

CENTER OF STUDIES FOR BUILDING SURVEYING

**FACULTY OF ARCHITECTURE, PLANNING AND
SURVEYING**

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**SATISFACTION SURVEY ON THE QUALITY OF
MAINTENANCE SERVICE IN RECREATION PARKS IN
SELANGOR**

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ABSTRACT

The Recreation Parks is important place to the people now day. In Selangor many places provided Recreation Parks to the visitor in order to full fill the healthy life for example Taman Tasik Shah Alam, Taman Rakyat Klang and Taman Bandaran Kelana Jaya. The purpose of this study is to find out the level of satisfaction toward quality maintenance services in Recreational Parks Selangor Darul Ehsan. The data collection in this study was divided into two parts which is primary data and secondary data. The primary data is data come from case study, interview, questionnaire and others. The researcher have visit to the three different case studies in order to get the information. Other than that, the researcher also has interview the local authorities and user to get more information about the Recreation Parks. The method questionnaire in this study has using likert scale and has been distribution to the user and all data that have been collected will analysis by using the SPSS 20 software (Statistical Package for Social Science). Furthermore, the secondary data has collected from web site, journal, book, article, newspaper, annual report and previous report. Based on the research finding there are three achievements that have been concluded. First, objective one of this research is to discuss the quality of facilities provided in Recreation Park. From the result it can be conclude that is a positive result at Taman Tasik Shah Alam and Taman Bandaran Kelana Jaya for the quality service. At Taman Rakyat Klang it can be seen the result is neutral. Second objective of this research is to evaluate the satisfaction level of users on the maintenance service provided in the park. From the result of three different parks show that in Taman Tasik Shah Alam and Taman Bandaran Kelana Jaya have a good satisfaction level of respondent on the maintenance service provided but at Taman Rakyat Klang show the result is reflect. Lastly the third objective of this research is to recommend improvements on the qualities of maintenance service in Recreation Park. This is important because it will lead the visitor visit that Recreation Parks.

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