

Analysis of Public Satisfaction Levels in Gelora Bung Karno (GBK) City Forest Based on Socio-Cultural Functions

Siti Chadijah Destiyanti Ramadhania*, Sidik Pramono

Universitas Indonesia, Depok, Indonesia

*sidik.pramono18@ui.ac.id

Abstract

The Jakarta City Government, along with the central government, has implemented various measures to address the issue of air pollution that has become a serious problem for the city. One of the efforts undertaken is to increase the provision of urban green spaces and restore the function of the GBK City Forest as a public green open space (GOS). However, there has been no research showing the public's perspective and satisfaction with the utilization of the GBK City Forest. This study aims to determine the level of public satisfaction with the GBK City Forest based on social-cultural functions. The assessment indicators used to measure public satisfaction in this study are based on the theory of cultural ecosystem services developed by Shijie Gai et al. The data used in this study were obtained using mixed methods data collection techniques through questionnaires (quantitative) as well as in-depth interviews and literature studies (qualitative). Based on the results of the study, it can be concluded that the majority of the public is highly satisfied with the utilization of the social-cultural functions of the GBK City Forest. However, some people still complain about the lack of supporting facilities for recreational activities and the disturbances from external parties that make them feel uncomfortable when engaging in activities at the GBK City Forest. Therefore, it is important for the government and the GBK City Forest management to consider public feedback and improve the quality and safety of the existing facilities.

Keywords: Public Satisfaction; Urban Forest; Green Open Space; Public Space; Public Services

Introduction

As the main economic hub of Indonesia, Jakarta plays a crucial role in driving the country's economy. The rapid economic activities significantly contribute to the increasing population in Jakarta due to urbanization from surrounding regions (Yunianto, 2021). This has led to a substantial population growth in the city in recent times. This phenomenon is further exacerbated by the high number of daily workers from Jakarta's surrounding areas, or commuters, who add to the city's various challenges. One of the emerging issues is air pollution. The high mobility of people entering DKI Jakarta considerably worsens the city's pollution problems. Severe traffic congestion contributes to the rise in air pollution emissions from motor vehicles. According to the Director General of Pollution and Environmental Damage Control, approximately 44% of air pollution in the Jabodetabek area, particularly in Jakarta, is caused by daily motor vehicle emissions (Setiawati, 2023).

Undoubtedly, air pollution has adverse effects on both the environment and public health. To address this issue, the Jakarta Government is implementing various measures, one of which is enhancing the provision of urban green spaces. According to the Regional Development Plan (RDP) of the Special Capital Region Province of Jakarta for 2023-2026, the provision of urban green spaces aims to improve air quality, preserve natural ecosystems, create comfortable thermal conditions, and strengthen the land's capacity to

support disaster mitigation functions. Efforts to optimize the functionality of urban green spaces focus on increasing both the quantity and quality of green open spaces. Green open spaces (GOS) refer to open areas in the city designated for plant growth. The objectives of providing green open spaces include maintaining land as water absorption areas, balancing urban planning aspects by preserving a harmonious relationship between natural elements and urban development, benefiting the community, and enhancing harmony within the urban environment. This creates a comfortable, clean, safe, and fresh environment as part of urban environmental protection efforts (Wahyu, 2022). Examples of GOS include recreational parks, greenways, city parks, cemeteries, and urban forests. An urban forest is a tract of land within city limits densely planted with trees, either on public or private land, officially designated as an urban forest by the relevant authorities. In efforts to maintain and enhance the function of these green spaces, the central government also actively participates in increasing the availability of GOS in Jakarta by restoring the function of Gelora Bung Karno (GBK) Urban Forest. This area, previously used for commercial purposes, has been converted back to green space for public enjoyment.

The GBK City Forest is a government-owned asset under the Ministry of State Secretariat, managed by the GBK Complex Management Center (PPK GBK). Initially, the GBK City Forest was developed as a center for sports and entertainment activities, offering various facilities such as stadiums, fields, and meeting buildings. As urbanization grew, the forest faced land conversion and development pressures, leading to a decline in its intended functions. Eventually, the government repurposed the GBK City Forest into a commercial area known as the Senayan Driving Golf Range, managed by the private company Ancora Group. In 2016, the government, through PPK GBK, decided to revert this commercial area back to a city forest accessible to the public. This reversion was based on Jakarta Provincial Regulation No. 1 of 2014 concerning Detailed Spatial Planning, which redesignated the commercial area as a green recreation zone. According to the Indonesian Ministerial Regulation on Agrarian Affairs/National Land Agency No. 14 of 2022 on the Provision and Utilization of Green Open Spaces, multiple functions must be considered in the provision and utilization of green spaces, including ecological, water absorption, economic, socio-cultural, aesthetic, and disaster mitigation functions. The GBK City Forest is commonly used by the community for recreational activities or simply to alleviate the stress of daily routines (Dwiyanto, 2009).

