

The Effective Characteristics of an Urban Park Through Visitors Perception Case Study: KLCC Park

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ABSTRACT

In industrializing and urbanizing countries such as Malaysia, urban parks play an increasingly important role in contributing to the quality of urban life and environment. The main aim of this study is to evaluate the effective characteristics of an urban park and the implementation of park management by the private organization at KLCC Park towards increasing the value of life for people living in the city. The objective of this study is to gain an insight into visitors' perception of the effectiveness of the KLCC Park and an overview of the park management by KLCC Park. This study used a mixed methodology approach. This research used questionnaires as the instrument to record respondents' perspectives and conducted an interview with a key manager of KLCC Park Management. There were 320 respondents who participated in this study. The study involved a comprehensive literature research on the criteria of urban park effectiveness, passive engagement opportunities and active engagement opportunities, accessibility and safety. The benefits received by the visitors play an important role towards the effectiveness of the place. The results of the study indicate that urban park is receiving increasing attention from visitors, but that planning and management are still not optimal. The finding in term of planning and management of the park can conclude that urban planners and green space managers need to ensure that green spaces meet the demands and preferences of visitors and institutional structures are important for sound green space planning and management. Kuala Lumpur City Centre (KLCC) Park, offers a calm and harmonious environment in the midst of the hustle and bustle of a busy and dynamic city and dissipating the tensions of city living. It was concluded that the criteria of comfort felt by the visitors were very important to the assessment of an effective urban park.

Keywords: *Urban Park, effective criteria of urban park, benefits of urban park, urban park planning and management.*

INTRODUCTION

Open space is defined in Town and Country Planning Act 1976 as land laid out as a public garden, or used for the purpose of public recreations, or land which is a disused burial ground. Furthermore, open space provides a benefit to the community surrounding and can be used for recreational activities, as storm water drainage for wetlands and forests and wildlife habitat. Farms and urban forests provide aesthetic and benefit to surrounding residents of rapidly growing urban and suburban area and the environment (Greene et al 2018; Cheung and Tang 2016).

An important contributing factor affecting the deterioration of the environment is population growth. The high demand for land in urban areas has also led some local authorities to overlook the standards required for open spaces, recreational areas and forested areas (Linde et al. 2018).

Parks are designed for recreation and will give huge benefits to the urban residents by improving public health, social well-being and enhance public enjoyment of the local environment (McRobie, 2000; Christiansen, Coner and McCrudden, Paloma *et al* 2017). Urban parks have a strategic standing for quality of life in our urbanizing society and play a substantial role in increasing the live-ability of cities (Biddulph, 1999).

The different types of open spaces have different kinds of opportunities and constraints. Some research has recognised, explored and identified the needs and preferences of recreational users including parents and children's need towards park facilities, and surrounding (Bjerke *et al.*, 2006; Tucker *et al.*, 2007 and Linsey 1999). Other researchers argued that improving the quality of open spaces i.e. its natural features and delivery of social interaction and reducing the level of annoyance will help to improve the quality and access to urban parks which will directly increase the quantity of outdoor activities among older people (Sugiyama and Thompson, 2008). Urban parks differ in character and purpose. Low *et al.* (2005) propose that recreation is always an important park value, but the presence of other landscape values enhances the park's function and use. Studies into the effective characteristics of urban parks in the nation is still lacking and therefore the aim of this study is to identify the criteria on effectiveness of urban park at Kuala Lumpur City Centre (KLCC) Park and to identify the benefits of urban park towards visitors.

LITERATURE REVIEW

Urban Park

Urban Park is considered any public space designate inside a populated place to provide passive or active recreational (Hami 2009; McCormack 2010). In addition, from an environment perspective urban park is described as a helpful spot to learn and comprehend the relationship between setting and also the effect of the environment on human behaviour (Whyte 1998). Similarly, Wong and Domroes (2005) defined urban park as a valuable source of delight for users along with an enjoyable place for city residents to flee in the demands and stresses of Urbanism. Probably the most comprehensive and appropriate description of urban parks within the facet of current existence style is driven from Lamtrakul *et al* (2005) which defined urban parks as public spaces within the metropolitan areas include eco-friendly spaces for leisure activities and social existence, natural setting, aesthetic purpose, education, and cultural heritage.

