



**UNIVERSITI PUTRA MALAYSIA**

**EVALUATION OF PARK FACILITY PROVISIONS BY RESIDENTS OF  
SERI MANJUNG NEW TOWN, PERAK DARUL RIDZUAN**

**WAN RABIAH WAN OMAR**

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**MASTERS OF SCIENCE  
UNIVERSITI PUTRA MALAYSIA**

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**By**

**WAN RABIAH WAN OMAR**

**Thesis submitted to the School of Graduate Studies, Universiti Putra Malaysia,  
in Fulfilment of the Requirements for the Degree of Master of Science**

**November 2004**



## **DEDICATION**

**I would like to dedicate this thesis to my beloved family especially to my husband Suharto Teriman and my lovely daughter, Auni Batrisyia and not forgetting my parents, Wan Omar bin Wan Jaafar and Hassaini binti Zainalabidin.**

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfilment  
of the requirement for the degree of Master of Science

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**WAN RABIAH WAN OMAR**

**November 2004**

**Chairman: Manohar Mariapan, Ph. D.**

**Faculty: Forestry**

This study was undertaken to evaluate the extent of existing residential park facilities provision in Seri Manjung New Town, Perak Darul Ridzuan in fulfilling users' recreation needs. Basically, this study answered four objectives namely, to compare the provision of existing park facilities with the Planning Standard requirement, to describe current use pattern of residential parks in Seri Manjung New Town, and to estimate users' recreation needs based on the Importance Performance Analysis of residential park facilities.

The data was successfully collected through park observations and questionnaire survey. The response rate for questionnaire survey was good whereby all 420 questionnaires from sample respondents were successfully collected. Descriptive analysis and Importance Performance Analysis (IPA) were applied as the main instruments to evaluate park facility performance. The use pattern of residential parks in the study area was described based on nine items namely income, frequency of park visit, age group, gender, visiting time, guardian permission, night park visit, popular recreation activity, and responsibility towards park facility. The IPA assessed the park facilities performance in fulfilling users' needs.

The outcomes of this study generally showed that Manjung Municipal Council failed to meet the standard requirement in the provision of park facilities in the study area.



Among the seven parks, only one park achieved 67% compliance rate, four (4) parks at 50% and two (2) parks managed to comply only 25% of the standard requirement. Findings on the IPA indicated that among the seven residential parks, three parks needed attention (high importance but low performance) while the rest were rated as good work (high importance and high performance).

Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk ijazah Master Sains

**PENILAIAN TERHADAP PENYEDIAAN KEMUDAHAN TAMAN  
OLEH PENDUDUK BANDAR BARU SERI MANJUNG,  
PERAK DARUL RIDZUAN**

**Oleh**

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Kajian ini dijalankan untuk menilai tahap penyediaan kemudahan di taman-taman rekreasi sediaada di Bandar Baru Seri Manjung, Perak dalam memenuhi keperluan pengguna. Kajian ini secara umumnya menjawab tiga objektif iaitu membuat perbandingan di antara kemudahan sediaada di taman dengan kehendak piawaian perancangan, menjelaskan kepenggunaan taman sediaada di kawasan kajian, dan untuk menganggarkan keperluan rekreasi pengguna berdasarkan kepada analisis 'Importance Performance' kemudahan taman.

Data yang diperlukan berjaya diperolehi melalui pemerhatian dan soalselidik daripada 420 responden yang dijadikan sample. Analisis diskriptif dan 'Importance Performance' diaplikasikan sebagai instrumen utama untuk menilai pencapaian kemudahan taman. Kepenggunaan taman dijelaskan berdasarkan kepada sembilan (9) perkara iaitu pendapatan, kekerapan kunjungan ke taman, kumpulan umur, jantina, masa kunjungan, kebenaran ibubapa atau penjaga, kunjungan di waktu malam, aktiviti rekreasi yang popular serta tanggungjawab terhadap kemudahan taman yang disediakan. Analisis 'Importance Performance' digunakan untuk menilai pencapaian kemudahan taman dalam memenuhi keperluan pengguna.