Since its inauguration in 2019, GBK Urban Forest has consistently become a primary destination for the community to unwind and alleviate stress through activities such as exercising, picnicking, or simply enjoying the atmosphere. This emphasizes the utilization of GBK Urban Forest's socio-cultural functions by the community. To this day, the urban forest remains a top choice for residents of Jakarta and beyond to spend their leisure time. Additionally, compared to other urban forests in Jakarta, GBK Urban Forest is frequently selected to host various events by numerous organizers. This is not only due to its strategic location but also because of its well-developed facilities, infrastructure, and accessible transportation options. However, to date, there has been no research indicating the public's perspective on the utilization of GBK Urban Forest's green open space. Such research is necessary to understand the community's views on the usage of this green open space and whether the socio-cultural functions of GBK Urban Forest have indeed had a positive impact on public satisfaction.

Method

The approach utilized in this research is quantitative. According to Cresswell (2009), the quantitative method is a means of objectively testing various theories by integrating variables measured through statistical techniques. In terms of research objectives, this study falls under the category of descriptive research. Regarding its utility, this research is classified as pure research. From the perspective of the time dimension, this study is categorized as cross-sectional research. Based on the data collection techniques, this research employs a mixed-method approach. Quantitative data collection is carried out through surveys conducted and distributed online to respondents. Meanwhile, qualitative data is obtained through in-depth interviews with several informants and literature reviews sourced from various relevant references.

Result and Discussion

This research employed the theory that was developed by Gai et al., (2022) which is an extension of the Cultural Ecosystem Services (CES) indicators. This theory comprises nine dimensions used as benchmarks to measure public satisfaction with the utilization of green open spaces (RTH). These nine dimensions are 1) Rest, 2) Nature Awareness, 3) Aesthetic Experiences, 4) Sense of Place, 5) Recreation, 6) Spiritual or Religious Enrichment, 7) Social Interaction, 8) Inspiration, 9) Cultural Heritage. The selection of this theory aligns with the research objective of exploring how the social and cultural functions of urban forests can provide satisfaction to the community as users.

In this study, the criteria for determining the target population included individuals aged 17 years and older who had visited Hutan Kota GBK and resided in the Jabodetabek area. The sample size was determined using the sample calculation formula by Hair et al., (2010) specifically the rule of thumb, resulting in a sample size of 270. Female respondents accounted for 64.8% of the sample, or 175 respondents, while male respondents made up 35.2%, or 95 respondents. The majority of respondents were aged 17-26 years, comprising 60.7% or 164 respondents. The second largest age group was 27-36 years, representing 18.5% or 50 respondents. Respondents aged 37-46 years constituted 11.9% or 32 respondents, those aged 45-56 years accounted for 7.8% or 21 respondents, and respondents aged over 57 years comprised 1.1% or 3 respondents. Most respondents were from East Jakarta, accounting for 25.9% or 70 respondents, followed by those from Bekasi at 21.5% or 58 respondents, and South Jakarta at 13.3% or 36 respondents. The majority of respondents were private sector employees, making up 33.7% or 91 respondents. This was followed by students at 31.9% or 86 respondents. Civil servants made up 10% or 27 respondents. The majority of respondents held a Diploma 4 or Bachelor's degree (S1), accounting for 60.4% or 163 respondents.

The quantitative data from the questionnaires are processed using the Statistical Product and Service Solution (SPSS) software. The quantitative data analysis technique employed in this research is univariate analysis with an ordinal scale and mode as the measure of central tendency. This study also utilizes a Likert scale for data processing, comprising five categories (1) Very dissatisfied, (2) Dissatisfied, (3) Moderately satisfied, (4) Satisfied, (5) Very satisfied. Based on these five Likert scale categories, the researcher establishes class boundaries to generate new categories that indicate whether the community is satisfied, moderately satisfied, or dissatisfied with the utilization of the socio-cultural function of GBK Urban Forest. Thus, the new categories in this research are (1) Dissatisfied, (2) Moderately satisfied, (3) Satisfied.

