

The Influence of Service, Facilities, And Environmental Surrounding Toward Urban Park's Attractiveness

A case study of Manggemaci Park and Amahami Park

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ABSTRACT: *This research aims to know the influence of service, facilities provided by urban parks, and the influence of the location of the park toward the ability to attract people coming to it. The researcher conducted the research to know what kind of service, facilities, and the ideal type of surrounding environment that public space in this case is an urban park should have in order to be able to attract many people to go there and create a livable urban park atmosphere based on an examination of public space in Bima. The method that is used in this study is a qualitative research method in the form of observation, interview, and literature review which will be processed into a narrative description. The finding of this paper sets out the influence of service, facilities, and surrounding environment that affect the attractiveness of an urban park to attract visitors.*

Keywords: public, open space, landscape, service, facilities, environmental surrounding

INTRODUCTION

Study Background

One of the important elements that contribute to increase the livability, environmental quality, and sustainability of a city is a public space. The public spaces of a city commonly can be in the form of open spaces such as urban parks. The urban park is a park located in urban areas aimed to provide recreational opportunities and green space to the residents or visitors within the municipality.

"It is difficult to design a space that will not attract people - what is remarkable is how often this has been accomplished." (Whyte, 1988) A statement that William H. Whyte once said. Today, many of the public spaces are intentionally designed visually pleasant to be looked at but only a few of them are to be touched/visited. As in most cases, there are plenty of urban parks that are neat, clean, visually pleasing, and empty. Some people might think that 'no people, no problem' since there will be nobody damaging the facilities provided in the urban park, but it is certainly a problem since it means that the park is no longer fulfilling its purpose as a place that offers recreation and green space to the visitors, in this case, is the resident within municipalities.

A space that succeeds in supporting and facilitating the activities of the users is depending on how the design of the space can easily tell people how to use those facilities. According to Carmona (2003), several factors can be seen from the relationship between activity users and public open spaces itself such as comfort, relaxation, passive engagement, active engagement, and discovery. Also, according to Rubenstein, there are several supporting design elements that must be present in public open spaces. These can

be a basis to identify the ideal type of urban park.

Bima is a town located in West Nusa Tenggara province with the total area of 222.2 km² and the total population is 148,984. Taking into consideration the two most recently renovated urban parks in Bima, the design of Amahami Park and Manggemacci Park which turns out differently in attracting people come into it. Amahami Park is the urban park located slightly away from the center of the town with that established for recreational purposes. Meanwhile, Manggemaci park is an urban park located in the center of the town and established also for recreational purposes and strongly related to sport. This research tries to find out the possible factors from three aspects which are from the service, facilities, and environmental surrounding of the space that influence the ability of these two related urban parks to attract visitors within the municipalities.

Study Formulation

Several factors can be seen from the relationship between users activity and public open spaces as the basis to know the reason influences of the two most recently renovated urban parks in Bima, which the design of Amahami Park and Manggemacci Park that turns out differently in attracting people come into it.

Therefore, The formulation of the problems in this study are as follows :

1. How is the influence of service, facilities, and the surrounding environment on the attractiveness of an urban park to attract visitors?
2. What makes the design of two urban parks, Manggemaci park and Amahami park, different in attracting people considering service, facilities, and the surrounding environment aspects?
3. What kind of service, facilities, and surrounding environment best applied to an urban park within the town context?

Study Objective

This research aims to know the influence of three aspects which are service, facilities, and surrounding environment toward the attractiveness of an urban park to attract visitors which requires a deeper understanding both from the human as a user and the urban park design as a space.

The objectives of this paper are:

1. The influence of service, facilities, and surrounding environment toward the attractiveness of an urban park to attract visitors.
2. The evaluation of Manggemaci park and Amahami park according to three aspects; service, facilities, and the surrounding environment.
3. Find the ideal service, facilities, and surrounding environment best applied to an urban park.

LITERATURE REVIEW

Car (1992) defines a public space as a shared space that accommodates people to conduct various activities in a community bond both personal activity and group activity, and those can be either daily habit or annual open events held by the community. The existence of public space aimed to provide people a space to practice social activities within municipalities or neighborhoods and it certainly affects the social life of the people.

