

Enhancing visitor satisfaction in Grogan's urban parks: a focused study of city park and Mellat park

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ABSTRACT

This study aimed to analyze visitor satisfaction (VS) in Grogan's urban parks, specifically City Park and Mellat Park, and to formulate recommendations for increasing VS and usability. The VS and usability are related to various aspects, including furniture, facilities, security, safety, and aesthetics, that the parks should prepare for visitors, which were investigated in this research. An analytical survey method was employed, utilizing questionnaires and fieldwork. 100 Survey forms were distributed among park users during the peak seasons of visiting the parks, specifically in spring and summer, by random sampling. The results of the satisfaction assessment were quantified by examining the weighted values of the individuals' responses. The final results were then obtained based on this analysis. The results indicated that all examined factors in both parks were at a medium level (1.75-2.5). However, visitors expressed that the criterion of "access to the park" was somewhat satisfactory. Despite this, none of the park components were found to be in a suitable condition. Overall, visitors' satisfaction with the park conditions was rated as average in both parks. To maintain the spirit of joy and happiness in society, it is essential to improve the condition of our resources. Therefore, implementing programs such as enhancing the quality and safety of children's playground equipment and improving the facilities in parks, including furniture and stores, was recommended to better serve visitors. Additionally, several suggestions to increase the usability and optimize the conditions of parks were prepared, encouraging more citizens to visit and enjoy these spaces.

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1. Introduction

Humans require a few hours of silence and peace each day, a need that becomes more pronounced in densely populated residential areas and apartment living (Mirkarimi et al., 2016a). By 2050, it is projected that over 68% of the global population will reside in urban areas (Li et al., 2025). Urban green spaces offer valuable ecosystem services to city residents (Chen et al., 2024). By providing an environment where people can spend at least an hour a day in tranquility, away from the hustle and bustle, urban green spaces are becoming essential for city dwellers (Galdavi et al., 2022). Population growth, urban expansion, and the ongoing shift away from traditional and natural urban contexts,

along with industrialization, have prompted urban environment design thinkers to prioritize the revival of essential city features, such as green spaces and natural landscapes (Talal and Santelmann, 2021). Therefore, the idea of cities without green spaces in their various forms is now unimaginable. Green spaces enhance the environmental quality of urban areas and create suitable conditions for citizens to enjoy their leisure time (Zhang and Qian, 2024). Urban green spaces and parks serve as recreational areas for city residents. These spaces are designed to be accessible to people from all walks of life. Urban parks aim to provide various entertainment options suitable for different



tastes and ages. Today, parks are recognized as environments that facilitate recreation and foster a connection between people and nature (Sun et al., 2023; Lai et al., 2024). In addition, parks enhance urban life by offering amenities such as playgrounds for children, aesthetic enjoyment, health benefits, and educational opportunities (Talal and Santelmann, 2021). Today, urban parks are recognized as a vital component of city infrastructure, significantly influencing people's lives by offering recreational facilities in urban settings (Galdavi et al., 2022). These parks fulfill numerous functions within the urban landscape, including providing opportunities for recreational activities and delivering various environmental benefits (Wang et al., 2015; Viebrantz and Fernandes-Jesus, 2021). These benefits include temperature regulation and improving air quality (Basu and Nagendra, 2021). Moreover, urban parks enhance individuals' mental and psychological well-being by improving concentration, reducing stress (Maniruzzaman et al., 2021; Galdavi et al., 2025), and fostering a sense of positive energy. They also promote physical fitness by encouraging increased physical activity during leisure time, offering aesthetic value (Zhao et al., 2024), and enhancing social relations by providing spaces for interaction and social engagement among diverse groups (Abraham et al., 2010). Well-managed parks can create enjoyable environments for children and individuals with disabilities, allowing them to participate fully in society (Galdavi et al., 2025). These spaces also foster opportunities for cooperation and teamwork among people (Li et al., 2023). Therefore, the design and operation of parks should provide a variety of services to cater to the needs of urban life and fulfill the goals expected from park construction (Maniruzzaman et al., 2021). Evaluating parks to analyze visitor satisfaction (VS) is essential since these areas are developed for public use and to provide essential services. Satisfaction results from fulfilling needs and expectations, free from social, psychological, or physiological discomfort (Duzgunes and Saras, 2018; Li et al., 2023). So, it is an overall psychological state described by fulfilling one's expectations or needs (Li et al., 2025). Satisfaction with green spaces and urban parks encompasses various factors that contribute to an individual's perception of these areas as fulfilling or falling short of their expectations.

This includes both the quantity and quality of green spaces available in a city (Zhao et al., 2024). Additionally, the environmental characteristics of a park—including the locations for physical activities, accessibility, aesthetics, safety, and management policies—play a significant role in determining VS (Maniruzzaman et al., 2021; Lai et al., 2024; Li et al., 2025).

