

# Evaluation and Development Recommendations of Malang City Islamic Center Using Post-Occupancy Evaluation Approach

Dimas Bagus Tri Sutrisno<sup>1\*</sup>, Erna Winansih<sup>1</sup>, Imam Santoso<sup>1</sup>

<sup>1</sup>Master of Architecture, Universitas Merdeka Malang, Indonesia

\*Corresponding author: 24073000013@student.unmer.ac.id

## Abstract.

The purpose of establishing Malang City Islamic Center was to serve the Islamic community in the East Malang area, where a majority of residents are Muslim, as indicated by the presence of many Islamic boarding schools (*Pondok Pesantren*) in the area. Malang City Islamic Center's building still stands today. To begin this research, several surveys of the building were conducted, and some interviews were conducted with its users. The result is that Malang City Islamic Center currently functions as the Public Order Agency (*Polisi Pamong Praja*) Office, which they call "Graha Purva Praja". However, the name "Islamic Center" is still used because the building includes a multipurpose hall that is available to the entire community of Malang City free of charge for various public purposes, not just religious ones. This research uses a Post-Occupancy Evaluation approach to obtain an assessment of this building from the user's perspective, drawing on user experience and intuition. At the beginning of this study, several data collections were conducted, indicating that, for future development, it is necessary to add features and refresh the appearance across architecture, interior design, and site planning.

**Keywords:** Architecture, Building, Islamic Center, Post-Occupancy Evaluation

## 1. Introduction

Malang City Islamic Center is located on Jalan Mayjen Sungkono, Arjowinangun Sub-district, Kedungkandang District, Malang City, Indonesia. Malang City Islamic Center was established in 2020 on a 5.65 Ha site. Currently, Malang City Islamic Center serves as the office of the Public Order Agency (Graha Purva Praja) and as an Archive Storage Facility (Archive Depot). In addition, one of the facilities provided is a Hall that can be used by the general public for free. At certain times, Malang City Islamic Center also serves as a venue for the CPNS (Civil Servant Candidate) selection tests.

Referring to the definition that an Islamic Center is a complex containing a Mosque, Educational Institutions, Institutions for Islamic Study and Development, as well as other supporting social and cultural facilities (Muallif, 2023). The purpose of establishing the Islamic Center is to serve as a Center for Islamic Civilization that makes a positive contribution to the surrounding community. The Islamic Center is also a place for worship, learning, discussion, consultation, interaction, and strengthening ties (*silaturahmi*) for Muslims and the general public.

Viewed from the general definition, purpose, and function of an Islamic Center, Malang City Islamic Center, when reviewed based on the functions that have been provided and utilized, is still not a complete Islamic Center. Through this research, a Post-Occupancy Evaluation will be conducted on the Malang City Islamic Center building, specifically focusing on the

building's function, facade, and spatial layout, to identify potential uses that maximize the building's functionality.



*Figure 1. Building situation from near the street  
Source: (Google Maps, 2025)*



*Figure 2. Building facade  
Source: (Google, 2025)*



Figure 2. Building interior  
Source: (Google, 2025)



Figure 3. Spatial layout  
Source: (Google Maps, 2025)

Post-Occupancy Evaluation (POE) is a process conducted to improve a building, aligning it with user expectations and visual observations after construction. It determines what needs to be improved, maintained, added to, or replaced with something new (Preiser et al., 2015). The method used depends on the objective. If the goal requires data on improving air quality or room temperature, a quantitative method is used through instrument-based measurements. If the goal is to obtain data on the user's perspective, such as satisfaction or comfort, a qualitative method, such as interviews, is used. POE helps make the systems, functions, and design more optimal in the future.

## 2. Method

This research focuses on the individual user's perception. The research conclusions are drawn from the most prevalent voices (or commonalities in responses), which are then

formulated into a concept for a development plan. The determination of the object, the population, and the sample, and the data collection strategy will be explained.

## 2.1 Determination of The Object

As stated in the title, this research is a case study of a building object, namely the Malang City Islamic Center; thus, the object of this research is the Malang City Islamic Center.

## 2.2 Determination of Population and Sample

In this research, the population and sample of visitors to the Malang City Islamic Center will be determined. This is necessary for the validity of drawing conclusions and for determining the required amount of data.

### 2.2.1 Population

The population in this research is the average daily number of visitors to the Malang City Islamic Center. To obtain this data, interviews will be conducted with the officers on duty at the location. Furthermore, it is necessary to obtain input from the community surrounding the object to add references regarding the local community's perception of Malang City Islamic Center, including those who have visited and those who have never visited but are aware of the building's existence.

### 2.2.2 Sample

The sample in this research is determined using the Slovin formula (Wibowo, 2024) based on the average daily number of visitors, as follows:

$$n = \frac{N}{1 + Ne^2}$$

where:

- $n$  = Sample Size
- $N$  = Population Size
- $e$  = Margin of Error

To determine the sample, the Central Limit Theorem (Wibowo, 2024) is used, which requires a minimum sample of 30 respondents to represent the total population of the community surrounding the research object.

## 2.3 Data Collection and Processing Strategy

In this research, 3 aspects will be reviewed and assessed from the user's perspective: the facade, the functional, and the site planning/area layout. The distributed questionnaire collects the user's opinions on the architectural design, functionality, and spatial layout of Malang City Islamic Center, as well as expectations for its future development.

To enrich the gathered information, data collection was also carried out from the community surrounding the research object's location, to obtain input from them, and also to determine the extent of public knowledge about Malang City Islamic Center. The questionnaire presented includes questions about the distance of residence from the research object, how they

found out about the research object, whether they have visited the research object, and also asks for opinions regarding the presence and architectural design, as well as requesting input on the function and site planning from the surrounding community members who have visited.

