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Analysis of Community Satisfaction on The Performance of Green Open Area Facilities (Case Study: Religius Park And River Edge Park In Addition To Cattle Bridges In Kasongan)

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ABSTRACT

This research is a study of the condition of the park in Kasongan, where the discomfort began to be felt due to the condition of the park which was recently inaugurated in 2018 and began to show a decrease in the quality of public facilities. The level of visitors to the park is declining due to the declining quality of park facilities, including the condition of the fountain pond that looks dirty, trash cans are damaged, some garden lights are not lit, and so on.

Data were collected by observation on the condition of the park facilities, through questionnaires distributed to visitors, as well as through interviews with visitors. The approach taken to answer research questions is through perception.

There are several conditions of park facilities that are still far from expectations according to resident's perceptions, namely the condition of the trash can, the condition of the park lights, the condition of the toilets in dirty conditions and even some that cannot be functioned properly. It is expected that from this study obtained strategies in connection with improving/ improving the performance of park facilities for community satisfaction.

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I. INTRODUCTION

The existence of public opinion that was covered by beritasampit.co.id which was released on May 19, 2018 stated that the park was not maintained. The amount of garbage is scattered because some garbage bins are full and some others are in a damaged condition and even disappear from its place. In addition, the fountain also smells bad and dirty due to the flow of water that is no longer functioning, toilets that are made but can not function, view towers that are not maintained and rarely opened, and many other things. The desire to provide a new image, especially in the Religious Park and Park on the River Side Katingan Bridge, it is necessary to conduct a study of the performance of the park by conducting a survey of park visitors and residents who live around the park, of course so that the condition of this park can continue to be maintained and improved in its function as well as security and comfort for the people of Kasongan City.

II. LITERATURE REVIEW

According to Arifin (2005), parks are one of the types of green space that is an environmental attraction that provides added value. Park in a limited sense is a piece of land arranged in such a way that it has beauty, comfort, and security for the owner or user.

The Green Flag Award is the national standard for parks and green space in the UK. It was first held in 1996 to select and award the best green open space in the country. The Green Flag Award has several criteria for assessing park quality and green space. These criteria include:

1. Welcoming Place
2. Healthy, Safe and Secure
3. Clean and Well Maintained
4. Sustainability

5. Conservation and Heritage
6. Community Development
7. Marketing
8. Management

Management is a process implemented by a group/organization in an effort to coordinate to facilitate the process of managing these assets in order to produce value for the group/organization.

Assets are goods and everything both tangible and intangible are included in the wealth of a party that has financial value.

While asset management is the science and art to guide wealth management which includes the process of planning asset needs, procuring assets, inventorying assets, conducting legal audits, valuing assets, operating and maintaining assets, as well as renewing, deleting, destroying or transferring assets.

From the results of the analysis both from the literature study and from several reviews of similar facilities, the following conclusions can be obtained.

Table 1. Research Variables

No	Variable	Indicator
1.	Garden Location	The condition of the road to the park (X_1)
2.	Garden facilities	Park bench (X_2)
		Trash can (X_3)
		Garden Lights (X_4)
		Pedestrian Path (X_5)
		Parking lot (X_6)
		Plaza (X_7)
		Toilet (X_8)
		Gazebo (X_9)
		Information boards (X_{10})
		Children toys (X_{11})
		Biopore (X_{12})
		Water fountain (X_{13})
		Guardrail (X_{14})
3.	Managerial and Park Services	Parking Levies (X_{15})
		Management Services (X_{16})
		Government Participation (X_{17})

III. DATA AND ANALYSIS

RESEARCH DATA

The research data used are of two kinds, namely secondary data and primary data. Primary data used are of two kinds, namely questionnaire / questionnaire and in-depth interviews. The questionnaire was submitted to 100 respondents who were park visitors, and for in-depth interviews it was submitted to 5 respondents who were park visitors who were willing to be interviewed.

The following index value categories are used in this study.