Characteristics of Urban Park

In a recent study by Bedimo-Rung *et al.*, (2005) the characteristics of urban park have been classified into six categories i.e. physical features for facilities and amenities, maintenance, access availability and proximity, attractiveness and appeal, personal security and fear. Last but not least, policies, management and budget. It has been argued that, characteristics of environment influence place identity.

Elements of Urban Park

In planning the park choose of the element should be details, the reason is to make sure the park will function and have the esthetical value. The element can be classification into: the element and landscape. On the types of landscape, it divided into two, which is the first is Natural and the second is Artificial. Natural such as mountain, forest, river, sea, all the natural element while, artificial was all the element that created by human. On the second perspective which is depend on landscape; the first is softscape and the second was hardscape. Example of Softscape was tree and water body.

Challenges of Urban Park

The initial issue in Malaysia's park is lack of accessibility to green spaces. For example, Kuala Lumpur does not have a proper green network that links to all of the existing open spaces. According to the Kuala Lumpur Landscape Master Plan (2002), the green network which comprises road reserves, river reserves, rail reserves and utility reserves, shows no relationship to each other and there is no green continuity throughout the network.

Criteria on Effectiveness of Urban Park

There are certain criteria required to encourage effective urban park usage. They are comfort, passive and active engagement opportunities, accessibility, and safety (Carr *et al.* 1992).

Comfort

For an open space to be well used, it should provide comfort which create a sense of safety for the users. According to Francis (2003), satisfying needs for food, drink, shelter from the elements, or a place to rest when tired requires some degree of comfort to be satisfied. Without comfort it is more difficult for users to have other needs met according to Whyte (1980). Comfort is in the form of accessibility within the space, including physical access for special needs of children, elderly and by the guidelines of the Americans with Disabilities Act (1990).

Passive and Active Engagement Opportunities

The criteria on effectiveness of urban parks include promoting activities which are passive and active engagement opportunities. Recreational purposes which bear active and passive outdoor activities such as meeting, entertainment, recreation etc., help reduce the stresses of urban life. Aspects such as "amount of public green spaces per inhabitant", "public parks" and "recreation areas" are often mentioned as important factors in making a city liveable, pleasant and attractive for its citizens by Chiesura (2004). McCormack (2010) conducted a study on physical activities in urban parks. They assessed that several features of parks that positively and negatively influence park use. For instance, the presence of playground, sports fields, play equipment's, running tracks, sidewalk paths and the total number of amenities can promote park use and physical activity particularly among children. On the other hand, presence of litter, vandalism, dog faeces and unclean washrooms negatively influenced park use. Their research showed that attributes including safety, aesthetics, amenities, maintenance, and proximity are important for encouraging park use.

Accessibility

Accessibility is a main element for effective public spaces (PPS, 2000). This includes equal access for people of all abilities, and walkability to and from the space with sidewalks and pedestrian crosswalks. Public transit stops should be located near park entrances when possible. Connectedness of the park and surrounding area also affects levels of accessibility. Fences or barriers between the park and surrounding neighbourhood are elements to consider as well as the potential impact on ease of user movement to and from the space. Visual access is important to consider as well. Adequate visibility encourages activity, reduces the uneasy feeling that the park is obscured from the neighbourhood, and creates a sense of continuity between the private yard or porch and the urban park. In this section, urban parks have to be generalized with urban open spaces and parks in general because there are very few studies pertaining only to accessibility of urban parks. This generalization is justified by the broad definition of urban

parks “a public land put aside for public used amidst essentially urban surrounding” that this research uses.

