

Park Usage and Satisfaction Survey

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Introduction

Visiting parks is perhaps the most practical way of staying close to nature. The presence of parks contributes to the quality of urban life. Besides bringing environment and ecological benefits, parks bring notable social and psychological benefits to city dwellers, and are increasingly recognised as an important component of a liveable urban environment. A park is seldom the same to different park users. Since parks are designed to cater to a diverse group of park users, surveys are crucial in gathering their opinions. With the Park Usage and Satisfaction Survey, park users and non-users are surveyed once every two years, so as to enable park managers to understand user needs and to manage their parks more effectively. This RTN shares some of the findings of a recent survey on park usage and satisfaction for the year 2011.

Park Usage and Satisfaction Survey

The Park Usage and Satisfaction Survey is a biennial survey carried out by NParks since 2007. The aim of the survey program is mainly to develop recommendations for the management and programming of parks, and for reporting of Corporate Key Performance Indicators like the percentage of population visiting parks and their satisfaction level. The survey gathers opinions of both park users and non-users to understand their needs. The 2011 survey was commissioned in Dec 2011 and completed in Jun 2012. This RTN shares some of the highlights of the 2011 survey on park usage, park users and users' satisfaction.

Most Singaporeans visit parks in their leisure time. According to the survey, 7 out of 10 Singaporeans visited parks at least once in the past 12 months. More than half of the users visited 2 or more types of parks, with 62% having visited Regional Parks¹, 39% having visited Neighbourhood Parks² and 26% having visited the Park Connector Network³ at least once in the past 12 months (see [Table 1](#)).

Table 1. Percentage of park users visiting different park types

Park Types	2011
Sample size	2400
Regional Parks	62%
Neighbourhood Parks	39%
Park Connector Network	26%

Amongst these park users, close to half are regular users who have visited a park at least once a week. More than 80% of our users are generally satisfied with the parks they visited. East Coast Park was also voted as their favourite park, followed by the Singapore Botanic Gardens and Pasir Ris Park. With regard to the best-liked features in these favourite parks, 70% of the respondents cited "Greenery", followed by 60% for "Ambience", and 34% for "Design/Layout" (see [Fig. 1](#)). Amongst the various types of park found in Singapore, 75% of the respondents indicated that they preferred Coastal Parks, followed by 31% for Nature Parks and 24% for Riverine Parks (see [Fig. 2](#)).

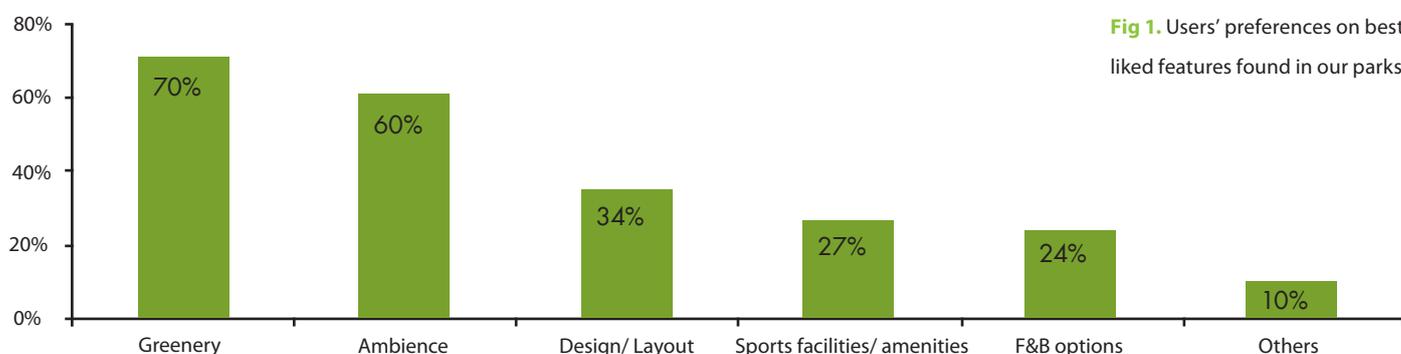


Fig 1. Users' preferences on best-liked features found in our parks.

