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UNIVERSITI TEKNOLOGI MALAYSIA



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**INTERNATIONAL GRADUATE CONFERENCE OF  
BUILT ENVIRONMENT AND SURVEYING**

***'TOWARDS CONTINUITY AND LIVABILITY REVOLUTION'***

**ABSTRACT BOOK**

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**FACULTY BUILT ENVIRONMENT & SURVEYING**  
**UNIVERSITI TEKNOLOGI MALAYSIA**

# GBES 2019 ABSTRACT BOOK

“TOWARDS CONTINUITY AND  
LIVABILITY REVOLUTION”

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12	HOUSING GROWTH ENVIRONMENTAL CHALLENGES: WAY FORWARD LOW CARBON DEVELOPMENT <i>Hashim Abdullahi Gobi Krishna A/L Sinniah, Ho Chin Siong</i>	168
13	ENVIRONMENTAL IMPACT OF HOUSING GROWTH: LITERATURE ON LOW CARBON SOCIETY <i>Hashim Abdullahi Gobi Krishna A/L Sinniah Ho Chin Siong</i>	169
18	THE EVALUATION OF DISASTER SURVIVOR NEED DURING FLOOD: A CASE STUDY OF FLOOD DISASTER IN MALAYSIA <i>Mimi Suriani Mat Daud, Zuhra Junaida Muhammad Husny, Muhammad Zaly Shah Muhammad Hussein, Mohd Saipuddin Suliman, Noor Irdiana Ngadiman</i>	170
21	THE PARADOXES OF EFFECTIVE GREEN LOGISTICS IMPLEMENTATION <i>Muhammad, Z.S., Rozelin. A, M. Yazid, M.T., Mimi Suriani, M.D., Faradina, A., M. Ramzi, M.N., Hairul, R.S., Noor Idiana, N.</i>	171
23	A REVIEW ON REVERSE LOGISTICS ON FOOD AND BEVERAGE INDUSTRY BUSINESS PERFORMANCE <i>Noor Irdiana Ngadiman, Zuhra Junaida Ir. Mohamad Husny Hamid, Muhammad Zaly Shah Muhammad Hussein, Mimi Suriani Mat Daud, Faradina Ahmad, Rozelin Abdullah, Nuur Fathin Roslan</i>	172
46	TRANSGENERATIONAL ENTREPRENEURSHIP THE NEW NEPOTISM <i>M.A. Mohd Puzi, H.N. Ismail, S.J. Syed Muhammad Rafy</i>	173
51	BARRIER OF COMMUNITY PARTICIPATION IN URBAN PLANNING IN ISKANDAR MALAYSIA <i>K. Zanudin, I. Ngah and S H. Misnan</i>	174
72	FACTOR FOR DIFFERENTIATION IN VILLAGE ECONOMIC PERFORMANCE OF RURAL AREAS IN MALAYSIA <i>M. F. Rashid, I. Ngah, S. H. Misnan</i>	175
74	THEORETICAL AND INSTITUTIONAL ECONOMICS PERSPECTIVES ON MALAYSIA MY SECOND HOME (MM2H) PROGRAMME <i>Mohd Jamsyeer Khan, Siti Hajar Misnan, Hairul Nizam Ismail</i>	176
85	CURRENT PRACTISE OF DOMESTIC WASTEWATER MANAGEMENT IN URBAN NEIGHBOURHOODS OF SULEJA, NIGERIA <i>Abdul-Azeez Bashirat .M., Prof. Madya Dr Hisyam Bin Rasidi, Prof Ismail Said, Zainab Toyin Jagun</i>	177
86	THE EFFECT OF CURRENT PRACTICE OF WASTEWATER MANAGEMENT IN SULEJA, NIGERIA <i>Abdul-Azeez Bashirat .M., Prof. Madya Dr Hisyam Bin Rasidi, Prof Ismail Said, Zainab Toyin Jagun</i>	178
90	READINESS LEVEL OF LOCAL AUTHORITIES FOR ACTIVE TRANSPORTATION DEVELOPMENT IN ISKANDAR MALAYSIA <i>Tang, J. H., Safizahanin Mokhtar, Nabila Abdul Ghani</i>	179
92	FACTORS INFLUENCING THE PERCEPTION OF BEING CAUGHT (POBC) AMONG PRIVATE VEHICLE USER <i>Ahmad Fakhruddin, Farris Aqmal</i>	180
94	MEASURING THE SUITABILITY INDEX OF TRANSIT ORIENTED DEVELOPMENT IN KL SENTRAL STATION AND BANDAR TASEK SELATAN STATION <i>Noor Farris Aqmal, Ahmad Fakhruddin, Mohd Radhie Mohd Salleh</i>	181