Safety

The ability of a user to enjoy the space to its fullest extent relies on its actual and perceived safety. Feeling unsafe in a park leads to fear, which discourages use even in well-designed urban parks. The perception of an unsafe area is a frequent deterrent of park use. Women, children and the elderly are most dependent on urban parks as a space for recreation and relaxation; yet display the greatest levels of insecurity in parks by Werkele and Whitzman (1995). An effective of urban park must be planned, designed and managed to be a safe space for outdoor use. If the motivation of the park is to invite a variety of users then women, children and the elderly must feel welcome. Werkele and Whitzman (1995) found that approaches to minimizing opportunities for crime and to help park users feel less vulnerable include design changes, increased maintenance levels, provision of security patrols and emergency telephones, and introduction of new activities to generate greater levels of use.

Benefits of Urban Park

Awareness about the importance of urban park towards quality of life has been increasing worldwide. Urban parks and green spaces provide numerous direct and indirect contributions to people’s prosperity, wellbeing, social relations, and daily life experience. Urban parks connect people and these interactions shared spaces are important for strong community engagement and investment. Urban Parks establish and maintain a quality of life in the community, ensure health of users, and contribute to the economic and environmental well-being of a community and region.

Economic Benefits

A well-maintained and planned urban park increases property values adjacent to the space, improves commercial and retail health, and attracts businesses, employees and residents. Private property values increase the closer the space is to urban parks, and this increases tax revenues and improves local economies. Quality parks and recreation are cited as the top reason for business relocation decisions. A study by Nicholls (2004) examining the economic effects of urban parks on property values found that homes facing an urban park have up to a 20 percent value increase, and the residential real estate in proximity to a public park may provide value benefit as high as 33 percent.

Social Benefits

Parks are a *third place*, which according to the American Planning Association (2008), are locations outside of work and home where people seek community. Third places foster casual social interaction that strengthens feelings of belonging, community, and safety. These public spaces also provide specific facilities that attract people and provide social interaction such as the playground, soccer lawn, or water fountain. Parks reflect the quality of life of a neighbourhood. They provide an identity for residents and the given communities create a sense of connection for those who live, work, and play there.

Physical Health Benefits

Urban park programs and facilities promote health and facilitate positive lifestyle choices for children, adults, and seniors. An urban park influences the health of urban residents by encouraging physical activity, providing a place to be in contact with nature, and improving environmental quality, which ultimately improves health. An increasing number of studies have identified positive relationships between urban park and public health (e.g. Takano *et al.* 2002, de Vries *et al.* 2003; Maas *et al.* 2006; Mitchell and Popham, 2007; Nielsen and Hansen, 2007; Annerstedt and Währborg, 2011). These studies relate both to psychological and physical health. Research across the Western world has shown that

access or close proximity to green space, as well as urban park size, have an impact on levels of physical activity (Hillsdon *et al.* 2006). Studies in Japan have indicated that close proximity to urban park motivates people to walk and positively influences the longevity of older people in urban areas (Takano *et al.* 2002), while also reducing mortality rates (Fukuda *et al.* 2004).

Background of Kuala Lumpur City Centre (KLCC) Park

The KLCC Park is a public park located in the vicinity of Suria KLCC, Kuala Lumpur, Malaysia. The park has been designed to provide greenery to Petronas Twin Towers and the areas surrounding it. The park was designed by Roberto Burle Marx. The park was designed to showcase a heritage of tropical greenery by integrating man's creation with nature. KLCC Park is under the control of federal land that has been hand over to Kuala Lumpur City Hall in 1997. The Kuala Lumpur City Hall (DBKL) handed over KLCC Park land to Petroliam Nasional Berhad (PETRONAS) to manage this park as well as maintain the park. Surrounding the KLCC Park there are twenty-three (23) land owner who is responsible for the operation and maintenance of the KLCC Park. KLCC Park is a 50-acre garden set close to Suria KLCC shopping centre. On the park grounds is a 10,000sqm manmade lake (Lake Symphony) with a 43m bridge that cuts across. Besides the various waterfalls, fountains, cascade and reflecting pools scattered around the park, there are a variety of facilities at KLCC Park including a two-acre children's playground, a 1.3km-long jogging track, shelters and benches, patterned footpaths and sculptures. On KLCC Park's western stretch is a public children's swimming pool.

