



THE IMPACTS OF URBAN TOURISM TO THE LOCAL
ENVIRONMENTAL CONDITION IN BUKIT BINTANG,
KUALA LUMPUR, MALAYSIA

BY

MAIMUNAH BINTI ABDUL AZIZ

A dissertation submitted in fulfilment of the requirement for
the degree of Master of Urban and Regional Planning

Kulliyyah of Architecture and Environmental Design
International Islamic University Malaysia

JULY 2013

ABSTRACT

Recently, urban tourism has resulted to the various impacts towards an urban environmental condition. Urban area like in Bukit Bintang in Kuala Lumpur, Malaysia has been threatened by the issues regarding its environmental quality. Therefore, this study was conducted to study on the various implications of urban tourism activities to the local environmental condition in Bukit Bintang through analyzing the causes and factors contributing to the impacts. The study generally applied the both qualitative and quantitative methods for the analysis in achieving the goal and objectives. The methods applied for the data analysis were the document analysis, observation and questionnaire survey. Moreover, the study has also suggested a few recommendations on how to defeat the negative implications regarding the environmental condition in the study area by adopting some relevant justifications applied by other scholars through some case studies as a strategic initiative. It is hoped that the paper presented will raise readers' concern on the current issues threatening the urban environment. On the other hand, the analysis and recommendation given perhaps could be a beneficial input for the readers, especially environmentalist and planners to refer for their future actions.

ملخص البحث

أصبحت السياحة الحضريّة اهتماماً بين المخطّطين والباحثين لدراستها في هذه السنوات الأخيرة حيث إنّ هذه الصناعة قد تسبّب الآثار العديدة، وجزئية على الحالة البيئية المحلية في مدينة. وسريع الحضر وهائل هذا اليوم قد تمّ استغلالها من قبل ظاهرة ازدهار صناعة السياحة الحضريّة. فيجب على بيئة المدينة أن تتلقّى بعض التغييرات حسب التطور السريع في ساحة السياحة الحضريّة التي تدعو باستمرار زيادة عدد الزيارات كل عام. وفي قلب هذه القضية، قد أُعدت ورقة البحث هذه لدراسة آثار أنشطة السياحة الحضريّة نحو حالة البيئة المحلية في كوالالمبور، خاصة في جالنتار وبوكيت بينتاج. وأداء عملها بوصفها عاصمة، وأيضا باعتبارها العمود الفقري للتنمية الاقتصادية في ماليزيا، تكون كوالالمبور والمدن العالمية الرئيسية الأخرى ضحية لآثار السياحة الحضريّة. وقد فضّل بعض منهجية البحث في إجراء هذه الدراسة مثل تحليل الوثائق والملاحظة والاستبيان. ومن خلال تطبيق أسلوب الوصفي والكمّي، تهدف هذه الورقة إلى اكتشاف آثار صناعة السياحة الحضريّة على العناصر البيئية المختلفة. وبجانب ذلك، فإنها توفر أيضا في تفسيرات تسلسل على طريق تأثر هذه البيئة إلى بعض التغييرات بناءً على العوامل البيئية المحددة. وعلاوة على ذلك، اقترحت الورقة أيضا بعض التوصيات حول كيفية التغلب على الآثار السلبية بشأن الحالة البيئية في ميدان الدراسة من خلال تبني بعض المبررات ذات الصلة المطبقة من قبل المخطّطين الآخرين ببعض دراسات الحالة كمبادرة استراتيجية. ومن المؤمل أنّ الورقة المقدّمة سترفع درجة الاهتمام من القراء على القضايا الراهنة التي تهدّد البيئة الحضريّة. ومن ناحية أخرى، لعل هذا التحليل والتوصية يكون مدخلا مفيدا للقراء، خاصة البيئة والمخطّطين وإشارة إلى اتخاذ إجراءات في المستقبل.

APPROVAL PAGE

I certify that I have supervised and read this study and that in my opinion, it conforms to acceptable standards of scholarly presentation and is fully adequate, in scope and quality, as a thesis for the degree of Master of Urban and Regional Planning.

