

# Resilience of The Cempaka Cilangkap Cipayung Park Tourism Object Through The Completeness and Quality of Tourism Facilities

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## ABSTRACT

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This research is entitled "Resilience of the Cempaka Cilangkap Cipayung Park Tourist Object through the Completeness and Quality of Tourist Facilities." The choice of this title was based on the interest in exploring the resilience of the Taman Cempaka tourist attraction, with a special focus on the extent to which the completeness and quality of tourist facilities influence the resilience of the Taman Cempaka Cilangkap Cipayung tourist attraction with the research location located on Jl. Setu Cipayung, Taman Cempaka, Cipayung District, East Jakarta City. The method used is a qualitative descriptive method, with the research objective being to find out how influential the quality and availability of facilities at Taman Cempaka Cilangkap are on visitor satisfaction and the level of sustainability of Taman Cempaka which is expected to provide a basis for improving facilities, more effective destination management, as well as formulating appropriate policies. supports the sustainability of Cempaka Cilangkap Cipayung Park as a strong tourist attraction.

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## 1. INTRODUCTION

Tourism is a service sector that will become an important economic activity in the world of the 21st century. For Indonesia, tourism is expected to be able to restore economic growth quickly and evenly, especially the economy of local communities.

Tourism is also an industry that has an impact on the economy, providing a stimulus for increasing economic growth through various related sectors [1]. So to create sustainable tourism, apart from service quality, facilities are also one of the factors that influence consumers in obtaining satisfaction [2]. Facilities have an inseparable connection with the sustainability of a tourist destination. By increasing the quality of public facilities, public infrastructure and tourism facilities, the satisfaction of tourists visiting a tourist destination will also increase [3].

Cempaka Cilangkap Cipayung park is a tourist destination located in Cipayung, East Jakarta. Precisely on Jalan Rawa Lindung RT. 01/04 District. Cipayung East Jakarta, DKI Jakarta. This park has an area of around 6 hectares. This park is managed by the East Jakarta city government through related agencies. As a means of green open space, this park is very beneficial for local residents. Because it is a free holiday alternative that is close to where they live [4]

To maintain and improve the quality of a tourist attraction, the management needs to pay attention to things that attract visitors. one of them is by paying attention to the facilities and quality of the available facilities. Tourist facilities are a complement to tourist destination areas that are needed to meet the needs of tourists who are enjoying tourist trips in accordance with existing developments [5].

This ability to survive, rise and adapt is called resilience [6]. This capability must be applied to the tourism sector, especially in Cempaka Cilangkap Cipayung Park so that it can continue to be popular with visitors. Based on this, this research aims to determine the influence of the quality of facilities at

Taman Cempaka Cilangkap on visitor satisfaction and attraction.

## 2. LITERATURE REVIEW

### 2.1 *Tourism Destination Resilience*

Tourism destination resilience is a concept that is gaining increasing attention in tourism literature, especially when destinations are faced with external challenges, such as natural disasters, conflicts, or pandemics. Destination resilience as the ability of a destination to survive, recover and adapt after facing disruption [6]. They emphasize that resilience is not just about recovering from damage, but also includes a destination's ability to transform and innovate.

"Destination resilience is the ability of a tourist destination to survive, recover and adapt after facing disruptions [6]. This involves not only recovering from damage, but also the destination's ability to transform and innovate." The Impact of External Factors on Destination Resilience, namely external factors, such as climate change, global pandemics, and political changes, have a significant impact on the resilience of tourist destinations. Destination resilience depends not only on the physical capacity to recover, but also on the destination's ability to respond and adapt to social, economic and environmental changes.

Destination resilience management strategies are important in mitigating the negative impacts of various challenges. According to Coudounaris & Sthapit (2017) , managing destination resilience involves proactive planning, collaboration between stakeholders, and the implementation of flexible strategies [7] . This research highlights the importance of policies and management practices that can increase a destination's resilience to change.

### 2.2 *Tourist Attraction*

Tourist attraction is a key aspect that is directly related to the sustainability of tourism destinations. An in-depth understanding of tourist attractions is essential in answering questions regarding how the management of tourism facilities in

Cempaka Park influences the attraction and participation of local communities in maintaining the sustainability of the destination.

According to Ismayanti (2009 : 147) power pull tourism is the focus main driver of tourism at a destination [8]. The main focus can be natural beauty, cultural heritage, local uniqueness, and various recreational activities. Tourist attractions are the main driving force for tourists to visit a destination and create memorable experiences.