Penemuan kajian menunjukkan bahawa pihak Majlis Perbandaran Manjung gagal untuk memenuhi kehendak piawaian dalam penyediaan kemudahan taman di

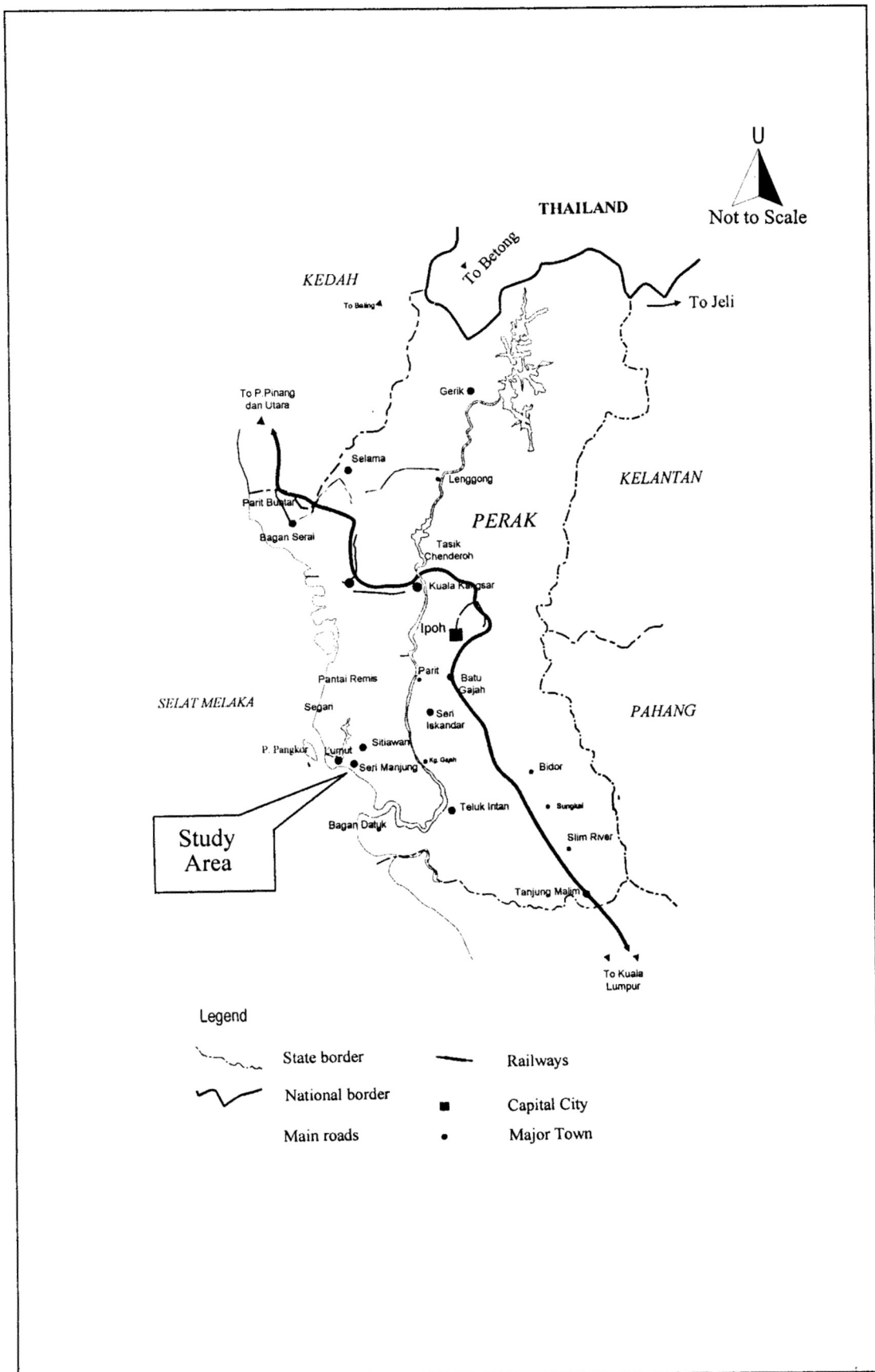


Figure 1.1: Location Plan of Study Area  
 Source: Ipoh Online (2003)