.....
M Zainora Asmawi
Supervisor

I certify that I have read this study and that in my opinion, it conforms to acceptable standards of scholarly presentation and is fully adequate, in scope and quality, as a thesis for the degree of Master of Urban and Regional Planning.

.....
Rustam Khairi Zahari
Examiner

This dissertation was submitted to the department of Urban and Regional Planning and is accepted as a fulfilment of the requirement for the degree of Master of Urban and Regional Planning.

.....
Mariana Mohamed Osman
Head, Department Of Urban And
Regional Planning.

This dissertation was submitted to the Kulliyah Of Architecture And Environmental Design and is accepted as a fulfilment of the requirement for the degree of Master of Urban and Regional Planning

.....
Khairuddin Rashid
Dean, Kulliyah Of Architecture
And Environmental Design

DECLARATION

I hereby declare that this dissertation is the result of my own investigations, except where otherwise stated. I also declare that it has not been previously or concurrently submitted as a whole for any other degrees at IIUM or other institutions.

Maimunah Binti Abdul Aziz

Signature Date

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

**DECLARATION OF COPYRIGHT AND AFFIRMATION
OF FAIR USE OF UNPUBLISHED RESEARCH**

Copyright © 2013 by Maimunah Binti Abdul Aziz. All right reserved.

**THE IMPACTS OF URBAN TOURISM
TO THE LOCAL ENVIRONMENTAL CONDITION IN BUKIT
BINTANG, KUALA LUMPUR, MALAYSIA**

No part of this unpublished research may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission of the copyright holder except as provided below.

1. Any material contained in or derived from this unpublished research may only be used by others in their writing with due to acknowledgement.
2. IIUM or its library will have the right to make and transmit copies (print or electronic) for institutional and academic purposes.
3. The IIUM library will have the right to make, store in a retrieval system and supply copies of this unpublished research if requested by other universities and research libraries.

Affirmed by Maimunah Binti Abdul Aziz.

.....
Signature

.....
Date

This thesis is dedicated to my parents;
Mak & Ayah,

Who introduced me to the joy of reading from
the birth and to write from the heart.

ACKNOWLEDGEMENTS

Bismillahhirrahmannirrahim. In the name of Allah most beneficent and most merciful, appreciation and gratitude to Allah the almighty for his grace and blessings for giving me the strength to complete this dissertation.

My sincere thanks to my family especially my parents, Abdul Aziz Salim and Asmah Halil Khan because of their strong support in all times of depressions, weaknesses and despairs, converting them to be will, determination and hope. Not to forget, my two other siblings, Noor Baiti and Nadiatul Azwa, I really thank them because of their moral, emotional and financial support. I hope this little effort would be a reward for their support regardless the final result and I hope insya Allah to always be a source of pride for them.

I would also like to thank my supervisor Dr. M Zainora Asmawi for her guidance and valuable comments during the research period. Her patience and determination to ensure this dissertation a quality one amazed me. Besides that, I would like to extend my thanks to all lecturers who have enlightened me by knowledge and supported me in all courses during my master degree study in IIUM.

Last but not least, I would like to really thank to all my dear super-supportive friends especially Mohd Zulhilmi Fauzi, Shahrum Zainal Abidin, Fatin Zahida Abu Hassan, Anizah Mohd Salleh, Shaikhah Saoud Al-Jaberi, Nur Farhana Che Amran, Nadia Mohd Nasir Fatin Liana Ismail, and some other good friends for their warmest support which make the journey smooth for me as well as the undergraduate friends who have always entertained my enquiries during my involvement in the Urban and Regional Planning field. I really appreciate your help and support, and I pray for your success and happiness in life. May Allah bless those who have involved and contributed in the process of completing this research. Ameen.

Wassalam...