In addition to quantitative data analysis techniques, this study also employs qualitative data analysis techniques. The qualitative data in this research were obtained through in-depth interviews with respondents relevant to the subject matter. An

illustrative method using the case clarification model was also used to understand the perspectives of in-depth interview sources on the socio-cultural function utilization of GBK Urban Green Space (RTH) regarding community satisfaction, applying the Cultural Ecosystem Service theory developed by (Gai et al., 2022). This theory was chosen because it aligns with the research objective of exploring how the social and cultural functions of Green Open Space (RTH) can provide satisfaction to the community as users. The dimensions of this theory encompass the overall social and cultural functions of RTH, emphasizing the cultural and social benefits humans derive from their relationship with nature.

Table 1. Dimensions and Indicators in CES (Cultural Ecosystem Services) by (Gai et al., 2022)

Dimension	Indicator
Aesthetic Experiences	1. The urban forest has green plants
	2. The community is satisfied with the design and landscape of the urban forest.
	3. The urban forest enhances the city's attractiveness.
	4. Green open spaces give a pleasant impression to the community.
Recreation	1. The community can engage in various recreational activities, such as picnicking, sports, and other leisure activities.
	2. The urban forest provides facilities for diverse recreational activities.
	3. The urban forest's facilities are accessible to all segments of society
	4. The community reports high satisfaction after engaging in recreational activities in the urban forest.
Nature Awareness	1. The frequency at which community members revisit the urban forest.
	2. The community's willingness to participate in the preservation activities of the urban forest post-visit.
Social Interaction	1. The urban forest is an ideal place for social interaction.
	2. The urban forest fosters a positive atmosphere for social interactions among community members.

	<ol style="list-style-type: none"> 3. The community feels safe within the urban forest environment.
	<ol style="list-style-type: none"> 4. The urban forest offers a venue for interacting with other community members.
	<ol style="list-style-type: none"> 5. The urban forest reflects the local culture of the city.
Cultural Heritage	<ol style="list-style-type: none"> 1. The urban forest reflects the local culture of the city.
	<ol style="list-style-type: none"> 2. The urban forest serves as a landmark of the city.
	<ol style="list-style-type: none"> 3. The urban forest hosts various events that showcase cultural heritage.
Inspiration	<ol style="list-style-type: none"> 1. The ambiance of the urban forest can inspire new thoughts.
	<ol style="list-style-type: none"> 2. The urban forest provides facilities for reflection and inspiration seeking.
Sense Of Place	<ol style="list-style-type: none"> 1. The landscape of the urban forest creates a pleasant environment for interaction.
	<ol style="list-style-type: none"> 2. The community feels comfortable within the urban forest.
Spiritual Or Religious Enrichment	<ol style="list-style-type: none"> 1. The urban forest imparts positive energy to the community.
	<ol style="list-style-type: none"> 2. The urban forest offers a sense of tranquility and peace of mind.
Rest	<ol style="list-style-type: none"> 1. The urban forest provides facilities for relaxation and leisure.
	<ol style="list-style-type: none"> 2. The urban forest creates a suitable atmosphere for soothing the mind.
	<ol style="list-style-type: none"> 3. The scenery within the urban forest can bring a sense of calm to the community.

Source: (Gai et al., 2022) Reinterpreted by The Author (2024)

Six studies serve as references for conducting this research, consisting of (1) a study titled Study of Socio-Cultural Functions of Public Green Open Spaces in Serpong District, South Tangerang City by Dinda Hindira Hastita, Silia Yuslim, Marselinus Nirwan Luru conducted in 2020, (2) a study titled Public Satisfaction Level Towards Green Open Spaces (GOS) in DKI Jakarta Province (Case Study Martha Christina Tiahahu Literacy Park) by Ghea Novita Gabriella conducted in 2023, (3) a study titled

Public Satisfaction with Green Open Spaces as Public Spaces in DKI Jakarta Province (Case Study in January 2022 Period) by Muhammad Nurdin Alamsyah conducted in 2022, (4) a study titled Analysis of Social and Psychological Factors as Determinants of Visitor Satisfaction in City Parks and Urban Forest Parks in DKI Jakarta by Reno Catelya Dira Oktavia, Hermanto Siregar, Tutut Sunarminto, and Rachmad Hermawan conducted in 2018, (5) a study titled Public Satisfaction Level Towards Public Facilities in Green Open Spaces in Banda Aceh City by Ziah Afsah Azni Lubis, Iqbal Ahmady, and Novita Sari conducted in 2022 and (6) a study titled Contributions of the Quantity and Quality of Neighborhood Green Space to Residential Satisfaction in Suburban Shanghai by (Na Ta, Hong Li, Qiuyu Zhu, and Jiayu Wu conducted in, 2021).

