

Antecedents of visitors' revisit intention to Bank Indonesia Library in Surabaya

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Received: March 2024; Revised: June 2024; Accepted: December 2024; Published: December 2024

Abstract

The Bank Indonesia Library in Surabaya acts as a manager of knowledge and education for the community. When visiting the Bank Indonesia Library in Surabaya, users will notice the quality of space and public services. Library services are an attraction for users to visit. This study aims to determine the factors that cause antecedents of visitor's intention to revisit the Bank Indonesia Library in Surabaya through an analysis of the relationship between visitor happiness, public services, quality of public space, and the intention to return to the library. The research method uses a quantitative approach with a descriptive correlational design in the form of a questionnaire distributed directly and indirectly to library visitors. The results showed that the quality of public space significantly and positively affected visitor satisfaction, confirming the importance of public space in improving user experience. However, the quality of public services did not show a significant effect on visitor satisfaction, indicating the presence of other more dominant factors. In addition, both the quality of public space and public services did not have a significant indirect effect on intention to revisit when mediated by visitor satisfaction. Improving the quality of public space is important so that service quality can influence visitor behavior. This study concludes that the quality of public space is a major factor in visitor satisfaction, while public services require further improvement to increase their contribution to satisfaction and intention to revisit.

Keywords: Revisit intention; Visitor satisfaction; Public space quality; Public service; Specialized library

Faktor-faktor penyebab niat kunjungan ulang pengunjung di Perpustakaan Bank Indonesia Surabaya

Abstrak

Perpustakaan Bank Indonesia di Surabaya berperan sebagai pengelola ilmu pengetahuan dan pendidikan bagi masyarakat. Pengguna ketika mengunjungi Perpustakaan Bank Indonesia Surabaya akan memperhatikan kualitas ruang dan layanan publik. Pelayanan perpustakaan menjadi daya tarik pengguna untuk berkunjung. Penelitian ini bertujuan untuk mengetahui faktor-faktor penyebab niat kunjungan ulang pengunjung di Perpustakaan Bank Indonesia Surabaya melalui analisis hubungan antara kebahagiaan pengunjung, layanan publik, kualitas ruang publik, dan niat untuk kembali ke perpustakaan. Metode penelitian menggunakan kuantitatif dengan desain deskriptif korelasional berupa kuesioner yang disebarkan secara langsung dan tidak langsung kepada pengunjung perpustakaan. Hasil penelitian menunjukkan bahwa kualitas ruang publik secara signifikan dan positif memengaruhi kepuasan pengunjung, menegaskan pentingnya ruang publik dalam meningkatkan pengalaman pengguna. Namun, kualitas layanan publik tidak menunjukkan pengaruh signifikan terhadap kepuasan pengunjung, yang mengindikasikan adanya faktor lain yang lebih dominan. Selain itu, baik kualitas ruang publik maupun layanan publik tidak memiliki efek tidak langsung yang signifikan terhadap niat untuk kembali ketika dimediasi oleh kepuasan pengunjung. Peningkatan kualitas ruang publik penting dilakukan agar kualitas layanan dapat mempengaruhi perilaku pengunjung. Penelitian ini menyimpulkan bahwa kualitas ruang publik merupakan faktor utama dalam kepuasan pengunjung, sementara layanan publik memerlukan peningkatan lebih lanjut untuk meningkatkan kontribusinya terhadap kepuasan dan niat untuk kembali.

Kata Kunci: Niat kunjungan ulang; Kepuasan pengunjung; Kualitas ruang publik; Pelayanan publik; Perpustakaan khusus

INTRODUCTION

The government provides freely accessible services in public areas to promote community involvement, thereby improving Surabaya people's quality of life in general. As essential components of these areas, libraries support education, research, recreation, and cultural preservation. The Bank Indonesia Library is a vibrant hub for information and education in Surabaya, and it stands out among other libraries. The Bank Indonesia Library is housed in a historic Dutch colonial building in Wonokromo, Surabaya. It was first built in 1921 as *Woning voor Agent van Javasche Bank* and renamed in 2012.