TABLE OF CONTENTS

Abstract.....	ii
Abstract in Arabic.....	iii
Approval Page.....	iv
Declaration Page.....	v
Copyright Page.....	vi
Acknowledgements.....	vii
List of Tables.....	xii
List of Figures.....	xiii
CHAPTER ONE: INTRODUCTION.....	1
1.1 introduction.....	1
1.2 Study Background.....	1
1.3 Site Background.....	4
1.4 Problem Statement.....	7
1.3 Issues.....	8
1.5 Research Questions.....	8
1.6 Goals and Objectives.....	9
1.7 Scopes of Study.....	9
1.8 Study Limitation.....	11
1.9 Significance of Study.....	13
1.10 Structure of Study.....	14
1.11 Conclusion.....	16
CHAPTER TWO: LITERATURE REVIEW.....	17
2.1 Introduction.....	17
2.2 Urban Tourism.....	17
2.2.1 The definition of the Term “Tourism”.....	17
2.2.2 The definition of the Term “Urban Tourism”.....	18
2.2.3 Urban Tourism History and Development Concept.....	18
2.3 Kuala Lumpur as the Major Destination for Urban Tourism in Malaysia 20	
2.4 Bukit Bintang as the Urban Tourism Attraction in Kuala Lumpur.....	21
2.5 The Concept of Healthy Environment.....	23
2.6 The Concept of Sustainable Urban Tourism (Sut).....	25
2.7 The Importance of Healthy Environment towards Sustainable Urban Tourism.....	26
2.8 Factors Influencing to the Environmental Changes.....	27
2.9 Case Studies- Indicative Impact of Urban Tourism Activites Towards the Local Environment.....	29
i. Australia Case Study – Sydney, Melbourne and Brisbane.....	29
ii. Hong Kong Case Study.....	32
iii. Singapore Case Study.....	34
2.9 Lesson Learnt From Case Studies.....	36
2.10 Conclusion.....	37

CHAPTER THREE: RESEARCH METHODOLOGY	38
3.1 Introduction.....	38
3.2 General Structure.....	38
3.2.1 Study Phase	38
3.2.2 Research Approaches and Design	41
3.4 Data Collection.....	43
3.4.1 Types of Data	43
3.2.4 Significance of the Methods Applied	52
3.4 Data Analysis	53
3.5 Output and Recommendation.....	54
3.6 Conclusion	55
CHAPTER 4: ANALYSIS AND FINDINGS ON THE IMPLICATIONS OF URBAN TOURISM INDUSTRY IN BUKIT BINTANG	56
4.1 Introduction.....	56
4.2 The Current Environmental Condition of the Main Tourism Attraction Areas In Bukit Bintang.....	57
4.3 Local Peoples’ Opinion Regarding the Current Environmental Condition in Bukit Bintang.....	68
4.3.1 Respondent’s profile	69
4.3.1.1 Gender	69
4.3.1.4 Ethnicity	71
4.3.1.5 Status	72
4.3.1.6 Highest level of education.....	73
4.3.1.5 Length of stay in Bukit Bintang.....	74
4.3.1.6 Reason of stay in Bukit Bintang	75
4.3.1 Spearman’s Rho Correlation Test Between Variables.....	77
4.3.1.1 Relationship between the respondents’ age and the environmental rate.....	79
4.3.1.2 Relationship between the respondents’ level of education and the environmental rate.....	80
4.3.1.3 Relationship between the respondents’ length of stay and the environmental rate	82
4.3 Urban Tourism Impacts towards the Environmental Elements	83
4.3.1 Environmental elements affected by the urban tourism industry in Bukit Bintang	83
4.3.2 Mean Comparing Analysis.....	90
4.4 Types of Impacts that were Influenced by the Urban Tourism Industry to the Environmental Elements.....	92
4.4.1 Causal factors relating to urban tourism that influenced the environmental changes in Bukit Bintang.....	93
4.6 Summary of the Observation and Questionnaire Survey Result.....	96
4.7 Conclusion	98
CHAPTER FIVE: CONCLUSION AND RECOMMENDATIONS	99
5.1 Introduction.....	99
5.2 Summary of Research and Findings.....	99
5.3 Rekomendations	102
5.4 Directions for future Research	104

