

Analysis of the level of visitor comfort towards the UNTAN Auditorium Park, Pontianak City

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ABSTRACT

UNTAN auditorium park is one of the parks in Pontianak City with several facilities to support activities. But in reality, there are still many shortcomings that disturb the comfort of visitors, such as rubbish, street vendors and electric bicycle rentals. This research aims to analyze the comfort level of visitors to the UNTAN Auditorium Park as one of the public spaces in Pontianak by identifying the existing conditions of the UNTAN Auditorium Park, the characteristics of visitors, analyzing the comfort level of visitors to the UNTAN auditorium park. This research uses a quantitative approach using descriptive and scoring methods. The results of the research show that some of the existing facilities are still lacking in the UNTAN auditorium park, there are several activities in and around the park such as rental services, trade, banking, street vendors, the UNTAN auditorium building and The Student Activity Unit. The characteristics of visitors to the park are dominated by women who are students at age range of 18-25 years old, visiting the park with friends using motorbikes for the purpose of sightseeing and culinary delights with a frequency of visitors 1-2 times a week within visit duration of 1-2 hours. Visitors to the UNTAN auditorium park provide a level of comfort which shows the results of the level of satisfaction with the UNTAN auditorium park. Satisfaction scores for 7 satisfaction variables, such as circulation, climate and strength, aroma and smell, shape, safety, cleanliness and beauty. Furthermore, the noise variable has an unsatisfactory value.

Keywords: *Public open space, UNTAN Auditorium park, comfort level.*

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1. INTRODUCTION

Comfort is a response that really needs to be studied further so that it can be used as a consideration for planning or designing architectural products related to all human interactions with the environment (Siregar, 2015). There are eight factors that can influence comfort, namely, circulation, climate/natural forces, noise, odor, shape, safety, cleanliness and beauty (Svajlenka et al, 2022; Hakim, 2003). The type of comfort needed in a garden is physical and psychological comfort. Physical comfort is the freedom to use facilities without having to be disturbed and psychological comfort is the feeling of being safe from the environment and protected from disturbing climates (Baskara, 2011).

City people need a location that is different from the environment where they work to carry out activities outside their routine. The existence of public spaces in a city aims to carry out social activities comfortably (Melyana, 2022). One of the cities that provides City Park facilities is Pontianak City, which is one of the cities that has green open spaces to meet the level of community satisfaction in carrying out daily activities (Qhadafi et al, 2019). Bicycle Park or another name is UNTAN Auditorium Park is in a strategic location, namely Jalan Jenderal Ahmad Yani and right around the Digulis monument, which is one of the icons of Pontianak. The UNTAN Auditorium Park is included in the educational area and has facilities to support existing activities such as garden lights, park benches, children's play areas and other supporting facilities (Perwakot, 2021). The UNTAN Auditorium Park was only proposed as an innovation or alternative vehicle in order to motivate people to go to work or school by bicycle.

Until now, the comfort of visitors to the UNTAN Auditorium Park has begun to need attention. Based on the results of observations in the field, it is known that there are several factors that can disturb the comfort of visitors, such as activities around the UNTAN Auditorium Park and facilities and infrastructure. Public facilities in the park can create comfort for visitors through benches, shelters, play areas, toilets, pedestrian and disabled paths, good lighting, green areas and trees.

Apart from the existing activities, there are several things found that make visitors uncomfortable, such as the lack of parking facilities that can accommodate the number of vehicles visiting the park, public toilet facilities that are damaged causing smells that disturb visitors, and lacking rubbish bin facilities. One of the factors that is lacking in supporting comfort in parks is chairs for visitors to rest or just sit. With so many factors disturbing visitors' comfort, it is feared that this could reduce visitors' interest in visiting UNTAN Auditorium Park. So if visitor interest decreases, it will result in the UNTAN Auditorium Park becoming quiet and poorly maintained, which automatically means that the initial goal of establishing a bicycle park cannot be achieved optimally. Therefore, this research was conducted in order to determine the level of comfort of visitors to the infrastructure and environment around the UNTAN Auditorium Park due to the presence of street vendors in the area by identifying the condition of the park facilities and the characteristics of park visitors to determine the comfort level of visitors to the UNTAN Auditorium Park facilities.