Research has been conducted in this field by various scholars. One such study was carried out by Mirkarimi et al. (2015), who conducted a study on VS regarding safety, security, and facilities in a forest park. Their findings revealed that approximately 60% of visitors preferred moderately crowded environments, while the remainder favored less crowded settings. The study indicated that the park, in its current state, is not meeting the maximum level of VS. Therefore, improvements are necessary in areas such as healthcare, welfare services, and safety within the park. These results reflect the status and expectations of the park's visitors, providing valuable insights for enhancing VS. Mirkarimi et al. (2016b) conducted a study to develop a model for evaluating Visitors' Recreational Needs (VRN) at Daland's Forest Park in Golestan Province. The results indicated that the primary recreational needs of visitors are focused on mental relaxation and recreation. Therefore, in a regional context, park managers should prioritize VS, especially in this type of area compared to other natural recreational settings.

Maniruzzaman et al. (2021) conducted a study to examine visitors' satisfaction with 3 urban parks in Dammam city, Saudi Arabia. They used some criteria related to accessibility, safety, and amenities factors for evaluating their satisfaction, and the data was collected through a Survey form. The findings revealed that overall satisfaction with the park's services was moderate, indicating a general sense of dissatisfaction among visitors. In contrast, the results showed that visitors felt significantly more satisfied with the park's security compared to the services offered. Research indicates that assessing VS is crucial for the effective use and management of urban parks. This study focuses on evaluating the satisfaction levels of visitors to Gorgan's City Park and Mellat Park. Based on the findings, suggestions will be made to enhance the conditions of these parks. Li et al. (2023) conducted a study examining public

satisfaction with urban parks in Shanghai, China. The research aimed to understand how the spatial patterns and structures of these parks influence public satisfaction, which was found to have a mean value of 0.716 out of 1, indicating generally positive or neutral feelings. The findings highlight the significance of spatial patterns, particularly the convenience of transportation, in guiding the planning and design of urban parks that prioritize public satisfaction.

Lai et al. (2024) investigated the satisfaction of visitors to three parks in China using a questionnaire survey. They used acoustic and aesthetic criteria to evaluate their satisfaction. The results showed different levels of satisfaction based on both acoustic and aesthetic perceptions. Rabare et al. (2009) evaluated the condition of several urban parks in Kenya using an Evaluation form. The results indicated that the parks being studied lack adequate and appropriate conditions and facilities. Some respondents mentioned that they do not visit the parks due to issues such as difficult access and safety concerns. The study also revealed that park safety is not satisfactory. Additionally, the absence of appealing facilities contributed to the decision not to visit the parks. Approximately 20 percent of respondents cited the lack of suitable facilities and activities as reasons for not visiting the parks.

Li et al. (2025) conducted a study examining the factors that influence the visitation and satisfaction of urban park visitors in Shanghai. The results showed that aesthetics and accessibility significantly impact both visitation and satisfaction.

Research has demonstrated that visitors' satisfaction with their experience in a specific location significantly influences their likelihood of returning to that place. Satisfaction can be understood as the emotional response and state a person experience while at a location. Consequently, assessing and analyzing the level of satisfaction among visitors is crucial for enhancing and promoting the effectiveness of organizations that provide services to them. Additionally, satisfaction serves as a valuable criterion for evaluating the services and products offered at a destination. One effective method for gauging VS is to gather their opinions on the quality of services provided at the destination. Public participation surveys, including interviews, questionnaires, and sample surveys, are essential and direct

methods for gathering data on public satisfaction (Sochacka et al., 2021). Information about individual usage of urban parks—such as visit frequency, duration, and main activities—can be collected through questionnaires. Furthermore, evaluations of satisfaction regarding aspects like aesthetics, tranquility, and social interaction can be measured using Likert-type scales (Liu et al., 2021). In this study, urban parks in Gorgan, the capital of Golestan Province, were analyzed. The research aimed to assess the satisfaction levels of citizens and visitors at City Park and Mellat Park in Gorgan and to offer suggestions for optimizing and enhancing the usability of these parks.

2. Material and methods

2.1. Study area

Gorgan is the capital of Golestan Province, bordered by Aq Qala and Bandar Turkman to the north, Ali Abad to the east, Kordkoy to the west, and the Shahrkouh Mountains and Semnan Province to the south (Galdavi et al., 2022; Galdavi et al., 2024). The area of Gorgan spans 1,615.8 square kilometers, accounting for 7.91 percent of the province's total area. This city includes a central district and Baharan, along with three cities: Gorgan, Sorkhankalateh, and Jalin. Additionally, it contains five rural districts and 98 villages (Golestan Province Governorate, 2015). This study focuses on analyzing residents' satisfaction with the urban parks in Gorgan, specifically Gorgan City Park and Gorgan Mellat Park. Fig. 1 illustrates the geographical location of the study area alongside other parks and green spaces in the city.