Public satisfaction with the use of GBK City Forest based on socio-cultural functions is high. This is indicated by the high satisfaction rate, reaching 77.2% or 206 respondents regarding the socio-cultural function of GBK City Forest. The high level of public satisfaction is closely related to personal experiences that people have when visiting GBK City Forest. Many people visit GBK City Forest to engage in various activities such as recreation, sports, or simply to relax. This aligns with the statement by Sulistyaningsih (Staff of the Eastern Parking and City Forest Division, May 8, 2024) in an in-depth interview, which noted that public interest in visiting GBK City Forest continues to increase, as evidenced by the rising number of visitors each year recorded by the checker used to count the daily visitors to GBK City Forest.

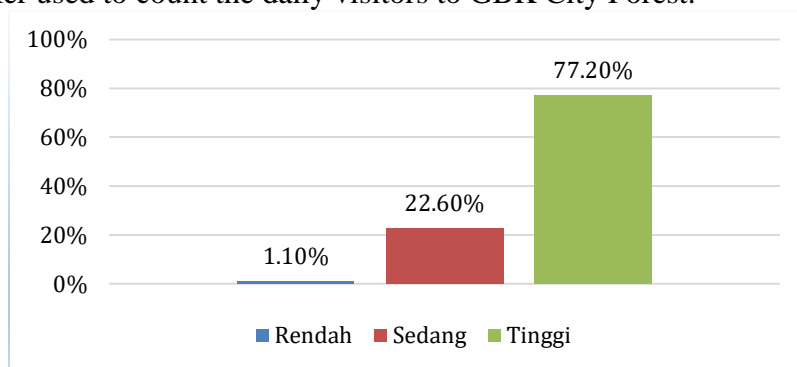


Figure 1. Public Satisfaction Level (n=270)

Source: Processed by Researchers, (2024)

Meanwhile, respondents with a moderate level of satisfaction reached 22.6% or 61 respondents, and 1.1% or 3 respondents exhibited low satisfaction levels. The low satisfaction rate is influenced by several factors. It was found that dissatisfaction among some visitors to GBK Urban Forest was due to inadequate facilities. Field observations indicate that the facilities in GBK Urban Forest still require improvement. GBK PPK, as the manager of GBK Urban Forest, is expected to consider collaborating with relevant parties to enhance the quality of existing facilities. This improvement is anticipated to increase visitor satisfaction and improve their overall experience when engaging in various activities within GBK Urban Forest. The high satisfaction rate among the public in utilizing the socio-cultural functions of GBK Urban Forest is influenced by the outcomes of nine dimensions that serve as benchmarks for assessing socio-cultural functions. The results of the analysis of these nine dimensions are as follows:

1. Aesthetic Experiences Dimension

According to Gai (2022) the aesthetic experiences dimension refers to the aesthetic or beauty experience felt by individuals when interacting with or being within a green open space environment. The majority of respondents rated their aesthetic experience at level three. This indicates that the public has a fairly good aesthetic experience after visiting GBK Urban Forest.

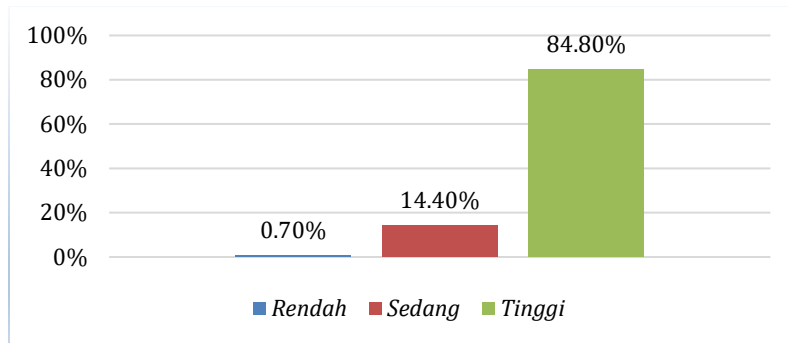


Figure 2. Aesthetic Experiences Dimension (n=270)

Source: Processed by Researchers, (2024)

The majority of respondents believe that the GBK Urban Forest can provide feelings of happiness, peace, and a sense of connection with nature. This is supported by research conducted by Ernawati et al., (2022) which indicates that visitors to the GBK Urban Forest have a high aesthetic experience. The high satisfaction level in the aesthetic experiences dimension is further affirmed by respondents answers to several indicators within this dimension, where most respondents expressed satisfaction and agreed that the community has a satisfactory aesthetic experience. Overall, it can be stated that the visual beauty of the GBK Urban Forest provides significant satisfaction to the public. The GBK Urban Forest not only pleases the eye but also offers a tranquility and coolness that are hard to find in urban areas. Public satisfaction with this visual beauty is reflected in the high visitation rates and numerous positive reviews from visitors. Additionally, based on respondents answers to several indicators within the recreation dimension, a majority of respondents are satisfied and agree that the community enjoys recreational activities at the GBK Urban Forest.

