

Factors That Contribute To Community Park Users' Satisfaction: A Review of Evidence

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Abstract

According to the findings of previous studies, personal, social, and physical environmental aspects influence satisfaction with community park use. However, there is a lack of systematic research incorporating the evidence on these factors. This study aims to create a conceptual framework for community park design by applying the principles of satisfaction theory. Based on a thorough literature assessment, this review identifies the characteristics that influence community park users' satisfaction. The Web of Science and CNKI (China National Knowledge Infrastructure) databases were searched to identify relevant publications. Only journal articles about community park satisfaction were included in the study. The literature data analysis results, data collection techniques, and study outcomes were examined. In addition, this paper follows the methodology of the PRISMA statement by summarizing and analyzing all 22 works in

the literature, including sample characteristics, data collection, sampling techniques, data analysis, and key findings. The research findings demonstrated that various factors, such as individual, social, physical, and other factors, all contributed to user satisfaction in community parks. The impact of personal factors, including gender, age, and ethnicity, on user satisfaction, exhibited variability. Among the social factors, safety had the highest impact. Nevertheless, physical factors, including park facilities, environmental characteristics, and aesthetics, significantly impacted user satisfaction. To support the evaluation of community park satisfaction. Future research suggests further research into measuring community park satisfaction to establish an effective index system to support the evaluation of community park satisfaction. Overall, the study of factors contributing to community park users' satisfaction is essential for improving the design and management of parks, promoting healthy behaviors and well-being, and creating sustainable and livable urban environments.

Keywords: Personal factors; social factors; physical factors; environmental characteristics

Introduction

Community parks are the primary element of urban green space and community building, as they are the closest public green space to urbanites. As green spaces in the city, community parks have a significant impact on, and role in the living environment and ecological environment of urban community residents as well as on the city's greening and ecological development and are one of the most important topics in urban planning and construction (Qian, 2017; Bing et al., 2019).

Similarly, some studies contend that community parks, as an important part of the community, have typical "multifunctional, composite value" characteristics. Community parks are also a basic unit of the urban ecological environment, a parkland system that is directly used and enjoyed by citizens in residential areas as a component of urban parklands for their recreational value, environmental value, and disaster prevention and mitigation (Xiaoli et al., 2013). Green spaces are also an important indicator of the quality of a living space (Wei, Jie, & Luo, Mashiyi, 2018). Similarly, community parks are a convenient way for urban residents to interact with nature in densely populated, high-rise cities with urban green spaces. Due to growing concerns about the quality of life of people living in urban areas, interest in urban parks has risen in recent decades (Wang et al., 2021; Loukaitou-Sideris et al., 2016).

Nonetheless, over the last several years, interest in metropolitan parks has expanded as a result of increasing concern for the personal

satisfaction of individuals who live in metropolitan regions. Parks, forests, road trees, plaza plantings, green roofs, sports buildings, and community gardens are all examples of metropolitan green spaces. Individuals' physical and mental health improves as a result of such natural places and amenities, which reduce stress and provide opportunities for refreshment and physical activity (Grahn, P., & Stigsdotter, 2003; Hansmann et al., 2007; Scopelliti et al., 2016; Troy & Grove, 2008).

To create a unified planned layout, urban planning incorporates community parks into the urban park system, and the development of community parks becomes one of the main factors for determining whether a city park system is successfully designed (Giles-Corti et al., 2005). The planning, design, building, and management of urban community parks are now subject to more stringent regulations. This necessitates a rethinking and investigation of community park planning and design practices (Fanghua, 2006). The need for community parks has increased dramatically, yet there are no theoretical guidelines for their creation (Luo Tianqing & Liangju, 2015). Therefore, the study of satisfaction can provide an in-depth analysis of the intermediate role of the environment on human behavior and health. This research provides a valuable reference for community park renewal.

Pleasure in urban community parks is influenced by a variety of elements, some of which are prerequisites, such as park accessibility in terms of space (including time and distance to the park and internal and external traffic conditions). Psycho-emotional, information acquisition, social communication, and other demands are examples of latent components. Some of the observation components are external, such as natural scenery and recreational facilities. As a result, all of the above criteria must be considered when building the satisfaction model.

Satisfaction is a multifaceted concept defined by a number of independent metrics (Parra et al., 2019). Dissatisfied attitudes or intentions arise when there is a negative gap between experiences and expectations (Hughes, 1991). Based on the core concepts and structure of the ECSI satisfaction model, the factors influencing users' satisfaction with community parks are organized and summarized. Satisfaction measurement models are widely used in the planning, rating, and management of various open spaces, scenic spots, residential areas, and open spaces (Crompton & Love, 1995).