Unlike the public library managed by the Surabaya City Government, the Bank Indonesia Library is managed by Bank Indonesia Surabaya. As is known the capital of East Java, Surabaya, is the center of government, economic activities, and literacy development. The Surabaya City Government is trying to improve public access by developing community-friendly services and infrastructure. Its dedication to literacy has led Surabaya to receive the Millennium Development Goals (MDGs) award in education in 2013.

Based on Law Number 43 of 2007, the library functions to support education, research, preservation, and recreation (Presiden Republik Indonesia, 2007). The Bank Indonesia Library carries out this role with a collection that is 80% focused on banking and economics, including 15,000 books, references, periodicals, and newspapers. The library also offers modern facilities, such as a computer room with 18 PCs, a children's reading area, an educational play zone, free Wi-Fi, air conditioning, personal lockers, and a multi-purpose room for various events.

The Bank Indonesia Representative Office Library, or *Kantor Perwakilan Bank Indonesia/KPw*, has strengthened its dedication to excellence by obtaining A and B accreditations as part of the Library 4.0 initiative. These developments are in line with Surabaya's overarching goal to become a modern city that enhances public services by combining digital technology, infrastructure development, and human resource development. Smart cities like Surabaya use data and cutting-edge technology to improve quality of life and maximize services. Gracias et al. (2023) claim that smart cities encourage sustainable growth.

Public libraries play a critical role in heterogeneous cultures by promoting social capital and aiding in community adaptation. In addition to being a center of knowledge, libraries support communities in adapting to change and maintaining their sustainability (Varheim, 2017). According to Pan et al. (2021), research on libraries and cultural tourism highlights the influence of travel plans, cultural characteristics, surrounding environment, auxiliary services, and emotional experiences on user satisfaction.

Jiang et al. (2025) extend this perspective by investigating the potential of Chinese public libraries as tourism destinations for sustainable development. Their conclusions, based on internet reviews, show that overall performance is satisfactory, with strengths in architectural design and accessibility. Cultural events, collections, and online popularity are rated well, while library services are deemed acceptable.

Libraries are also public spaces. Anyone can walk in off the street, pick up popular fiction, or take free courses with the help of a dedicated librarian. Martinuzzi et

al. (2020) underline the importance of non-physical factors in terms of responding to user needs and supporting social interaction and physical factors, such as lighting, aesthetics, and completeness of facilities. These elements foster participation and equitable access for all.

Expanding on this insight, Low (2023) details the social and spatial aspects of public places, arguing that social interactions produce a sense of "publicness" that defines how and when public spaces are used. The characteristics of these areas are ownership, accessibility, openness, and political engagement. Similarly, Younes et al. (2024) emphasize the inclusivity, accessibility, and functionality required to accommodate diverse purposeful interactions and actions. Collectively, these insights highlight the libraries' role in enriching culture, promoting social cohesion, and enhancing community ties.

Research conducted by Putri (2022) shows that the quality of public spaces can be measured by how the general public benefits from the public space through the availability of facilities and services. Public spaces are designed to promote various forms of activity, both individual and communal. The community can use this area to provide input to the government on how the quality of public services can be improved.

To improve library service quality and user satisfaction, Peng et al. (2022) studied the refurbishment of university libraries in Wuhan, China. They listed five elements that determine user satisfaction: interior design quality, physical environment, spatial diversity, control of learning space, and provision of service facilities. Their study shows the importance of service facilities in how users experience their library, providing valuable insight

into future library space design and optimization.

Institutions have no choice but to focus on the quality of their services to visitors. Fikri et al. (2017) examined the quality of library services in Semarang and concluded that although library services are above average, some aspects still need improvement to meet patrons' expectations. The term public service in Indonesia is regulated by Law Number 25 of 2009 concerning Public Services, which is defined as the act of providing services to the community in the form of facilities, guidance, regulation, and services to meet the needs of the community in the legal field through the provision of public service. Not only for central and regional governments but also for state-owned enterprises (BUMN), as these services are indicators of accountability and compliance with laws and regulations in the context of optimizing public welfare.