5.5 Conclusion	104
BIBLIOGRAPHY.....	106
APPENDIX A: NEWSPAPER CUTTING.....	111
APPENDIX B: QUESTIONNAIRE	116

LIST OF TABLES

<u>Table No.</u>		<u>Page No.</u>
3.1	Significance of method applied	53
4.1	Respondents' reason of stay in Bukit Bintang	75
4.2	Rate given to the local environment	76
4.3	Correlation test between respondent's age and their rating	79
4.4	Correlation test between respondents' highest level of education and their rating	81
4.5	Result of questionnaire survey regarding the environmental elements affected by the urban tourism industry in Bukit Bintang.	84
4.6	Likert Scale to measure the environmental elements affected	85
4.7	Mean Comparing Test – Result	91
4.8	Types of impacts influenced by the urban tourism industry	93
4.9	Factors affecting the quality of environmental elements in Bukit Bintang	95
4.10	Likert Scale to measure the environmental elements affected	96

LIST OF FIGURES

<u>Figure No.</u>		<u>Page No.</u>
1.1	Study area's boundary: Bukit Bintang, Kuala Lumpur.	6
2.1	Panoramic view of Kuala Lumpur city centre at night.	20
2.2	Interrelated connections between the factors creating sustainable urban tourism	27
3.1	General structure of the study	39
3.2	General structure of the study (with details)	40
3.3	Study Organization Sources: Researcher 2013	42
3.4	Types of data collected in the study	44
3.5	Methodology and types of data applied for the data collection stage	48
3.6	Methodology applied in collecting the data (in sequence) for the first objective.	49
3.7	Methodology applied in collecting the data (in sequence) for the second objective.	50
3.8	Methodology applied in collecting the data (in sequence) for the third objective.	51
3.9	Methodology applied in collecting the data (in sequence) for the third objective.	52
3.10	Linkage between the study outputs and recommendation in achieving the objectives.	55
4.1	Tourism attraction areas in Bukit Bintang	58
4.2	Jalan Bukit Bintang's view during day and night.	60
4.3	Jalan Sultan Ismail's view.	62
4.4	Views in Jalan Imbi.	63
4.5	Views in Jalan Alor's area.	65
4.6	Views in Jalan Bulan's area. Sources: Fieldwork, 2013.	66
4.7	Views in Jalan Bulan's area	68

4.8	Gender of respondents	69
4.9	Age of respondents	70
4.10	Age of respondents	71
4.11	Respondents' ethnicity	71
4.12	Status of respondents	72
4.13	Respondents' highest level of education	73
4.14	Respondents' length of stay in Bukit Bintang	74
4.15	Respondents' reason of stay in Bukit Bintang	75
4.16	Environmental rat for urban tourism areas in Bukit Bintang	77
4.17	Pedestrian friendly areas in Bukit Bintang	89
4.18	Hotel industry in Bukit Bintang	90
5.1	Main actor in enforcing sustainable development.	103

CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

Tourism and environment are the two interrelated factors relying to each other. The quality of the environment, both natural and man-made, is essential to tourism. However, tourism's relationship with the environment is complex. It involves many activities that can have adverse environmental effects. Many of these impacts are linked with the construction of general infrastructure such as roads and airports, and of tourism facilities, including resorts, hotels, restaurants, shops, golf courses and marinas. The negative impacts of tourism development can gradually destroy the environmental resources on which it depends.

On the other hand, tourism has the potential to create beneficial effects on the environment by contributing to environmental protection and conservation. It is a way to raise awareness of environmental values and it can serve as a tool to finance protection of natural areas and increase their economic importance (United Nations Environment Programme, 2001).

1.2 STUDY BACKGROUND

Tourism has been developing rapidly from more than past 50 years. Then, due to this phenomenon, tourism had slowly driven to the invention of jets and craft in the Europe which is offering the opportunity for people to travel outside of their usual place for many reasons. Besides, the dynamic growth in economic plus with the stable income in many countries especially the Asian Countries in these few years has

encourage more people to travel. As the result, tourism activities have consistently extending to the variety purposes until today. By referring to this situation, tourism is expected to expend into many expects while making profit to the economics of a country (World Tourism Organization, 2000).

In the sequence situation, as time passed by, development of tourism sector has diverges to the wider scopes, which is now, urban tourism, agro tourism, eco-tourism and some others types have gradually appeared to be the product of tourism. As illustrated by Thullen (1996), tourism industries have been increasing rapidly in these few years parallel to the development of economic and technologies which have expended the industry into the larger field. It cannot be disputed, and it has also been proved that tourism has brought to the huge benefits towards the economic and social development of a country. However, behind the ‘happy story’, there are still many implications of tourism need to be considered. As the development of tourism in the past years is seen beneficial too much towards the development of a country, many people do not really realize that some of the impacts are potential to be the ‘future disaster’ for them as the effects could not be seen clearly in a short time.