Gorgan City Park: Gorgan City Park is one of the green spaces in Area 4 and opened in April 1964. It is one of the oldest and largest parks in Gorgan, covering approximately 4 hectares. The Park is centrally located in Gorgan, northwest of Vali-Asr Square (formerly known as Palace Square), which is a major thoroughfare in the city, leading from the center to the western part. Gorgan City Park features a main entrance from Vali-Asr Street on its southern side, along with several side entrances, making it easily accessible for visitors. Additionally, the park is situated next to the Russian Garden, which was previously the site of the Russian Consulate. Also, the Gorgan Museum Palace is situated within this

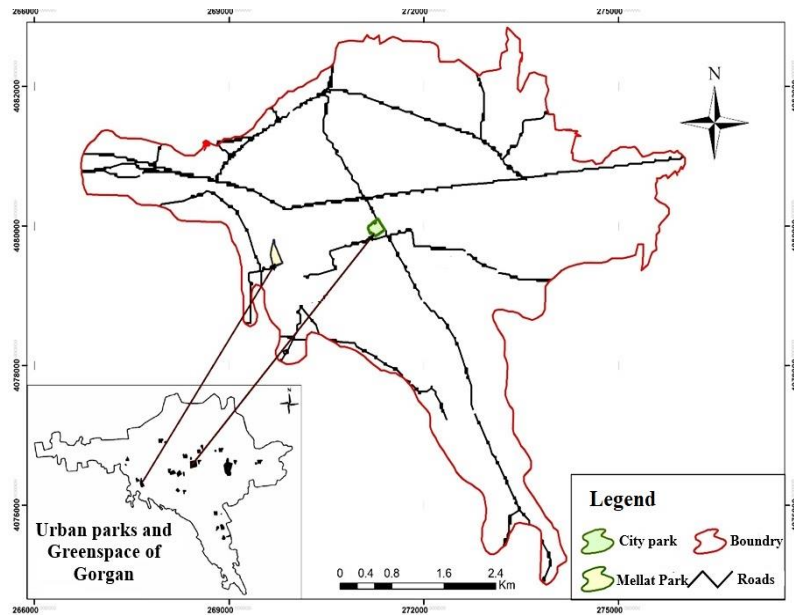


Fig. 1. Situation of the study area.

park, which is equipped with lighting facilities to ensure ample visibility during the night. The Park offers a variety of amenities, including a children's playground, fitness equipment, a skating rink, a sports area, a ping-pong table, an exhibition space, a prayer room, a buffet, a fountain, a drinking fountain, and restroom facilities. Additionally, the public library and the Gorgan Museum Palace are located nearby. The Park is home to a diverse range of plant species, such as cypress, bay laurel, salt glass, cryptomeria, oak, palm, sparrow tongue, pine, needle pine, white magnolia, plane tree, olive, and sequoia (Gorgan Municipality Parks and Green Space Organization, 2012).

Mellat Park: Mellat Park, which covers an area of 3.8 hectares and is situated on Shahid Bahonar Street, was opened in 2006. It is equipped with lighting facilities to ensure good visibility at night. Key features of the park include a children's playground, fitness equipment, a fountain, and sanitary services (Parks and Green Space Organization of Gorgan Municipality, 2015).

2.2. Research method

A combination of documentary-analytical and survey methods was employed to conduct this study. Information was gathered from reliable sources, with a significant portion of the work involving field observations and the distribution of questionnaires to park visitors. This approach led to the final analysis. The statistical population for this study comprised

City Park and Mellat Park users. This research is applied and descriptive. A minimum sample size of 100 participants is enough (Hafez-Nia, 2009). Given that the characteristics studied are qualitative, were opted to collect 100 Response sheets for the survey. 50 survey forms were distributed in Shahr Park and 50 in Mellat Park. The Measurement tool was distributed randomly, without regard to the social status or field of expertise of the park visitors. This distribution occurred at various times, both on holidays and non-holidays, among the citizens present in these two parks during the peak seasons of visiting the parks, specifically in spring and summer. To assess the level of satisfaction among park visitors regarding the conditions in the parks being studied, questionnaires were developed. These forms consisted of closed-ended questions and utilized a multi-grade qualitative scale (low, average, good, very good). The criteria for measuring satisfaction were divided into four sections: 1) park furniture; 2) facilities and amenities; 3) security; and 4) safety. The validity of the Survey form was confirmed by several experts. Additionally, its reliability was assessed using Cronbach's alpha, a method that calculates the internal consistency of it. To do this, 30 Structured forms were randomly distributed and completed in the study's recreational areas. Subsequently, SPSS 18 software was used to calculate Cronbach's alpha coefficient. This coefficient ranges from 0 to 1, with values closer to 1 indicating greater

reliability. In this case, the reliability rate was 0.83, which indicates good reliability. VS with the overall conditions in the park was evaluated based on the data extraction and analysis instructions (Data extraction and analysis instructions, 2015). The indicator score was determined according to Chart 1, which outlines the desirable to undesirable ranges, reflecting the level of VS with the park's conditions.

