



## The impact of physical features on user attachment to Kuala Lumpur City Centre (KLCC) Park, Malaysia

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### Abstract

The relationship between individuals and places is conceived as place attachment. Due to fast urbanization in Malaysia, the sense of place and identity of places within the urban centers are weakening even while recreational areas are growing as one of the most essential areas in the city (DBKL, 2003). This paper discusses the impact of physical features of an urban park on user attachment to the park with reference to KLCC Park in Kuala Lumpur. Field observation was used to identify the physical features of KLCC Park and questionnaire survey was conducted involving 330 park users to gauge the influence of physical features on users' attachment. The participants were selected randomly from those who used the park. The research found that physical features influenced users' functional attachment. In addition, active features such as water features had a strong effect on user attachment compared with passive features. The results highlighted the importance of water features in fulfilling user needs, in particular, the passive engagement needs. These findings may assist urban managers and urban designers to create attractive recreational places in the city thus contributing to the forging of stronger user attachment to the park and increase frequency of its use.

**Keywords:** active physical features, passive physical features, place attachment, recreational designing, sense of place, urban park

### Introduction

The relationship between people and place is defined as place attachment and has two main dimensions, functional and emotional. Place attachment can be influenced by individuals, activity and the features of the place. One of the significant characteristics of a place is its physical features. This study investigates the effects of physical features on users' attachment to Kuala Lumpur City Centre (KLCC) Park in Kuala Lumpur, Malaysia. It is important to find out what factors influence users' attachment to an urban park. The development of attachment to a park ensures success of the park as well as an increase in park usage. By definition, a good park is well used and having high usability. The ultimate validation is that, it meets people's needs. Carr et al. (1992) categorized people's needs in an urban park into five groups based on Maslow's hierarchy of needs; those are comfort, relaxation, passive engagement, active engagement and discovery. Besides, Whyte (1988) pointed out that people's needs in the park can be widely met by physical features.

Malaysia as a developing country is facing a fast urbanization process with the cities growing at a remarkable rate. The urbanization process in Malaysia is accompanied by an increase in the urban population. The government envisages that the country will become fully industrialized nation by the year 2020, and it is anticipated that 70% of the country's population would be living in urban areas by then. The development of new areas has also led to cities in Malaysia with missing "place identification." This

issue also exists in Kuala Lumpur, where urban growth has resulted in physical changes that have led to the weakness of place identity. The loss of green spaces in the city was also evident. The connection to local scenery and landscapes is decreasing and has left cities that are disconnected with local culture. As a result, the meaning and attachment to places are weakening (Ujang, 2008).

The large urban migration was another aspect that triggered the growth of urban parks. In the recent decade, urban parks are growing as one of the most essential spaces in the urban structure. The increase in the number of people has extremely changed the quality of life in populated urban areas. City planners in recent decades have started to see urban parks as places that could improve the peace and relaxation of urban life. It offers an area for citizens to escape from the hustle-and-bustle of urban life that forms much of their everyday schedule.

Mohamed & Nawawi (2006) claimed that the KLCC Park seemingly was not meeting the needs of the community, even though it was near other effective public places, such as the mosque, the town center area, public workplaces and shopping complexes. This depends on users' goals that require an understanding of their needs for functional attachment. In the other words, when a place does not meet users' needs, the users' could not develop attachment to the place. The Kuala Lumpur Structure Plan 2020, also states that, by improving facilities for recreational activities, we could also help popularize the parks among both residents of Kuala Lumpur and tourists (DBKL, 2004). Thus, it was clear that there was a need to improve the facilities at urban parks.

In summary, it can be stated that urban parks in Kuala Lumpur are under -utilized and do not adequately meet users' needs, and this has resulted in decreasing attachment to the urban parks. There is a need to focus on the physical features of the parks by providing an efficient facility for recreational activities. Therefore, this paper will focus on the functional aspect of attachment which relate to people's engagement, familiarity and use of the park.

### *Place attachment*

Place attachment encourages a sense of security, provides continuity to the lives, encourages exploration, allows someone to predict the result of one's actions, improves control, and produces individual, group and cultural identity. Place attachment facilitates a sense of security and well-being, defines group limitations, and balances reminiscences. Place advocates speculate that people who are psychologically, cognitively or functionally attached to a place will act to protect that place (Tuan, 1997; Relph, 1976).

### *Place dependence*

Attachment develops within the functional connection between people and places referred to as place dependence (Stokols & Shumaker, 1981). Here, attachment is developed whenever a place where well-recognized and felt significant through the users and capable of providing conditions to satisfy functional needs and support their behavior goals and preferred activities much better than a known alternative (Williams et al., 1992). The functional attachment could be observed from the amount of familiarity, period of engagement, dependency, satisfaction and comfort. Individuals include those being defensive about one's own territory, satisfied with the number of items offered at lower cost and the opportunity to describe alterations in particulars and understanding concerning the place. Place dependence is connected by using the perceived strength of association from a person and a particular place which relates to the standard of the present place, because it satisfies the user's needs and also the quality of other substitute places compared to the current place (Stokol & Shumaker, 1981). Physical and functional characteristics of a place influence the reliance upon and attachment to a place like a platform for activities and social interaction.

