relevant improvements in the case study area, i.e., Taman Merdeka Johor Bahru Public Park. The method of sampling implemented was convenience sampling involving 152 visitors to the park. The researchers conduct surveys during weekdays and weekends within 3 months. The data collection instrument was a questionnaire containing Likert-like scale queries. Descriptive statistics of frequencies, means, cross-tabulation and correlation function to present data in a meaningful way and reveal patterns or relationships within the data. The findings indicate the majority of respondents (89.5%) do feel fear when they are in Taman Merdeka. However, on average, the visitors are quite satisfied with the provision of infrastructure. Factors that influence the fear of respondents are poor lighting, poor access control, and lack of park maintenance. A test of association using chi-square verifies that there is a significant association ($p<0.05$) between the variables *worried about being a victim of crime, provision of lighting infrastructure and maintenance of landscaping elements*. In this case study, respondents have feelings of fear for safety from crime and view the implementation of more efficient CPTED safety infrastructure as required. The findings and proposed recommendations could assist local authorities in improving the formulation and implementation of CPTED.

Keywords: CPTED; Public parks; Park planning