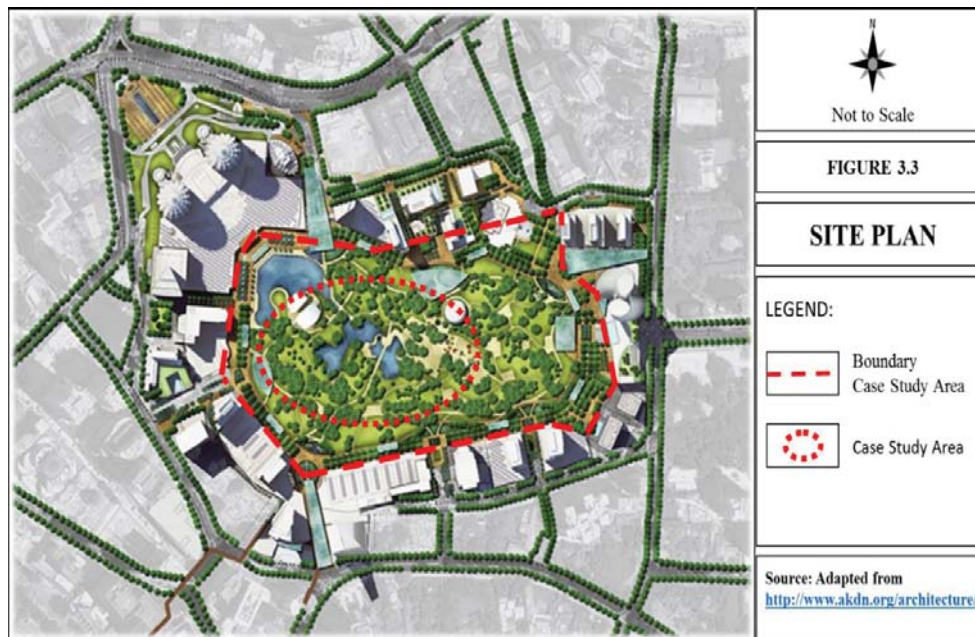


Figure 1: Location Map of Study Area

Population

Population is a group of individuals that share one or more characteristics from which data can be gathered and analysed. Besides that, the act or process of, multiplication of inhabitants is also reviewing the population meaning. According to Veal (2006) population is total categories of the subject which is the focus of attention on a particular research project. The act of populating means that causing to live in a place. Another meaning is (statistics) the entire aggregation of items from which samples can be drawn "it is an estimate of the mean of the population.

This research will refer to the Visit KL website that was created and is managed by Kuala Lumpur City Hall (2011), the population of KLCC Park is estimated approximately 50,000 in new year. Based on the classification of parks in Malaysia by Basri (2011), KLCC Park can be considered as an urban park.

METHODOLOGY

Sample Method

In this research simple random sampling was used to collect the data, which the sampling frame was easily accessible populations (Saunders *et al.* 1997). The samples are visitors picked randomly and everyone within the target populations has an equal chance to be picked as samples. It considers all level of demographic such as gender, age, educations and occupation.