From the background of the existing problems, it is appropriate for the UNTAN Auditorium Park to provide facilities to support activities at that location. But in reality there are several things that do not meet expectations and disturb the comfort of visitors. The opinions obtained from visitors will be the conclusion in assessing the comfort level of park visitors. Therefore, this research was conducted to see the comfort level of visitors to the Pontianak City UNTAN Auditorium Park. Based on the problem formulation, the aim of this research is to analyze the comfort level of visitors to UNTAN Auditorium Park as one of the public spaces in Pontianak City. The targets to achieve the goal are identifying the condition of existing facilities at the UNTAN Auditorium Park, and analyzing the comfort level of the UNTAN Auditorium Park on visitor satisfaction.

2. METHODS

Quantitative research methods are a method used to answer research problems related to data in the form of numbers and statistical programs (Wahidwarni, 2017). This research uses quantitative research because this research analyzes responses and answers from respondents who were distributed via questionnaires during the research. Where the results of the research will show the comfort level of visitors at the UNTAN Auditorium Park in Pontianak. This research will produce data in the form of numbers or qualitative data.

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn (Sugiyono, 2015). The population in this study is the average number of visitors to Auditorium Park which is calculated from the 2 entrances, namely Jl. National Power and Jl. Tanjung Sari on 4 – 10 June respectively on Sunday – Saturday, namely 1192 visitors. The research time will be divided into 2 which will be chosen based on the largest number of visitors during observation, namely 15.00 – 18.00 and 19.00 – 22.00.

Table 1. Study population based on number of visitors

	Evening	Night	Total
Monday	21	29	50
Tuesday	44	31	75
Wednesday	31	42	73
Thursday	26	68	94
Friday	59	175	234
Saturday	93	350	443
Sunday	60	163	223
Population total			1192

The sample is a part or representative of the population to be studied. For sampling, non-probability sampling is used with random sampling techniques with the possibility that samples of a certain size have the same probability of being selected (Sugiyono, 2015). To find out the number of respondents, a calculation was carried out using the Slovin formula (Sya'ban & Pratiwi, Novita, 2021), namely:

$$n = \frac{N}{1 + N e^2}$$

n : Sample
N : Population
E : Error margin

With this formula, from the results obtained for a population of 1192 people, the sample size calculation can be determined with an error tolerance of 10% (0.1) as follows:

$$n = \frac{1192}{1 + (1192 \times 10\%^2)}$$

$$n = \frac{1192}{1 + 11,92}$$

$$n = \frac{1192}{1 + 1192 (0,01)} = 92,26 = 92$$

From the calculation results, a sample of the population of visitors to the UNTAN Auditorium Park was obtained, namely 92 people who were then divided into 2 according to the number of times, namely evening and night. The variables used in obtaining information related to research are circulation, climate and strength, noise and odor, shape, safety, cleanliness and beauty. In this study, researchers used 2 data collection methods, namely primary and secondary data. Primary data in this research was obtained directly by researchers, including observation techniques, documentation, closed questionnaires (Arikunto, 2019). Secondary data is data obtained from related agencies and supporting literature such as books, journals, articles and other literature (Yadi et al., 2013). In Figure 1, the following will show the process of distributing questionnaires at park locations.