Therefore, this study aims to investigate the factors that contribute to community park users' satisfaction, drawing on the satisfaction theories as a conceptual framework. Community parks play a vital role in providing public spaces for physical activity, recreation, and socialization. The provision of community parks has been shown to have a positive impact on physical and mental health, social cohesion, and overall quality of life. By examining the literature on community park satisfaction, this study seeks to identify the factors that influence users' satisfaction and provide

insights into improving the quality of community parks. Ultimately, this study aims to contribute to the development of more effective park planning and management strategies, enhancing the benefits of community parks for urban residents.

Method

2.1 Search Strategy

The original data came from CNKI (China National Knowledge Infrastructure) and the Web of Science, two literature databases. To discover research connected to community parks, a subject search was undertaken by entering keywords on the literature search page. The articles were chosen based on the many definitions of community parks and forms of park classification used in different nations. Therefore, keywords and phrase combinations such as "community park," "neighborhood park," "small urban park," "satisfaction," "post-use evaluation," "motivation for use," etc., were used to limit the publication time to the past 15 years (2006–2021) using "and" and "or" Boolean operations, and only literature in Chinese and English were considered. This timeframe covers nearly 15 years of research and provides more comprehensive and timely data.

2.2 Study Selection

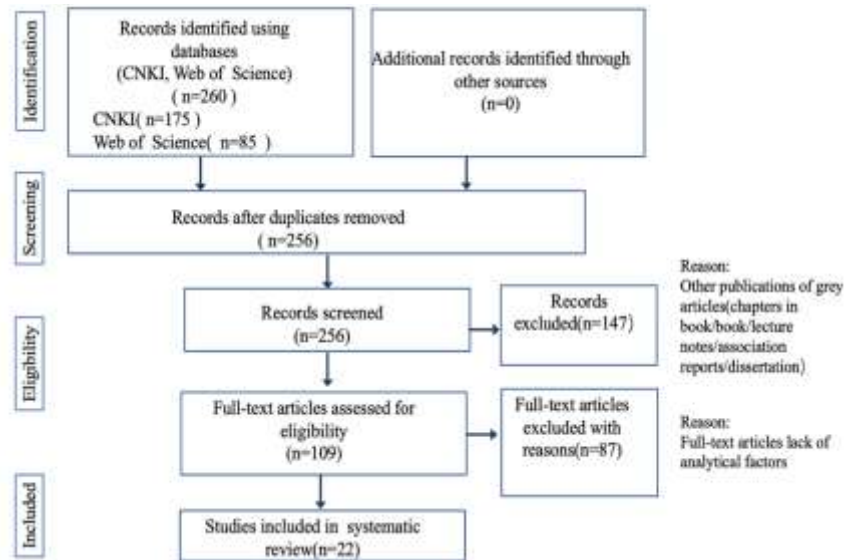
Community and neighborhood parks included dissertations, conference papers, project papers, books, and reports. We selected targeted articles that examined community park satisfaction and searched the reference section to identify other potentially relevant publications. Gray papers (n=147) were removed, such as research reports, book articles, peer-reviewed articles, and dissertation publications. Duplicate articles (n=4) in CNKI (China National Knowledge Infrastructure) and Web of Science were removed. More articles (n=87) were excluded through screening, and the final (n=22) articles were included in the detailed analysis. The following criteria were used to determine whether studies were eligible:

- i. The study focused on community parks or neighborhood parks, excluding fee-based theme parks and larger complex parks.
- ii. The study examined users' motivations for park green space use.
- iii. Factors or components that promote satisfaction with community parks were identified.

The PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) statement was followed in this investigation. This strategy is extensively utilized in social research (Hutton et al., 2015). The selected papers were analyzed to create a flowchart (1). Key data were extracted, including basic information on the authors; publication year; study area; study objectives; sample characteristics, including gender and age; study methods, such as data collection methods, data analysis, and sample size;

and findings of the study. The data are presented in spreadsheet form in a systematic review table of factors influencing community park satisfaction organized by year of publication.

Figure 1: PRISMA statement describing steps for systematic literature review.



