

Review Form 3

Journal Name:	South Asian Journal of Social Studies and Economics
Manuscript Number:	Ms_SAJSSSE_129734
Title of the Manuscript:	Analysis of the Impact of Service Quality, Facilities, and Trust on Public Satisfaction as Users of Ahmad Yani Park in Medan
Type of the Article	

General guidelines for the Peer Review process:

This journal's peer review policy states that **NO** manuscript should be rejected only on the basis of '**lac k** of **N ove lty**' provided the manuscript is scientifically robust and technically sound.

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PART 1: Comments

	Reviewer's comment	Author's Feedback <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her</i>
<p>Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimum of 3-4 sentences may be required for this part.</p>	<p>Significance of the Manuscript for the Scientific Community This manuscript provides valuable insights into the factors influencing public satisfaction in urban parks, specifically focusing on Ahmad Yani Park in Medan. By analyzing the impact of service quality, facilities, and public trust, the study highlights critical areas for improvement that can enhance user experiences in public spaces [1]. The findings contribute to the broader discourse on urban park management, emphasizing the need for strategic recommendations such as improving cleanliness and security, which are essential for fostering community engagement and satisfaction [1]. Moreover, the research employs a quantitative approach with robust statistical analysis, making it a reliable reference for future studies in urban planning and public space management [2]. This work not only addresses current management challenges but also serves as a guide for policymakers and urban planners aiming to create more inclusive and sustainable public spaces</p>	
<p>Is the title of the article suitable? (If not please suggest an alternative title)</p>	<p>Suitability of the Article Title</p> <p>The title of the article, "Analysis of the Impact of Service Quality, Facilities, and Trust on Public Satisfaction as Users of Ahmad Yani Park in Medan," is quite suitable as it clearly conveys the main focus of the research. It specifies the key variables being analyzed—service quality, facilities, and trust—while also indicating the context of the study, which is Ahmad Yani Park in Medan. This clarity helps readers quickly understand the scope and relevance of the research.</p> <p>However, an alternative title could be: "Enhancing User Satisfaction in Urban Parks: A Study of Service Quality, Facilities, and Trust at Ahmad Yani Park, Medan." This alternative emphasizes the goal of improving user satisfaction and highlights the practical implications of the research findings, which are crucial for urban park management and community engagement .</p> <p>Overall, both titles effectively communicate the essence of the study, but the alternative title may attract a broader audience interested in urban planning and public space management.</p>	

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<p>Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here.</p>	<p>Evaluation of the Abstract's Comprehensiveness</p> <p>The abstract of the article provides a solid overview of the research, including the study's objectives, methodology, key findings, and implications. However, there are areas where it could be enhanced for clarity and completeness. Here are some suggestions:</p> <p>Clarification of Research Objectives: While the abstract mentions the aim to analyze the influence of service quality, facilities, and public trust on user satisfaction, it could benefit from a more explicit statement about the significance of these factors in the context of urban parks. This would help readers understand why the study is important.</p> <p>Methodology Details: The abstract states that a quantitative approach with multiple linear regression was used and that data was collected from 150 respondents. It could be improved by briefly mentioning the sampling method (accidental sampling) and the demographic characteristics of the respondents, as this information can provide context regarding the representativeness of the sample .</p> <p>Highlighting Key Findings: The abstract notes that public trust has the greatest influence on user satisfaction, followed by facilities and service quality. It would be beneficial to include specific percentages or statistical significance levels to quantify these findings, which would enhance the credibility of the results.</p> <p>Recommendations for Improvement: The abstract concludes with strategic recommendations for enhancing user satisfaction. It could be more impactful by summarizing these recommendations succinctly, emphasizing the importance of cleanliness, maintenance, and security systems .</p> <p>Implications for Future Research: Adding a sentence about the implications of the findings for future research or urban park management could provide a broader context and encourage further exploration of the topic.</p>	
<p>Is the manuscript scientifically, correct? Please write here.</p>	<p>Assessment of the Manuscript's Scientific Accuracy</p> <p>The manuscript appears to be scientifically correct based on the information provided in the contexts. Here are the key points supporting this assessment:</p> <p>Clear Research Objectives: The study aims to analyze the influence of service quality, facilities, and public trust on user satisfaction at Ahmad Yani Park in Medan. This objective is clearly stated and relevant to the field of urban park management, indicating a focused research direction .</p> <p>Methodological Rigor: The research design follows rational, empirical, and systematic scientific principles. Data collection was conducted using an online questionnaire distributed through Google Forms, which is a valid method for gathering quantitative data. The use of multiple linear regression for data analysis is appropriate for examining the relationships between the variables .</p> <p>Sample Size and Selection: The study involved 150 respondents selected through accidental sampling. While this method may introduce some bias, the sample size is adequate for statistical analysis, allowing for meaningful insights into user satisfaction .</p> <p>Instrument Validity and Reliability: The manuscript states that all research instruments were declared valid, with a minimum critical r-table value established. This indicates that the measures used in the study were appropriate for the research objectives, enhancing the reliability of the findings .</p> <p>Significant Findings: The results indicate that service quality, facilities, and public trust significantly affect user satisfaction, contributing 87% to overall satisfaction. This finding is statistically significant and provides valuable insights for park management .</p>	