Taman Cempaka Cilangkap Cipayung, as a tourism destination, attracts the attention of visitors with its unique and diverse attractions. The natural beauty of Cempaka Park, especially the enchanting garden. Natural attraction is the main factor that makes Cempaka Park attractive to visitors. Besides, man-made elements also contribute significantly to its appeal, such as fun playgrounds and regular walking paths, providing a comprehensive and engaging tourist experience.

The importance of creating man-made attractions in balance with natural beauty was emphasized by Baloglu and McCleary (1999)[9]. Cempaka Park creates harmony between natural riches and man-made facilities, creating an attractive tourist destination for various visitor segments. Therefore, the diversity of attractions in Cempaka Park, from natural beauty to man-made facilities, is a key factor in attracting and retaining visitor interest.

In the context of Cempaka Park, the management of tourism facilities can influence the attractiveness of the destination. Good and sustainable facilities, such as informative information centers, environmentally friendly walking paths and comfortable rest areas, can increase the attractiveness of the destination. On the other hand, poorly maintained or inadequate facilities can harm the image and reduce the attractiveness of Cempaka Park.

Facility management also has an impact on local community participation in maintaining the sustainability of the destination. Involving local communities in

the destination management and conservation process can increase the sense of ownership and responsibility for the surrounding environment. Facilities designed by taking into account the needs and aspirations of local communities can open up opportunities for their active participation in maintaining the sustainability of the destination.

There are four components of tourist attraction according to Cooper, et al (1995) as explained in the work of [10], namely:

- a. Attractions:
  - 1) Elements or objects that attract tourists such as natural beauty, historical sites and entertainment.
  - 2) Becomes the main attraction of tourist destinations.
- b. Facilities (Amenities):
  - 1) facilities and infrastructure needed by tourists during their visit.
  - 2) Including lodging, restaurants, transportation, and travel agents.
  - 3) It is important to provide comfort and meet the basic needs of tourists.
- c. Accessibility:
  - 1) Ease of access from the tourist's area of origin to the destination.
  - 2) Involves transportation infrastructure such as airports, ports, bus terminals, train stations and main roads.
  - 3) Good accessibility increases the potential for tourist visits.
- d. Additional Services (Ancillary Service):
  - 1) Tourism organizations that provide additional services.
  - 2) Including destination marketing management institutions, convention institutions, and tourism institutions.
  - 3) Provide information and support services to ensure a more complete and satisfying traveler experience.

### 2.3 Tourist Facilities

Tourism facilities are facilities or services provided to meet tourist needs. According to (Nugraha, 2023) facilities are a type of service that supports certain recreational areas used by tourists and offers services according to the visitors' requests [11].

In the context of tourism destination development, attention to public facilities and tourist facilities is an important key in determining the sustainability and attractiveness of a destination. Public facilities are all basic services in a tourist destination environment which are not only provided specifically to serve tourist activities, but are intended for the general public to carry out daily activities, such as health facilities, security facilities, financial facilities and worship facilities. Meanwhile, tourist facilities are all tourist support facilities that are specifically provided to serve tourist activities for visitors to tourist destinations so that they get quality experiences such as accommodation, restaurants and information centers [12].

According to (Lindasari, 2021) the tourist facilities are as follows [12]:

- a. Accommodation (Hotel, homestay, camping ground, caravan, live aboard, toilet and gazebo).
- b. Eating and drinking (restaurants, cafes, bars, catering and kiosks).
- c. Service Facilities (TIC, e-Tourism Kiosk, interpretation, guides, etc.)

According to (Lindasari, 2021) there are three indicators to measure tourist facilities that are relevant to research [12]:

- a. The completeness and cleanliness of facilities are the main parameters which include the physical condition of the facilities as well as the completeness of supporting attributes. This not only emphasizes the appearance and physical condition of the facility, but also additional support that supports comfort and cleanliness, thereby

creating an attractive environment for visitors.

- b. The quality of tourism facilities (condition of facilities) is expected to operate well and not experience damage, because this not only creates a positive experience for visitors but also shows the level of professionalism in destination management.
- c. Ease of use of facilities aims to ensure that visitors can comfortably and smoothly utilize the available facilities, increasing their satisfaction during their visit and strengthening the overall attractiveness of the destination.

### 2.4 Tourist Satisfaction

Tourist satisfaction is an evaluative result that arises after tourists experience and assess their experience during a trip or visit to a tourism destination [13]. Measuring tourist satisfaction is an important aspect in the tourism industry, because the level of satisfaction can be an indicator of destination performance and influence tourists' decisions to return or recommend a destination to others [14].