206	AN EFFECT ANALYSIS OF URBAN FOREST FORMATION ON DISUSED RAILWAY YARDS ON THE CHANGE OF SPATIAL STRUCTURE IN THE SURROUNDING AREA -FOCUSED ON GYEONGUI-LINE FOREST PARK IN YEONNAM-DONG AND GREENWAY PARK IN GWANGJU <i>M.S. Han, Nuri, Mr. Park, Jaehoon, Prof Lee, Jea-Sun</i>	197
209	THE ROLE OF TRADITIONAL ECOLOGICAL KNOWLEDGE IN BUILDING ADAPTIVE CAPACITY FOR CLIMATE CHANGE: CASE OF THE LUN BAWANG TRIBE <i>Nadzirah Hosen, Hitoshi Nakamura, Amran Hamzah</i>	198
210	A STUDY ON THE WAYFINDING IN THE UNDERGROUND COMPLEX - FOCUSING ON COEX MALL IN GANGNAM-GU, SEOUL AND SMART WAYFINDING <i>Minseok Kim, Hyun Ju Shin, Jeasun Lee</i>	199
212	A REVIEW OF LAND FRAGMENTATION AND RURAL SUSTAINABILITY YOBE STATE, IN NIGERIA <i>Abba Saleh, M. Rafee Bin Majid, Nasir Medugu Idris</i>	200
217	THE ACCEPTANCE OF SINGAPOREAN TRAVELLER TOWARD ROAD CHARGES (RC) AND TOLL CHARGES: SINGAPORE - MALAYSIA <i>Razman Hafifi Redzuan, Muhammad Zaly Shah, Mohamed Dahlan</i>	201
218	PEOPLE DEMAND ON WATER BASED TRANSPORTATION IN EASTERN CHANEL OF JOHORE <i>Jamilahtun Md Ghazali, Muhammad Zaly Shah Muhammad Hussein, Farah Idayu Mohd Salleh</i>	202
223	THE EMINENT DOMAIN IN ISLAMIC LAW <i>Abdullah S. Karban, Umar F. Muhammad, Mahmud Bin M. Jusan, Mohammed Alzahrani</i>	203
230	REVIEW ON PREDICTING TOURIST DEMAND ON BIKE SHARING IN HERITAGE CITY OF MALAYSIA <i>Nuur Fathin Roslan, Muhammad Zaly Shah, Anzilah Wahid, Mazilah Abdullah</i>	204
246	THE PHILOSOPHY AND MODELLING OF IMPLEMENTATION DEVELOPMENT CHARGE IN URBAN MANAGEMENT <i>Nor Azalina Yusnita Abd Rahman, Dr Khadijah Hussin, Mudirah Shaharudin, Asma Senawi, Dr Thuraiya Mohd</i>	205
250	POTENTIALS OF RENT TO OWN SCHEME (RTO) IN REALIZING THE WISHES OF THE YOUTH TO HAVE THEIR FIRST HOUSE <i>Muhammad Zulfadhli Bin Mohd Zin, Siti Hajar Binti Misnan</i>	206
257	TRENDS OF EDUCATIONAL TOURISM IN MALAYSIA <i>Nur Shahirah Rusman, Hairul Nizam Ismail</i>	207
270	THE RELATIONSHIP BETWEEN BUILT ENVIRONMENT AND AGING IN COMMUNITIES IN URBAN AREA OF HUNAN PROVINCE: A LITERATURE REVIEW <i>Li Jinhua, Siti Hajar Binti Misnan</i>	208
281	SERVICE QUALITY AND CUSTOMER SATISFACTION ON HIPSTER CAFÉ IN JOHOR BAHRU, MALAYSIA <i>Mohd Faizal Bin Md Saleh, Norhazliza Halim, Mumtaz Najiah Binti Musa</i>	209
299	TOUR GUIDE PERCEPTIONS ON DARK TOURISM ACTIVITIES IN MALAYSIA <i>Elyna SyazanaKana, Norhazliza Abd Halim</i>	210
300	TOURIST TECHNOLOGICAL ENGAGEMENT THROUGH MOBILE SERVICES AT DESTINATION <i>Nur Shuhadah Mohd, Hairul Nizam Ismail, Norliza Isa, Syed Muhammad Rafy Syed Jaafar</i>	211



# **URBAN AND REGIONAL PLANNING**

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## TOURIST TECHNOLOGICAL ENGAGEMENT THROUGH MOBILE SERVICES AT DESTINATION

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### ABSTRACT

Mobile utilisation had dictated tourist on-site travel consumption and psychologically altering the way tourist experience destination. Mobile services was seen as a mediator in tourist-destination encounter, enabling tourist to glimpse space in slightly different perspective. The high dependency on mobile services, especially among the new tourist generation, was presumed to be influential in igniting curiosity and imposing emotional impact. The distinction of experience obtained from tech-engagement alter the current structure of experience and constructing new form of technology mediated travel experience that constitute of technology-emotion relation. Particularly, their enjoyment towards this human-technology engagement in mediating the destination encounter is believed to be the antecedent of the overall travel satisfaction. Therefore, perspective on tourist on-site mobile utilization pattern is important in further understanding the technology mediated travel experience. Information pertaining tourist spatial technological engagement was collected in understanding its influence on travel experience. Millennial generation was specified as the target group since they hold the demand of current tourism industry. On-going questionnaire survey of 221 respondents was conducted on 55 identified main attractions within Kuala Lumpur city centre. Preliminary findings reveals that tourist perceived influence of mobile engagement does varies based on places within the destination. This is an early evidence that technology mediated travel experience does lead to development of emotional experience and improves destination interaction.

**Keywords :** Technology mediated travel experience, Human-technology engagement, Tourist-destination encounter, Place bonding





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