A public space brings together the society in their daily life routine activities as well as in annual open events.

In Indonesia, Public Open Space in Permendagri No.1 of 2007 concerning The Planning of Urban Green Open Space, are spaces within the city or the wider area, in the form of area/zone or in the form of elongated area/lane wherein the use of it is more into public and basically without the existence of buildings.

The public spaces of a city commonly can be in the form of open spaces such as urban parks. Ismail (2014) sees a park on an urban scale as an open space that accommodates social activity in it, where the people there can relax or have fun individually as well as collectively. In this matter, a park not only functions as an open space, but the function has developed to become more complex, a different kind of park generates a different type of activity pattern.

1. Active Park, is an urban park that the function is combined with sports facilities, where the layout is usually in the form of an open field with various street furniture, jogging tracks, biking, and other facilities that can accommodate particular types of sports.
2. Passive Recreational Park is an urban park that functions as a recreational facility with complete visual enjoyment facilities that involve vista on each object of the park and people usually pay for it.

Even though various types of public spaces are designed out there, there are still several general considerations that should be taken into account when establishing the public open space in this case is an urban park. The facilities of an urban park must be easily understood therefore it can be easily used by many people in harmony with its intended purpose. In general, the details for spatial attributes must be following the existing standards, so that the shape of the spatial attributes has sufficient dimensions to be used by many people. Plants should be selected carefully to avoid harmful or poisonous plants. In addition to the activity space, what influences the activity pattern is the activity actor itself. Space successfully supports and facilitates activities depending on how the design of a public space tells visitors how to use the space. According to Carmona (2003), several factors can be seen from the relationship between activity users and public open spaces itself.

1. Comfort

Comfort is one of the important factors that should be provided in public spaces. d Finally, it depends on the character and quality of the space. The length of time spent by visitors is one of the indicators of comfort. Carr (1992) argues that it is an important necessity to expand the experience of visitors in public spaces. A sense of security, where someone doesn't feel anxious. The sense of comfort can be influenced by the physical design of a space.

2. Relaxation

Relaxation itself means more towards calming the body and mind (Carr, 1992). The psychological comfort should be reached in the very first place before reaching the relaxation. In public spaces, natural elements such as trees, grass, water elements, and road dividers that limit the inside of the public space make it easier for visitors to relax. Aesthetic elements can also block access to particular directions visually, present security

concerns, and make visitors unwilling to use any part of the space.

3. Passive engagement

Passive engagement conducted by users of public space is observing the environment/surroundings of the space. The spatial setting of public spaces must allow users to stop moving and enjoy the atmosphere supported by adequate landscape view/furniture.

4. Active engagement

Active engagement occurs in the form of activities that directly engage the user. Interactions that occur in the form of communication between users can occur spontaneously because of something interesting.

5. Discovery

Diverse spatial experiences will increase people's interest to be involved in a public space. This space experience can be manifested in the form of unique landscape designs, attractive natural panoramic displays, art performances, kiosks, and more. Furthermore, according to Rubenstein (in Rahayu, 2005), the supporting design elements that must be present in public open spaces include:

- a. Pedestrian light with ideal height about 4-6 meters and placement distance between 10-15 meters.
- b. Street lighting: Lighting should be evenly distributed, and the choosing of the type of lamp should be based on effectiveness to that particular spot, not too excessive nor too dim.
- c. Bus stops: It can protect from the changing weather, usually placed on the side of the main road with heavy traffic.
- d. Signboard: The sign board should be in harmony with lighting for best placement, it should be informative, containing information about the location and facilities, not blocked by any object, can reflect the character of the area, with the placement distances and sizes must be adequate and arranged to ensure visibility, and prevent using large sign boards that can block/dominate the views.
- e. Public Telephone: provides features as a communication facility, provides convenience for users, easily visible and protected from the weather.
- f. Trash bins: trash bins are placed within a certain distance, for instance, every 15-20 meters, easy to carry by municipalities' janitors, and the types of trash ideally can be divided for several types of waste.
- g. Vegetation: To shade particular spot, ans should not be placed in walking path and is better to be planted in rows, it contains not only aesthetic value, but also climate control, plants that are planted should not poisonous, not thorns, and the branches do not break easily to prevent damage, the plant spacing is better to be semi-dense so as to produce optimal shade.
- h. Clean water / toilet: clean water / public toilet is a very needed facility in public open spaces.