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Given the opportunity alone, I may not be able to complete this thesis without proper guidance by those involved. I am therefore very indebted to my supervisor, who is also the Supervisory Committee chairman, Dr. Manohar Mariapan, and also members of the committee, Dr Azlizam Aziz and En. Sam Shor Nahar Yaakop. My gratitude also goes to my advisor, Dr Wan Sabri Wan Mansor, and all of whom that have contributed enormously to enable me to complete this thesis. My greatest appreciation also goes to the supportive respondents, enumerators, the Manjung Municipal Councils, the Town and Country Planning Department and En. Mohd Sabri Mohd Yunus for their contributions during the data collection stage.

During the preparation of this thesis, I was not only exposed to academic experiences but the most important thing is to realize the value of sacrifice that has been presented to me by my beloved family. With Allah's will, their support, expectation and sacrifice have given me that extra energy and effort to keep moving until I finally manage to accomplish my degree of Masters of Science which I have always dreamt off.



I certify that an Examination Committee met on 8<sup>th</sup> November 2004 to conduct the final examination of Wan Rabiah Binti Wan Omar on her Master of Science thesis entitled “Evaluation Of Park Facility Provisions by Residents of Seri Manjung New Town, Perak Darul Ridzuan” in accordance with Universiti Pertanian Malaysia (Higher Degree) Act 1980 and Universiti Pertanian Malaysia (Higher Degree) Regulations 1981. The Committee recommends that the candidate be awarded the relevant degree. Members of the Examination Committee are as follows:

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## **DECLARATION**

I hereby declare that the thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at UPM or other institutions.

---

**WAN RABIAH WAN OMAR**

Date: 08 November 2004

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# CHAPTER 1

## INTRODUCTION

### 1.1 Overview of Malaysian Scenario in Park Management

The management system of the Government of Malaysia composed of three tiers that are the Central Government, the State Government and the Local Authority. The central government is the policy maker for the whole country and the state government is obliged to accept and translate these national policies into state policies. In the process of translating these policies, the state government is entitled to amend and revise the policies to suit local needs. Then, the state government will instruct the local authorities to implement these policies within their areas. In relation to park management, the local authorities are the responsible bodies to implement relevant policies adopted by the state government, in the form of park development for public utilization. In view of the fact that parks provision are meant for public use, their needs should be incorporated in the parks development stage. Torkildsen (1992) also highlighted that the performance of parks management not only depends on the administrative relationship, which is between central government, state government and local authority but should also include the consideration for users' needs.



## **1.2 Evolution of Residential Park Management**

Parks fall within the open space category as stipulated within the legal definition under the Malaysian laws. In view of this understanding on open space the term 'parks' instead of open space will be used throughout this thesis. Residential parks are open spaces allocated within housing areas for purpose of conducting recreation activities.

The provision of parks for recreation activities took a significant step forward through its inclusion in the statutory planning procedures, the Town and Country Planning Act (Amendment), Act A933 in 1995. The effect on planning procedures was the introduction of terms of reference for planned provision of space in which standard and hierarchies of parks became the conditions in layout plan approvals. The central government has imposed conditions on every local authority to ensure the provision of parks in the development through planning applications, where developers must indicate that 10% of the total development area is for parks development and surrendered to the related local authorities upon completion of the parks. According to the Planning Standard for Open Space and Recreation (1997; 2000) these parks are allocated for the purposes of recreation and leisure activities where the public are allowed to enter free of charge.

These residential parks are managed by the relevant local authorities serving the particular residential area, specified in the directive given in Section 63 of the Local Government Act, Act 171. Local authorities as the management bodies are responsible to manage their parks in line with relevant policies formulated at the national level by the central government. Basically, park management at local