Based on the study context, urban tourism is one of the tourism products that have emerged as the result of tourism development since the past years. Urban tourism naturally occurred in the urban areas like cities and town. This is due to some reasons attracted numbers of people to come, which was elaborated in detail in Chapter Two later on (Literature Review). In Malaysia, there are many attractions for urban tourism activities such as in Penang, Melaka, and Johor Bharu. Being the capital city of Malaysia, for sure, Kuala Lumpur is the most dominant area for urban tourism activities in Malaysia (Ismail, 2008).

City is a place that consists of surplus population, a subject that serves the best opportunities for needs and services. This might be the best rationale for the consistent development of a city around the world (Ayhan, 2011). Referring to another idea, Keles (2008) has clarified a city as an image portraying the quality of a place through the level of development in many fields. All the things were done including infrastructure and economic are the factors illustrating characters of a place which then lead to the positive and negative impacts towards the others, including the environment. It could be alarmed from here that, urbanization is the result of our actions towards the desired development, while at the same time; it may lead to some impacts to the other sectors, which environment is also included.

Apart from the urban tourism context, environmental condition is another part discovered in this study as those elements ('urban tourism' and 'environmental condition') are the two interrelated elements affecting each other, as supported and explained by the statement below:

“Tourism and the environment have a very complex and interdependent relationship. Tourism is one of the largest industries in today's world economy and is a great source of foreign exchange for many developing countries, whose major assets are their natural resources. At the same time, it is the environmental quality of a place that will determine the success of the tourism industry, since it is the principal attraction.”
(Thullen, 1996, p.1)

There are some arguments relating this issue as some might assume that tourism is actually good for the environment while some might say is it not, and some might also consider that tourism has brought to the both positive and negative impacts towards the environment. Basically, tourism had caused the various impacts towards the environment like pollution, congestion and some other issues relating to the environmental degradation (Mason, 2003). Therefore, this study was initiated for the purpose of discovering the impacts of urban tourism activities to the local

environmental condition in Bukit Bintang, Kuala Lumpur. It is intended to provide some information in determining the affected environmental factors to the urban tourism impact, while illustrating the form of explanation on how the factors were influenced by the activities related. Besides, it is also prepared in order to give some information and to create environmental awareness among people regarding the matter discussed in the problem statement later on.