2. Recreation Dimension

According to Gai (2022) the recreation dimension refers to Green Open Spaces (GOS) as venues for various recreational activities, ranging from sports to leisurely pursuits. The majority of respondents, amounting to 70% or 189 individuals, fall into the high category within this dimension.

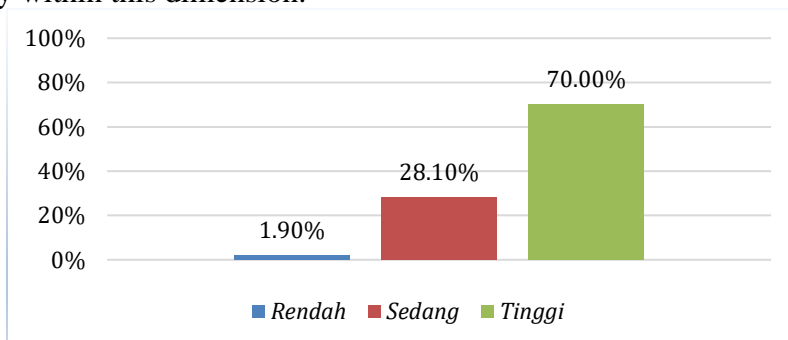


Figure 3. Recreation Dimension (n=270)

Source: Processed by Researcher, (2024)

This indicates that the community has a positive experience when engaging in recreational activities at GBK Urban Forest. The high recreation dimension score is further evidenced by the numerous instances of people sharing their recreational moments at GBK Urban Forest on their personal social media accounts. Generally, visitors to GBK Urban Forest aim to have picnics or simply enjoy the view of the iconic tall buildings surrounding the area. The high dimension scores reflect the community's satisfaction with GBK Urban Forest's function as a recreational space, underscoring the government's success in providing a quality public space that meets the needs of its citizens.

3. Nature Awareness Dimension

The nature awareness dimension, according to Gai (2022) refers to human understanding and appreciation of the ecosystem and biodiversity around them. This indicates that the community has developed an awareness of environmental conservation after visiting GBK Urban Forest. This is evidenced by a significant percentage of respondents, reaching 70.4% or totaling 190 individuals.

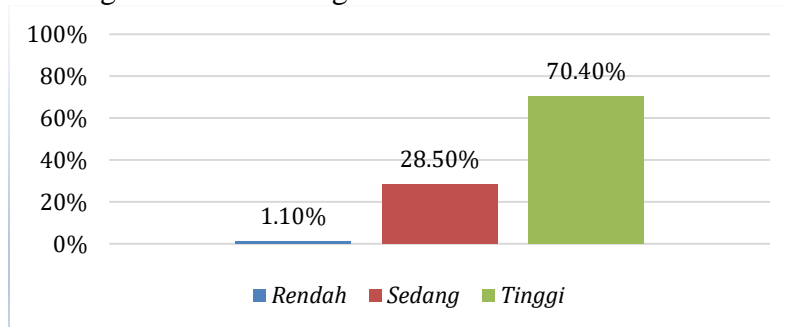


Figure 4. Nature Awareness Dimension (n=270)

Source: Processed by Researcher, (2024)

This demonstrates that the community frequently experiences an increase in nature awareness. Direct interaction with the natural environment raises awareness of the importance of preserving and conserving nature. This is further supported by the results from both indicators falling into the satisfaction category. By fostering nature awareness through the development of park culture, the quality of life for the community can be significantly enhanced.

4. Social Interaction Dimension

According to Gai (2022) the social interaction dimension refers to green open spaces (RTH) as venues for various social interaction activities aimed at enriching human quality of life. Based on survey results, the majority of respondents regard GBK Urban Forest as an ideal place for social interactions. This is reflected in the high rating, with 85.6% or 231 out of 270 respondents, categorizing their social interaction experience at GBK Urban Forest as significant, based on its socio-cultural function.