shown on the table below:

Gender	Male
	Female
Age	<10
	10-20
	20-30
	30-50
Employment Status	Full-time
	Part-time
	Unemployed
	Full-time homemaker

Source : Author

RESULT AND DISCUSSION

Amahami Park

The existence of public space aimed to provide people a space to practice social activities within municipalities or neighborhoods and it certainly affects the social life of the people. A public space brings together the society in their daily life routine activities as well as in annual open events. (Carr, 1992)

Amahami park, as one of the urban parks in Bima, is a melting pot where the various interactions between one individual to the others are conducted, such as gathering, playing, relaxing, sports, and many other social activities. It is a place to get fresh air, a place to connect between one and the other place, and a barrier or distance between the building mass.

1. Service

Service is one of the aspects that is mostly considered in the development of an urban park. Based on the result of the on-site observation conducted, the service of Amahami Park consists of the presence of the parking area and vendor service area.



Figure 1. Parking



Figure 2. Street Vendor

The provision of sufficient parking area is a good point from the park. However, even though there is a large parking area reserved for visitors located in the north side of the park, the space along the street in front of the park is also utilized for parking. This issue presents a visually unpleasant view of the vehicle ocean at the first sight of the visitors. Not only the vehicle but also street vendors that disturb the view of the park. In

fact, the City Government has provided a new place in the northern area of the Amahami floating mosque which is equipped with tents and the electricity and those are functioning properly, but the trader didn't want to move due to economic reasons.

2. Facilities

According to the on-site surveys, the facilities provided at the Amahami park are considered appropriate, based on the observation from all elements of the park, it can be categorized as a proper urban park, as it supports all supporting activities such as sports, gathering, relaxing, waiting, communicating and even just strolling around.

According to Rubenstein, about the supporting design elements that must be present in public open spaces, 5 out of 8 of the design elements present in Amahami Park include pedestrian light, street light, trash bins, vegetations, and clean water/toilet.

The pedestrian light is only a few and sometimes is not lit, when it is nighttime, the source of light is sometime only come from the vendors, but the dimness create a certain ambience to the park that it is aimed for visitors to enjoy the view of light reflection to the sea surface that is far away. Furthermore, the street light is still operating properly, adding more sense of security to the visitors. The trash bins are located every 5-10 meters along the park as an effort to minimize visitors littering around.



Figure 3. Pathway



Figure 4. Street Lamp



Figure 5. Trash Can



Figure 6. Vegetation

However, not all of those five mentioned elements can be classified as proper facilities, for instance there are only a few numbers of big vegetation that made the park look dry during the daytime. Not only that it just has a few parts of shady areas, the facilities like toilets are not directly provided. Visitors have to go to the mosque -next to the park, to go to the toilet.

3. Environmental surrounding

The park is located in the tourist area and has the purpose of being able to provide aesthetic value that is synergized with the beach tourist destination which is Lawata Beach. The park is located near the seashore as it emphasizes the natural view around for the key point to provide experiences. Furthermore, the park is located right next to one of the iconic Landmark in Bima; Amahami Floating Mosque.



Figure 7. Surrounding View



Figure 8. Surrounding View



Figure 9. Landmark

Beside the natural surroundings, the location of the park is strategically located near many other public facilities including supermarkets, gas stations (pertamina), hotel, and a famous beach within the town.

Manggemaci park

Manggemaci Park is one of the most recent urban parks that was established by the government of Bima. The park aimed to be a place where people of Bima in doing activities and interactions between one individual to the others. People usually will gather, play, relax their mind, do sports, and do other activities they would like to do in the urban park.