1.3 SITE BACKGROUND

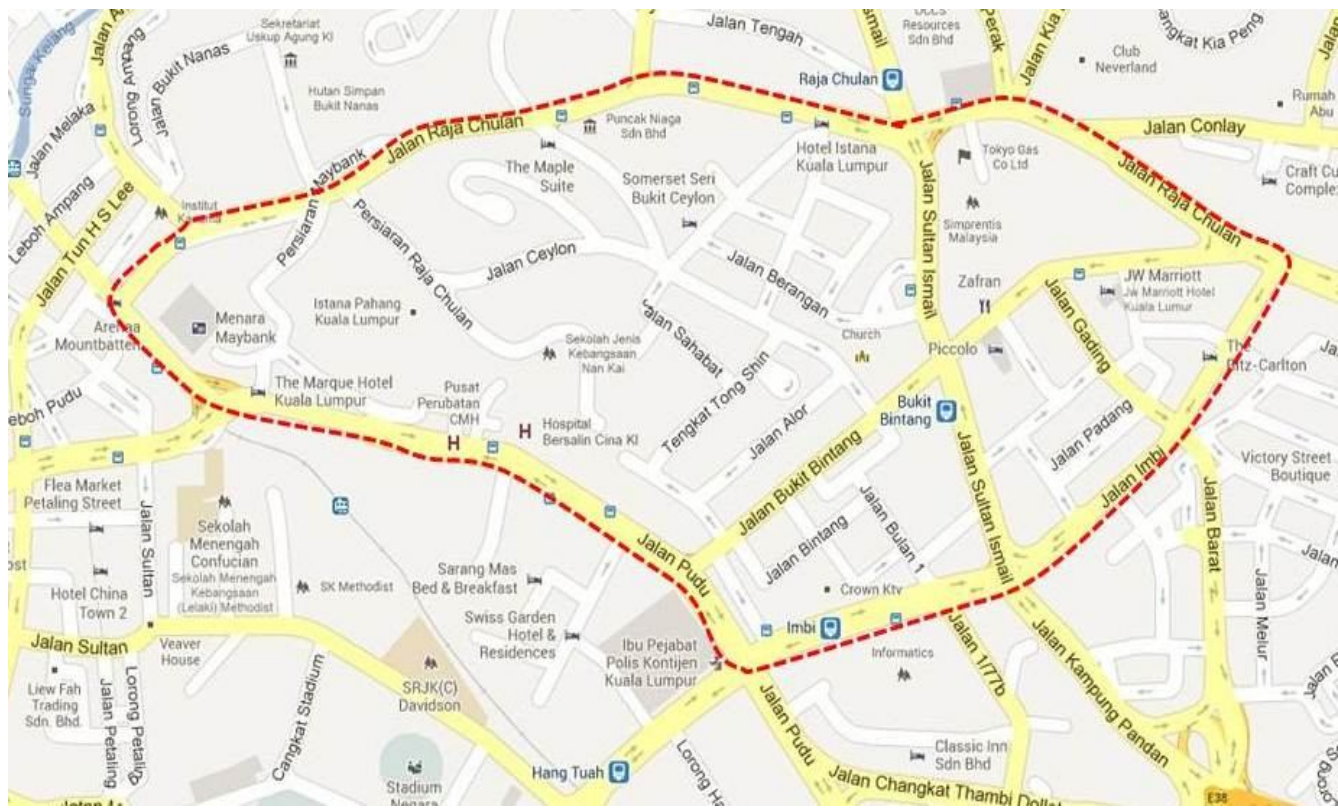
As stated in Part 1.1 previously, there are few tourism attractions available in Malaysia like in Penang, Johor Bharu and Melaka. Being the capital city of Malaysia, Kuala Lumpur city is well known as the developed urban area consists of a few urban tourism attractions area like in Dataran Merdeka, Central Market, Kotaraya, Bukit Bintang and Masjid Jamek area. The area chosen for the study is Bukit Bintang area, which is located in the heart of the Kuala Lumpur city centre.

In the early story of the area development, as it is located within Kuala Lumpur, Bukit Bintang area was dominated by the Chinese population since the area were started as the tin mining area. The history of the urban development was initiated by rejuvenation of the clustered retail area proposed by Tan Sri Yeoh Teong Ley in 1980's. This phenomenon was injected by the deadly May 13 tragedy which has resulted into big impacts to the area development. The area has undergone through a series of transformation stages which has brought the area into a success shopping and entertainment destination attraction today.

Bukit Bintang area has been developing rapidly since its early development. Until now, there are lots of tourism attractions available in the area like the understanding shopping malls supported the sophisticated tourism accommodations.

Bukit Bintang area is famous among the tourist as the 'Golden Triangle' area as the area is currently surrounded by 3 main road; which are Jalan Imbi, Jalan Pudu and Jalan Sultan Ismail.

This 'Golden Triangle' area is mostly favored by the teenagers and youth generation in Malaysia. There are many sophisticated malls were built within this area like The Berjaya Times Square City Plaza, BB Plaza, Pavilion Shopping Mall, Sengei Wang Plaza, Lot 10 and many more. Besides, there are also nightlife events were carried out d in this area such as exhibition, street concerts, retailing activities and parties. The magnificent urban design elements in this area have strongly supported the development of the area to be promoted as the urban tourism destination, merely for shopping and entertainment.



Legend:

 Boundary

Legend:

 Boundary

Source: Adapted from: Google Map
Retrieved from <https://maps.google.com.my/> on 13 Desember 2013.



Not to Scale

Figure 1.1: Study area's boundary: Bukit Bintang, Kuala Lumpur.