Results

3.1 Overview of the Findings

The systematic research review included 22 articles: 9 from the Chinese Academy of Environmental Sciences and 13 from Web of Science. The articles were published in the following journals: Chinese Landscape Architecture (13.6%), American Planning Association (9%), BMC Public Health (9%), Urban Forestry & Urban Greening (9%), Decoration (4.5%), Physical Activity and Health (4.5%), Preventing Chronic Disease (4.5%), Environment and Behavior (4.5%), Asian Architecture and Building Engineering (4.5%), Town and Regional Planning (4.5%), City Planning Review (4.5%), Human Settlements in West China (4.5%), Environmental Research and Public Health (4.5%), New Architecture (4.5%), Landscape Architecture Frontiers (4.5%), Environment Development and Sustainability (4.5%), and Southwest China Normal University (4.5%). The same author authored two of the articles. This distribution suggests that urban development is the main research focus of Chinese journals. However, the research topics in foreign journals are diverse, with different publications sharing a common interest in this subject.

3.2 Synthesis of Study Findings

The first paper in the review was published by Xiumin (2009), and the other 22 papers were published between 2009 and 2021. The significant majority of studies were conducted in China and Europe in addition to the

United States, Australia, and other countries. Seven articles (31.8%) were from the United States, ten were from China (40.9%), one was from Australia, and one each was from the Netherlands, South Africa, South Korea, and Iran.

One article (4.5%) studied children aged 10–13 years, one article (4.5%) studied adolescents aged 13–18 years, and three articles targeted the study of usage characteristics and satisfaction ratings of older adults (13.6%). The remaining 16 studies recruited community park residents/students/experimental representatives, retirees, and other (72.7%) users as the probe sample. Almost every article investigated factors influencing park community use by age and gender. Four studies examined not only age and gender (18.1%) but also racial differences (13.6%). Two articles examined differences in community park use between rural and urban areas (9%).

In terms of research methods, 12 articles used quantitative research (54.5%), such as web questionnaires and mail questionnaires. Five articles used qualitative methods (22.7%), such as observation, interview methods, and focus group interview methods, and 5 articles used mixed qualitative and quantitative methods (22.7%). In terms of data analysis methods, 3 articles used ANOVA factors (13.6%), 2 articles used T tests (9%), 3 articles used chi-square tests (13.6%), 10 articles used regression mode multiple linear regression, and 1 article used a Cronbach alpha analysis method (4.5%). One article used a geographic information system (4.5%), and the rest were descriptive statistical analyses.

Factors contributing to community park users' satisfaction

Satisfaction is generally considered to be a comparison between expectations and actual experiences (Gronroos, 1984) and is susceptible to external factors such as personal experiences, psychological conditions, social factors, environmental factors, and group interactions (Gronroos, 1984). Crompton & Love (1995) proposed that factors that affect park use include sociodemographic factors, residential space attributes, and personal factors. Representative findings indicate that park structure, facility condition, accessibility, aesthetics, safety, and policy are relevant factors that influence park use (Milman, 2009). Another finding based on an investigation into the connection among park use and activities showed that factors such as safety, aesthetics, park facilities, and management and maintenance play essential roles in park satisfaction (McCormack et al., 2010). Therefore, this study proposes that personal factors, social factors, physical factors, and other factors have a significant impact on satisfaction with community parks (**Error! Reference source not found.**).

Table 1: Factors affecting user satisfaction with community park use.

Author(s)	Personal Factors	Social Factors	Physical Factors	Other Factors
Xiumin (2009)	Age gender Race Ethnicity	No	Environmental quality, comfortable layout space, plenty of play space, plenty of social space, visual landscape, biological diversity, sculpture aesthetics, natural atmosphere, clean environment, facilities, plant explanation cards, sufficient leisure facilities, sufficient sports facilities.	Service maintenance Tour guide identification Service facility Environment maintenance
Sallis et al. (2010)	Age Gender	Traffic safety, Crime safety	Street connectivity ,Aesthetic quality	No
Carlson et al. (2010)	Age Gender Race,Ethnicity	Safety	Accessibility	Facilities maintenance
Loukaitou Sideris & Sideris (2010)	Age Gender	Safety	Park scale, recreation facilities, recreation projects, landscape aesthetics, comfortable environment.	Maintenance
Dills et al. (2012)	Age Physical condition Race, Ethnicity (White, Black, Other)	Crosswalk Traffic safety Daytime safety nighttime safety Route	Interesting landscape, beautiful scenery trees, greenery, land use mix	Street maintenance Community maintenance All waste collection areas are hidden Yards or grounds are well tended and landscaped Buildings in top condition Overall orderly and well-tended feeling
Bingqin et al. (2014)	No	Disturbance Littering Loud noise Trampling of flowers and climbing of trees Conflict Graffiti Damage to public property	Landscape quality, plant selection, landscape style, richness, number of scenic spots, regional characteristics, space design, capacity, interactive experience, diversity, connectivity, privacy, sense of scale, facilities, number of facilities, facility safety, fighting, signs, environment, humidity, mosquito effect, water quality, air quality, noise effect, soil condition.	Service scope Environmental cleaning Facility maintenance Public security Plant maintenance Parking management
Nam & Kim (2014)	No	No	Water facilities, parking lots, number of doors, facility type and facility area, the nearest public transportation, facility, number of adjacent roads, target park spatial shape, slope, population density.	No
Shuobing et al. (2015)	Occupation	No	Landscape quality, shade plants, aesthetics, space: open space, private space/semi-private space, facilities, entertainment venues, fitness equipment facilities, lighting, shade facilities.	Service management Parking ,environmental sanitation