Place dependence describes connections based particularly on activities that occur within an outside leisure setting. Such place dependence evolves from the fit between one's intended utilization of a place and the area's capability to provide the users' needs adequately compared with alternative sites. It is understood that functional attachment inside a setting has three components that should be considered:

safety, goal support and familiarity. In the present study, these components are utilized to recognize the amount of functional attachment within the setting.

To become functionally attached to the setting, the setting needs to provide a feeling of being safe. The attachment is not significantly about satisfying physical needs but should offer a feeling of security and comfort. It has been pointed out that safety is considered as one of the main strategies to promote users' attachment to an urban park (Harnik et al, 2006). A number of factors are addressed to develop a feeling of safety in urban parks. The presence of users enhances safety because this situation allows for a person to find "eyes" around the park (Ryan, 2006). Whyte (1988) observed that visibility of the park from nearby streets was important to develop a feeling of safety. Harnik et al. (2006) determined that in general, parks with increased activity have elevated usage, which increases awareness of safety in the park.

The facilities in the place should support individual's activities and goals, because activities need specific facilities (Jorgensen & Stedman, 2001). For instance, to support users' activities an urban park needs a jogging track. In addition, the place can support its users' goals when the needs of the users are successfully met by the place. In this study, the researcher examines how users' goals are supported by the park through exploring how their needs in the park are provided.

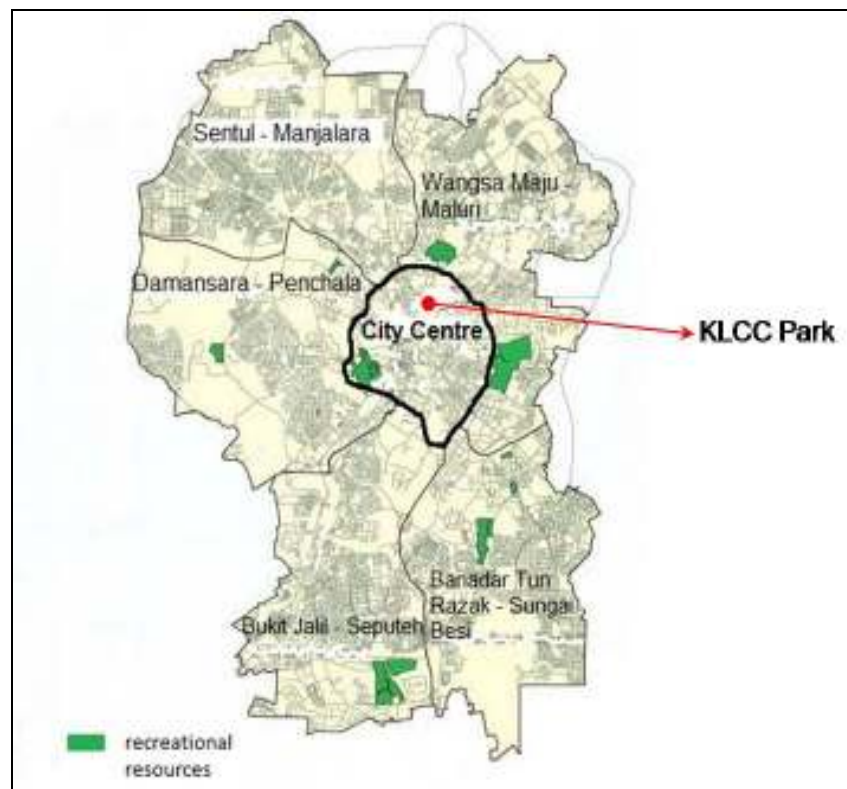
Place attachment is the most commonly used term that relates to the concept of familiarity as it deals with humans connecting or a feeling of belonging to the physical environment (William et. al., 1992; Low & Altman, 1992; Prohansky et al, 1983; Tuan, 1980). Familiarity is associated with place attachment. It can be split into four primary dimensions. First is relevant to an understanding of the location, i.e. to understand where a place is. The second dimension is visual recognition that is associated with the opportunity to recognize the location. The third dimension is the place title-recognition, and lastly the interactions of using the place. The explanation suggests the significance of familiarity in making places important, because changing forms and actions if not sensitively implemented, will dis-associate the connected users from the familiar objective of the places (Ujang, 2010).

From the above reviews, it can be concluded that, physical features of a place provide opportunities for activities to support users' goals, which resulted in enhancing the place use as well as increasing the number of users of the place. Therefore, it helps to provide more "eyes" in the place and a greater sense of safety. In supporting individual goals, it can lead to frequent use of the place, and consequently provide familiarity of the place to its users.