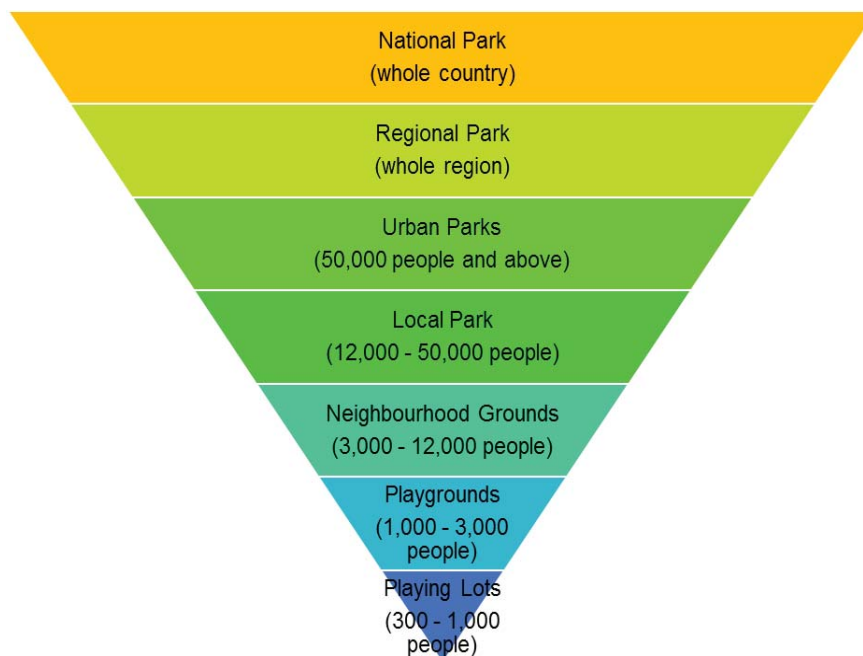


Figure 2: The Hierarchy of Parks in Malaysia (JPBD Planning Guidelines)

Sample Size

This research, simple random sampling (SRS) will be used as the sampling method. SRS is the most basic sampling technique whereby each element is selected by random and is done without replacement, meaning that the research avoids choosing another member in the population more than once (Lim and Ting 2012). This study will refer to the Visit KL website that was created and is managed by Kuala

Lumpur City Hall (2009), the population of KLCC Park is estimated approximately 50,000 in new year therefore each sample has to possess an element that represents an entire population. According to Kothari (2009), SRS technique ensures that any chosen average random sample will have the same composition and characteristics as the universe. Sample size that determine was 320 respondents as sample size.

ANALYSIS

Table 1 shows the demographic profile of the respondents surveyed in this study. Based on the table, the distribution of males was 43.4 and females 56.6% from 320 respondents.

Most of the respondent were aged 21-30 years old (95.3%) followed by the age of 30-40 years old (3.8%) followed by respondents aged below 20 years old (0.9%). Respondents' occupation includes students, private sector, government sector and self-employed. Student represent the highest number of respondents (53.8%) followed by those working at private sectors (31.3%). This is followed by the third highest number of respondents from the government sector with 45 respondents or 14.1%. Other respondents are self-employed (0.9%). From the survey the respondents(visitors) came to KLCC Park for some purpose which are education, research or recreation purpose such as meeting people, shopping or business.

Table 1: Demographic Profile of Respondents

	Variable	Frequency (N)	Percent (%)	Total	Percent (%)
Gender	Male	139	43.4	320	100
	Female	181	56.6		
Age	Below 20 Years Old	3	0.9	320	100
	21 – 30 Years Old	305	95.3		
	30 – 40 Years Old	12	3.8		
	41 – 50 Years Old	0	0.0		
	51 Years and Above	0	0.0		
Academic Level	Primary Education Level	0	0.0	320	100
	Secondary Education Level	1	0.3		
	Certificates/STPM/Diploma	149	46.6		
	Bachelor and Above	170	53.1		
Occupation	Student	172	53.8	320	100
	Private Sector	100	31.3		
	Government Sector	45	14.1		
	Self-Employed	3	0.9		
Race	Malay	175	54.7	320	100
	Chinese	97	30.3		
	Indian	48	15.0		

Criteria on Effectiveness of Urban Park

The questionnaire distributed to respondents had several questions to gauge the effectiveness of the urban park being studied. Each of the answer can be evaluated based on the selection level of agreement scale in Table 2.