To analyze the data related to these indicators, a numerical value is assigned to the response options using a weighting method. The judgment spectrum for determining the level of desirability and satisfaction among visitors is defined across four levels, leading to the use of four evaluation options: low (1), average (2),

good (3), and very good (4). The qualitative responses are then converted into quantitative ranks. The indicator score is calculated based on the frequency of responses for each option. For each question related to the indicators within a category, the indicator score is determined by first multiplying the frequency of each response option by its corresponding numerical value (weight). Next, these products are summed together. Finally, the total is divided by the overall number of respondents=

- In mathematical terms=
1. Calculate the weighted frequency for each response option=
 2. Sum these weighted frequencies=
 3. Divide the total by the number of respondents to obtain the indicator score (Eq. 1).

$$(1) \text{ Value of Indicator} = \frac{\text{The total value (weight) assigned to each question associated with the indicator} * \text{The frequency associated with it}}{\text{Total number of respondents to the question}}$$

Once the indicator score is obtained, the level of desirability is determined (undesirable, average, relatively desirable, desirable) by referencing a four-part judgment spectrum. This spectrum is constructed using the maximum and minimum numerical values related to the indicator question options. On one end of the spectrum, the minimum value associated with the indicator options is established. The distance between the maximum and minimum values is then divided into four equal segments. The lowest segment

corresponds to the undesirable level, while the highest segment corresponds to the desirable level. The desirability is assessed based on which segment the indicator numerical score falls into. Using this method, the levels of VS regarding the condition of the parks were quantitatively evaluated. Based on the findings presented in Table 1, suggestions were made to enhance the usability of the parks for the public. Additionally, Fig. 2 illustrates the conceptual framework of the research.

Table 1. Range of judgment for determining the level of suitability and visitors' satisfaction.

Desirability Levels	Undesirable	Average	Fairly Desirable	Desirable
Quantitative Satisfaction Levels	1-1.75	1.75-2.5	2.5-3.25	3.25-4

Source: Data extraction and analysis guidelines (2015)

3. Results and discussion

Today, green spaces and urban parks play a crucial and sustainable role in the lives of people living in urban areas. When designed appropriately, these spaces can significantly benefit both physical and mental health. Proper Park design and the provision of necessary services are essential for achieving the goals of these parks. Urban green spaces, such as parks and recreational areas, are vital components of urban life in cities around the world (Maniruzzaman et al., 2021). Urban parks offer social benefits and are used by the general public for leisure, recreation, urban ecology, cultural ecosystem services socializing with

friends, and cultural gatherings (Chen et al., 2024). Additionally, park activity areas can include facilities for physical activities (Basu and Nagendra, 2021), such as sports fields, swimming pools, walking and cycling paths, playgrounds, and green spaces. Some researchers have noted that green spaces can help individuals relax, rejuvenate, and reduce violence. Therefore, green spaces and urban parks should be regarded as essential for the sustainability of both natural and human life in today's urban environments. When properly planned, these areas can have a positive impact on both physical and mental health. In this context, Maniruzzaman et al. (2021) confirmed the significant role of urban green spaces and