The aim of this study is to identify the influence of the physical features on users' functional attachment in the context of urban park.

## **The study area**

The context of this research is an urban public park in the Kuala Lumpur city center. According to Kuala Lumpur Structure Plan 2020, parks and open spaces provide a setting for a wide range of social and recreational activities, promote biodiversity and nature conservation, enhance the visual environment, and can contribute to the economic development of the city. The KLCC Park is in the center of KLCC constitutes 50 percent of the total KLCC development area. The park was designed to provide greenery to the PETRONAS Twin Towers and the areas surrounding it. The location of Kuala Lumpur city center and the KLCC Park are illustrated in Figure 1.



Source: DBKL, 2004.

**Figure 1.** Locations of KLCC Park in relation to Kuala Lumpur City Centre

## The methods

Field observations were conducted to understand the actual conditions of the study area. The purpose was to identify the physical features of KLCC Park. Some of the features can be seen in the Figure 2.

Questionnaire survey was conducted with 330 respondents (park users) to gain feedback on their engagement and satisfaction of the park. The participants were selected randomly from those who use the park. The questionnaire comprised of close-ended questions measured using the 5-Likert scale. The following Table 1 indicates the variables for functional attachment which are safety, goal support and familiarity.



Source: Field observation (2012)

**Figure 2.** Existing physical features in KLCC Park

**Table 1. Functional attachment constructs**

Variables		Questions
Functional attachment	Familiarity	Frequency of visit i. How often do they come to the park in a month? ii. How much time they spend at the park? iii. What makes them familiar with the park? iv. Do they like to visit the park frequently?
	Safety	Safety Comfort i. Do they feel comfortable with the environment? ii. Do they feel safe at night? iii. Do they have a visual connection with their surroundings? iv. Can they easily find their way without fear of getting lost? v. Do they feel the children are safe while playing at the park?
	Goal support	Physical needs (activities) Psychological needs Social needs i. Do they enjoy listening to the waterfalls from the fountain? ii. Does KLCC Park provide a chance to make friends, good feeling, a feeling of being in nature, the feel of fresh air, enjoyable place, to learn to exercise, to watch people's activities and the freedom do what they like to do in public open space?

Source: The author (2012)

## Results

### *The respondents' profile*

The participants of this study had different backgrounds in terms of gender, age, nationality, ethnicity, educational level, purpose, time, duration and frequency of coming to the park. Table 2 shows the participants' background. Half of the respondents were females and the majority of respondents were in the age group of 18 to 25 years. As Hilborn (2009) had pointed out that when females come to the park as often as males it is a sign that users consider the park safe. Harnik et al (2006) had also indicated that a low rate of female users in an urban park indicates that the park is unsafe. As the majority of the respondents were females, it can be considered as a sign that KLCC Park was a safe park. In terms of educational level, the majority of the survey respondents had a bachelor degree and lower. Thus, it is assumed that the young generation are mainly females with a lower level of education had more free time to spend in public spaces such as the KLCC Park. In terms of ethnic background, majority of the respondents were Malay and they were locals. The results also revealed that most of the respondents come to the park in the evening with their friends to spend their leisure time around 1 to 2 hours at the park and they visited the park more than three times in a month (see Table 2).

**Table 2. Frequency distribution of demographic characteristics**

Category		Frequency	Percentage (%)
Gender	Male	152	46.5
	Female	175	53.5
Age	18-25	235	71.9
	26-46	86	26.3
	47-67	6	1.8
Education	SPM	47	14.7
	Certificate	23	7.2
	Diploma	89	27.9
	Bachelor	144	45.1
	Master	13	4.1
	PhD	3	0.9
	Not stated	8	2.42

Category		Frequency	Percentage (%)
Ethnicity	Malay	179	54.9
	Chinese	31	9.5
	Indian	37	11.3
	Other	78	23.9
	Not stated	2	.01
Are you	Local visitor	243	75.5
	Foreign visitor	79	24.5
	Not stated	5	1.51
Time of coming to the park	Morning	48	15
	Afternoon	105	32.9
	Evening	152	47.6
	Night	14	4.4
	Not stated	8	.02
Purpose of coming to the park	Meeting friends	84	25.8
	Resting after shopping	64	19.6
	Resting after working	49	15
	Waiting for prayer time	11	3.4
	Leisure	95	29.1
	Other	23	7.1
	Not stated	1	.003
With whom do you usually come to KLCC Park	Alone	51	15.7
	With partner	95	29.2
	With family	31	9.5
	With friends	148	45.5
	Not stated	2	.01
How often do you usually come to KLCC Park in a month?	Once	107	32.8
	Twice	86	26.4
	Thrice	17	5.2
	More than three times	115	35.3
	Not stated	2	.01
How many hours do you spend at the park?	Less than one hour	41	12.7
	1-2 hours	166	51.4
	3-4 hours	79	24.5
	4 hours and above	37	11.5
	Not stated	4	.012

Source: Field survey (2012)

### *Functional attachment to KLCC Park*

Functional attachment discussed in this paper covers three dimensions: familiarity, safety and goal support. The functional attachment within each of these dimensions is described as follows.