Table 2: Answering Scale

Strongly disagree	Disagree	Neutral	Agree	Strong agree
1	2	3	4	5

According to Reynold, D. G. (2007) the likert-type scale can be stated accordingly by scale followed by the average mean as the table below.

Table 3: Mean Scale

Scale of Mean	Answer
1 – 1.49	Strongly disagree
1.50 – 2.49	Disagree
2.50 – 3.49	Neutral
3.50 – 4.49	Agree
4.50 – 5.00	Strongly agree

The criteria of an effective urban park have been determined by the characteristics identified from previous researchers (Carr *et al.* 1992, Whyte, 1980 and Francis, 2003). In this study, the highest mean pointed to the element of comfort with a 4.21 mean scale. This element indicates the respondents agree that the park has a variety of space for seating and relaxing and that the park has good maintenance. The highest percentage of respondents (72.2%) agrees to this characteristic as being present. A comfortable park includes comfortable seating, and variety of spaces for seating and relaxing (Francis, 2003). Factors such as a good first impression of the park, the use of appropriate materials, activity areas' complying with the standards the presence of sufficient and ergonomic seating, use of water, shelter against bad weather, presence of park management and others affect the effective of urban park (PPS, 2001).

The second highest characteristic of an effective urban park indicated by the mean score of 4.03 is *active engagement opportunities*. A majority of respondents (65.3%) or 216 respondents agree that the KLCC Urban park has provision for active recreational opportunities such as pedestrian walkways.

The third highest mean in the criteria of an effective urban park is *accessibility* with the mean scale of 4.03. The majority of the respondents (65.95%) or 211 respondents agree that there is easy access to the park by means of passenger bicycle, public transportation vehicles and private vehicles; there is clear signage and activities are easy for visitors to locate. This permits visitors to navigate the park and easily find various locations, thereby positively affecting visitor perceptions of accessibility, safety and increasing usage of the park. Lynch and Carr (1965), PPS, (2000).

The lowest mean in the criteria of an effective urban park is 1.95 as indicated in the scale of mean. The highest percentage of respondents (39.1%) strongly disagree followed by 35.01% of respondents which is (39.1%). Next, second highest which is disagree (35.0%) that the park provides sufficient lighting and secures appropriate elements. Feeling unsafe in a park leads to fear, which discourages use even in well-designed public parks. The perception of an unsafe area is a frequent deterrent of park use during night time. According to Werkele and Whitzman (1995). Women, children and the elderly are most dependent on urban parks as a space for recreation and relaxation; yet display the greatest levels of insecurity in parks. An effective urban park must be planned, designed and managed to be a safe space for outdoor use. If the motivation of the park is to invite a variety of users then women, children and the elderly must feel welcome.

Table 4: The Criteria of an effective Urban Park

The criteria of an effective urban park	Percent (%) / Frequency					Mean	Total Mean
	Strong disagree	Disagree	Neutral	Agree	Strongly Agree		
Criteria of Comfort							
a. The park has a variety of space for seating and relaxing	-	11	-	231	78	4.18	4.21
	-	3.4%	-	72.2%	24.4%		
b. The park has good maintenance	-	5	4	220	91	4.24	
	-	1.6%	1.3%	68.8%	28.4%		
Criteria of Activities							
Passive Engagement Opportunities: Types of Passive Activity							
c. The park provides area of relaxation	1	1	33	198	87	4.15	4.02
	0.3%	0.3%	10.3%	61.9%	27.2%		
d. The park provide place for reading activities	5	16	75	192	32	3.72	3.96
	1.6%	5.0%	23.4%	60.0%	10.0%		
e. The park provide place for seating area	1	3	30	191	95	4.18	
	0.3%	0.9%	9.4%	59.7%	29.7%		
Active Engagement Opportunities: Types of Active Activity							
f. The park offers visitors to do sport activities	1	12	19	216	72	4.08	
	0.3%	3.8%	5.9%	67.5%	22.5%		
g. The park provides walking area for pedestrian	-	-	14	209	97	4.26	4.17
	-	-	4.4%	65.3%	30.3%		
Criteria of Accessibility							
h. The relationship between public transportation station and the park is very good	-	4	43	211	62	4.03	4.03
	-	1.3%	13.4%	65.9%	19.4%		
Criteria of Safety							
i. The park has sufficient lighting and secure appropriate elements	125	112	57	26	-	1.95	1.95
	39.1%	35.0%	18.1%	8.1%	-		