Figure 1. Filling out the questionnaire in the UNTAN auditorium park

3. RESULTS AND DISCUSSION

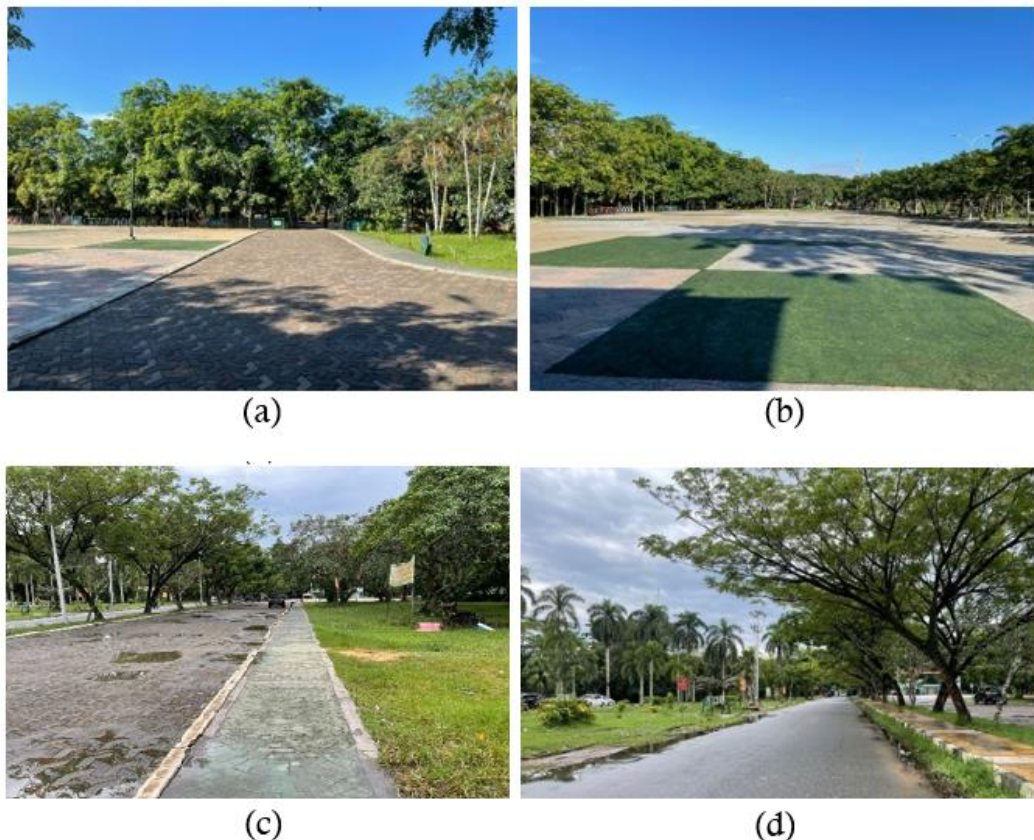
Circulation

The circulation variable has 2 statements, namely access to the park location and ease of getting around the park. The statement that access to the park location received a score of 42 in the satisfied category, this is because getting to the location is easy, this park location can be accessed from Jl. Ahmad Yani, Jl. Tanjung Sari and Jl. National Power (Figure 2). Meanwhile, the statement regarding ease of getting around the park received a score of 35 in the satisfied category. This is supported by the existence of a pedestrian path around the park.

Visitors gave an average score of 3.19 and had the description "Very Satisfied". Visitors give a score of "Very Satisfied" with the circulation variable, this is also in accordance with the existing conditions of the park. This Auditorium Park is located in the city center and there are many access points that visitors can take to go to this park, which can be seen in Table 2 below.

Table 2. Analysis of respondents' answers to circulation in the park

Statement	Score				Weight	Answer	Avarega	Class
	1	2	3	4				
Circulation								
Access to the park location	3	5	42	42	307	92	3,33	Very satisfied
Ease of getting around the park	3	22	35	32	280		3,04	Satisfied
Total							6,37	Very satisfied
Average							3,19	

**Figure 2.** Park road a) paving blocks, (b) synthetic grass, (c) pedestrian path, and (d) Moh.Isja road

Climate and wind

The climate and strength variables have 3 items, namely the shade level of the park gets a score of 40 because the shelter is provided with seating and shady trees, the perceived wind flow gets a score of 39, this is because the condition and location of the park is an open space and has lots of trees and Shelter facilities get a score of 33, this is because the condition and location of the park is an open space and has lots of trees. Visitors gave a total score of 112. This score has 3 points and has the description "Satisfied".

Visitors gave an average score of 2.51 and had the description "Satisfied", this is also in accordance with the existing conditions of the park. The Auditorium Park has vegetation as shade and this park also provides seating for visitors right under the shade trees, which can be seen in table 3 below.

Table 3. Analysis of Respondents' Answers to Microclimate and Wind in the Park.