Table 2. Visitor Perception Rating

Assessment of visitor perceptions of indicators	Value/score
a. Very bad (STB)	1
b. Not good (TB)	2
c. Pretty good (CB)	3
d. Good (B)	4
e. Very good (SB)	5

Table 3 Visitor Expectation Assessment

Penilaian harapan pengunjung terhadap indikator	Nilai/skor
a. Very unimportant (STP)	1
b. Not important (TP)	2
c. Quite important (CP)	3
d. Important (P)	4
e. Very important (SP)	5

DATA ANALYSIS

Validity Test

The validity test criteria used are using the Spearman correlation. Where if the correlation value is greater than the validity value using the Spearman correlation, the questionnaire / question made is categorized as valid/valid.

Reliability Test

This reliability test is used with the aim of knowing the nature of the measuring instrument used, in the sense of whether the measuring instrument is accurate, stable and consistent. The instrument used in this study is said to be very reliable if the alpha value of Cronbach is greater than 0.60 (the reliability coefficient category according to Guilford, 1956).

VALIDITY

From the results of the validity test of the question items in the variables above, it was found that all items tested were proven to be valid and could be used for further testing.

Table 4. Validity Test Results

Variable Points	Perception / Satisfaction	Keperingan/Harapan	Information
1	0,66	0,52	Valid
2	0,61	0,73	Valid
3	0,68	0,57	Valid
4	0,67	0,63	Valid
5	0,71	0,67	Valid
6	0,65	0,75	Valid
7	0,62	0,72	Valid
8	0,62	0,60	Valid
9	0,57	0,78	Valid
10	0,73	0,65	Valid
11	0,74	0,66	Valid
12	0,79	0,75	Valid
13	0,62	0,72	Valid
14	0,67	0,79	Valid
15	0,45	0,63	Valid
16	0,79	0,58	Valid
17	0,79	0,65	Valid

RELIABILITY

Based on the results of the reliability test conducted showed that the alpha value is greater than 0.6 so it can be concluded that the test results that have been carried out can be relied on for further analysis.

Table 5. Reliability Test Results

	Perception	Hope	Information
Variable	13,30	8,57	Valid
Score Variable	99,74	63,40	Valid
Reliability	0,92	0,92	Valid

ANALYSIS OF VISITOR PERCEPTION

For the overall analysis of visitor perceptions can be seen in Table 6.

Table 6. Visitor Perception Analysis

No	Variable	STB	TB	CB	B	SB	Total	Σx	Mean	Median
1.	The condition of the road to the park	0	34	35	28	3	100	300	3,00	3,00
2.	Park bench conditions	0	25	45	28	2	100	307	3,07	3,00
3.	The condition of the trash	11	45	22	13	9	100	264	2,64	2,00
4.	Garden lighting conditions	6	68	16	8	2	100	232	2,32	2,00
5.	Pedestrian track conditions	0	5	47	35	13	100	356	3,56	3,00
6.	Parking conditions	3	19	61	14	3	100	295	2,95	3,00
7.	Park plaza conditions	0	19	48	30	3	100	317	3,17	3,00
8.	Toilet condition	63	24	7	6	0	100	156	1,56	1,00
9.	Gazebo conditions	3	12	36	39	10	100	341	3,41	3,00
10.	Information board condition	0	51	23	24	2	100	277	2,77	2,00

(next)

Table 6. (continued)

No	Variable	STB	TB	CB	B	SB	Total	Σx	Mean	Median
11.	The condition of children's toys	0	9	43	41	7	100	346	3,46	3,00
12.	Biopori condition	0	27	52	15	6	100	300	3,00	3,00
13.	Fountain conditions	20	38	23	16	3	100	244	2,44	2,00
14.	Condition of guardrail	7	33	43	17	0	100	270	2,70	3,00
15.	Parking charge retribution	7	25	42	24	2	100	289	2,89	3,00
16.	Services from the manager service	18	39	28	13	2	100	242	2,42	2,00
17.	Government participation	11	42	28	17	2	100	257	2,57	2,00