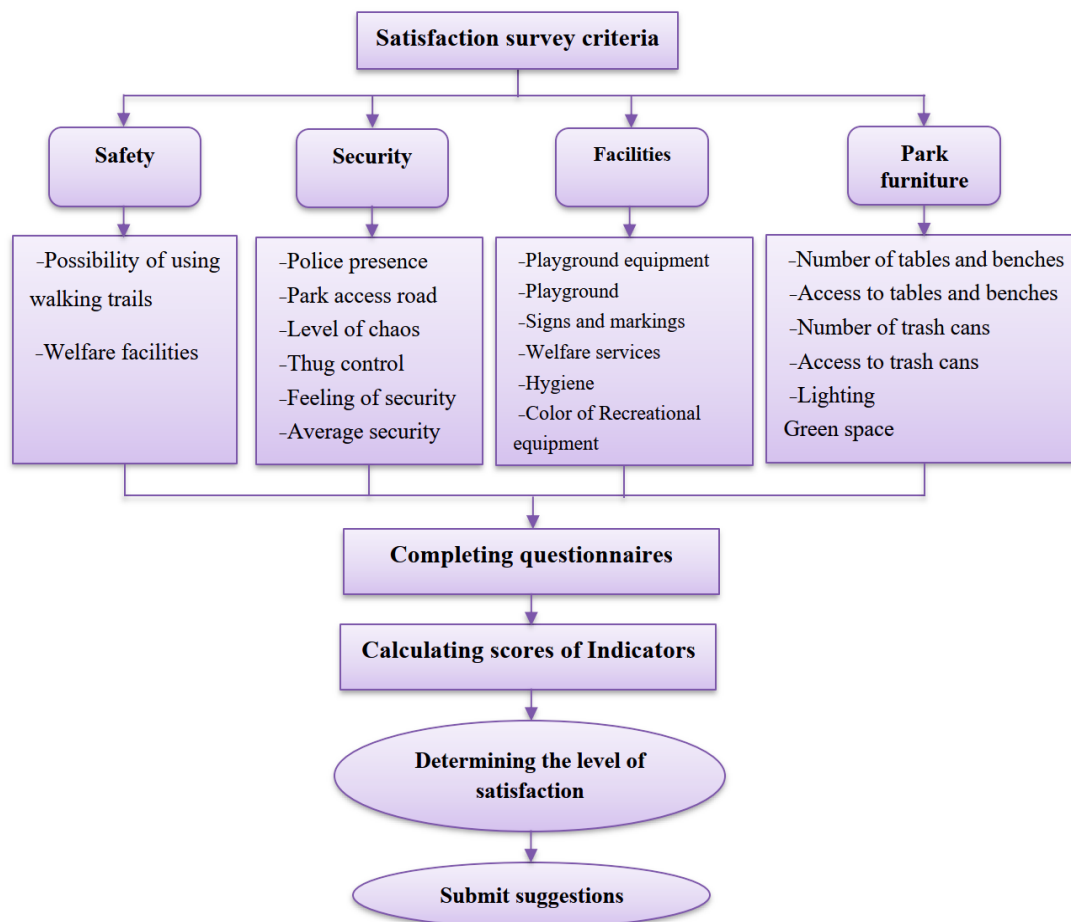


Fig. 2. The Conceptual framework of the research.

parks in enhancing human health and well-being, as supported by psychological and medical sciences. Similarly, [Chen et al \(2024\)](#) highlighted those urban parks are among the most important public service spaces in cities, playing a vital role in improving the social., cultural., economic, and environmental conditions of urban areas. Ultimately, the primary users of these spaces are people, and it is crucial to ensure their satisfaction with these parks to achieve their intended objectives. Some researchers have noted that green spaces can help individuals relax, rejuvenate, and reduce violence. Therefore, green spaces and urban parks should be regarded as essential for the sustainability of both natural and human life in today's urban environments. When properly planned, these areas can have a positive impact on both physical and mental health. In this context, [Maniruzzaman et al. \(2021\)](#) confirmed the significant role of urban green spaces and parks in enhancing human health and well-being, as supported by psychological and medical sciences. Similarly, [Chen et al. \(2024\)](#) highlighted that urban park are among the most

important public service spaces in cities, playing a vital role in improving the social., cultural., economic, and environmental conditions of urban areas. Ultimately, the primary users of these spaces are people, and it is crucial to ensure their satisfaction with these parks to achieve their intended objectives. Examining the level of VS with park services and facilities is crucial for enhancing the well-being, security, tranquility, and recreational needs of the community. In this study, VS with Gorgan's urban parks, specifically City Park and Mellat Park, was assessed using a questionnaire.

The descriptive statistics investigation of questionnaires showed that the majority of respondents were female, accounting for 57% of the total. Most participants fell within the 25-35 age group, which comprised 47% of the sample. Additionally, 84% of those surveyed were native to the study area. Table 2 presents the characteristics of park visitors, while [Figs 3 to 5](#) illustrate the occupation, educational backgrounds, and age of the interviewees. The survey forms were created to evaluate parks in

four key areas: park furniture, facilities, security, and safety, to analyze satisfaction with city park facilities.

Table 2. Visitors' Characteristics of the study parks.

	Gender	Percentage	Marital status	Percentage
City Park	Male	40	Single	65
			Married	35
	Female	60	Single	47
			Married	53
Mellat Park	Male	46	Single	48
			Married	52
	Female	54	Single	22
			Married	78
Total	Male	43	Single	56.5
			Married	43.5
	Female	57	Single	34.5
			Married	65.5

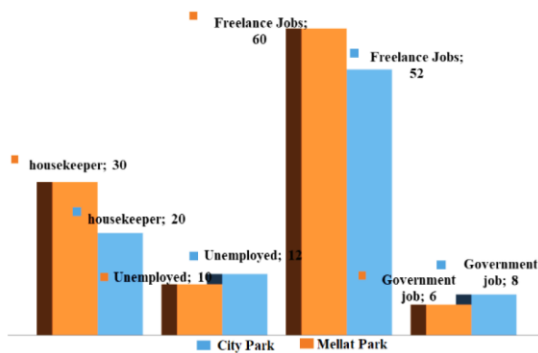


Fig. 3. The chart of respondents' job characteristics.

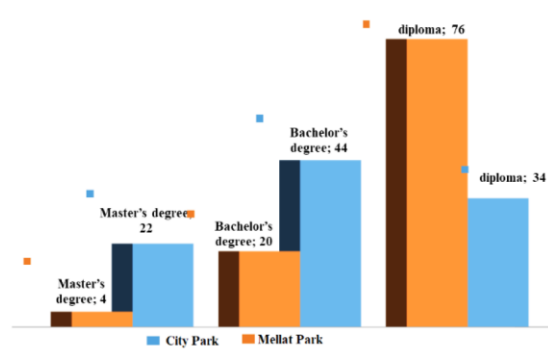


Fig. 4. The chart of respondents' educational status.