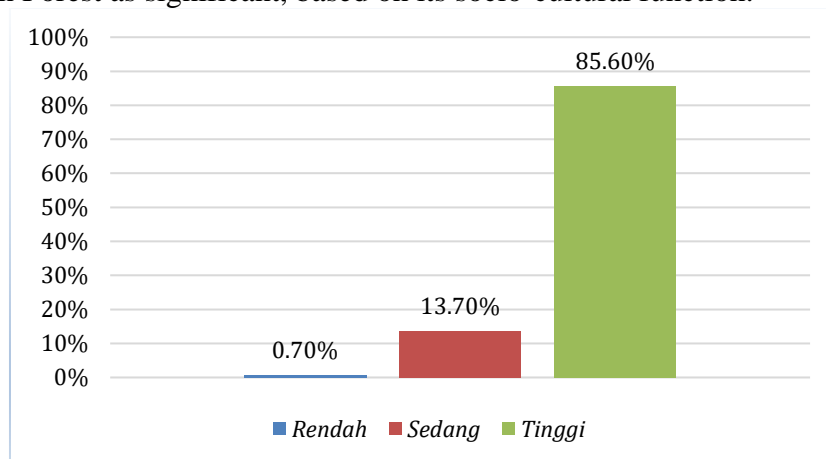


Figure 5. Social Interaction Dimension (n=270)

Source: Processed by Researcher, (2024)

The GBK Urban Forest features a design that encourages community members to engage in social interaction activities. This is evidenced by the high scores in the social interaction dimension, which are supported by several indicators receiving favorable evaluations from respondents. In other words, the community feels satisfied with utilizing the GBK Urban Forest as a place for social interaction. The GBK Urban Forest provides

a comfortable and friendly environment for individuals to meet new people and expand their social networks, creating an ideal setting for socialization and fostering stronger community relationships. This aligns with the statement made by Nirwono Joga, an academic and urban and environmental observer, during an in-depth interview on May 8, 2024. Practically, its design encourages people to come, then encourages them to interact and enjoy the green open space (RTH).

5. Cultural Heritage Dimension

According to Gai (2022) the cultural heritage dimension in the function of green open spaces (RTH) is intended to enrich human experiences and promote the preservation of traditional values. Based on the survey results, the majority of respondents believe that the GBK Urban Forest does not significantly influence the public’s desire to preserve cultural heritage, with satisfaction levels in this dimension falling into the moderate category. This is evidenced by 39.6% of respondents, or 107 individuals, expressing moderate satisfaction.

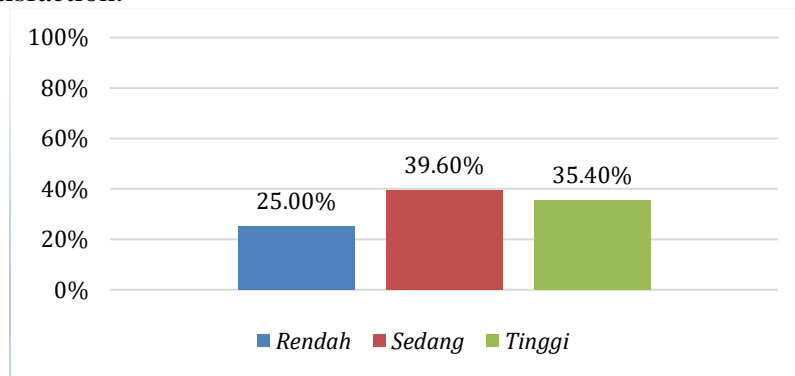


Figure 6. Cultural Heritage Dimension (n=270)

Source: Processed by Researcher, (2024)

The majority of respondents believe that the GBK Urban Forest has not yet established itself as a cultural identity for the city of Jakarta. This sentiment is supported by several indicators showing neutral to dissatisfied levels of satisfaction. For example, Interviewee 3, a resident of East Jakarta, stated during an in-depth interview on June 10, 2024. But if you say that the GBK Urban Forest is a hallmark of Jakarta, in my opinion, no, it can’t yet be considered a hallmark. To enhance public satisfaction, efforts should be made to introduce and host activities that truly reflect local cultural heritage. This could include traditional art festivals, regional music performances, craft exhibitions, and educational activities about Jakarta’s history and culture. By doing so, the GBK Urban Forest can play a more significant role as a cultural center that mirrors the identity and heritage of Jakarta, thereby increasing the community’s pride and attachment to the site.

6. Inspiration Dimension

According to Gai (2022) the dimension of inspiration refers to the environment’s ability to stimulate creativity and reflection in individuals. Based on the results of a survey conducted, the majority of respondents believe that the GBK Urban Forest can indeed evoke creativity and reflection within the community. This is evidenced by the fact that 64.4% or 174 out of a total of 270 respondents rated the inspiration dimension in the socio-cultural function of the GBK Urban Forest as high (category 3).