#### a. Familiarity

Familiarity has four primary dimensions; those include understanding of location, visual recognition, title recognition and interaction of using place. The description of familiarity identified what make users familiar with KLCC Park. The frequency analysis (Figure 3) indicated a maximum value of ‘strongly agree’ to the questions that explored familiarity, i.e. ‘I like to visit the park’ (31.2%). The result revealed that the users’ interest of visiting KLCC Park brings them to the park so by being at the park they got to know the park. However, the statement ‘I know every part of this park very well’ (6.1%) received the lowest frequency. This implies that their knowledge of the park wasn’t a strong reason to make them

familiar with the place. On the other hand, the response ‘strongly disagree’ showed the highest frequency to ‘I visit this park every time I am free’ (5.2%), which implies that the familiarity was not the result of spending free time at the park. Furthermore, the result of the analysis showed that the response to ‘I like to visit this park’ (mean=4.17, sd=.70) received the highest mean score (Table 3), which implies the users’ interest in visiting KLCC Park made them familiar with the park.

Therefore, users’ visitation and interaction make them familiar with the KLCC Park. There is a need to understand the users’ needs by exploring the ability of the park to support the goal of the visitors.

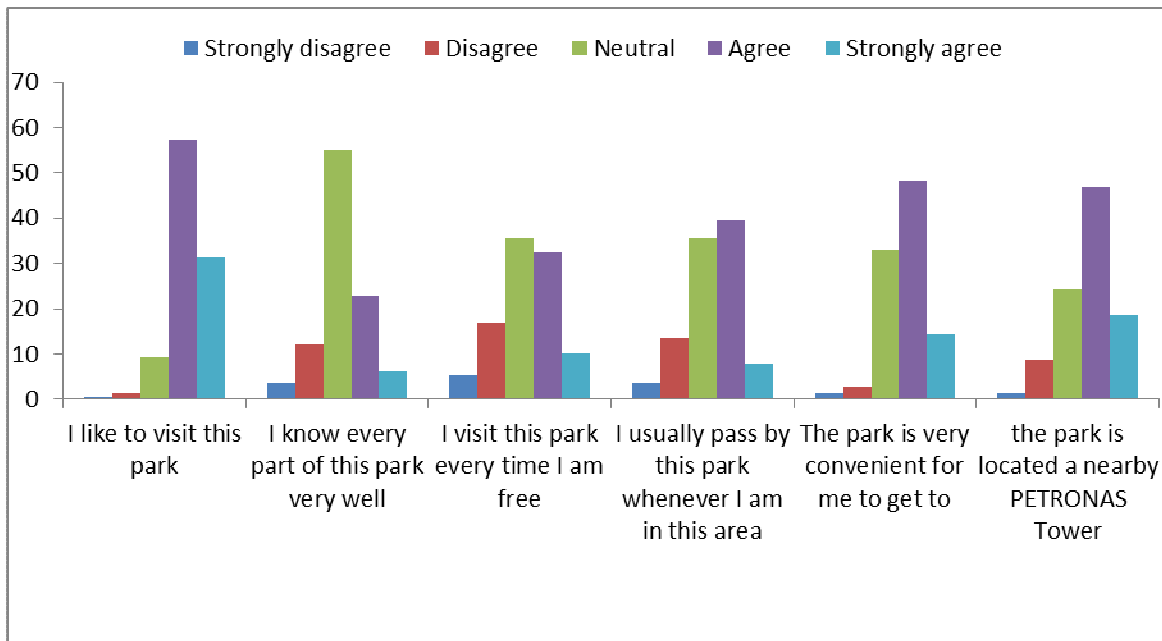


Figure 3. Familiarity with KLCC Park

Table 3. Familiarity with KLCC Park

Items	Mean	Standard Deviation (sd)
I like to visit this park	4.17	0.7
I know every part of this park very well	3.15	0.84
I visit this park every time I am free	3.25	1.02
The park is very convenient for me to get to	3.71	0.8
It is a nearby PETRONAS Tower	3.72	0.91

Source: Field survey (2012)

b. Safety

Safety is one of the main strategies to promote attachment to an urban park (Harnik, et. al., 2006). The ‘strongly agree’ responses to the statements ‘I can easily find my way without the fear of getting lost’ (19.9%) as well as ‘There are a lots of people around’ (19.6%) provides a sense of safety and security (Figure 4). The results of means analysis showed that the highest mean scores of 3.90 (sd=.77) and 3.69 (sd=.74) belonged to these two items which highlighted the reasons of feeling safe at the park (Table 4.3). Ryan (2005) and Harnik et. al (2006) had suggested that high visitation at an urban park indicates increased safety as there were more ‘eyes on the park’. Likewise, the statement that there are “a lot of people in KLCC Park” provides an increased sense of safety at KLCC Park. The park was a safe place for



females since their presence was strongly evident thus the park was deemed safe. Based on field observation, it is evident that there are a lot of females at the park.