Author(s)	Personal Factors	Social Factors	Physical Factors	Other Factors
Willemse (2015)	Age Gender Race/Ethnicity	Safety	Game equipment, security cameras, CNP furniture, trash cans, adequate lighting, safe parking, sports facilities, clean environment, spacious, flat lawn, beautiful gardens, pleasant scenery, shade.	No
Lou kaitouSideris et al. (2016)	Age Gender	Safety/Crime safety	Contact with nature, 'soft landscape' (plants, green plants), 'hard landscape' (concrete), mature trees, enough shade, various plants, flowers, different colors/scents, water elements, wild animals (birds, butterflies, squirrels, ducks), soothing natural sounds, buffering planting, minimizing outside noise, pleasant scenery, opportunities for vegetable gardening, suitable for all ages (ergonomically designed seats, shaded seating areas), accessible design, sports facilities.	Social support Park maintenance Climate
Huang et al. (2016)	Age	Gangs Vandalism Safety	Accessibility, maintenance of a good environment, relaxing environment, recreational, walking distance, overall quality, availability, attractiveness of the landscape, shade, dog-walking facilities.	No
Luo et al. (2017)	Income	No	Accessibility, activity space, buildings, venues, green spaces, sports facilities, entertainment facilities, educational nursing science show, social gatherings, personal spaces, pavilions and galleries, chairs/benches, community gathering places.	No
Wei et al. (2018)	Age Gender Family structure Marital status Employment status	No	Accessibility, population density, internal roads, facility quality, landscape quality, sanitation, types of park facilities, rest facilities.	No
Hexuan et al. (2018)	Age Gender	No	The shape of the space, size of the space, greening, sculpture sketches, seats, fitness equipment, convenience, distance, road conditions, traffic, functions, purchase peripherals, food/beverages, other functional categories, quantities, human activities, physical environment comfort, light, sound, temperature, wind environment, activities, fitness, entertainment, social space for gathering with friends.	No

Author(s)	Personal Factors	Social Factors	Physical Factors	Other Factors
Parra et al. (2019)	Age	No	Fitness area, playground, basketball court, recreation facilities, equipment, family picnic area.	No
Shaohua et al. (2020)	Age Gender	Daily inspections safety Strangers	Entrance, accessibility, green vegetation, lake pond landscape, tranquility, trash cans, activity venues, fitness equipment, public toilets, park scale, fun swimming, pavilions, characteristic cultural spaces, community activity organization, leisure parking, mobile booths, sanitation and cleanliness, park roads, walks, night garden, road lighting, guide signs, information network systems	Facility inspection Maintenance Management
Jiang et al. (2020)	Age	No	Population density, distance, density of urban facilities	No
Rivera et al. (2021)	Age Gender	No	Sports features, sports ground, playground, aesthetics, location, barbecue, picnic area, Ports functions, Seating, Large size.	No
Veitch et al. (2021)	Age Gender Family structure Educational status Marital status Employment status	Safety	Space availability	No
Wang et al. (2021)	Age Income	Safety	Spatial attributes, Distance to the park, Park characteristic variables, Noise, Facilities, Aesthetics.	Maintenance
Saeedi & Dabbagh (2021)	Age Gender Marital status Education level	No	Color, Form, Size, Location, Proportion, Fencing, Playground fence, Stone wall, Concrete table, Sports equipment, Paving, Construction, Pergola, Swing fence, Canopy, Toilet.	No
Jing & Jianlin (2021)	Age Gender	No	Accessibility, Reasonable layout, Suitability of site size, Site safety, Site functional diversity, Smooth traffic organization, Terrain, Space comfort, Plant types, Plant configuration, Road paving,.	Facility maintenance, Plant maintenance