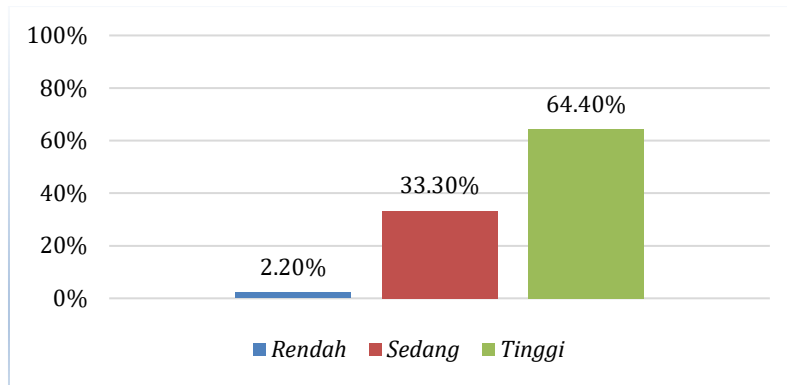


Figure 7. Inspiration Dimension (n=270)
Source: Processed by Researcher, (2024)

The dimension of inspiration, along with its two indicators, reflects a consensus of views from various assessments obtained through the research survey. The survey results indicate that the community perceives the GBK Urban Forest as capable of fostering creativity and reflection among its members. This conclusion is further supported by additional data, including feedback from both academics and the community as users.

7. Sense of Place Dimension

According to Gai (2022) the dimension of sense of place refers to the development of a close relationship between humans and the natural environment, thereby creating unique significance for individuals at that location. Based on the survey results, it is evident that the majority of respondents did not attribute any significant special meaning to the GBK Urban Forest after their visit. This is reflected in a graph showing that public satisfaction is categorized at level two, or moderate. This finding is substantiated by the percentage of respondents with moderate satisfaction levels, which stands at 65.6%, or 177 respondents.

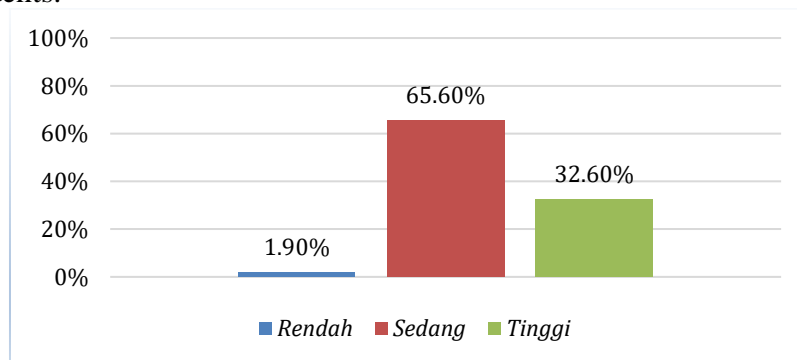


Figure 8. Sense of Place Dimension (n=270)
Source: Processed by Researcher, (2024)

Although some individuals feel highly satisfied and connected with the GBK Urban Forest environment, the majority of visitors perceive their relationship with the area as relatively ordinary. This indicates an opportunity to enhance the sense of place and emotional attachment visitors feel towards the natural environment of the GBK Urban Forest through various programs and initiatives that are more focused on providing deep and meaningful nature experiences. From an in-depth interview with Source 2, a South Jakarta resident on 9 June 2024, it was stated, Also, in terms of its landscape design, I find the aesthetics appealing. There are also pedestrian paths and ponds in this urban forest, so I believe these combinations and elements are already capable of creating a positive impression and providing a positive experience for every visitor.

8. Spiritual or Religious Enrichment Dimension

The dimension of spiritual or religious enrichment, as described by Gai (2022) refers to the function of green open spaces as a medium for creating a transcendental dimension that provides deep experiences and spiritual meaning for individuals and communities. Based on survey results, the graph indicates that the majority of the public believes that the GBK Urban Forest has fulfilled its socio-cultural function in this dimension. This is evident from the graph demonstrating that public satisfaction falls within category 3 (high), with 74.1% or 200 respondents expressing their satisfaction.