c. Goal support

It has been pointed out that to enhance park use and understanding of users' needs is required (Whyte, 1988; Kaplan et al., 1998; Marcus & Francis, 1998). Carr et. al. (1992) stated that urban open spaces must meet five essential needs of individuals: comfort, relaxation, passive engagement with the environment and active engagement with the environment, The result of the descriptive analysis for each group of needs is presented in the figures below (Figures 5 to Figure 9). The overall results revealed a high frequency with the response 'strongly agree' for the statements 'I enjoy watching the water performance show' (39.4%) and 'I enjoy listening to the sound of waterfalls from the fountain' (35.8%). Based on the literature review, observing as well as listening to the sounds considered as passive activities which lead to relaxation; thus these responses reflect passive engagement and relaxation needs. On the other hand, the statement 'A place to have different activities' (7.3%), which reflects active engagement needs, received the lowest frequency. As KLCC Park does not provide variety range of facilities for active activity such as the bicycle track for riding bicycle; thus the responses reflect lack of active activities. Besides, these results highlight the importance of water features in an urban park in meeting users' needs. Furthermore, based on observation it is evident that the majority of the users are seating around the lake and water fountains to see waterfalls and listening the sound of water which provides them with feel of comfort and relax. It was evident that there was not much active activity except the jogging and walking at the park for adult. This may refer the objectives of KLCC Park, which is to provide places for relaxation.