Statment	Score				Weight	Answer	Avarage	Class
	1	2	3	4				
Climate and wind								
Park shade level	18	25	40	9	224	92	2,43	Satified
Perceived wind flow	3	10	39	40	256		2,78	Not satisfied
Shelter facilities	13	41	33	5	214		2,33	Not satisfied
Total							7,54	Satisfied
Average							2,51	

Noise

The noise variable has 1 statement, namely the noise level of vehicles in the park. Visitors gave a total score of 2.03 and had the description "Not Satisfied". Visitors gave a score of "Very Dissatisfied" with the noise variable, this is also in accordance with the existing conditions of the park. Auditorium Park is in the center of the city and is located on Jl. Ahmad Yani, this road is the main road in the city which is used by many people to drive. This creates sound and calm for visitors, which can be seen in table 4 below.

Table 4. Analysis of respondents' answers to noise in the park.

Statement	Score				Weight	Answer	Average	Class
	1	2	3	4				
Noise								
Vehicle noise levels in the park	35	25	26	6	187	92	2,03	Not Satisfied
Total							2,03	Not Satisfied
Average							2,03	

Odors

The odors variable has 2 statements, namely the condition of the garden regarding the aroma/odors from the dirty water drain gets a value of 55, this is because the condition of the garden channel is clean and the condition of the garden regarding the aroma/odors from the waste dump gets a value of 53, the condition of the garden regarding odors. The smell of this rubbish dump is good, the smell is not polluted and does not bother visitors. Visitors gave a total score of 2.61 and had the description "Satisfied".

Visitors give a score of "Satisfied" to the aroma and odor variables, this is also in accordance with the existing conditions of the park. Auditorium Park provides rubbish bins in every corner of the park, making it easier for visitors to throw away rubbish. This can reduce unpleasant odors in the garden. Having the availability of rubbish bins and good water channel conditions makes visitors satisfied, which can be seen in table 5 below.

Table 5. Analysis of Respondents' answers to odors in the Park.

Statement	Score				Weight	Answer	Average	Class
	1	2	3	4				
Odors								
The condition of the garden regarding aromas/odors from dirty water channels	12	18	55	7	241	92	2,62	Satisfied
The condition of the park regarding aromas / odors from rubbish dumps	10	23	53	6	239		2,60	Satisfied
Total							5,22	Satisfied
Average							2,61	

Shape

The shape variable has 1 statement, namely the existence of local culture as a tourist attraction. Visitors gave a total score of 2.92 and had the description "Satisfied". Visitors give the value "Satisfied" to the shape variable, this is also in accordance with the existing conditions of the park. Auditorium Park has local culture as a tourist attraction. This park is usually used as a place for cultural activities and attractions, which can be seen in table 6 below.

Table 6. Analysis of Respondents' Answers on Garden Shape.

Statement	Score				Weight	Answer	Average	Class
	1	2	3	4				
Shape								
The existence of local culture as a tourist attraction	8	19	37	28	269	92	2,92	Satisfied
Total							2,92	Satisfied
Average							2,92	

Security

The security variable has 4 statements, namely the security of facilities in the park gets a score of 55, security when doing activities in the park gets a score of 40 giving a level of satisfaction and dissatisfaction because when doing activities in the park because many people play bicycles/scooters who are not careful, street vendors activities Those in the park area get a score of 46 because visitors can buy food and drinks while relaxing in the park and playing with electric bikes get a score of 60. Satisfaction because the electric bike game provides fun for visitors. Visitors gave an average score of 2.54 and had the description "Satisfied".

Visitors give a score of "Satisfied" to the safety variable, this is also in accordance with the existing conditions of the park. Auditorium Park, even though it is in the city center and on the edge of Jl. General Ahmad Yani, but this park has barriers in the form of vegetation and pedestrian paths. So that visitors can move and play in peace, which can be seen in table 7 below.

Table 7. Analysis of Respondents' Answers to Security in Parks.

