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PGOT SOCIAL SERVICE CENTER IN THE DELTA SILICON AREA OF BEKASI REGENCY WITH A HUMANISTIC AND INCLUSIVE ARCHITECTURAL APPROACH

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Abstract. The increasing number of people with social welfare problems (PMKS), particularly beggars, vagrants, and abandoned people (PGOT) in Bekasi Regency, which has a high urbanization rate, demands social service facilities that not only function as shelters but also provide holistic recovery and empowerment. The design of the PGOT Social Service Center in the Delta Silicon area of Bekasi Regency aims to create an environment that supports the social, psychological, and economic rehabilitation process for beneficiaries through the application of a Humanistic and Inclusive Architecture approach. This approach is realized through a human-centered design that prioritizes comfort, safety, and equal access for all users without discrimination. Inclusive principles are applied through universal design, such as the provision of easily accessible ramps and circulation, while humanistic values are embodied in the creation of a spatial atmosphere that encourages social interaction and empowers residents through skills training. The resulting design is expected to become a model for sustainable social facilities oriented towards human welfare.

Keyword: *Convention Hotel, MICE, Biophilic Design*

INTRODUCTION

Urbanization and economic inequality in Indonesia have contributed to the growth of vulnerable communities, including homeless and displaced people classified as PGOT (Pengemis, Gelandangan, dan Orang Terlantar). In Bekasi Regency, the rapid development of industrial and urban areas has intensified social disparities, creating an urgent need for adequate social service facilities. Existing social shelters often emphasize functional efficiency while neglecting psychological comfort, human dignity, and inclusivity.

Architecture plays a strategic role in shaping living environments that influence behavior, well-being, and social integration. A humanistic architectural approach prioritizes human scale, comfort, emotional experience,

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and respect for users as individuals. Meanwhile, inclusive architecture ensures accessibility and equal use of space for all users, regardless of physical ability, age, or social background. Therefore, this project aims to design a PGOT Social Service Center that integrates humanistic and inclusive principles to support rehabilitation, empowerment, and social reintegration.

METHOD

This study uses a design-based research method with an architectural design approach. The process begins with literature studies on humanistic and inclusive architecture, social welfare facilities, and PGOT characteristics. Site analysis includes physical, environmental, accessibility, and socio-cultural aspects of the Delta Silicon area.

User analysis focuses on PGOT residents, social workers, management staff, and visitors, examining daily activities, behavioral patterns, and spatial needs. The design concept is developed through spatial programming, massing studies, and circulation analysis. Humanistic and inclusive principles are translated into architectural elements such as building scale, material selection, spatial hierarchy, and accessibility features.

CONCEPTS

The architectural concept of the PGOT Social Service Center is formulated based on a humanistic and inclusive architectural approach, responding directly to the behavioral characteristics and needs of homeless and displaced people (PGOT) as the main users. The concept positions architecture not merely as a physical shelter, but as a supportive environment that facilitates social rehabilitation, psychological recovery, and reintegration into society.

The humanistic approach is reflected through the application of human-scale design principles, emphasizing comfort, dignity, and emotional well-being. Building masses are designed as low-rise and horizontally dispersed forms to avoid an institutional appearance and to create a familiar, residential-like environment. This mass configuration helps reduce psychological pressure on residents and fosters a sense of safety and belonging.

Inclusive design principles are integrated by ensuring equal accessibility for all users, regardless of age, physical ability, or social condition. Circulation systems are designed to be clear, continuous, and barrier-free, utilizing ramps, gentle slopes, and easily readable pathways. Spaces are planned without segregation, allowing all residents to use facilities with equal dignity.

Transitional open spaces such as corridors, terraces, and inner courtyards play a crucial role in connecting building masses. These spaces function as informal social areas that encourage daily interaction, collective activities, and gradual social engagement among residents. The integration of natural elements, including vegetation, natural lighting, and cross ventilation, supports a calm and restorative atmosphere that enhances physical and psychological comfort.

Through this conceptual approach, the architectural form and spatial organization emerge as a direct response to user behavior and social needs. The design outcome represents a balance between functionality, humanity, and inclusivity, reinforcing the role of architecture as an active component in social rehabilitation facilities. This study uses a design-based research method with an architectural design approach. The process begins with literature studies on humanistic and inclusive architecture, social welfare facilities, and PGOT characteristics. Site analysis includes physical, environmental, accessibility, and socio-cultural aspects of the Delta Silicon area.

User analysis focuses on PGOT residents, social workers, management staff, and visitors, examining daily activities, behavioral patterns, and spatial needs. The design concept is developed through spatial programming, massing studies, and circulation analysis.

Humanistic and inclusive principles are translated into architectural elements such as building scale, material selection, spatial hierarchy, and accessibility features.

SITE AND SPATIAL CONCEPT

The site is located in a developing urban-industrial area of Bekasi Regency with good accessibility. To avoid an institutional atmosphere, the building masses are designed as low-rise and horizontally dispersed. This configuration creates a more domestic and human-scale environment.

Figure 1 Site Planning Location

SITE DATA

- **Location**: Delta Silicon II, Jl. Johar, Cicau, Cikarang Pusat District, Bekasi Regency, West Java, Indonesia
- **Site Area**: 2.00 ha
- **Building Coverage Ratio (BCR)**: 60%
- **Green Open Space (GOS)**: 30%
- **Building Setback (GSB)**: 1/2 of the road pavement width
- **Floor Area Ratio (FAR)**: Minimum 3.0
- **Building Height**: Maximum 6 floors

SITE BOUNDARIES

- **North**: Vacant land
- **South**: Johar Street
- **West**: Vacant land
- **East**: Vacant land

CONTEXTUAL ASPECT APPROACH

Figure 2 Natural Lighting

The site receives sufficient natural daylight throughout the day, allowing the building orientation and spatial arrangement to optimize daylight penetration. This approach reduces reliance on artificial lighting while supporting visual comfort in residential and activity spaces.