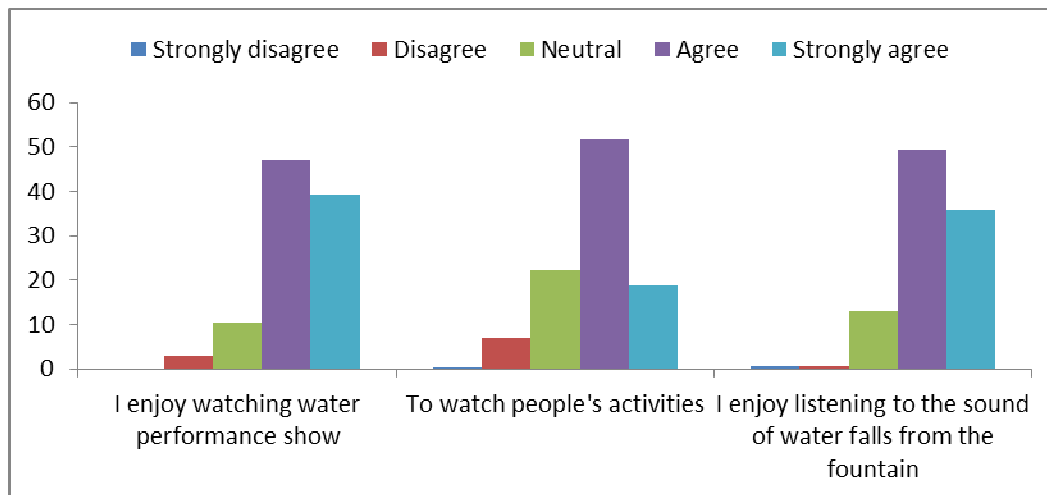


Figure 4. Passive engagement needs

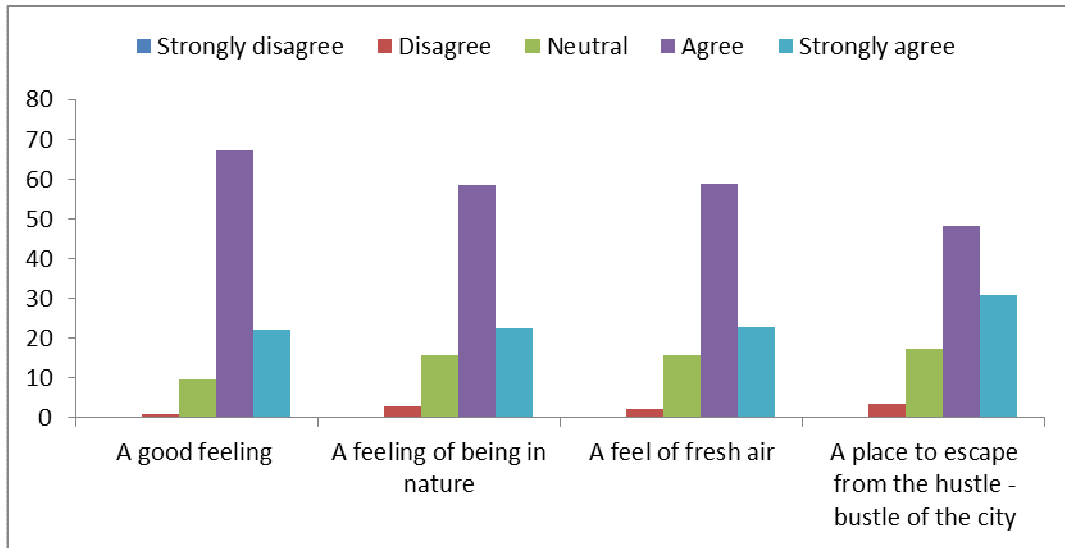


Figure 5. Relaxation needs

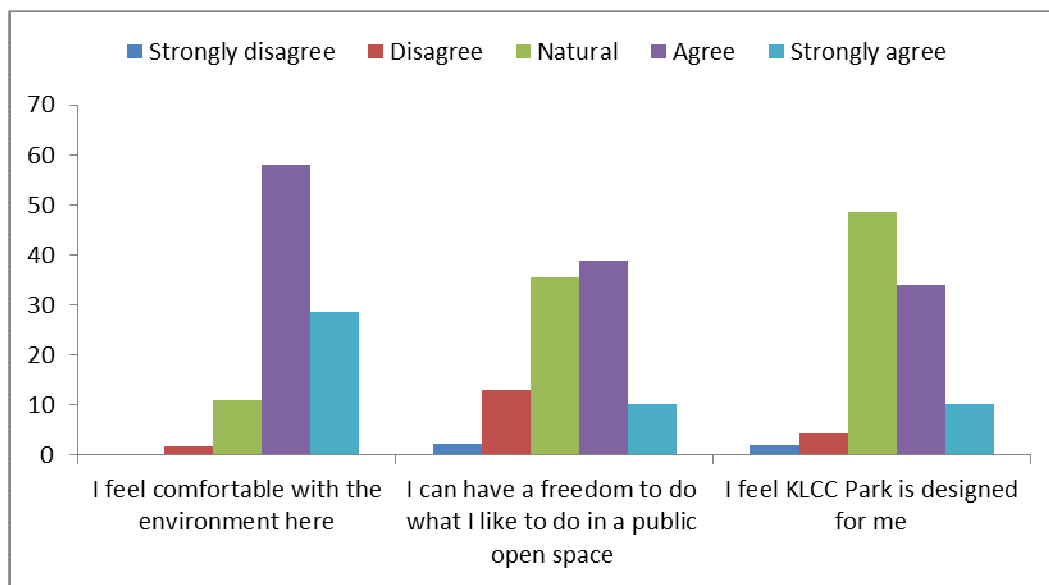


Figure 6. Comfort needs

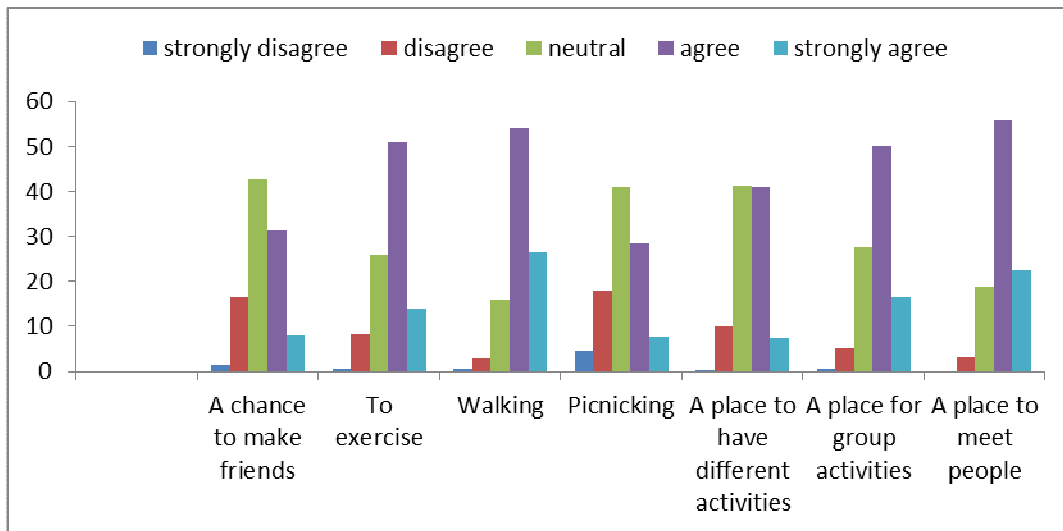


Figure 7. Activity engagement needs

The results of mean analysis revealed that all relaxation needs received high mean scores (mean $\geq$ 4) (see Table 3). However, passive engagement in total received the highest mean score, which was slightly greater than the mean score of relaxation needs, and this was followed by comfort needs, discovery and active recreational needs. These results indicated that KLCC Park was rated high in terms of meeting the passive engagement and relaxation needs, which implies that it provided a natural environment. In other words, KLCC Park was a peaceful place with fresh air, providing an enjoyable place for passive activities. The result of mean scores also emphasized the importance of “water fountains” as well as the “presence of a lot of people in the park” which ensured a feeling of safety. With regard to comfort needs, the results showed that even though users felt comfortable, they did not have the feeling of freedom to do what they would like to do in an open public space. In order to identify how the KLCC Park meets users’ active engagement needs, the study explores the opportunities that the park provided for different and group activities as well as for meeting people. The mean scores for most items (except for two items) were more than 3.50. According to Carr et al. (1992) these two items determine the discovery needs. ‘I like to stroll in the park’ had a mean score of 3.75 (sd=.7), while ‘learn from KLCC Park’ had a mean score of 3.35 (sd=.85). The result revealed that overall the discovery needs received the lowest mean scores. This can be assumed as the park does not offer variety activities to the users, so they can not sufficiently experience feel of exploring.