ANALYSIS OF HOPE OF VISITORS

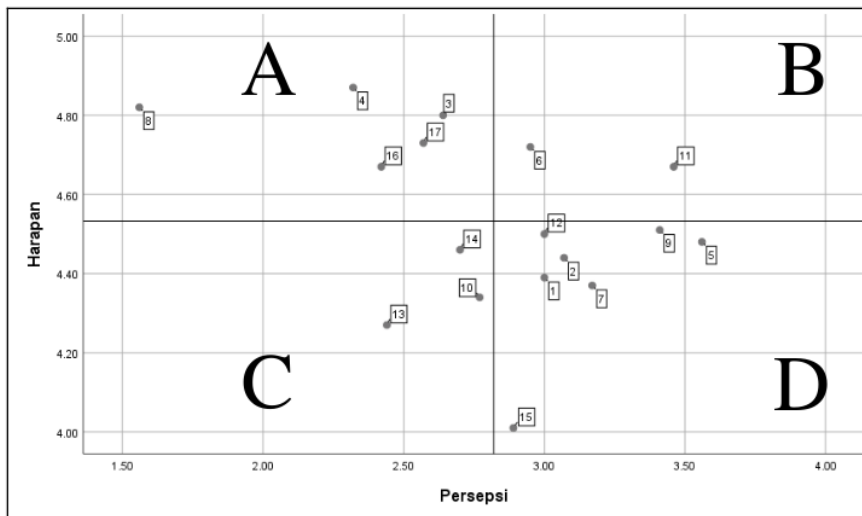
For the results of an analysis of overall visitor expectations can be seen in Table 7.

Table 7. Analysis of Visitor Expectations

No.	Variable	STP	TP	CP	P	SP	Total	Σy	Mean	Median
1.	The condition of the road to the park	0	0	15	31	54	100	439	4,39	5,00
2.	Park bench conditions	0	2	16	18	64	100	444	4,44	5,00
3.	The condition of the trash	0	0	7	6	87	100	480	4,80	5,00
4.	Garden lighting conditions	0	0	2	9	89	100	487	4,87	5,00
5.	Pedestrian track conditions	0	0	11	30	59	100	448	4,48	5,00
6.	Parking conditions	0	0	5	18	77	100	472	4,72	5,00
7.	Park plaza conditions	0	2	12	33	53	100	437	4,37	5,00
8.	Toilet condition	0	0	6	6	88	100	482	4,82	5,00
9.	Gazebo conditions	0	0	12	25	63	100	451	4,51	5,00
10.	Information board condition	0	2	17	26	55	100	434	4,34	5,00
11.	The condition of children's toys	0	0	8	17	75	100	467	4,67	5,00
12.	Biopori condition	0	0	14	22	64	100	450	4,50	5,00
13.	Fountain conditions	0	2	21	25	52	100	427	4,27	5,00
14.	Condition of guardrail	0	0	12	30	58	100	446	4,46	5,00
15.	Parking charge retribution	2	8	18	31	41	100	401	4,01	4,00
16.	Services from the manager service	0	2	4	19	75	100	467	4,67	5,00
17.	Government participation	0	0	8	11	81	100	473	4,73	5,00

ANALYSIS OF IMPORTANCE PERFORMANCE ANALYSIS (IPA) USING MEAN VALUE

The distribution of the Natural Science Quadrant by the facilities of the Religious Park and the Side Park of the Katingan Bridge in Kasongan can be seen in Figure 1.



Picture 1. The distribution of the Importance Performance Analysis Quadrant based on the Religious Park and Katingan Bridge Side Parks in Kasongan uses the Mean

Based on the results of the distribution of IPA quadrants by using the average value (mean), it can be concluded which variables are categorized in each category in Table 8.

Table 8. Distribution of Importance Performance Analysis Quadrant uses Mean data

Quadrant A		Quadrant B		Quadrant C		Quadrant D	
X ₃	Trash can	X ₆	Parking lot	X ₁₀	Information boards	X ₁	The condition of the road to the park
X ₄	Garden lamp	X ₁₁	Children toys	X ₁₃	Water fountain	X ₂	Park bench
X ₈	Toilet			X ₁₄	Guardrail	X ₅	Pedestrian track
X ₁₆	Management Services					X ₇	Plaza
X ₁₇	Government Participation					X ₉	Gazebo
						X ₁₂	Biopore
						X ₁₅	Parking fees

ANALYSIS OF IMPORTANCE PERFORMANCE ANALYSIS (IPA) USING MEDIAN VALUE

The distribution of the Importance Performance Analysis Quadrant based on the facilities of the Religion Park and the Side Park of the Katingan Bridge in Kasongan by using the median score can be seen in Figure 2.