4.1 Personal Factors Overview of the Findings

Individual, social, and physical environmental elements all have a direct impact on park use, according to a social-ecological model (Milman, 2009). Another study (Sallis et al., 2006) showed that individual factors, including exercise and sport-specific skills, ability, age, gender, race,

education level, income level, self-efficacy, childhood experiences, and health status, influence community park use. Similarly, Byrne & Wolch (2009) state that users' expectations of parks and the factors driving expectations are influenced by a range of personal factors, including age, gender, race, ethnicity, family composition, and education level.

A study by Rivera et al. (2021) was conducted to better understand the factors that influence adolescent park visitation, physical activity, and social interactions. Females made up 41.2% of the participants, who were 13 to 18 years old. According to an observational study conducted in Australia, teenagers account for only 7% of park visitors (Rivera et al. 2021). Another study revealed users' sociodemographic data and found that a majority of users were females between the ages of 25 and 40. More than half of the women in the sample had a bachelor's degree, and they frequented community parks (Veitch et al., 2015). There are age-related disparities in satisfaction; for example, social space programs are least valued by 12- to 17-year-olds, implying that there are age-related differences in enjoyment (Jing et al., 2021). Previous studies Jing et al. (2021) have also found that community park users are mostly female, people over 56 years old, nuclear and primary families, retirees, and elementary school students. The highest frequency of community park use is "once a day" and "once a week or more," with the highest frequency of use by older adults and primary families (grandparents and grandchildren) and a lower frequency of use by young adults, singles, and couples. Therefore, the proportion of park users frequently varies with age.

In addition, studies on the occupations of older adults using community parks have been conducted. According to Hexuan et al. (2018), elderly people who work in community parks are more likely to be content with the current state of park interactions. Elderly people are used to working in similar environments and maintaining long-term relationships with their peers. They also have a strong sense of community.

A study by Bingqin et al. (2014) proposed that occupation affects community park satisfaction. They found significant differences in the occupational composition of residents in the three community parks, with 12 out of 14 preference indicators related to occupational diversity significantly related to diversity. Occupational differentiation has a significantly larger impact on community park recreation preferences than it does on recreation demand and satisfaction. Statistics on occupational groups, such as retirees, permanent workers, freelancers, and students, show that fewer people with higher education levels use parks, which is consistent with the fact that older people are the main users of community parks (Jing et al., 2021).

Some studies have argued that high, middle, and low incomes also affect the use of and satisfaction with community parks (Tianqing et al., 2017). This finding is in contrast to a study that found differences in the demand

for leisure service provision factors among residents by gender and age, with a positive relationship between age and recreation satisfaction and a negative relationship between monthly household income and recreation satisfaction (Lou Tianqing et al., 2017). Income, distance from home to the park, and residential green space were negatively correlated with small urban green space use (Ying et al., 2019). In a Shanghai survey, income also had a significant impact on the use of small urban green spaces (Wang et al., 2021). Maller's studies show that low-income visitors use urban tiny green spaces more frequently (Maas et al., 2006 ; Swanwick, 2009 ; Zanon et al., 2013).

There is also research that confirms that race affects community park use and satisfaction. Ho et al. (2005) examined gender and ethnic preferences for park attributes, urban parks, and open space visits in the eastern United States and did not find large gender differences or differences in park visit types or attitudes. Ethnic differences in park features, the frequency and kind of visits, and perceptions of positive and negative park impacts were all significant. The impacts of ethnicity on males and females, however, did not differ.

Willemse (2015) noted that marginality and racial assumptions influence community park use and that park facility preferences, park safety perceptions, and park visitation patterns vary by gender, race, and nationality. According to the findings, Hispanic children and their families visited the park at a significantly higher rate (60%) than children of other ethnic groups. According to another study, children who do not visit parks are more likely to be female than male and are more likely to be Black or Asian than any other group. Boys and Hispanic children are overrepresented among park visitors (Loukaitou Sideris & Sideris, 2010).

Individual characteristics and backgrounds thus have an impact on importance, pleasure, and preferences to some extent, but they are not determinative in the long run. Various groups of people likely share beliefs and interests, especially in older towns where residents have created a shared perspective. At the microenvironmental level, the context of particular features might still impact users' views. When constructing parks, it is necessary to consider the time and spatial distribution of different groups of people as well as their needs.