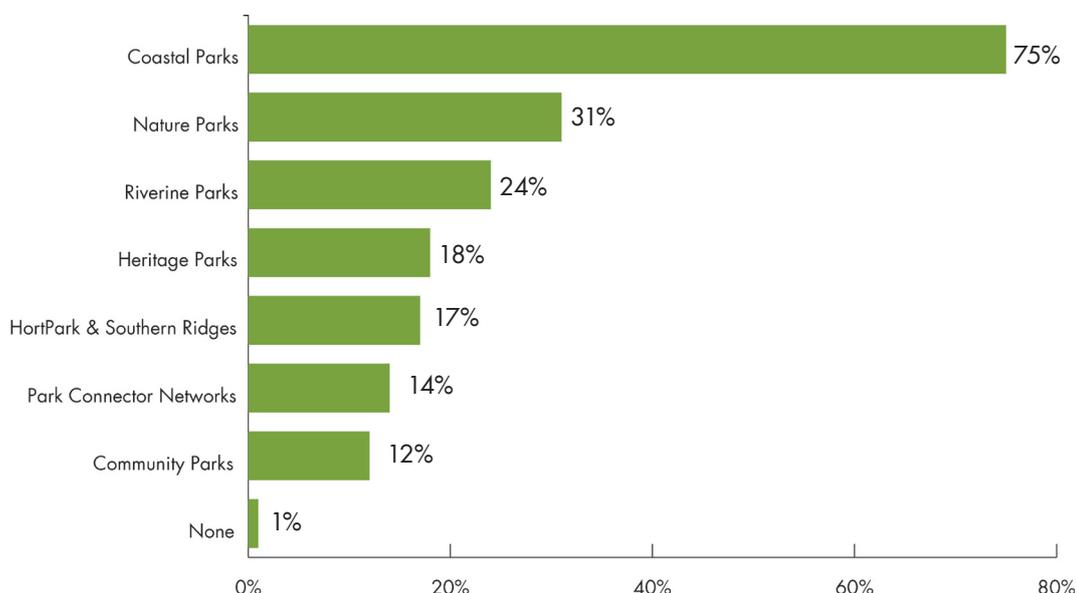


Fig 2. Users' preferences on the different types of parks found in Singapore.

As for the non-users of our parks, more than 70% of them cited various reasons for not visiting parks, such as "busy with work or study". In a separate survey project done in 2009, it was found that Singaporeans have leisure hours of about 4 hours on a typical weekday and 7 hours on a typical week end (see [Table 2](#)). Generally, Singaporeans spent most of their time in leisure activities such as watching television, reading, shopping and dining, which are activities not primarily carried out in our parks (although in terms of dining, there are existing eating establishments located in some parks) (see [Fig. 3](#)).

Table 2. Tabulation of time expended on activities by Singaporeans over different days in the week (*Leisure Lifestyles and Park Usage Survey 2009*)

Activities			Number of Hours on One Typical Weekday (Mon – Fri)	Number of Hours on One Typical Saturday	Number of Hours on One Typical Sunday
1	Work, attending school homework / tutorials / tuition	Mean	7.1	3.2	2.1
		Median	8.0	0	0
2	Engaging in leisure activities (such as hobbies, sports, reading books, or watching television, etc.)	Mean	4.5	6.8	7.5
		Median	4.0	6.0	7.0
3	Sleeping (excluding naps); Having meals / mealtime; Doing household chores; Taking care of family	Mean	12.5	14.1	14.4
		Median	12.0	14.0	14.0
4	Other non-leisure activities	Mean	<0.1	<0.1	<0.1
		Median	0	0	0