Technological advancements have paved the way for easy access to resources in online libraries, which has helped library services improve significantly. Studies have experimentally verified both the direct and indirect effects that these assets have on students, and qualified services boosting end-user satisfaction have been highlighted, indicating the role of these actions in improving user well-being. Further reinforcing positive user experiences are factors that contribute to the quality of resources available online and how accessible, credible, and returnable those resources are for students (Joo et al., 2016).

Darzi (2023) has shown that public service indicators are linked to technology, management innovation, and transparency as a productivity- and satisfaction-boosting means in public service

optimization. Real examples of good services reinforce public trust in basic components such as responsiveness, transparency, empathy, and reliability.

Adeniran (2020) conducted a related study on service quality and satisfaction and showed that in addressing the challenges of information technology competition in the contemporary information era—the social era—academic libraries need to improve service quality to serve users better and generate satisfaction. Specifically, a set of questionnaires was administered to students of the Faculty of Management Sciences at the Redeemer University Library for this study. The library obtained a high level of satisfaction among its users.

Supported by research conducted on campus around service experience and quality, Gyau et al. (2021) conducted a study on students in Jiangsu University Library to analyze the correlation of user satisfaction with library service quality. The results demonstrate a positive correlation between user satisfaction and the overall quality of library services, with a particular emphasis on specific support for scientific research and educational activities.

According to Kinya et al.'s (2022) study conducted in Kenyan university libraries, service quality, especially staff responsiveness and attentiveness, significantly influences patron satisfaction. In a similar study, Muthuraja et al. (2018) discovered that library resources, services, and facilities positively impacted student satisfaction. They suggested that university libraries improve service quality by enhancing human resource skills and offering mentorship. However, Anyidoho et al. (2024) emphasized the need for focused improvements by reporting low student satisfaction with library resources,

services, and facilities at the University of Health and Allied Sciences, with no clear distinctions among faculties.

Facilities and service quality have a significant positive impact on visitor satisfaction, according to a recent study on the subject conducted by Natazha et al. (2024) at the Surakarta City Library and Archives Service. Visitor satisfaction is often highlighted as a separate factor, particularly when discussing library research. According to Lemon et al. (2016), visitors' experiences, including interactions in public spaces such as the services offered, can significantly impact their desire to return. Additionally, visitor trust and the perceived library service value have an indirect impact on user loyalty.

In general, user trust, library reputation, and service quality are the primary determinants of user satisfaction and loyalty. On the other hand, elements such as personal control and library location are less influential, so more attention is needed to improve the quality of core services. Supporting this, Wantara (2015) found that at the Trunojoyo University library, service quality and satisfaction significantly drive visitor loyalty, with student satisfaction acting as an important mediator.

Tan et al. (2017) examined public and special libraries as public spaces and revealed that visitor loyalty is influenced by experience, perceived quality, and satisfaction, with service experience playing a key role in fostering satisfaction and loyalty. Similarly, Noh et al. (2020) studied 13 public libraries in South Korea and found that materials, facilities, staff, activities, and services significantly impacted satisfaction, which in turn influenced library recommendations and usage. Malik et al. (2023) further

highlighted that although not all service components affect satisfaction equally, they remain essential for building visitor loyalty.

According to Sattarzadeh (2018), accessibility, comfort, variety, and vibrancy are crucial elements that influence tourists' desire to return. This is consistent with the findings of Jeong et al. (2020), who discovered that thoughtfully planned public space amenities significantly contribute to promoting return visits. In line with this, Oh (2020) investigated public library services and evaluated elements such as facility quality, staff performance, and user resources. According to the study, patrons are generally happy with the services provided, frequently expressing loyalty and a desire to use the library again or recommend it to others. Satisfaction is achieved when visitors' expectations are met or surpassed by their experience.

Repeat visits and recommendations are strongly influenced by factors such as accessibility, stable facilities, extensive information resources, and ease of programs, as highlighted by Shin et al. (2020) in their study on library use in Gwangju City. Similarly, Emiri et al. (2022) demonstrated that patrons are more likely to return to a library if its services are perceived as reliable, responsive, empathetic, and tangible.

Library service quality significantly enhances visitor satisfaction and fosters positive emotional engagement, which ultimately increases the likelihood of revisits. Yuxin et al. (2024) emphasized that elements such as location history, destination image, and perceived value play a critical role in shaping revisit intentions, underscoring the need to improve facilities, services, and resources to meet user expectations.