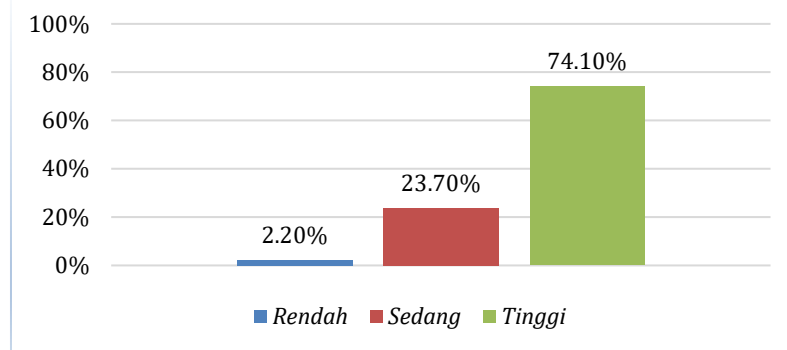


Figure 9. Spiritual or Religious Enrichment Dimension (n=270)

Source: Processed by Researcher, (2024)

This indicates that the GBK Urban Forest not only serves as a green space providing natural beauty but also acts as a sanctuary where individuals can seek tranquility, reflection, and strengthen their spiritual connections. This function is crucial as it offers the community a respite from the hustle and bustle of urban life, thereby enhancing their emotional and spiritual well-being. Interviewee 1, a resident of Bekasi City in an in-depth interview on June 6, 2024, stated, It can also become a gathering place, fostering positive energy through interaction with friends. This demonstrates that the GBK Urban Forest functions not only as the city's lungs but also as an oasis of peace for those seeking balance in their daily lives. Hence, it can be concluded that the GBK Urban Forest has fulfilled its socio-cultural function in the dimension of spiritual or religious enrichment.

9. Dimension of Rest

The dimension of rest, according to Gai (2022) refers to the function of Green Open Spaces (RTH) as ideal places for relaxation and recreation, allowing people to relieve daily stress through light physical activity or simply by enjoying the ambiance of the green space. Based on survey results, the majority of respondents consider the GBK Urban Forest to be an ideal place for unwinding. This is evidenced by a high satisfaction rate, with 86.3% or 233 respondents expressing high satisfaction.

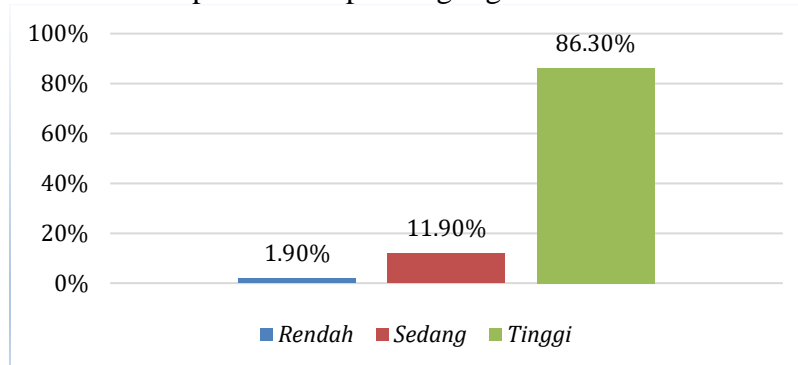


Figure 10. Rest Dimension (n=270)

Source: Processed by Researcher, (2024)

The high satisfaction levels indicate that the atmosphere and facilities provided are capable of creating a conducive environment for relaxation, allowing visitors to better enjoy their leisure time. Additionally, the high satisfaction ratings in the dimension of rest are supported by three indicators, all of which also show high satisfaction levels. This demonstrates that the majority of respondents agree with and are satisfied with the use of the GBK City Forest as a place for brief respites. According to Dwiyanto (2009) the GBK City Forest serves as a venue for the community to relieve the stress of daily activities. This success reflects that the facilities and environment provided are able to meet visitors' needs for relaxation and recreation. Hence, the GBK City forest functions not only as an urban green area but also as an effective space that provides comfort and tranquility for the community seeking to spend their leisure time in a refreshing manner.

Conclusion

Based on data analysis from 270 respondents, the level of public satisfaction with the GBK Urban Forest in terms of its socio-cultural function is classified as high. The research data indicates that seven dimensions scored highly, while two dimensions were moderate. The high level of public satisfaction is influenced by several factors, including the impressive landscape of the GBK Urban Forest, the serene atmosphere, and the ease of transportation access to visit the forest. However, there are still some shortcomings in the available facilities, such as the insufficient number of trash bins, an inadequate number of toilets to support a high number of visitors, and external disturbances that make visitors uncomfortable during their recreational activities in the GBK Urban Forest. Therefore, it is expected that the management of the GBK Urban Forest will improve the existing facilities and services, such as increasing the number of trash bins, adding more toilets, and ensuring the safety and comfort of visitors from external disturbances. This will not only enhance visitor satisfaction but also ensure that the GBK Urban Forest functions optimally as a green open space that supports the social and cultural well-being of the community.

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