1. Service

Manggemaci park is one amongst the urban parks in Bima that is located in the middle of the city. Based on the result of the on-site observation conducted, the service in Manggemaci Park is shown by the presence of the vendor area, providing various culinary alternatives for the visitors. The presence of the parking area also provided for the visitors but the capacity is smaller compared to the parking area in Amahami Park. However, the number of visitors in Manggemaci Park is fewer than Amahami park, that the capacity of the parking, in this case, is not the reason why Manggemaci Park's visitors is less than Amahami Park.



Figure 10. Parking



Figure 11. Vendor

2. Facilities

Manggemaci Park, according to urban park category from Ismail (2014), can be categorized as an Active Park, where Manggemaci Park has the function of park that is combined with sports facilities, the layout is consist of the jogging tracks, and other supporting facilities that can accommodate particular types of sports. Furthermore, the park is located right next to the sports field, and sport centre.



Figure 12. Path



Figure 13. Lamp



Figure 14. Trash Can



Figure 15. Vegetation



Figure 16. Play Area

The park provides the children a play area that provides swing, climbing frame, colorful tires, etc. This play area is a plus point for Manggemaci Park that this kind of facilities did not exist in Amahami Park. This is one of the ways to create the bonding between the public space and the users, especially for children, since according to pps.org in their article titled 'What Makes a Successful Place?' stated that once the user feels attached to a particular area, the intensity of the visiting number or the time spent will be greater and in this case, an urban park will be so much more livable.

According to Rubenstein, about the supporting design elements that must be present in public open spaces, 4 out of 8 of the design elements present in Manggemaci Park include pedestrian light, street light, trash bins, and vegetations. Compared to Amahami Park, the presence of public toilets near the park is harder to find.

3. Environmental surroundings

Located in the middle of the municipalities, Manggemaci Park offers its visitors with the view of the busy street next to it. It is also surrounded by the building except for the east part, where the sports field is located. Furthermore, the park is located right next to another sport-related building which is the Sport Centre of Bima.

As the park location is in the middle of the town, it can be said that Manggemaci park is strategically located since it is surrounded by several commercial facilities including a cafe, a Convention Hall, and minimarkets.





Figure 17. Surrounding View



Figure 18. Landmark

To sum up, the comparison between Amahami Park and Manggemaci Park is simply described in the table below:

Criteria	Amahami	Manggemaci
Seating	 <p>Seating area is located in many spots and also along the edge of the sea and mostly not covered/shaded.</p>	 <p>There are few particular benches for seating. People can sit near the fountain border. Many parts are covered in the park.</p>
Lighting	Dim lighting. More dynamic placement.	Dim lighting. Line up tidely along the pathway.

Paths	Paved pathway. Variation of material and pattern. Dynamic path.	Paved pathway. Less material variation. Linear dominated path.
View	Natural view. Sea view along the side.	Busy streets and sports fields.

Interview Result & Analysis

- Purpose of Visit

- a. Amahami Park

The purpose of visit of the visitors are vary, majority of the interviewee say that their purpose of visiting Amahami Park is to spend their time enjoying the park atmosphere, beside that, another reason is to do jogging or doing morning exercise on sunday.

- b. Manggemaci Park

Referring to the interview result, visitors of Manggemaci Park are mostly going there for recreational activities. Sometimes people’s intention at the very first is to do some sport activities in the sports field next to it in the morning, then decide to take a look at the park.

- The influence of service, facilities, and environmental surrounding toward the attractiveness of the people and ideal type of urban park in town level analysis

At a point where the outdoor areas are poor in quality, visitors will only conduct activities that are strictly necessary. Meanwhile, when outdoor areas have a better quality, not only the necessary activities are conducted but the visitors will also tend to spend more time in that area because the physical conditions are better. In the street or urban park that have poor quality, rarely can be seen people activities occur, people hurry home. Meanwhile, in an urban park with a better quality, various human activities will occur because the place and situation are inviting people to stop, seat down, eat, play, etc. In a good environment, a completely different, broad spectrum of human activities is possible.

Based on the interview result, we aimed to find out whether there is a significant difference between provided facilities toward the attractiveness of the urban park. In fact, there are several things that can be pointed out that affect the visitor’s willingness to visit the urban parks.