The following are satisfaction indicators that can increase the development of tourists who come to tourist attractions, according to (Nugraha, 2022) namely [15]:

- a. Conformity to Expectations  
Expectation congruence reflects the extent to which visitors' experiences at a tourist attraction match their expectations. If the experience at a tourist attraction meets or even exceeds visitors' expectations, this can increase their satisfaction. Conformity to expectations relates to a destination's ability to provide experiences that match those desired or anticipated by visitors in advance. Destinations that are able to provide positive experiences that meet visitor expectations have the potential to attract repeat visits and recommend the destination to others.
- b. Interested in visiting

Visitor interest reflects the extent to which visitors are interested in returning or making repeat visits to the tourist attraction. If the experience at a tourist attraction arouses interest and a desire to return, this can be considered a sign of high satisfaction. Visitor interest can also influence visitors' intentions to explore more aspects of a tourist attraction, creating a long-term relationship between visitors and the destination.

- c. Availability recommend  
Availability of recommend reflects the extent to which visitors are willing and able to recommend a tourist attraction to others. If visitors are satisfied with their experience at a tourist attraction and are willing to provide positive recommendations to friends, family or other colleagues, this can be an important aspect in increasing the popularity and positive image of the destination. Recommendations from satisfied visitors can play a significant role in attracting new potential tourists and increasing tourist visits.

### 3. METHODS

This research adopts a qualitative descriptive method to explore the facilities of the Taman Cempaka Cilangkap Cipayung tourism destination. The choice of a qualitative approach is considered considering the complexity of factors that can influence sustainability, which cannot always be measured numerically. The main aim of this study is to provide in-depth insight into the interaction of facilities, such as transportation, accommodation and supporting facilities, with the sustainability of the tourism destination. Through a survey approach, direct observation, filling out questionnaires, and document study analysis, this research aims to reveal perceptions, experiences, and views that cannot always be measured quantitatively. Data collection focused on evaluating visitors' perceptions of

the quality of facilities and their level of satisfaction during their visit to Cempaka Cilangkap Cipayung park.

The research location is located on Jl. Setu Cipayung, Taman Cempaka, Cipayung District, East Jakarta City. The research was conducted on Thursday, November 2 2023, from 16.02 to 17.45 WIB. The choice of location and time for this research can be considered strategic to describe the conditions and experiences of visitors more comprehensively, which is in line with the main aim of this research in exploring the qualitative aspects of the sustainability of the tourist attraction studied.

## 4. RESULTS AND DISCUSSION

### 4.1 Questionnaire Results

The objects of the research "Facilities for the Taman Cempaka Cilangkap Cipayung Tourism Destination" are tourists who visit Taman Cempaka Cilangkap Cipayung. The number of respondents taken for this research was 5 people. Questionnaires as a data collection instrument were distributed directly at Taman Cempaka to tourists who were willing to participate in this research. The results of the questionnaire are:

Table 1. Facility Quality

Information	Most Percentage
Completeness	80% Neutral
Cleanliness	40% Good
Neatness	80% Good
Condition	40% Good

In the questionnaire that we created, at each point there are 5 choices consisting of very bad, bad, in general (neutral), good and very good. From the results of the questionnaire above, it shows that the average condition of Taman Cempaka facilities is in good condition. The results of the questionnaire regarding the completeness of Cempaka Park facilities were 80% choosing neutral and 20% choosing good. In terms of cleanliness, most people choose good condition, namely 40%, 40% neutral and 20% very good. The fragility reaches 80% good and

20% neutral. On the last point, the condition of the facilities is 40% good, 40% neutral and 20% very good.

#### **4.2 Observation Results**

Cempaka Cilangkap Park in Cipayung is a park surrounded by trees which provides a calm and green atmosphere which is very suitable for relaxing. Visitors can freely walk around on the jogging track, enjoy sitting relaxed on the available park benches, and sit by the lake.

While we were there, we realized that there were various facilities that enriched the visiting experience, such as play areas for children, sports fields, and could also be used as a place for picnics. Taman Cempaka Cilangkap can be an ideal place to gather with family or friends. Comfortable pedestrian paths also support deeper exploration of the beauty of this park. Cempaka Cilangkap Park is not just a recreation area. Often, the park is a venue for various community events and arts activities. Local events and community meetings often seem to be held here, adding to the diverse atmosphere of this place. With its location in the middle residential community, this park is not only a place of recreation but also a public space that truly enriches the social life of the local community.