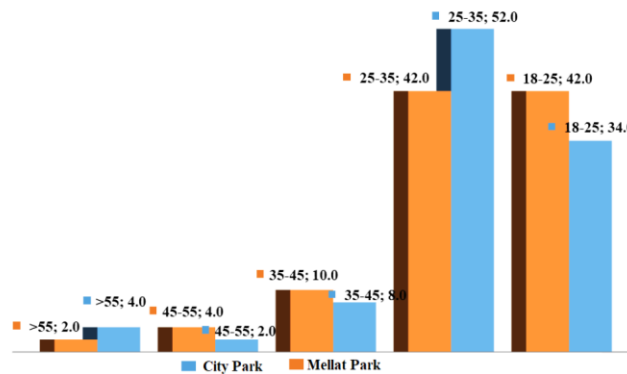


Fig. 5. The chart of respondents' age group distribution.

3.1. Analysis of satisfaction with city park facilities

Parks and recreation areas are designed to serve the community's needs, providing spaces for recreation, relaxation, and mental well-being. Therefore, assessing how satisfied people are with these spaces, such as city parks, is essential. This study evaluates the satisfaction levels of visitors to City Park and Mellat Park in Gorgan through Evaluation forms and field research. Also, according to Table 1, the Range of values for determining the level of suitability and visitors' satisfaction is between 1-4, from Undesirable to Desirable level (Data extraction

and analysis guidelines, 2015). The findings of this study are presented below:

Park Furniture: Overall, clients expressed an average level of satisfaction with park furniture, as reflected in the data presented in Table 4. The survey evaluated satisfaction based on several criteria, including the number of tables and benches, accessibility to those tables and benches, the number of trash cans, accessibility to trash cans, and lighting in the area. The results indicate that clients have an average and relatively favorable level of satisfaction regarding these criteria.

Park Facilities and Amenities: The condition of the facilities and amenities in this park is not satisfactory, and overall, VS is considered average (Table 4). This section evaluates criteria including playground equipment, play areas, signage, and health and welfare services. The quality of park facilities and amenities is crucial for attracting visitors, so improving these aspects is essential for increasing attendance in recreational areas.

Park Security: In this section, several criteria, including police patrols, the access road to the park, the level of chaos, control over problematic individuals, and overall feelings of security, were evaluated. The results indicated that the average satisfaction of clients in this area was assessed as average (Table 4). Among the criteria examined, the satisfaction level regarding the access road to the park was relatively high. This suggests that clients are pleased with how they can reach the park and, indeed, with its location. However, satisfaction levels concerning the other criteria remained

average, highlighting the need to enhance client satisfaction to achieve the park's goals.

Park Safety: Overall, people's satisfaction with safety in the park is average. The criteria evaluated in this sector included the availability of footpaths and welfare facilities. According to the results, satisfaction with both aspects was also average (Table 4). To achieve a more favorable situation in the park, it is necessary to enhance the safety conditions.

Aesthetics: In the aesthetics section, the green space and the colors of recreational facilities were evaluated. The results from the questionnaires indicated that visitors had an average level of satisfaction with the park's aesthetic condition (Table 3). However, visitors were relatively favorable towards the park's green space, while their assessment of the colors of the recreational facilities was average. To improve the park's aesthetic appeal from the perspective of visitors, changes need to be made in these areas.

Table 3. Evaluation of VS under the conditions of the Park of Urban.

Park Elements	Criteria	Indicator Score	Quality of Satisfaction			
			Unsatisfactory	Average	Fairly Favorable	Desirable
Park furniture	Number of tables and benches	2.36		*		
	Accessibility to tables and benches	2.01		*		
	Number of trash cans	2.4		*		
	Accessibility to trash cans	2.2		*		
	Lighting	2.25		*		
	Average Park furniture	2.24		*		
	Playground equipment	2.31		*		
Facilities and amenities	Playground	2.17		*		
	Signs	2.28		*		
	Welfare services	2.11		*		
	Health	2.22		*		
	Average condition of facilities	2.22		*		
	Police presence	2.09		*		
Security	Park access road	3.15			*	
	Level of chaos	2.07		*		
	Thug control	2.31		*		
	Feeling of security	2.3		*		
	Average security	2.38		*		
	Possibility of using walking trails	1.83		*		
Safety	Amenities	2.2		*		
	Average safety	2.02		*		
	Green Space	2.83			*	
Aesthetics	Recreational Equipment	2.05		*		
	Color	2.05		*		
	Aesthetic Average	2.44		*		

3.2. Analysis of satisfaction with mellat park facilities

Park Furniture: Overall, VS with the condition of the park furniture is rated as average (Table 5). In this section, several criteria, including the

number of tables and benches, access to these amenities, the number of trash cans, access to the trash cans, and the quality of lighting, were examined. The results of the study indicate a need to increase and properly distribute these

items throughout the park to enhance VS in this area.