4.2. Social Factors

Social components refer to psychosocial processes. Social characteristics are identified as difficulties linked to social incivility, social connectivity, and social consciousness in the research.

Environmental variables influence safety. A number of studies have found that safety is an important consideration for those who visit neighborhood parks. Adults mostly consider security and traffic issues. Girls are much less self-sufficient than boys (Loukaitou Sideris & Sideris, 2010; Dills et al., 2012).

High crime rates in park neighborhoods make it dangerous to walk during the day, according to research conducted in Boston, USA (Sallis et al., 2010). A study in Chicago empirically demonstrated the link between personal safety concerns and park utilization by race/ethnicity (Sallis et al., 2010). Veitch et al. (2021) observed that women are more afraid of crime than men, and men are more likely than women to trip and fall at the park or on their route there. According to two other studies, a lack of safety and a sense of seclusion are crucial factors in park visits (Carlson et al., 2010 ; Huang et al., 2016).

Social behavior-related studies also confirm that littering, noise, climbing plants and trees, activity conflicts, graffiti, damage to public property, and pet defecation are not stopped or cleaned up (Jing et al., 2021 ; Bingqin et al., 2014).

4.3 Physical Factors

Physical factors include observable items or structures. Physical aspects include the park's perceived circumstances (such as facilities, spatial design features, and size), distance, accessibility, landscape elements, natural elements, and green vistas.

The impact of natural variables on community park pleasure is mentioned in almost every publication in the literature. For example, bird and plant diversity as well as the visual landscape, biodiversity, natural atmosphere, clean and tidy surroundings, sculptural aesthetics, regional features, and landscape style are all part of the natural landscape (Xiumin et al., 2006; Dills et al., 2012; Shuobing et al., 2015; Willemse, 2015).

A study Loukaitou-Sideris & Sideris(2010) emphasizes the importance of providing aesthetic and natural components in close proximity to nature. According to researchers, most older adults enjoy being exposed to nature and are attracted to natural aspects such as park plants, greenery, fresh air, and water features (Rodiek, 2002 ; Loukaitou-Sideris et al., 2016 ; Wei Wei et al., 2018). The diversity of plant species and landscape quality in community parks have an impact on satisfaction. Landscape quality is also a factor; according to a study by Jing et al. (2021), it is important to increase the green area appropriately and to attempt to achieve a greening rate of 55% or more.

The spatial open space and private space/semiprivate space of the community park area are issues to consider. The variety of open spaces and the breadth of experience are two of the most important variables in enhancing recreational function. The level of pleasure is linked to aspects including spatial connectivity, landscape richness, regional characteristics, the quantity of amenities, and the botanical landscape as well as a growing number of recreational activities, increased activity frequency, and residents' social demands (Cohen et al., 2013 ; Shuobing et al., 2015 ; Hexuan et al., 2018). Types of activity space (buildings, grounds, green space), the availability of sufficient activity space and

increasing the green space rate in park design as much as possible are among the influencing factors, according to Luo et al. (2017).

In various studies, accessibility and road connectivity design within parks have been demonstrated to be critical aspects (Nam & Kim, 2014 ; Huang et al., 2016). The ability to visit a park quickly, safely, conveniently, and without inhibition is related to accessibility and circulation (Kemperman & Timmermans, 2007). This conception is in line with studies that suggest that accessibility, specifically park accessibility, is a key element in determining park visitors' experience and how parks are utilized (Adinolfi et al., 2014 ; Jiang et al., 2020). Shaohua et al. (2020) discussed spatial accessibility and suggested that a 250–400 m walk is the ideal distance to the garden for residents.

Park accessibility includes walking distances, entrance and exit locations and other elements that affect park accessibility. The existence of parks and residential green spaces at a distance from home considerably influences the frequency of usage of tiny urban green spaces, according to a study on the spatial features of dwellings. Other studies suggest that the closer a user is to a park, the more frequently they will visit it (Nielsen & Hansen, 2007 ; Jing et al., 2021).

The results of the review also confirm that facilities influence users' satisfaction with community parks, such as the number of facilities, facility security, lighting, signage, construction facilities, recreational facilities, guide identification/service, and plant interpretation cards (Xiumin, 2009; Yoo et al., 2011; Nam & Kim, 2014 ; .Bingqin et al., 2014). Shuobing et al. (2015) reported similar findings. As a result, if the park lacks facilities, it will not provide the optimum recreational environment for park visitors, resulting in less frequent visits.