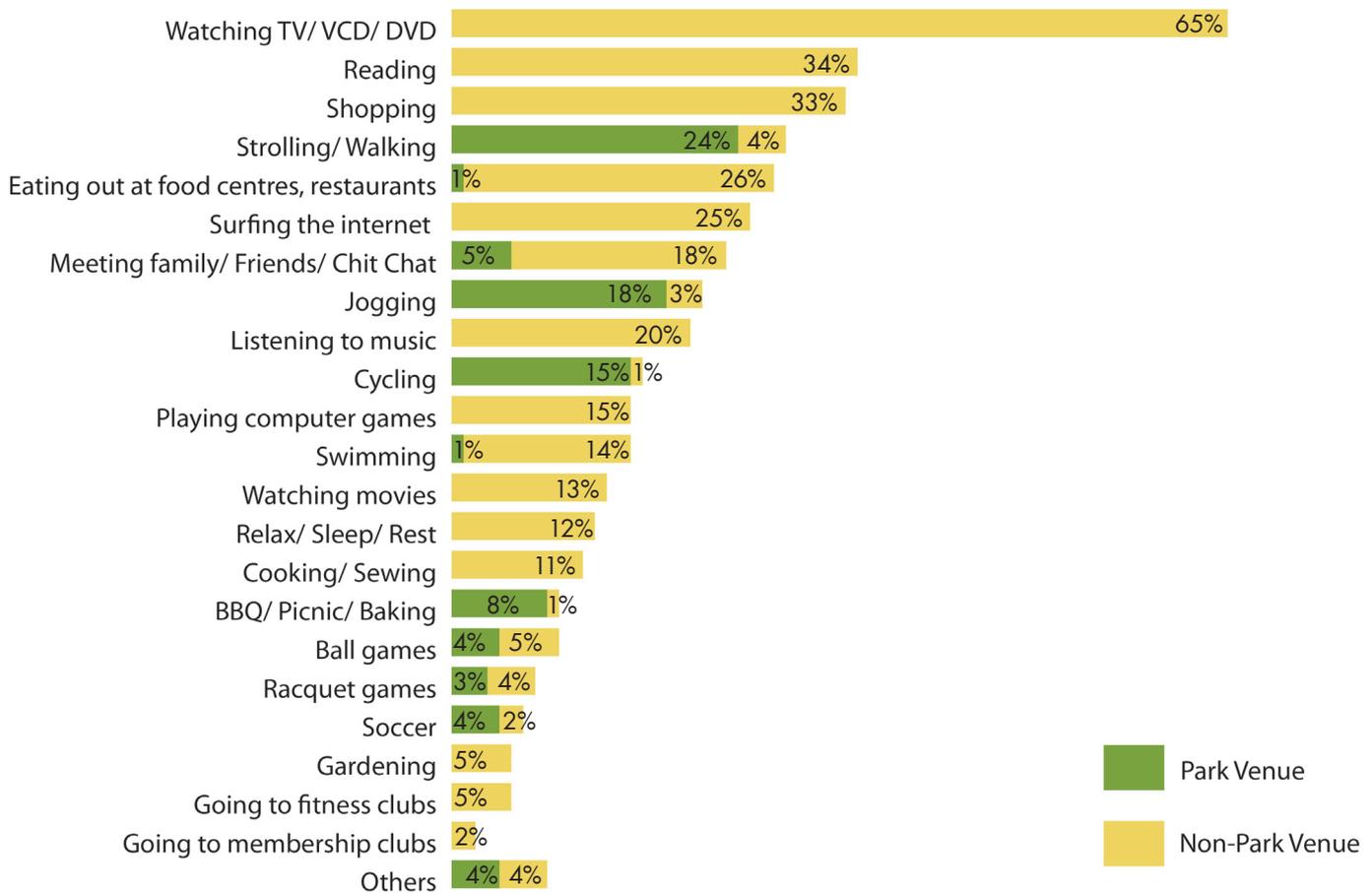


Fig 3. Singaporeans' preferred leisure activities (*Leisure Lifestyles and Park Usage Survey 2009*)

A significant number of Singaporeans enjoy visiting parks regularly in their leisure time. Extending the survey as a longitudinal study over the years would help us to better understand the needs of our park users, and help us uncover significant trends of behaviour over time.

Footnotes

1. Regional Parks are typically large parks with facilities. They include town parks, nature parks, coastal parks and off-shore island.
2. Neighbourhood Parks are community parks and green open spaces that serve the immediate residential community in HDB or private residential estates. They also include playgrounds, common green, precinct gardens, and rooftop gardens.
3. The Park Connectors Network links major parks and nature sites in an integrated manner turning them into green corridors. Park Connectors are typically located along drainage canals and roads.