### **DISCUSSION**

#### **1. The quality of facilities at Taman Cempaka Influences Visitor Satisfaction**

Creating satisfaction for customers is one of the main goals a business wants to achieve. Industries that provide a pleasant atmosphere with impressive facility attributes will influence customer satisfaction. The quality of the facilities at Taman Cempaka Cilangkap Cipayung has a significant impact on visitor satisfaction. The results of the questionnaire showed that the majority of respondents gave a positive assessment of the condition of the facilities. Aspects such as completeness, cleanliness, neatness and condition of facilities received quite high positive responses. These results show that efforts to maintain the cleanliness and order of the facilities have produced positive results that can improve the visitor experience.

The description of the Cempaka Park environment as a calm, green place and providing various additional facilities, such as children's play areas, sports fields and picnic areas, also makes a positive contribution to visitor satisfaction. The variety of community and arts events that are often held in this park is an added value, showing the role of Cempaka Park as a public space that plays an active role in enriching the social life of the local community. The main strength of Cempaka Park lies in its strategic location, plant diversity and infrastructure that supports visitor comfort. However, there are weaknesses such as limited promotions and lack of innovation in facilities that must be further improved.

Based on satisfaction theory, evaluating tourist satisfaction can include several key indicators, namely suitability of expectations, interest in visiting, and availability to recommend.

##### **a. Conformity to Expectations**

In the questionnaire results, there was a neutral assessment of the completeness of Taman Cempaka's facilities, but overall it was assessed as being in good condition. If tourists have realistic expectations or match the measured conditions, it means they are satisfied with their experience at Taman Cempaka

##### **b. Visit Interest**

The observation results noted various facilities and the beauty of Cempaka Cilangkap Park, which can arouse interest in visiting. Visitors may be interested in returning and exploring more aspects of the park, such as play areas for children, sports fields, and as a picnic area.

##### **c. Availability Recommend**

Tourist satisfaction can be reflected in the extent to which they are willing to recommend Taman Cempaka to others. The results of the questionnaire and observations showed positive results. The facilities and experiences in the park meet expectations and create a positive impression, so visitors will be willing to give positive recommendations, which can contribute to the popularity and positive image of the destination.

Overall, the research results support the hypothesis that the quality and completeness of facilities at Taman Cempaka Cilangkap Cipayung has a positive effect on visitor satisfaction.

## **2. *The Influence of Management of Tourism Facilities in Cempaka Park on Attraction***

Management of tourism facilities at Taman Cempaka Cilangkap Cipayung plays a key role in influencing the attractiveness of the destination. Components of tourist attraction in Taman Cempaka:

### **a. Attractions**

The presence of beautiful trees in Cempaka Park provides an attractive natural feel and gives a cool impression. This can be an attraction for visitors looking for a place to relax amidst greenery. There is also a large area of land that can be used for picnics or outdoor activities .

### **b. Facilities (Amenities)**

The facilities at Cempaka Park can be said to be quite complete, ranging from main facilities to supporting facilities. Consisting of a jogging track, children's play area (swings, slides, obstacles ) , sports arena , lake and information building as main facilities and parking area, toilets, prayer room, trash can and street food as supporting facilities.

### **c. Accessibility**

Access to Taman Cempaka can be said to be quite easy, there are several public transportation options such as public transportation or using the LRT. You can also use private vehicles such as motorbikes or cars.

Cempaka Park not only offers natural beauty, but also provides facilities and accessibility that support a comprehensive tourist experience. With the positive results of the questionnaire showing visitors' positive perceptions of the quality and completeness of the facilities, it can be assumed that the management and attention given to the facilities has made a positive contribution to the park's attractiveness. A variety of facilities, such as children's play areas, sports fields and picnic areas, is also a factor that

enhances the visitor experience and makes the destination more attractive.

The impact of facility management is not only limited to visitor satisfaction, but also has an impact on local community participation in maintaining the sustainability of the destination. Cempaka Park's important role as a public space that frequently hosts community and arts events reflects positive interactions between tourism destinations and local communities. However, the sustainability of Cempaka Park is also influenced by the active involvement of the community in preserving and developing the park.

## **3. *The Influence of Facilities Availability on the Level of Sustainability of Cempaka Park in the Tourism Context***

Sustainability in the use of a plant can be identified by how much attractiveness it has. From the results of our research, attractiveness can be reflected in the number of activities that occur in the park or the large number of visitors visiting the area. In the context of basic ecological principles, sustainability can be achieved through interaction, interdependence, diversity and harmony within it.[16] stated that by applying basic ecological principles to an area, the preservation of environmental functions can be maintained in a sustainable manner. Therefore, in evaluating the sustainability of park use, concepts such as interaction, interdependence, diversity and harmony are important indicators to use.