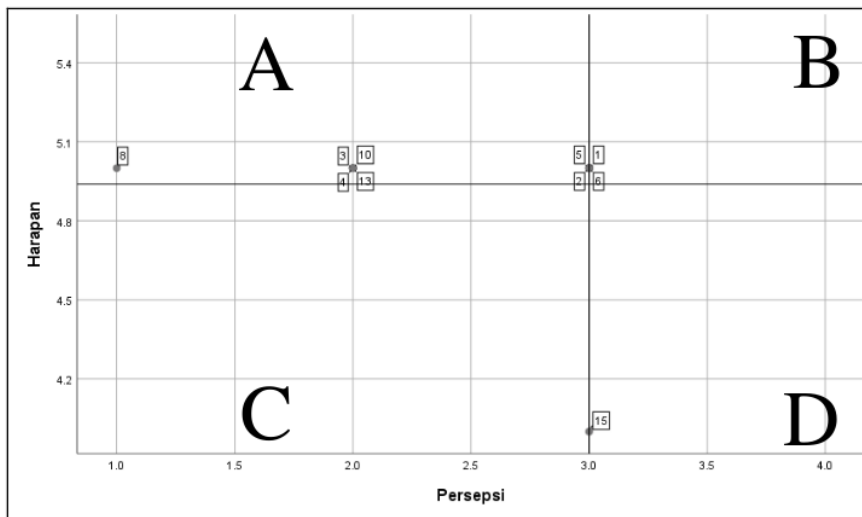


Figure 2. Distribution of the Importance Performance Analysis Quadrant based on the Religious Park and Katingan Bridge Side Parks in Kasongan using the Median

Based on the results of the distribution of IPA quadrants by using the median value, it can be concluded which variables are categorized in each category in Table 9.

Table 9. Distribution of the Importance Performance Analysis Quadrant using Median data

Quadrant A		Quadrant B		Quadrant C		Quadrant D	
X ₃	Trash can	X ₁	The condition of the road to the park	-		X ₁₅	Parking fees
X ₄	Garden lamp						
X ₈	Toilet	X ₂	Park bench				
X ₁₀	Information boards	X ₅	Pedestrian track				
X ₁₃	Water fountain	X ₆	Parking lot				
X ₁₆	Manager service	X ₇	Plaza				
X ₁₇	Government participation	X ₉	Gazebo				
		X ₁₁	Children toys				
		X ₁₂	Biopore				
		X ₁₄	Guardrail				

DETAIL ANALYSIS OF VARIABLES

The factors located in this quadrant are priorities to be improved in order to provide satisfaction for residents and encourage the interest of people outside visitors to be interested in visiting and using the park's facilities in the future.

Table 10. Variables to be Analyzed from the Importance Performance Analysis Results using the Mean and Median

Quadrant A by Mean		Quadrant A by Median	
X ₃	Trash can	X ₃	Trash can
X ₄	Garden lamp	X ₄	Garden lamp
X ₈	Toilet	X ₈	Toilet
X ₁₆	Management Services	X ₁₀	Information boards
X ₁₇	Government Participation	X ₁₃	Water fountain
		X ₁₆	Management Services
		X ₁₇	Government Participation

MANAGEMENT STRATEGY OF RELIGION PARKS AND SIDE PARKS IN CATTLE BRIDGES

Based on the results of several previous analyzes, the Katingan Bridge Religious Park and Side Park management strategies can be formulated in accordance with the Perceptions and Expectations of visitors as shown in Table 11.