Figure 3 Wind and Ventilation

Prevailing winds from the southwest toward the northeast are utilized through the application of cross ventilation. Openings and building layouts are arranged to enhance natural air circulation, improving indoor thermal comfort, particularly in residential and communal areas.

Figure 4 Accessibility

The site has direct connectivity to the main road network, ensuring easy access for residents, management, and visitors. Internal circulation is designed to be clear and legible, supporting efficient movement and inclusive accessibility within the complex.

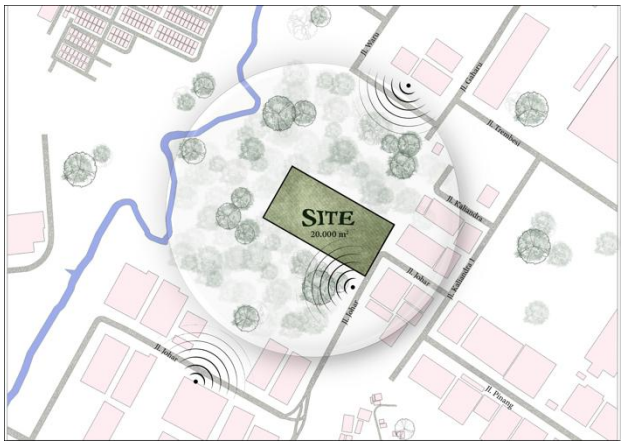

Figure 5 Noise Control

Noise sources primarily originate from surrounding activities and nearby roads. Vegetation buffers and spatial setbacks are applied as passive noise control strategies, creating a quieter environment that supports comfort and social rehabilitation activities.

ARCHITECTURAL CONCEPT APPROACH

Humanistic Architectural Approach

Humanistic principles are applied through the use of warm materials, natural lighting, cross ventilation, and visual connections to green open spaces. Transitional spaces such as corridors, terraces, and inner courtyards function as informal social spaces that encourage interaction between residents. The spatial scale is adjusted to human proportions to create a sense of safety, comfort, and belonging.

Figure 6 Humanistic Architectural Approach

Inclusive Design Strategy

Inclusive architecture is implemented by providing barrier-free circulation, ramps, handrails, clear wayfinding, and flexible spaces that can accommodate diverse user needs. The design ensures that elderly residents, people with disabilities, and children can access and use facilities independently and safely.

Figure 7 Inclusive Desain Ramp

Social Interaction and Rehabilitation

The integration of communal spaces, activity areas, and open courtyards supports social interaction and collective activities. These spaces are essential for social rehabilitation, allowing residents to rebuild social skills and

self-confidence. The architectural environment thus acts as a supportive framework for social recovery.

Figure 8 Rehabilitation and Interaction Area

DESIGN RESULTS

Figure 9 Blockplan

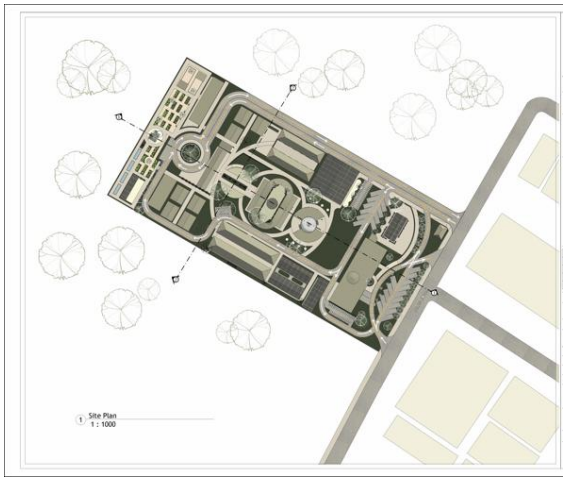

Figure 10 Site Plan

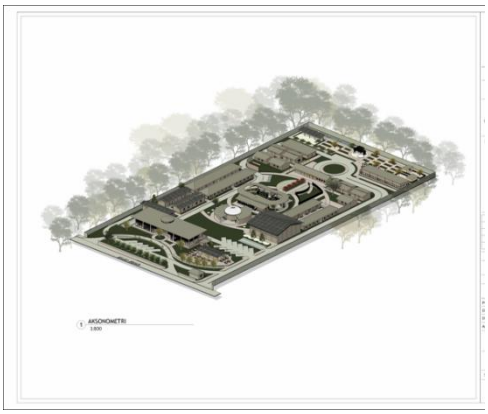

Figure 11 Axonometry

Figure 12 North and South Site Elevations

Figure 13 West and East Site Elevation

Figure 14 Site Section

Figure 15 Entrance

Figure 19 Center of Rehabilitation Area

Figure 16 Drop Off

Figure 20 Foodcourt Area

Figure 17 Rehabilitation Area

Figure 21 Individual Residential Unit

Figure 18 Residential Area

Figure 22 Family Residential Unit

Figure 23 Reading Area

Figure 24 Waste Processing Area

Figure 25 Urban Farm

CONCLUSION

The design of the PGOT Social Service Center in Bekasi Regency demonstrates that a humanistic and inclusive architectural approach can significantly enhance the quality of social welfare facilities. By emphasizing human scale, accessibility, and social interaction, the architectural design moves beyond mere shelter provision toward creating a dignified and supportive living environment. This approach can serve as a reference for future social service facility designs in urban contexts.

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