Yao et al. (2024) highlighted that visitors associate comfortable facilities, functional public spaces, strategic locations, and city parks with increased satisfaction and repeat visits. When public places create unique and lasting impacts on visitors, positive experiences, significant social interactions, and the emotional bonds between individuals contribute significantly to the intention to return.

In this context, the Bank Indonesia (BI) Library has fully played a role as an example of a public space that provides access and openness to information, education, and research services for the community. In addition to developing literacy, the library also functions as a place for social interaction and cultural development—which is a broader aspect of the understanding of public space. With inclusive facilities and services, the BI Library caters to everyone's needs as a visitor and helps to nurture them as individuals to contribute to the community. These initiatives support the basic role of public space according to legal and social norms.

This study expanded on the understanding by exploring the intention to revisit the Bank Indonesia Library in Surabaya. This study examined the quality of public space, service facilities, and visitor engagement and satisfaction as mediating variables.

RESEARCH METHODS

This study used a quantitative method with a descriptive correlational design to analyze the relationship between visitor satisfaction, public services, public space quality, and intention to revisit. The research location was the Bank Indonesia (BI) Library in Surabaya.

Data collection was carried out through questionnaires, which were distributed to users of the Bank Indonesia Library in Surabaya. Then, they were asked to fill out the structured questionnaire. Respondents were selected by purposive sampling, meaning that at least one visit to the library was required. The general recommendation was that for each variable in the model, 10 responses should be collected as per Roscoe (1975), and probably a portion of the total of 40

respondents for the corresponding questions in the collective survey. This includes factors such as visitor happiness (as a mediator), public space quality, public services, and intention to return (as dependent variables). In addition, random sampling is a type of accidental sampling where samples are selected randomly according to availability and willingness to participate (Fitriyani, 2021). This method ensured that various visitor experiences were captured in the data.

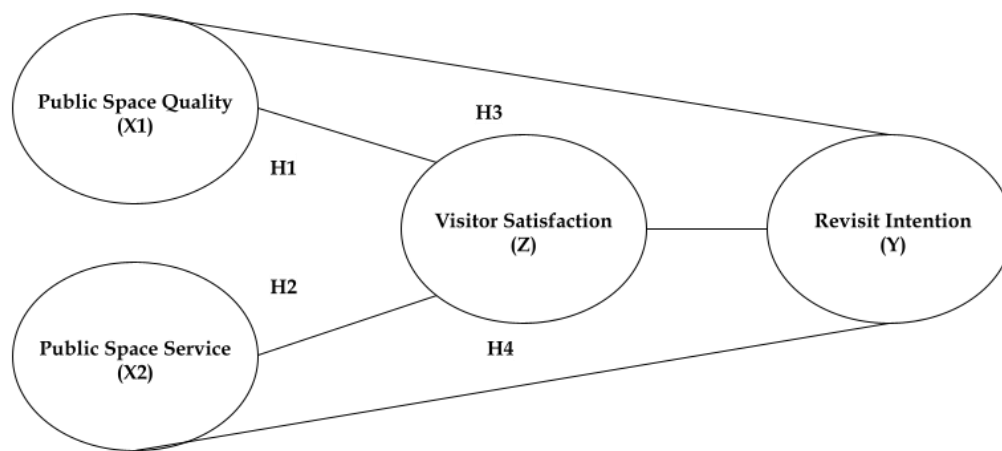


Figure 1. Research model
Source: Wirawan et al. (2018)

There were limited studies in the literature on visitor satisfaction mediating the interaction between quality of public space, public service, and return intention; hence, this article was selected as one of the many candidate titles in Figure 1. This research is a more comprehensive perspective as it considers a broad range of visitor demographics, including revisit intention, while other studies predominantly focused on loyalty or specific users, such as students. The hypotheses:

H1: Public space quality (X1) directly affects visitor satisfaction (Z).

H2: The service quality of public space (X2) significantly impacts visitor satisfaction (Z).