An urban park that successfully meets users’ activity needs results in the increase of park use. These should ensure the park’s success. However, the results of frequency and mean analysis of users’ active engagement needs revealed that the park did not successfully meet users’ active needs as compared to other needs. Thus, it can be claimed that even though KLCC Park is a good place for relaxation and passive activities resulting in psychological benefits, the park was not successful in providing users with social and physical activity benefits. Besides, the park does not adequately provide opportunities to do different activities as well as group activities such as playing football, thus the park could not strongly meet users’ social and physical activity needs. However, based on Maslow’s hierarchy of needs, psychological needs are the basic and fundamental needs, and he added if this need cannot be met, the highest needs could not be reached at all.

However, one needs to refer to the objectives of the KLCC Park. The main focus of designing KLCC Park was to provide to enjoy nature and forget the hustle-and-bustle of the city. This is to satisfy the passive and relaxation needs and bring psychological benefits. Therefore, it can be concluded that KLCC Park was successful in achieving its objectives.

**Table 4. Mean analysis for goal support**

Items		Mean	Standard Deviation (sd)
Passive engagement needs	I enjoy watching water performance show	4.22	0.75
	I like to watch people's activities	3.81	0.82
	I enjoy listening to the sound of waterfalls from the fountain	4.19	0.73
Relaxation needs	A good feeling	4.11	0.58
	A feeling of being in nature	4.00	0.72
	A feel of fresh air	4.03	0.68
	An enjoyable place	4.04	0.65
	A place to escape from the hustle - bustle of the city	4.06	0.78
Comfort needs	I feel comfortable with the environment here	4.13	0.69
	The freedom to do what I like to do in a public open space	3.40	0.92
	I feel KLCC Park is designed for me	3.45	0.81
Activities engagement needs	Walking	4.03	0.76
	Picnicking	3.16	0.96
	A place to have different activities	3.44	0.78
	A place for group activities	3.76	0.8
	A place to meet people	3.97	0.73
	To exercise	3.69	0.83
	A chance to make friends	3.27	0.88

Source: Field survey (2012)

In summary, the functional attachment dimensions (familiarity, safety and goal support) were highly ranked, and the mean scores of each of these factors are presented in Table 5. The result revealed the highest mean score for safety (mean=3.74, sd=.47), followed by goal support (mean=3.69, sd=.39), while the lowest mean score was recorded for familiarity (mean=3.27, sd=.52). These results may be partly due to the importance of KLCC to the government, with a high security installation, and due to its location.

Based on these results, it is revealed that as KLCC Park does not meet users' needs in a satisfactory level (mean=4.0); thus the park is not highly used. This leads users to not highly familiar with the park. Returning to the issue of the research posed at the beginning of this study, it is now possible to claim that this study provides additional support for the current problem of urban parks in Malaysia, as the park is not highly utilized as well as users are not strongly familiar with the park.

**Table 5. Mean scores for dimensions of functional attachment**

Items	Mean	Standard Deviation (sd)
Familiarity	3.27	.52
Safety	3.74	.47
Goal support	3.69	.39

Source: Field survey (2012)

**Table 6. Influence of physical features on users’ functional attachment**

Item	Functional attachment		Item	Functional attachment	
Passive features	Beta	.280**	Physical features	Beta	.650**
Active features	Beta	.414**		R <sup>2</sup>	.422
	R <sup>2</sup>	.424**			

Source: Field survey (2012)

\*\*significant at the 0.01 level

The most striking result to emerge from the data is that even though in Malaysia the way people perceive the cities and use public spaces such as urban parks are different from western countries, physical features, as similar to the western structure has an influence on users’ attachment to urban parks, functionally and emotionally.

## Discussion

### *Functional attachment*

#### a. Park use

One of the main findings of the study showed that KLCC Park is a place where the public mostly spend their leisure time. The findings revealed that the main purpose of coming to the park was for leisure compared to the other purposes. The public from various backgrounds usually come to the park, more than three times in a month, which in this study is considered as high frequency of use or visit. An important finding was that the users’ high frequency of visits affects their functional attachment to the park.