Table 11. Management Strategies of the Katingan Bridge Religious and Side Parks

Quality of Park Facilities	Visitor Perceptions and Expectations	Indicator of Achievement	Management Handling Strategy
Street	<ul style="list-style-type: none"> - There are improvements to asphalt roads for access to the park. - The mound that is considered at the front of the park to be immediately repaired so that it returns to its original function as a speed immersion and does not cause harm. 	Ease of access roads in the park environment.	Providing convenient, easy and safe access for park visitors.
Bench	<ul style="list-style-type: none"> - The need to maintain the cleanliness of the park, especially wild grasses in the park. - Availability of trash in good condition near the bench so that visitors do not throw trash on the park bench and surrounding areas. 	The comfort of visitors while sitting on a park bench while enjoying leisure time.	Make sure the park bench conditions are safe and comfortable as well as the cleanliness of the bench and its surroundings.
Trash can	<ul style="list-style-type: none"> - The need to replace trash cans that have been damaged so that they can be used properly. - The need to increase the intensity of garbage collection so that the available trash cans are not too full. 	Availability of rubbish bins and adequate waste management.	Ensure the availability of a good trash can / immediate repair of a trash can that is damaged. Also regular scheduling of garbage collection in the park.
Garden lamp	<ul style="list-style-type: none"> - It is important to pay attention to lighting in the park, especially at night in order to avoid the occurrence of things that are not desirable in the park. - Need to improve the condition of the park lights to add to the aesthetics of the park. 	Enough lighting both in the afternoon and at night.	The condition of the lights in good condition (not broken/broken).
Pedestrian track	The difference in elevation between the pedestrian path and the side of the pedestrian path should not be too high so as not to endanger it.	Pedestrian pathway is safe for use for all ages.	Pedestrian path conditions are not harmful to certain circles and in good condition.
Parking lot	<ul style="list-style-type: none"> - An official parking attendant is needed so that the fees paid can be beneficial for the park. - The need for a parking attendant who can manage the vehicle properly, not just to take the cost of retribution and into his own pocket. 	There is an official parking attendant who is responsible for structuring both motorized and 4-wheeled motor vehicles.	The need for parking attendants to be allocated by the relevant Dinas / park manager and supervised directly.
Toilet	<ul style="list-style-type: none"> - Functioning of the two toilets as they should be made to be used by park visitors. - Toilet cleanliness must always be maintained so that it can be used by park visitors. 	The available toilets function well and can be used comfortably by visitors.	Repairs are done immediately if there is damage to the toilet, and always keep the toilet clean.

(next)
Table 11. (continued)

Quality of Park Facilities	Visitor Perceptions and Expectations	Indicator of Achievement	Management Handling Strategy
Information boards	- The need for information boards that can explain the history of the park and other park-related info as one of the park's attractions. - Also the need for signs as needed in the park as a careful measure.	The availability of information boards that provide complete information related to the park and others that are considered necessary.	Provide information boards and update information boards as deemed necessary.
Water fountain	- It is necessary to clean the fountain pool regularly so it does not become dirty and is even used as a place to dispose of garbage. - The reopening of the fountain as an attraction for park visitors.	The fountain is lit and the pool is kept clean.	Scheduled the cleaning of the fountain pool, and the fountain is ensured to stay on.
Manager service	- The need to clarify who the park manager is so that the park can better serve park visitors. - The condition of the park would be better if it was managed well by a clear management team and budget.	Well managed parks by the park management team.	The need for clarity about the structure of the park manager appointed by the relevant Office.
Government participation	- The need for government attention to park management so that the park can function as it should. - Appointment of park manager responsible for the park facilities and infrastructure.	Taman tertata dan terawat dengan baik.	The need to establish a park management service by the relevant Dinas and budget management that is focused on the park.

IV. CONCLUSION

The conclusions obtained by researchers in this study are as follows:

1. The visitor's perception is that there are several conditions in park facilities that are still far from expectations, namely trash bins, garden lights, toilets, information boards, and fountains. Also related to the services of the manager in terms of the operation and management of park facilities, and the participation of local governments in the management and maintenance of park facilities.
2. The expectation of visitors is the improvement of park facilities, especially the repair of roads leading to the park, good maintenance of the park benches, trash cans that are no longer full / damaged, toilets, and fountain pools. Also the problem of lighting, the fountain was reactivated, the condition of the parking lot that is safe and comfortable, an information board that presents a variety of interesting information about the park, as well as the availability of management services, especially in the field of cleanliness and safety.
3. The strategy of repairing / improving the performance of facilities in the Religious Park and Bridge Side Park so that it can be in line with visitors' expectations, namely by providing convenient, easy and safe access for park visitors, ensuring the condition and cleanliness of park benches, trash bins, toilets, and water pools fountains, ensuring that park facilities are kept functioning properly such as park lights, toilets, fountains and pedestrian paths, providing information boards to attract visitors, the availability of safe and comfortable parking conditions, and the need for clarity about park management structures so that park management services can run well.

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