Park Facilities and Amenities: In the section on facilities and amenities, various criteria were evaluated, including playground equipment, playgrounds, signage and information panels, welfare services, and health-related aspects. The results from the Survey data indicated that client satisfaction was generally at an average level (see Table 5). However, feedback regarding signage and information panels, as well as welfare services, revealed that these aspects were rated as unsatisfactory. Therefore, improvements are necessary to enhance their conditions and meet the desired standards. The other criteria assessed in this section—namely, playground equipment, playgrounds, and health—were rated at an average level.

Park Security: In this section, several criteria related to park security, including police patrols, access roads to the park, levels of chaos, control of thugs, and overall sense of security, were evaluated. Control of thugs may discourage residents from using parks, especially women and children, as discussed by other researchers such as Maniruzzaman et al. (2021). They stated that Safety concerns, such as fear of crime and harassment, may discourage residents from using parks.

Survey results reflecting visitors' opinions indicated that, overall, satisfaction with the park's security is at an average level (Table 5). While visitors expressed a relatively favorable level of satisfaction regarding access to the park, indicating that they are pleased with both the access methods and the location, other criteria were rated at an average level and require improvement to enhance their satisfaction.

Park Safety: In this section, the criteria related to pedestrian traffic on footpaths and the availability of welfare facilities were evaluated. The results indicated that overall satisfaction regarding the safety of the park is at an average level (Table 5). To reach the desired standards for these criteria, it is essential to enhance the park's safety measures.

Aesthetics: In the aesthetics section, the criteria of green spaces and the color of recreational facilities were evaluated. The results from the Survey data indicated that people's average satisfaction with the aesthetic conditions is at a moderate level (Table 4). Notably, the evaluation of green spaces received relatively positive feedback; however, satisfaction with the color of recreational facilities was rated at an average level. Therefore, improvements are necessary to enhance these aspects and achieve the desired level of satisfaction.

Table 4. Evaluation of visitors' satisfaction with the conditions of the Mellat Park.

Park Elements	Criteria	Indicator Score	Quality of Satisfaction		
			Unsatisfactory	Average	Fairly Favorable
Park furniture	Number of tables and benches	1.89		*	
	Accessibility to tables and benches	1.87		*	
	Number of trash cans	2.05		*	
	Accessibility to trash cans	2.02		*	
	Lighting	2.20		*	
	Average Park furniture	2		*	
	Playground equipment	1.92		*	
Facilities and amenities	Playground	1.98		*	
	Signs	1.58	*		
	Welfare services	1.66	*		
	Health	2.2		*	
	Average condition of facilities	1.87		*	
Security	Police presence	1.95		*	
	Park access road	3.07			*
	Level of chaos	2.15		*	
	Thug control	2.30		*	
	Feeling of security	2.25		*	
	Average security	2.34		*	
	Possibility of using walking trails	2.17		*	
Safety	Amenities	2.08		*	
	Average safety	2.13		*	
	Green Space	2.85			*
Aesthetics	Recreational Equipment	2.05		*	
	Color	2.05		*	
	Aesthetic Average	2.45		*	

Data extraction and analysis were conducted to measure VS regarding these aspects. The results revealed that the overall satisfaction level of visitors in both parks is average, indicating that the current conditions do not meet visitors' expectations. In the park furniture category, satisfaction based on criteria such as the number of tables and benches, accessibility of these amenities, the number of trash cans, access to trash cans, and lighting quality were evaluated. In terms of facilities and amenities, criteria related to playground equipment, playgrounds, signage, and health and welfare services were examined. Given that these criteria significantly influence visitor attraction, enhancing them is essential for increasing public engagement in recreational spaces. [Talal and Santelmann \(2021\)](#) noted that motivations for park visits primarily included physical recreation, accessibility, and children's activities, with concerns about park proximity, trail quality, and maintenance.

In the security section, several criteria: police patrol presence, access roads to the park, levels of chaos, thug control, and overall sense of security were evaluated. The results of the client survey conducted in both parks indicated that, generally, the average satisfaction with park security is at a moderate level. However, the clients expressed relatively good satisfaction with access to the park, suggesting that they are pleased with its location. In contrast, the other criteria received average ratings, indicating that improvements are needed to enhance client satisfaction in those areas. In this regard, [Talal and Santelmann \(2021\)](#) stated feelings of safety were crucial for female visitors, and a sense of community helped make parks more welcoming for underrepresented racial-ethnic groups.