The Benefits of Urban Park towards Visitors

Based on the survey of this study, there are several of benefits which can be obtained by the visitors to Kuala Lumpur City Centre (KLCC) Urban Park. The majority of the respondents agree that the urban park offers opportunities for visitors to gain physical health benefits. The mean value of 4.21 was the highest among the other average scales. Environmental benefits followed with an average score of 4.18. This is indication that respondents agree that the urban park can help reduce air and noise pollution of that area.

The physiological health benefits scored a mean average of 3.85 which corresponds to the respondent's belief that urban park does have benefit in improving psychological feelings including reverie from illnesses. Several studies have identified positive relationships between urban park and public health (Takano *et al.* 2002, de Vries *et al.* 2003; Maas *et al.* 2006; Mitchell and Popham, 2007; Nielsen and Hansen, 2007; Annerstedt and Währborg, 2011). These studies relate both to psychological and physical health. Studies in Japan have indicated that close proximity to urban park motivates people to walk and positively influences the longevity of older people in urban areas (Takano *et al.* 2002), while also reducing mortality rates. In Denmark, close proximity to and resulting use of green space was found to help young people overcome obesity problems (Nielsen and Hansen, 2007). Furthermore, a study by Biddle *et al.* (2004) supports the assertion that people who regularly participate in exercise in urban park are less prone to obesity and have better bone condition, thereby reducing the risk of developing osteoporosis. Contact with nature reduces stress levels. Reducing mental fatigue lowers frustration, tension, and irritability levels. The interaction with nature that parks provide, "gives the mind an opportunity to recover" according to Kaplan and Kaplan (1998). The natural elements found in urban parks improve water quality, clean the air, provide vegetative buffers to development, provide a habitat for wildlife, and allow users a place to connect with nature.

Economic benefits of urban parks towards visitors scored the lowest mean scale of 3.71 which indicates that respondents agree that the urban park does offer economic benefits to the commercial and retailers within the area. According to Nicholls (2004) the economic effects of parks on property values found that homes facing a neighbourhood park have up to a 20 percent value increase, and the residential real estate in proximity to a community park may provide value benefit as high as 33 percent. While the effects are contingent upon variables, including maintenance, safety, visibility, noise and congestion by park users, and accessibility, it is clear that the proximity to an urban park has an effect on the economic health of a community. A well maintained and planned park increases property values adjacent to the space, improves commercial and retail health, and attracts businesses, employees and residents. Private property values increase the closer the space is to parks, and this increases tax revenues and improves local economies.