Users’ activities can be linked to passive and active recreational features. Carr et al. (1992) noted that “observation” is a passive activity as well as “listening”. This study found that the users’ passive activities in KLCC Park included watching other peoples’ activity, water show as well as enjoying listening to the sound of the waterfalls from the fountains. Passive engagement needs received the highest mean score compared to other needs which revealed the significance of users’ passive activities.

The findings revealed that walking was often the active activity among the users. However, the findings revealed that among other needs the needs of activity engagement which reflected users’ active activities received a lower percentage score. Thus, it can be concluded that users’ passive engagement was greater than active engagement as users’ passive activities were greater than active activities. In this situation, individuals can develop functional attachment to a place when their needs are strongly met by the place. One of those needs is active type of activity. Therefore, as users’ active activity needs are not strongly met, it leads to lack of functional attachment and in overall decreasing the level of place attachment.

The findings also revealed that the level of users’ functional attachment to the park was high. The functional attachment included three factors, familiarity, safety and goal support. The finding revealed that among the factors that determine the users’ familiarity to the park the greatest percentage was assigned to ‘I like to visit the park’, which implied users’ interested and motivation to visit the park which results in their familiarity. The second factor that indicated users’ familiarity was ‘the park is located nearby PETRONAS tower’. Hence, the location of the park which is located nearby the Twin Towers, the heart of the city center, made users familiar with KLCC Park.

Safety received the highest mean score in the category. It was evident that the lighting of the park for night use was adequate; also users visibly connected to their surroundings, there are lots of people around,

and the park is legible so the users can find their way without fear of getting lost. When a place is safe, it will be attractive for people to engage with.

b. Users' needs

This study found that KLCC Park was successful in meeting users' needs. Among the users' needs in an urban park (Carr et al., 1992) include passive engagement, relaxation, comfort, discovery and active engagement needs. The needs of passive engagement and relaxation were highly met, which linked to nature and the environment. The finding revealed that the passive zone of KLCC Park, which is represented by the nature of the park including trees, shade, the natural environment and planning and vegetation was successful in meeting the users' needs. Overall, the findings revealed that the level of functional attachment to the park among the users was high.

c. Influence of physical features on attachment

In this research the needs as classified by Carr et al. (1992) was applied. This included comfort, relaxation, passive engagement, active engagement, and discovery. Based on the findings of this study, passive engagement and relaxation needs of users was highly met which were associated with "nature". Taken together, these results suggest that, to promote users' attachment which results in improved park use, the most important consideration for planners and designers was to understand users' needs. Based on Maslow's hierarchy of needs, psychological needs are the basic needs that to achieve the highest needs first psychological needs must be met. Therefore, in making public spaces more meaningful which lead to strengthen the sense of place, first the place must strongly meet users' psychological needs.

d. Significance of physical features in enhancing users' activities

As discussed in the earlier section urban parks provide users with social, physical and psychological benefits. These benefits are mostly provided by users' activities at the park. Based on the findings, passive and active features provide opportunities for passive and active activities. The implication of these findings is that to enhance users' activities, passive (the nature) and active (developed facilities) features must be seriously taken into account. The findings of this study suggest that there are some important features which must be considered by planners and designers to enhance users' activities.

e. The roles of greenery and water features

This study has highlighted the importance of greenery and water features. Such features provide opportunities for passive activities as well as relaxation and comfort. In addition, many researchers such as Kaplan et al (1998), emphasized on the natural element, which were believed to provide psychological benefits for the users. The present findings were in agreement with Whyte (1988) who highlighted the importance of trees and water features for creating a comfortable microclimate.

f. Enhance facilities for physical and group activities

One of the important roles of urban parks is to have places for social interactions, which can be enhanced by group activities. The study found that that KLCC Park received the lowest mean scores as a place for group activities, and also the active engagement needs as a factor of functional attachment received a low mean score in comparison to other users' needs. In general, therefore, it seems that users' active engagement needs are related to various group activities. Thus, planners and designers must be aware of the importance of varied activities as well as group activities for providing social interaction and enhance the social benefits of the parks. According to Harnik et al. (2006) a park with more activity would have increased usage, which in turn can increase the perception of safety within the park.

## Conclusion

The results of the survey conducted among the users of KLCC Park at the Kuala Lumpur city center proved that a large number of users' needs, especially those related to their activity and discovery needs, were not adequately fulfilled. Such needs can be met by improving both the passive and active physical features. Undoubtedly, the condition of existing parks in Kuala Lumpur need to be improved and enhanced in order to offer a better place for users to develop an attachment which can lead to increased park use.

This study had identified the positive influence of physical features on users' emotional and functional attachment. Therefore, the improvement and enhancement of the passive and active physical features would give rise to users' emotional and functional attachment which would lead to increased park use. Overall, the present results indicate that physical features influence park use and park success.

The findings of this study verified the importance of physical features on users' attachment and park use which point to the need for planners and designers to plan and design urban parks with greater consideration on physical features and thus ameliorate the lack of attachment which is at the root of the underutilization of urban parks in Malaysia.

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