1. Spatial Experience

According to the interview result, an urban park that offers a monotonous spatial experience, in this case is a monotonous design and landscape is less preferred to be visited by the visitors. This result is in harmony in Carmona’s that the diverse spatial experiences will increase people's interest to be involved in a public space. This space experience can be manifested in the form of unique landscape designs, attractive natural panoramic displays, art performances, kiosks, and more. (Carmona, 2003)

Ideally, for the visitors, they prefer a park which offers various spatial experiences. As a park, supposed to be able to accommodate various activities, by using the dynamic

approach of making this melting pot consist of various experiences which can be manifested through the path pattern, sheltered and unsheltered part, variation of vegetation, and even the lighting.

2. Nature-surrounded Park

Nature-surrounded public space is more preferable than a busy street or building-surrounded park. Natural views such as the sea in Amahami Park has become one of the key points that attract the visitor. As Carr's statement, in public spaces, natural elements such as trees, grass, water elements, and road dividers that limit the inside of the public space make it easier for visitors to relax (Carr, 1992), the sea can be classified as the water element within the park that brings comfort to the visitors and affect their preferences of urban parks.

Referring to pps.org place diagram, in defining a successful public place, there are four main aspects that should be taken into consideration which are Sociability, uses & activities, access & linkage, and comfort & image. This surrounding environment has strongly related to the comfort and image of the urban park.

According to the interview that has been conducted, the most ideal and preferable environment surrounding the park is the natural view, not only the visual pleasant view it offers, but also the nuance that generates its visitors toward the feeling of refreshing and calming at the same time. It explains why most interviewees are feeling more attracted to Amahami Park compared to Manggemaci park.

3. Clean & Tide Park

A clean park is becoming the biggest reason in promoting the comfortability of a public space. A clean urban park is the positive point that both Amahami and Manggemaci Park already have. People tend to be more willing to go to a public park that looks clean and tidy. It highlights the importance of having park janitor service in every urban park to ensure the public park is always clean.

A tide park is also a good point that is most likely being noticed by the visitors. It can be achieved when the arrangement of food stalls and park elements such as lamps or benches are well arranged. The presence of a parking area also has an important role in keeping the visitor's vehicle tide and not disturbing both view and vista of the park.

4. Availability of Complete Facilities

Having everything we need within a place is good. Notice that public space is for the collective use, suppose the urban park can provide all the user needs for the people in general. Almost all of the interviewees from kids until adults said that one of their main reasons for visiting particular parks is the culinary that the park offers. The variation of culinary provided near or within the park seems likely to be one of the biggest attractions factor to the people.

Secondly, the ideal facilities that should be present in the park to attract more people by generating more on the comfortability aspect can be realized by providing seating areas and shelter at several parts of the park. Furthermore, a good urban park should have a proper pathway that encourages people to walk, jog, or even run without feeling uncomfortable and not safe. Another point is that the urban park supposed to have

a sufficient parking area to prevent visitors carelessly parking their vehicles on the side of the road. Other necessary facilities which are also important are green area consisting plants and flowers, sufficient lighting, security post, praying area, a clean place to eat, playing area, clean and proper toilet, sport area, trash can on every corner, and internet connection.

CONCLUSION

As for the conclusion, this study proves that there is the influence of service, facilities, and surrounding environment toward the attractiveness of an urban park to attract visitors. People preferred to go to an urban park with more complete service and facilities provided. While the image of the park also plays a big role whether it is a right place to do sport/ refresh their mind/ just chilling and relaxing. That this is mostly affected by the existing surrounding of it. As the majority of interviewee perceived that urban park as a place where they spend their time, doing social interaction and refreshing their mind, there is an ideal standard to assess whether they feel attracted to visit particular parks.

The most preferable nuance surrounding urban parks is the natural environment, which generates the feeling of satisfaction and peace by either the pleasant view and the natural sound, such as the sound of the wind, the sea waves, or the crowds. Those explain why the ability of Amahami Park and Manggemaci Park turns out different in attracting the people, since both parks offer slightly different facilities, service, and offer a significant difference in their surroundings. The researcher believes that this finding should be taken into consideration when the government is planning to establish several other new urban parks in the future.

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