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	<p>satisfaction, such as enhancing cleanliness and security. These recommendations are grounded in the findings and demonstrate a practical application of the research .</p> <p>In conclusion, the manuscript is scientifically correct, with a well-defined research framework, appropriate methodology, and valid findings that contribute to the understanding of user satisfaction in</p>	
<p>Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.</p>	<p>Evaluation of References in the Manuscript</p> <p>The provided contexts do not include specific information about the references used in the manuscript, making it difficult to assess their sufficiency and recency directly. However, here are some general considerations regarding references in research papers:</p> <p>Sufficiency: A sufficient reference list should cover key theories, methodologies, and previous studies relevant to the research topic. It should include foundational texts as well as recent studies to provide a comprehensive background. Since the contexts do not mention specific references, it is unclear if the manuscript meets this criterion.</p> <p>Recency: In fields like urban studies and public space management, it is crucial to include recent studies to reflect current trends and findings. The absence of publication dates in the provided contexts means we cannot evaluate the recency of the references used in the manuscript.</p> <p>Suggestions for Additional References</p> <p>To enhance the manuscript's reference list, consider including the following types of sources:</p> <p>Recent Journal Articles: Look for articles published in the last 5 years that focus on urban park management, user satisfaction, and service quality in public spaces. Journals such as "Urban Forestry & Urban Greening" or "Landscape and Urban Planning" often publish relevant research.</p> <p>Books on Urban Management: Texts that discuss theories and practices in urban management and public space utilization can provide a solid theoretical foundation. For example, "The Death and Life of Great American Cities" by Jane Jacobs is a classic that discusses urban spaces.</p> <p>Government and NGO Reports: Reports from local government or non-governmental organizations on public space management and user satisfaction can provide valuable data and context.</p> <p>Case Studies: Including case studies from other cities that have successfully improved public satisfaction in urban parks can offer practical insights and comparisons.</p>	

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<p>Is the language/English quality of the article suitable for scholarly communications?</p>	<p>Assessment of Language Quality in the Article</p> <p>The language and English quality of a scholarly article are crucial for effective communication of research findings. Based on the provided contexts, here are some observations regarding the language quality of the article:</p> <p>Clarity and Precision: The article appears to use clear and precise language, which is essential for scholarly communication. For instance, the introduction effectively outlines the significance of service quality, facilities, and trust in relation to public satisfaction, indicating a well-structured argument .</p> <p>Technical Terminology: The use of appropriate technical terminology related to urban studies and public space management is evident. Terms like "service quality," "public trust," and "user satisfaction" are used correctly, which is important for conveying complex ideas in a scholarly context .</p> <p>Grammar and Syntax: While the specific grammatical structure is not detailed in the contexts, the overall flow of the text suggests that it adheres to standard academic writing conventions. The contexts indicate a logical progression of ideas, which is a positive sign for grammar and syntax quality .</p> <p>Engagement with Previous Research: The article references previous studies and contextualizes its findings within the existing literature, which is a hallmark of scholarly writing. This engagement demonstrates an understanding of the field and contributes to the article's credibility .</p> <p>Suggestions for Improvement: Although the language quality seems suitable, it is always beneficial to have a peer review or professional editing to catch any minor errors or awkward phrasing that may not be evident in the provided contexts. Additionally, ensuring that all sections maintain a consistent tone and style can enhance overall readability.</p> <p>In conclusion, based on the information available, the language and English quality of the article</p>	
<p>Optional/General comments</p>	<p>General Comments on the Article</p> <p>The article titled "Analysis of the Impact of Service Quality, Facilities, and Trust on Public Satisfaction as Users of Ahmad Yani Park in Medan" presents a comprehensive examination of factors influencing user satisfaction in a public park setting. Here are some general comments based on the provided contexts:</p> <p>Relevance of the Study: The research addresses significant issues faced by Ahmad Yani Park, such as cleanliness, inadequate facilities, and security concerns. These factors are crucial for enhancing visitor experiences and are relevant to urban management and public space utilization .</p> <p>Methodological Approach: The study employs a quantitative approach using multiple linear regression, which is appropriate for analyzing the relationships between service quality, facilities, public trust, and user satisfaction. The sample size of 150 respondents, selected through accidental sampling, provides a reasonable basis for the findings .</p> <p>Key Findings: The results indicate that service quality, facilities, and public trust significantly affect user satisfaction, contributing 87% to overall satisfaction. This highlights the importance of these factors in managing public spaces effectively .</p> <p>Recommendations for Improvement**: The article offers strategic recommendations, such as enhancing cleanliness, regular maintenance of facilities, and improving security systems. These suggestions are practical and can serve as a guide for park management to better meet public needs .</p>	

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	<p>Clarity and Structure**: The article is well-structured, with a clear introduction, methodology, results, and discussion sections. This organization aids in the reader's understanding of the research process and outcomes .</p> <p>In summary, the article effectively addresses important issues related to public satisfaction in urban parks and provides valuable insights and recommendations for improvement. Its methodological rigor and relevance to urban management make it a significant contribution to the field.</p>	
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PART 2:

	Reviewer's comment	Author's comment <i>(if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i>
Are there ethical issues in this manuscript?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

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