H3: The relationship between public space quality (X1) and revisit intention (Y) is mediated by visitor satisfaction (Z). H4: Visitor satisfaction (Z) mediates the relationship between public service (X2) and revisit intention (Y).

Data analysis methods. Data was collected using a path analysis technique through SPSS software. Path analysis is a type of multiple regression (Chua, 2023). It is applied in this study to examine the direct and indirect relationships between the variables in a causal model. This system offered a complete understanding of how the standards of public places and public service influence customer satisfaction and revisit intentions. The coefficients of effect,

correlations, and determination of the variables were critical measures. The use of path analysis allowed for a solid evaluation of the conceptual framework, with hypotheses tested sequentially, allowing one to determine direct and indirect effects (Mardiyanto et al., 2020).

RESULTS AND DISCUSSION

In research, data is processed after conducting validity and reliability tests. The validity and reliability of the instrument are determined by the subjects being measured and the usefulness and characteristics of the instrument (Yusup, 2018). The validity test was conducted using the product moment method to assess the validity of the research questionnaire. This test was performed with a significance level of $\alpha = 1\%$ and a sample size of $N = 40$, resulting in an R-value of 0.403, or with $\alpha = 5\%$ and $N = 40$, resulting in an R-value of 0.312. The statement item is considered valid if the significance level is below 0.05 or if the calculated r-value exceeds the table r-value (0.254). The following are the results of the validity test in Table 1.

In Table 1, the results of the validity test data processing show that the four measured variables contain valid statement

items. Thus, these items can be reused for further research with a larger sample size.

Reliability testing is carried out to check the reliability of responses when the questionnaire has changed several times. In the context of data consistency when using the same measurement object, reliability defines the extent to which we can rely on the data obtained (Amirrudin et al., 2021). This version is performed using SPSS software by testing Cronbach's alpha statistical theory to determine whether the construct or variable exists. The Cronbach's alpha value (>0.60) signifies a reliable measurement (Amirrudin et al., 2021).

Based on the results of the reliability test, the study results showed Cronbach's alpha value for each variable. There were four variables whose study constructs were reliable. The reliability test results indicated that this study could serve as a standard for measuring variables. Path Coefficient of Path Model 1 for the influence of quality (X_1) and public service (X_2) on visitor satisfaction (Z). The path analysis explanatory model used the path coefficient from path model 1 as follows: $Z = \rho_1 X_1 + \rho_2 X_2 + \varepsilon_1$. The following are the results of the path analysis presented in Tables 2 and 3.

Table 1

Validity test results (SPSS)

Variable	Statement	Correlation Coefficient	Information
Quality of public space (X ₁)	Item 1	0.690	Valid
	Item 2	0.808	Valid
	Item 3	0.708	Valid
	Item 4	0.804	Valid
Public space services (X ₂)	Item 1	0.803	Valid
	Item 2	0.886	Valid
	Item 3	0.433	Valid
	Item 4	0.950	Valid
	Item 5	0.826	Valid
	Item 6	0.924	Valid
	Item 7	0.853	Valid
	Item 8	0.820	Valid
Visitor satisfaction (Z)	Item 1	0.928	Valid
	Item 2	0.870	Valid
	Item 3	0.432	Valid
	Item 4	0.928	Valid
Revisit intention (Y)	Item 1	0.695	Valid
	Item 2	0.917	Valid
	Item 3	0.811	Valid
	Item 4	0.957	Valid
	Item 5	0.675	Valid

Source: Data processing result, 2024

Table 2

Path Analysis Model I

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.664 ^a	.441	.441	1.064
a. Predictors: (Constant), Quality of Public Space (X1), Public Space Services (X2)				

Source: Data processing result, 2024

Table 3

Path analysis coefficient I

Coefficients					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	5.405	1.800		.005
	Quality of public space (X1)	.389	.164	.428	.023
	Public space services (X2)	.131	.083	.284	.124
a. Dependent variable: Visitor satisfaction (Z)					

Source: Data processing result, 2024

Table 3 presents the data processing results, which show that for the path analysis coefficient I, the significance value for both variables, $X_1 = 0.023$ and $X_2 = 0.124$, shows that X_1 (0.023) is below the threshold of 0.05, which means that there is a statistically significant effect on Y. In

contrast, X_2 (0.124), with a value greater than 0.05, does not have a statistically significant effect on Y. These results indicate that in the regression coefficient model I, X_1 plays a significant role in influencing Y. In contrast, X_2 does not significantly influence Y.