In the field of accessibility, [Maniruzzaman et al. \(2021\)](#) emphasized that the availability of urban green spaces is a crucial element for well-being and quality of life. [Wang et al. \(2015\)](#) also highlighted that access to parks significantly influences their usage and the experiences of visitors. They noted that most people prefer to access parks on foot or by bicycle, choosing those that are conveniently reachable via these modes of transportation. Furthermore, researchers such as [Li et al. \(2023\)](#) pointed out that properties located near parks tend to have higher values. This increase is attributed to the positive effects that parks and green spaces have on climate, aesthetics,

and overall living conditions, illustrating the value of parks from the perspective of the community.

In the field of security, [Hezarjeribi \(2010\)](#) stated that, from a sociological perspective, the feeling of security is a social construct. This means that all social institutions contribute to its formation. Consequently, all elements of society—including individuals, the government, and the police—play a crucial and interconnected role in enhancing security levels. Park officials and managers should therefore take measures to improve safety in parks, allowing visitors to enjoy these spaces with peace of mind. Additionally, researchers from the [Minnesota Recreation Master Plan \(2008\)](#) emphasized that designers and managers of parks and recreational areas should ensure environmental safety, enabling individuals to enjoy their surroundings and spend their leisure time peacefully.

In the safety section, the criteria for the possibility of traffic on footpaths and welfare facilities were evaluated. The evaluation results in both parks indicated a moderate level of satisfaction in these parks. In this context, [Abraham et al. \(2010\)](#) and [Basu and Nagendra \(2021\)](#) stated that the level of safety is effective in providing social welfare. In this regard, [Rabare et al. \(2009\)](#) conducted a study to examine and evaluate the status of several urban parks in Kenya. In their study, they examined the criteria of facilities and amenities, security, and safety. The results indicated that visitors were dissatisfied with the status of the parks. In such a way that about 20 percent of people stated that they do not visit the parks due to the lack of appropriate facilities and activities they want. Therefore, equipping, repairing, and maintaining the standards related to this sector to ensure VS and improve its desirability level is essential, as it has a significant impact on attracting people and making them return to the parks.

In the aesthetic evaluation, the criteria of green space and the color of recreational facilities were assessed. The results from the Survey data conducted in both parks indicated that the average satisfaction level regarding the aesthetic condition was moderate. Notably, the evaluation of the green space received a relatively positive assessment. However, satisfaction with the color of the recreational facilities was rated as average. [Abraham et al. \(2010\)](#) noted that the visual appeal of

landscapes contributes to enhancing people's health across various dimensions, including physical., psychological., social., and overall well-being. [Chen et al. \(2024\)](#) emphasized that aesthetic experiences and recreation play a significant role in visitor satisfaction at urban parks.

4. Conclusion

The results indicate that in both parks, the condition of park furniture, facilities, amenities, security, safety, and aesthetics is average. However, the level of public satisfaction regarding access to the parks is relatively favorable. This suggests that, although none of the studied elements are in optimal condition, there is still a moderate level of overall satisfaction with the parks. This situation highlights the need for management measures to enhance VS, as they are the primary users of these parks. Improving the condition of these resources is essential for maintaining the community's spirit of vitality and cheerfulness. Therefore, it is recommended that steps be taken to enhance VS and increase the usability of the parks. The study's results demonstrated that individuals have varying levels of satisfaction with the park's condition, ranging from completely unsatisfactory to fairly satisfactory. This includes aspects such as park furniture, facilities, and amenities, accessibility, safety, security, and overall aesthetics. These findings suggest that park managers and relevant private sectors should focus on enhancing VS, as it is crucial for encouraging repeat visits to the area. Ensuring satisfaction in the mentioned areas is key to achieving this goal. Therefore, it is essential to prioritize the design of urban park landscapes, as they play a significant role in fostering a connection between people and nature while providing these benefits to visitors:

- Since individuals with varying needs and motivations visit urban parks, it is essential to design and plan the park to accommodate the needs of the majority.
- Enhancing the quality and safety of playground equipment for children.
- Attracting the necessary investment to develop playgrounds and equip them with appropriate playground equipment.

- The development of sports fields and proper planning for preparing various sports.
- Increasing Park facilities and amenities, including park furniture, water fountains, and shops.
- Continuous improvement and maintenance of the park's green space, along with the development and enhancement of the park's green areas using diverse and adaptable native species.
- Construction of bicycle and pedestrian pathways in parks.
- Given the importance of parks in people's lives, park management should prioritize satisfying the diverse needs of various visitor groups.
- Ensure that all groups have the appropriate access they need.
- Assessments of park facilities' condition and maintenance are essential.
- Enhancing Park facilities by developing library spaces, organizing socio-cultural competitions, and hosting exhibitions in parks.
- Installing access maps to different parts of the park and the required signs and markings.
- Assessing people's satisfaction with these resources is crucial for effective management aimed at preserving, enhancing, and properly utilizing them over time. To achieve this, it is recommended to continuously monitor VS regarding the condition of the parks.
- Finally, it is important to consider the interests, motivations, and opinions of the community to effectively manage park-related affairs.

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