Another factor is the natural environment, including environmental health. According to survey findings, open space, and an open environment are the most important variables that influence residents' perceptions of openness. A total of 36.2% of residents believe that environmental factors such as temperature and humidity should be adjusted and improved (Bingqin et al., 2014; Willemse, 2015).

Wei et al. (2018) note that the density of the elderly population is a significant negative factor that affects older persons' access to community parks, with a particularly strong influence in central urban locations. The density of the population in the area of residence and the density of the older population and travel distance are major factors that determine access to community parks (Jiang et al., 2020).

4.4 Other Factors

In addition to personal socio-factors and physical factors, the time period and park maintenance are related to satisfaction with the use of

community parks. Improper park maintenance and climate affect the use of community parks (Enssle & Kabisch, 2020).

The service management factors of community parks are not the most important issue for residents' perceptions of recreation. However, they are important factors in the planning, design and construction of community park facilities to enhance recreational functions and perceived satisfaction (Bingqin et al., 2014). Maintenance has an impact on user happiness (Huang et al., 2016; Wei Wei et al., 2018; Jing et al., 2021 ; Wang et al., 2021). In a study in Chicago, the most important aspect was community maintenance (Dills et al., 2012). The findings contradict the preceding viewpoint. According to Shuobing et al. (2015), service management factors related to community parks are among the factors that influence but do not have a strong impact on users' perceptions. As a result, different study sites produce varied results.

Finally, research has shown that weather and daytime temperature impact users' happiness with community parks. People are delighted with a comfortable physical environment (Shuobing et al., 2015). The high temperatures in Malaysia have also been demonstrated to impact the use of park chairs and create discomfort for park visitors (Perumal, 2012). Another factor is the natural environment, including environmental health. According to survey findings, open space, and an open environment are the most important variables influencing residents' perceptions of openness. A total of 36.2% of residents believe that environmental factors such as temperature and humidity should be adjusted and improved (Bingqin et al., 2014; Willemse, 2015).

A study showed that the climate is related to the short duration of hot weather in summer. Most people choose sites with shade and facilities for rest and relaxation during the day. During a two-week data collection period in St. Louis, a survey found that people may decide to increase or decrease their usage as a result of the weather and depending on the daily temperature (Parra et al., 2019).

Discussion

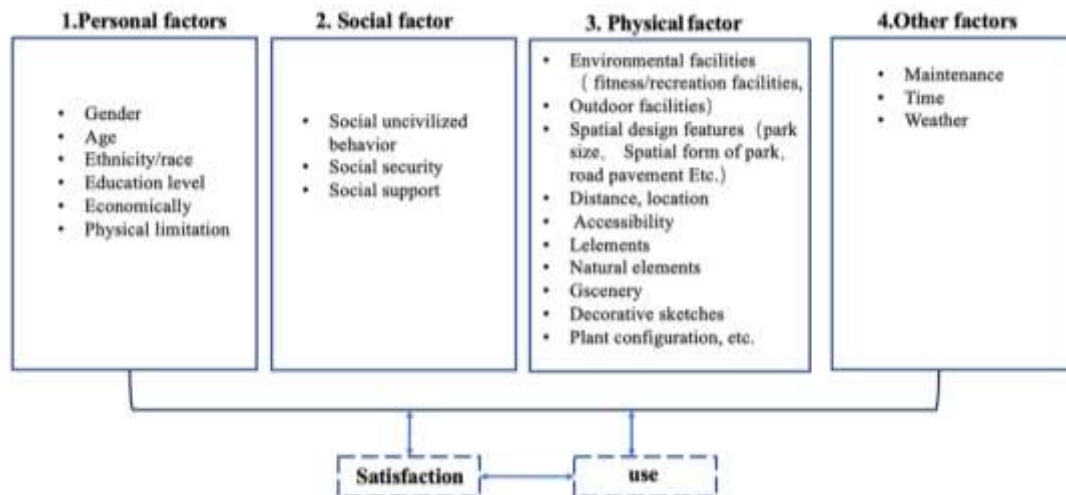
This study investigates the factors that influence user satisfaction in community parks. Develop a framework to guide community park design based on satisfaction factors. The research results indicate that personal, social, and physical factors all impact user satisfaction, with physical factors being the most important influencing factor. The following is a discussion of the specific categories:

- i. Personal factors: The research found that age is essential to community park user satisfaction. Older users focused more on the comfort and safety of the park, while younger users were more concerned about the park's activities and recreational facilities. In addition, the user's gender, occupation, race, and income level also impacted satisfaction.