Statement	Score				Weight	Answer	Avarage	Class
	1	2	3	4				
Security								
Security of facilities in the park	4	23	55	10	255	92	2,77	Satisfied
Safety when doing activities in the park	16	40	35	1	202		2,20	Not Satisfied
Street vendor activities in the park area	21	24	46	1	208		2,26	Not Satisfied
Playing electric bikes	5	11	60	16	271		2,95	Satisfied
Total							10,17	Satisfied
Average							2,54	

Cleanliness

The cleanliness variable has 2 statements, namely the cleanliness condition in the park gets a score of 35 because it is supported by the availability of rubbish dumps in every corner. and the condition and availability of cleaning facilities received a score of 51 due to having toilets and hand washing soap dispensers provided for visitors. Visitors give an average score of 2.30 and have the description "Satisfied".

Visitors give a score of "Satisfied" to the cleanliness variable, this is also in accordance with the existing conditions of the park. Auditorium Park provides rubbish bins in every corner of the park, making it easier for visitors to throw away rubbish (Figure 3). Apart from that, this park provides toilets to support the park's cleanliness facilities, which can be seen in table 8 below.

Table 8. Analysis of respondents' answers for cleanliness in the park.

Statement	Score				Weight	Answer	Avarage	Class
	1	2	3	4				
Cleanliness								
Cleanliness conditions in the park	28	26	35	3	197	92	2,14	Not Satisfied
Condition and availability of cleaning facilities	7	33	51	1	227		2,47	Not Satisfied
Total							4,61	Satisfied
Average							2,30	



Figure 3. Auditorium Park provides rubbish bins in every corner of the park

Beauty

The variable of beauty has 2 statements, namely the beauty of the shape of the park facilities gets a score of 73 with the availability of circular seating in the park, and the beauty of the shape of the vegetation in the park gets a score of 55 due to the varied pathways in the park, which are made of paving blocks and synthetic grass. Visitors gave an average score of 2.91 and indicated "Satisfied". Visitors are "Satisfied" with the beauty variable, which is also in line with the existing conditions of the park. The Auditorium Park has aesthetic qualities such as well-arranged vegetation and varied pathways made of synthetic grass, as seen in Table 9 below.

Table 9. Analysis of Respondents' Answers Beauty in the Park.

Statement	Score				Weight	Answer	Avarage	Class
	1	2	3	4				
Beauty								
The beauty of the facilities in the park	8	5	73	6	261	92	2,84	Satisfied
The beauty of the vegetation in the park	4	13	55	20	275		2,99	Satisfied
Total							5,83	Satisfied
Average							2,91	
Result							2,62	Satisfied

Based on the research results, the variables circulation, climate and strength, odor, shape, safety, cleanliness and beauty were given the value "Satisfied", for the noise variable the satisfaction level was "Very Dissatisfied" this is because the park is located on Jl. Ahmad Yani. This road is the main road in the city so traffic flow is very disturbing (Yanuar et al, 2021). The overall score of park visitor satisfaction on 7 of the 8 variables is stated as "Satisfied", so it can be seen that the comfort level of the park is "Satisfied".

Research on the comfort level of city parks in Pontianak City and even Indonesia revealed a significant gap in amenities and design that caters to public satisfaction and well-being. Studies indicate that while urban parks are essential for recreation and community engagement, their current state often lacks adequate seating, shading from tropical heat, and facilities like water fountains or restrooms. Furthermore, accessibility

issues such as uneven pathways and limited public transportation options pose additional challenges.

Addressing these gaps through infrastructure improvements and inclusive design approaches can not only improve the overall comfort and usability of urban parks, but also increase social justice and environmental stewardship in cities across Indonesia. Several studies support this, such as park mapping using UAV aerial photography which has been proven to be able to distinguish objects both directly and by proxy (Lyu et al, 2023; Fariz et al, 2023). The next study that needs to be carried out is to identify the level of inclusivity such as study Russo (2024). Several studies were carried out so that the park could have maximum benefits for the community and the environment.

4. CONCLUSIONS

The variables circulation, climate and power, odors, shape, safety, cleanliness and beauty are given the value "Satisfied", for the noise variable the satisfaction level is "Very Dissatisfied". This is because the park is located on Jl. Ahmad Yani, this road is the main road in the city, so the traffic flow is very disturbing. - The overall satisfaction score of park visitors on 7 of the 8 variables is stated as "Satisfied", so it can be seen that the comfort level of the park is "Satisfied". This study requires developments such as mapping park configuration using UAVs and park inclusivity.

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