From a tourism perspective, the impact of facility availability on the level of sustainability of Cempaka Park is an important concern in understanding the dynamics of Cempaka Park as a recreation destination. The availability of facilities such as children's play areas, sports fields and walking paths plays an important role in creating a positive experience for visitors. These facilities can increase the park's appeal as a tourist destination and create a friendly and varied atmosphere. The presence of facilities can facilitate the participation of local residents in various recreational and artistic

activities in the park, thereby contributing to the use of the park as a public space. Through the facilities provided, Cempaka Park can attract more tourists and stimulate local community activities, which in the end can have a positive impact on the community's economy and the maintenance of the park. Cempaka Park is a tourist destination that enriches people's lives by strengthening social ties and shared responsibility through community participation in maintaining facilities and using the park, supported by long-term sustainability.

### SWOC Analysis

1. Strengths:
  - a. Strategic location in Cilangkap Cipayung.
  - b. Interesting plant diversity.
  - c. Good infrastructure for visitor comfort.
2. Weaknesses:
  - a. Limitations of destination promotion and marketing.
  - b. Lack of innovation in the facilities offered.
  - c. Potential damage to nature due to the high number of visitors.
3. Opportunities:
  - a. Opportunities to increase promotions through digital platforms.
  - b. Collaboration with related parties for facility development.
  - c. Environmental education program to increase visitor awareness.
4. Challenges:
  - a. Competition with other tourism destinations around the region.
  - b. Climate changes and natural factors that can affect visitor comfort.

### SWOC Matrix Analysis

1. **SO Strategy**
  - a. Optimizing environmentally friendly facilities as the main attraction to attract visitors who care about the environment.
  - b. Encourage active community participation in developing innovation and sustainable programs.
  - c. Increase educational programs to increase visitor awareness and

capitalize on the trend of increasing interest in sustainable tourism.

### 2. **SC Strategy**

- a. Strategic location can help overcome competition with other tourism destinations, however, an effective marketing strategy is needed.
- b. Climate change and natural factors are challenges that must be overcome to maintain this attraction.
- c. Good infrastructure can reduce the potential for natural damage, but care needs to be taken to ensure that it remains sustainable and reduces negative impacts.

### 3. **WC Strategy**

- a. The challenges of competition with other destinations can be exacerbated by promotional limitations, requiring innovative strategies to compete.
- b. The challenges of climate change and natural factors can exacerbate the lack of innovation in facilities, requiring adaptation and development of environmentally friendly solutions.
- c. Climate change can increase the potential for natural damage, requiring mitigation and adaptation measures to protect the environment.

### 4. **SC Strategy**

- a. Implement educational campaigns for visitors to increase awareness of sustainability and help address the lack of awareness.

## 5. **CONCLUSION**

Based on the research results, it can be concluded that the quality of facilities at Taman Cempaka Cilangkap Cipayung has a positive influence on visitor satisfaction. The results of the questionnaire showed that the majority of respondents gave a positive assessment of the completeness, cleanliness, tidiness and condition of the park facilities. A variety of facilities, such as children's play areas, sports fields and picnic areas, also support positive visitor experiences.

Management of tourism facilities in Taman Cempaka also plays an important role



in influencing the attractiveness of the destination. The strategic location in Cilangkap Cipayung, plant diversity and good infrastructure are the main strengths. However, there are weaknesses such as limited promotions and lack of innovation in facilities that need further attention.

The availability of facilities also influences the level of sustainability of Cempaka Park in the tourism context. Complete and varied facilities can increase the park's attractiveness as a tourist destination, support local community participation, and contribute to long-term sustainability. Good accessibility to the park is also an important factor in attracting visitors. In facing challenges and opportunities, development strategies can be focused on utilizing sustainable facilities as the main attraction, increasing promotion through digital platforms, collaborating with related parties, and environmental education programs. Implementing this strategy can strengthen Taman Cempaka's competitive advantage, increase visitor satisfaction, and support the long-term sustainability of this tourism destination.

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## SUGGESTION



Cempaka Park management needs to continue to encourage innovation in developing facilities to enrich the visitor experience. Providing new facilities, such as a food court or canteen, can be a strategic step to increase the attractiveness of a destination.

In addition, understanding the latest trends in the tourism industry needs to be considered so that managers can identify innovations that suit tourist interests. Promotion and marketing strategies need to be improved by utilizing digital platforms such as social media, websites and travel applications.

Collaboration with related parties, such as the Tourism Department, can help expand the reach of promotions. Collecting regular feedback and continuous evaluation is also an important step in improving the quality of facilities and services. Training for managers and education for visitors regarding sustainability and the benefits of sustainable visitors can strengthen Cempaka Park's position as an attractive and sustainable destination.

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