1.4 PROBLEM STATEMENT

By its nature, urban tourism had caused to some impacts to the environment. On some view, it is perceived that the environmental condition is being neglected today as the effects cannot be seen clearly in a short time. It is also supported statement quoted below:

“Since the dangers posts by global warming are tangible, immediate or visible on the course of day-today life, however awesome they appear, many will sit on their hands and do nothing of a concrete nature about them. Yet waiting until they become visible and acute before being stirred to serious action will, by definition, be too late.” (Giddens, 2008, p.2)

As urban tourism happened in the urban areas like cities and town, the impact could be explored within the urban areas like Bukit Bintang in Kuala Lumpur; for the local research. Compared to other industries like manufacturing, tourism is perceived contributed to the light impacts towards the environment. In another simple explanation, it does not really harm the environment. This might be the best reason for the lack of concern among people regarding the impacts of urban tourism. However, the impacts could be appeared clearly for us to see once the used of environment has surpassed its limit. Then, it is too late to control.

The more the technologies were enhanced, the better economic supported a country development, the more promotion and attention were given to the tourism arena, and then more tourists will be produced. Looking forward towards the future, a city is imagined to be the best place for the economic and societal development; eco-society city. By neglecting this seductive ambition, it the same like allowing the future destruction towards the environment. The extreme desires towards urbanization might ruin all the dreams that have been created today (Bookchin, 1999).

Due to the increase number of local population, more development was done in order to cater the huge number of people. Plus, more products were also produced. As the result, it has also invited more people to visit and stay in the city as there are numerous of things could be seen and done (Neto, 2003). The implication of this has been revealed by Dumitru (2010) that urban tourism have caused to many impacts towards the environment and these impacts are also depend on the extension number of the opportunities offered in a place supported by other factors that bring to its rise or declines.

1.3 ISSUES

- 1) Issues regarding the environment is seems to be neglected far behind while urban tourism has become the desired industry in the city as it has the economic means.
- 2) The environmental impacts of urban tourism are always seen as a light impact as the effects cannot be seen clearly by eyes and does not occur in a short time.
- 3) Lack of environmental awareness regarding the effects of urban tourism towards the local environment as the impacts were not identified clearly.
- 4) As the time passed by, lack of environmental awareness among the local people has gradually brought to the environmental dilemma in the urban area.

1.5 RESEARCH QUESTIONS

- i. What are the environmental elements affected by the impacts of urban tourism activities Bukit Bintang?

- ii. How does urban tourism affects the local environmental condition in Bukit Bintang?
- iii. What are the factors relating to the urban tourism that has caused to the environmental degradation in Bukit Bintang?
- iv. How to control the negative impacts of urban tourism on the local environmental condition in Bukit Bintang?

1.6 GOALS AND OBJECTIVES

The goal of this research is to study the various implications or urban tourism industry to the local environmental condition in Bukit Bintang, Malaysia. Below are the objectives rectified in order to achieve the goal:

- i. To study on the current environmental condition in the major tourism attraction in Bukit Bintang.
- ii. To determine the environmental elements affected by the urban tourism industry.
- iii. To study on how the urban tourism affects the local environmental condition in Bukit Bintang.
- iv. To propose some ideas and recommendation to control the urban tourism impacts.

1.7 SCOPES OF STUDY

The research was take place in an urban tourism attraction in Kuala Lumpur, which is Bukit Bintang. Objectives and scopes of study were further delineated as follows:

Objective 1:

To study on the current environmental condition in the major tourism attractions in Bukit Bintang.

Scope:

To analyze the current environmental condition in the 6 major attractions in Bukit Bintang, which are?

- i. Jalan Bukit Bintang's area
- ii. Jalan Sultan Ismail's area
- iii. Jalan Imbi's area
- iv. Jalan Alor's area
- v. Jalan Ceylon's area
- vi. Jalan Bulan's area

Objective 2:

To determine the environmental elements affected by the urban tourism industry.

Scope:

To study on the different stages of effects of urban tourism industry on the various environmental elements.

Objective 3:

To study on how the urban tourism affects the local environmental condition in Bukit Bintang.

Scope 1:

To study on the stages of the types of impacts left by the urban tourism industry in Bukit Bintang.