Table 5: The Benefits of Urban Park towards Visitors

The benefits of urban park towards visitors	Percent (%) / Frequency					Mean	Total Mean
	Strong disagree	Disagree	Neutral	Agree	Strongly Agree		
Economic Benefits							
a. Urban park can improve commercial and retail condition	-	18	82	199	21	3.70	
	-	5.6%	25.6%	62.2%	6.6%		
b. Increases employment opportunities	-	17	92	185	26	3.69	3.71
	-	5.3%	28.8%	57.8%	8.1%		
c. Private property values increase	-	7	95	189	29	3.75	
	-	2.2%	29.7%	59.1%	9.1%		
Social Benefits							
d. Urban park contribute to the social health	-	4	21	159	136		
	-	1.3%	6.6%	49.7%	42.5%	4.33	
e. Urban park can reduce level of crime	1	27	183	105	4	3.26	3.86
	0.3%	8.4%	57.2%	32.8%	1.3%		
f. Urban park offer social interaction	-	-	61	199	60	4.00	
	-	-	19.1%	62.2%	18.8%		
Physical Health Benefits							
g. Urban park promote positive lifestyle	-	-	21	174	125	4.33	
	-	-	6.6%	54.4%	39.1%		
h. Urban park offer space for physical activity	-	-	23	196	101	4.24	4.21
	-	-	7.2%	61.3%	31.6%		
i. Reducing emotional stress level	-	3	41	210	66	4.06	
	-	0.9%	12.8%	65.6%	20.6%		
Environmental Benefits							
g. Urban park helps to maintain a healthy urban environment.	-	-	-	171	159		
	-	-	-	53.44%	49.7%	4.5	
h. Urban park improves air quality.	2	9	-	276	33	4.03	4.18
	0.63%	2.81%	-	86.3%	10.3%		
i. Reducing noise pollution from traffic and in controlling temperature.	2	16	-	264	38	4.0	
	0.6%	5%	-	82.5%	11.9%		
Psychological Health Benefits							
g. Reduce blood pressure.	-	9	-	277	34	4.05	
	-	2.8%	-	86.6%	10.6%		
h. Recovery from illness.	5	28	-	274	13	3.82	
	1.6%	8.8%	-	85.6%	4.1%		
i. Urban Park can reduce pressure and enhances job satisfaction.	6	42	29	218	25	3.67	3.85
	1.9%	13.1%	9.1%	68.1%	7.8%		

CONCLUSION

It is important to understand how urban park have become more important as a result of urban migration and rapid urbanization. The findings of this study should be applied to all park and open space systems in the city of Kuala Lumpur. The green space planning and management of the park is the main factor to ensure the park is functioning well to the visitor. The finding of criteria on effective of urban park can be applied to any urban park to serve the visitors positive benefits regarding develop skill mental and physical.

Further research must explore these criteria, consider whether they are relevant, and explore their implications for park and open space design in Malaysia. However, it is important to understand that the criteria vary from place to place.

The urban park can be beneficial to the visitors. Based on the finding, most of the respondents agreed that urban park can give more benefits to the visitors. Urban parks provide natural environments that help overcome urban stress and thus play an important role in increasing the quality of urban life. Assessment of the effective of such places depends on sensorial, emotional and mental relationships between the users and the environment.

The finding result show that the main benefits of urban park is health and physical benefits whereby urban park promote positive lifestyle, offer space for physical activity and reducing emotional stress level. To maintain the quality urban park, it should implement a maintenance and management plan. Parks that have management plan in place, and in which regular maintenance and repairs are carried out, are high-quality places where the users feel comfortable and safe. To encourage visitors to get benefit towards the urban park a variety of programs and activities need to be organized. Urban park needs to be maintained well for present and future generations to be able to enjoy the advantages and benefits. It is very important in increasing the quality of life of people especially in urban area.

The finding in term of planning and management of the park can conclude that urban planners and green space managers need to ensure that green spaces meet the demands and preferences of visitors. For this purpose, it is important to carry out surveys, interviews, focus group interviews, observational studies and the like, so that more in-depth insight is acquired on people's behaviour, demands and preferences. This study has indicated that this type of knowledge is often still lacking in Malaysia. Institutional structures are important for sound green space planning and management. In particular, efficient and well-informed planning and management can help improve green spaces and meet users' needs. However, the local authorities included in this study identified a lack of resources as a major problem for green space planning and management. New sources of funding and better central government advocacy and policy are needed to support green space within cities.

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