- ii. **Social Factors:** Safety is the highest factor affecting user satisfaction through the literature review. In addition, uncivilized behavior and safety issues have a negative impact on the satisfaction of community park users. Therefore, measures such as strengthening park management and maintaining the safety of the park environment are important ways to improve user satisfaction.
- iii. **Physical factors:** Physical factors are the most important influencing factors reviewed. the literature review, including facilities, spatial design features and size, distance, accessibility, landscape elements, natural elements, and green landscape. Among them, the influential factors mentioned in the literature are park facilities, environmental quality, and park aesthetics. Therefore, park facilities, scale, and spatial design features can meet the different needs of users and improve user experience. Landscapes and natural elements can also enhance users' satisfaction with the park. Meanwhile, park accessibility and distance are essential factors influencing user satisfaction.
- iv. **Other Factors:** Other factors can also influence the satisfaction of community park users. A literature review indicates that maintenance and management are among the factors that influence satisfaction the most. Park maintenance involves cleaning and repair, while good management includes the effectiveness of park planning, operations, and services. For example, the cleanliness and reasonable maintenance of public facilities such as trash cans and park toilets directly affect the user experience and satisfaction. At the same time, the quality and attitude of park managers can also significantly impact user satisfaction. Therefore, strengthening park maintenance and management and improving managers' professionalism and service attitude are critical factors in enhancing user satisfaction.

In conclusion, personal, social, and physical factors are the key factors that influence user satisfaction in community parks. In park planning and design, we should focus on the different needs of users, improve the quality of park facilities and services, and enhance park management and environmental safety to improve user satisfaction in parks.

Figure 2: Conceptual framework for community park design.



Most research has concentrated on individual qualities and factors that influence the characteristics of park facilities and services. Future exploration of the inferred causal relationship between community parks about the factors that influence their use satisfaction is necessary to assist designers and planners in better understanding the motivation of community park design for park users' experiences. This framework can guide the optimization of the community park space design environment and provide a theoretical basis for constructing community parks designed to meet residents' needs. Therefore, based on the findings of this study that affect user satisfaction with community parks, a theoretical approach based on satisfaction theory and a conceptual framework to guide the design of community parks is developed (Figure 2).

Conclusions

Community parks are pivotal in shaping urban landscapes and can significantly impact their users' physical and mental well-being. These parks serve as community gathering spaces, promoting outdoor activities, fostering neighborhood relations, and facilitating emotional exchange. However, research on community parks across different countries highlights the need to investigate factors that affect satisfaction with their use globally, and exploring these factors from different perspectives is crucial. Although the influencing factors are universal, it is necessary to conduct an in-depth study of each factor in the physical environment, especially the design elements in community parks. The study found that personal factors, physical factors, and social factors all affect user satisfaction, with physical factors, including spatial design features, park size, and facilities, being the most significant. Personal factors, such as age differences, also play a role, with older people focusing more on park comfort and safety. In comparison, younger people are more concerned with park activities and entertainment facilities. Safety is an essential consideration for user satisfaction, including security and management

within the park as well as the safety of the surrounding environment. Designers should pay attention to these factors to meet the needs of different users, increase park usage and improve user experience. The study can propose more reasonable methods and models, providing more scientific and effective suggestions for evaluating user satisfaction with community park design. It should be emphasized that social factors also contribute to user satisfaction, albeit to a lesser extent, warranting further investigation. In light of these results, park managers should prioritize enhancing park facilities, environmental characteristics, and aesthetics while considering the personalized characteristics of their users.

While this review provides valuable insights into the factors that promote community park users' satisfaction, future research should explore these factors in rural and suburban areas and conduct longitudinal studies to examine the long-term effects of park interventions on user satisfaction. Furthermore, we recommend further research on community park satisfaction measurement methods to establish an effective indicator system and support satisfaction evaluation. This paper offers a comprehensive review of the factors influencing user satisfaction. It provides recommendations for park planners, designers, and managers to improve the quality of community parks, contributing to park planning and management. In conclusion, combining satisfaction theory in the study of parks is essential. This research method can help us better understand the influence of park environmental features on user satisfaction and provide corresponding management and planning strategies to improve parks' ecological and environmental characteristics, thereby enhancing user satisfaction and overall experience.

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