Table 4
Path Analysis Model II

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.730 ^a	.533	.494	1.481
a. Predictors: (Constant), Visitor Satisfaction (Z), Quality of Public Space (X1), Public Space Services (X2)				

Source: Data processing result, 2024

Table 5
Path analysis coefficient II

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.839	2.793		.658	.515
	Quality of Public Space (X1)	.696	.245	.509	2.834	.007
	Public Space Service (X2)	.037	.119	.053	.307	.760
	Visitor Satisfaction (Z)	.366	.229	.243	1.598	.119
a. Dependent Variable: <i>Revisit Intention</i> (Y)						

Source: Data processing result, 2024

In addition, in Table 2 for the path analysis model I, the R square value of 0.441 implies that 44.1% of the variations in X_1 and X_2 are still below 50%, so 55.9% of the variations are influenced by factors not included in this study. The regression equation resulting from these results is $Z = 0.428X_1 + 0.284X_2 + \varepsilon_1$, where ε_1 can be calculated using the formula $\varepsilon_1 = \sqrt{((1 - 0.441))} = 0.748$. Table 5 presents the results of the path coefficient analysis, which show that the result of the path coefficient analysis I of this study explains the relationship between public quality (X_1) and public services (X_2) on the intention to revisit (Y) through visitor satisfaction (Z),

with the following formula: $Y = \rho_3Z + \rho_4X_1 + \rho_5X_2 + \varepsilon_2$.

The results of the path coefficient analysis II, presented in Table 5, show the significance values for the three variables obtained as follows: $X_1 = 0.007$, less than 0.05, $X_2 = 0.760$, and $Z = 0.119$, both of which are greater than 0.05. These findings indicate that in model II, variable X_1 has a significant effect on Y, while X_2 and Z do not have a statistically significant effect on Y.

Table 4 shows that in the path analysis model II, the R square value of 0.533 indicates that 53.3% of the variance in Y can be explained by X_1 , X_2 , and Z, which is still above 50%, while other factors outside this

study cause the remaining 46.7%. The regression equation derived from these values is $Y = 0.243Z + 0.509X_1 + 0.053X_2 + \varepsilon_2$. The residual error (ε_2) is calculated using the formula $\varepsilon_2 = \sqrt{(1 - 0.533)} = 0.354$. The results and discussion highlight the main conclusions of this study.

According to the study's findings, school and university students make up the bulk of patrons of the Bank Indonesia Library in Surabaya. Parents, tourists, and employees make up a larger portion of the visitation base during weekends. Reading, researching, using computers and the Internet, and playing games are common activities for visitors. These activities demonstrate the library's value as a welcoming public area, especially for students seeking learning aids, reference materials, and a comfortable learning environment.

Public venues were restricted during and after the COVID-19 pandemic, and the number of visitors dropped drastically. Thanks in large part to social media content that was indirect marketing, visits started to increase again as people adjusted to the new normal. The library got many visitors because friends or colleagues told them. The funny part was that most of them were regulars who had known the library for years.

One of the primary reasons for patrons who wanted to return was their satisfaction with the library's resources. With returning patrons, the increase was also credited to newcomers, who were curious about the library's surroundings and motivated by social media. These outcomes demonstrated the importance of maintaining excellent facilities and targeted marketing initiatives to retain and expand a diverse library audience.

The above analysis for Hypothesis 1 (H1) confirms that the quality of public space (X_1) on visitor satisfaction (Z) has an effect with a coefficient value of 0.428 and a p-value of 0.023. The H1 hypothesis is realized. These findings are consistent with studies by Yuxin et al. (2024) and Martinuzzi et al. (2020), that aesthetic elements such as cleanliness and design increase visitor satisfaction. Previous studies have largely applied general topics in public settings or university libraries. Hence, this is the first study to highlight the Bank Indonesia Library, which shows how enjoyment is directly affected by public space quality, especially in a culturally meaningful library.

The path analysis of Hypothesis 2 (H2) demonstrates that public space services (X_2) do not significantly affect visitor satisfaction (Z), with a coefficient of 0.284 and a significance value of 0.124. Therefore, H2 is ignored. This finding contradicts the study conducted by Oh (2020), which highlights the role of services in achieving higher satisfaction. However, in the case of the Bank Indonesia Library, it seems that the physical attributes, such as cleanliness and design, have a greater influence than the improvement of its services. This suggests a relatively unique tension for culturally significant public spaces: Users may value ambiance over comfort.

Hypothesis 3 (H3) will test whether visitor satisfaction (Z) mediates between public space environmental quality (X_1) and intention to revisit (Y). Although a direct link is shown ($p = 0.007$), there is no mediation effect since the indirect path through visitor satisfaction is not significant ($p = 0.119$). This finding is congruent with studies such as Martinuzzi et al. (2020), which highlight the immediate

effect of physical features on revisit intentions. This interesting study, which takes the case of a systemically important entity, the Bank Indonesia Library, illustrates that physical quality has a direct relationship with intention to revisit and potentially more than satisfaction as a mediating factor in a culturally important organizational context. This means that even though general goods quality has a direct effect on the likelihood of revisiting, visitor satisfaction does not mediate this relationship.

This study examines whether visitor satisfaction mediates the relationship between public space services (X2) and intention to revisit (Y) under Hypothesis 4 (H4). The results show no significant direct or mediated impact because the significance values for the direct impact (0.760) and mediating role (0.119) are both above 0.05. Oh's (2020) research, which emphasizes the significance of services in influencing revisit behavior, differs from these findings. Nonetheless, patrons of the Bank Indonesia Library seem to value the physical space more than the services offered. In a significant cultural context, this study is unique in that it shows that physical attributes have a stronger impact on revisit intention than public services.

The study emphasizes the importance of visitor satisfaction, service quality, public space quality, and the intention to revisit the BI library. In contrast to other studies that focus more on tourism or public areas in general, this study highlights the specific function of libraries, where the physical environment has a major impact on patron behavior. The need for infrastructure upgrades and user-centered design is highlighted by the fact that, although visitor satisfaction plays a limited mediating function, the public

space quality directly influences revisit intentions.

The SPSS analysis confirmed the results supporting our plan to enhance the Bank Indonesia Library resources in the socio-cultural, accessibility, and user experience aspects. Librarians need to be the facilitators, with more up-to-date collections, to create a better user experience. Accessibility improvements include adding inclusive spaces for people with disabilities, improving digital services such as the "Ibi Library" application, and expanding operating hours to accommodate the diverse scheduling needs of patrons.

Community engagement can also be enhanced through regular promotional events, partnerships with educational institutions, visitor rewards, and suggestion systems. By implementing these plans, the Bank Indonesia Library can resolve current issues and ensure that its services remain inclusive, relevant, and accessible to the public.

CONCLUSION

The quality of public spaces strongly influences satisfaction and the intent to revisit. Public space quality (X1) significantly increases visitor satisfaction (Z), while public space services (X2) have no significant effect at the Bank Indonesia Library in Surabaya. In addition, the quality of public space or services does not have an indirect effect on the intention to revisit (Y) through visitor enjoyment. The study confirms the significant impact of public space quality by showing that enhancements to physical features such as comfort, functionality, and design positively increase visitor satisfaction. However, public space services (X2) have no distinct effect on satisfaction, indicating

that social or emotional factors may be essential in determining visitor experiences. This suggests that improving services alone will not improve customer satisfaction. Visitor satisfaction does not mediate the relationship between the quality of public spaces and the intention to revisit. The public space quality has a direct impact on the intention to revisit, but satisfaction as a mediator is not statistically significant. The limited role of public space services and satisfaction in encouraging return visits is further demonstrated by the fact that they have no significant impact on revisit intention. Future research should focus on enhancing public areas' physical environments while investigating other elements, including accessibility, cultural relevance, and emotional engagement, to increase the possibility that visitors will return. Analyzing the impact of demographics and technology may help design more inclusive and successful public space management policies by offering greater insights into visitor behavior.

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