A comparative study was also conducted to gather information and inspiration from other Islamic Center Buildings that are considered to have successfully represented the relevant aspects of an Islamic Center, in line with its founding objective, which is to become a gathering place for Islamic communities, as well as an enlightenment center for the public seeking information and education on the Islamic Religion. The aspects reviewed are architectural design, spatial function, and site planning/area layout. Data collection was carried out through surveys and direct observation.

After the data is collected, data processing is carried out by grouping it based on input from the architectural design, functional, and site planning/area layout aspects. Regarding these aspects, there are 2 main responses: satisfactory/good and needs improvement. If a respondent answers 'needs improvement,' then similar answers are considered one category. For example, in the architectural design aspect, the first respondent provides input such as 'needs improvement with the addition of ornaments,' while another respondent provides the answer 'needs improvement by adding calligraphy.' Thus, both answers are considered one type, namely 'improvement with the addition of architectural details.' Decision-making is carried out by taking the majority vote. For instance, if 30% of respondents state that the architectural design is satisfactory and okay, while 70% state that it needs improvement, then it is concluded that the architectural design aspect requires improvement.

After the data is collected and processed, and a decision is reached on the criteria for improvement across architectural design, function, and site planning, those decisions will form the basis of the development plan concept. This is because the output of this research is to inform the subsequent development plan, based on user suggestions, so that, in the future, the building can evolve to meet the expectations of users and the surrounding community. All these inputs will be formulated into a planning concept, which will then be developed into a design for a development plan.

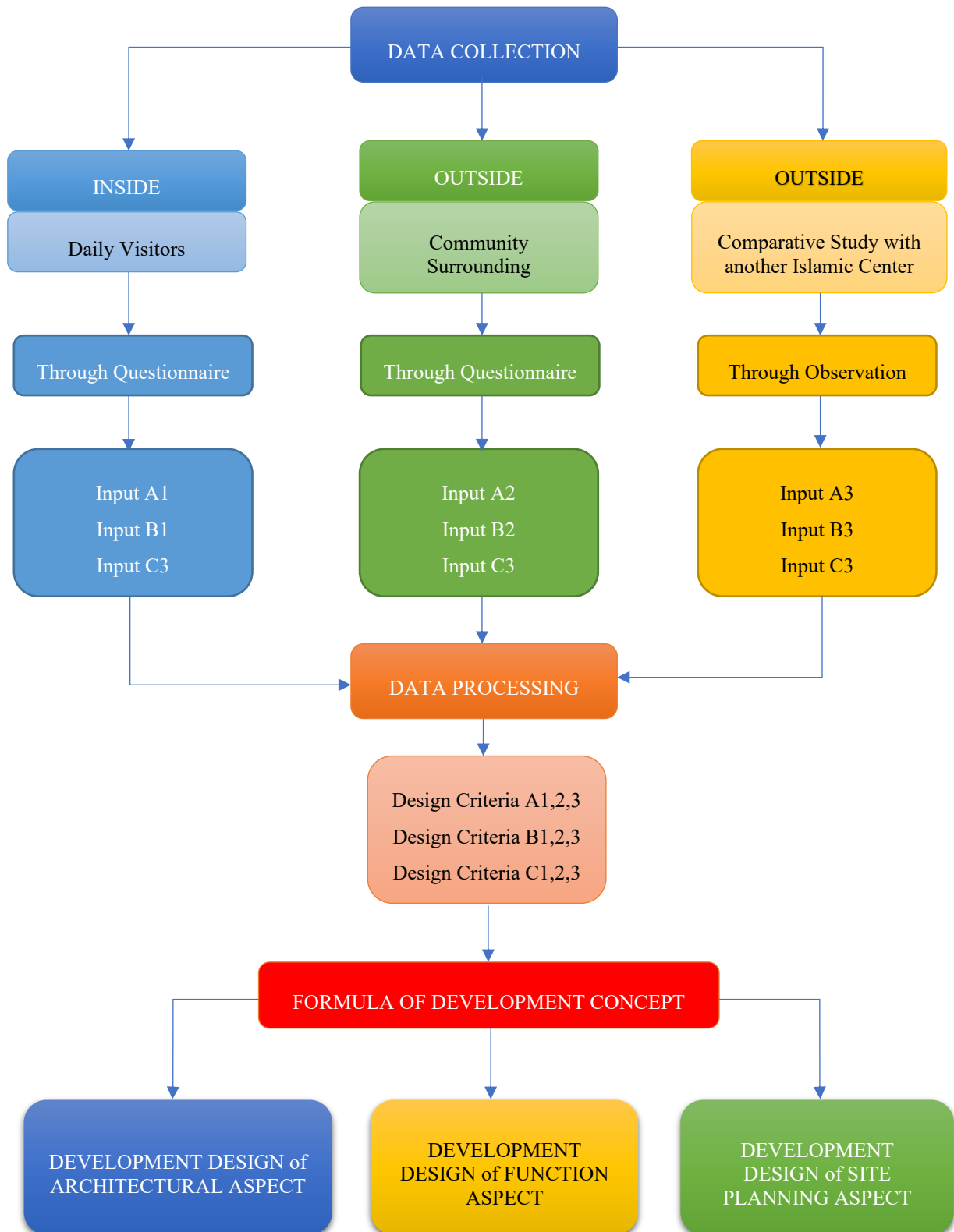


Figure 4. Research plan and process diagram  
Source: (Sutrisno, 2025)

### 3. Result and Discussion

In the initial stage of this research, a direct observation of the research object, namely the Malang City Islamic Center, was conducted, and a preliminary trial was conducted through interviews with several occupants. Furthermore, a trial was conducted by distributing questionnaires to the surrounding community. The results, presented in Table 1, are from the trial interviews conducted with several users of the research object building.

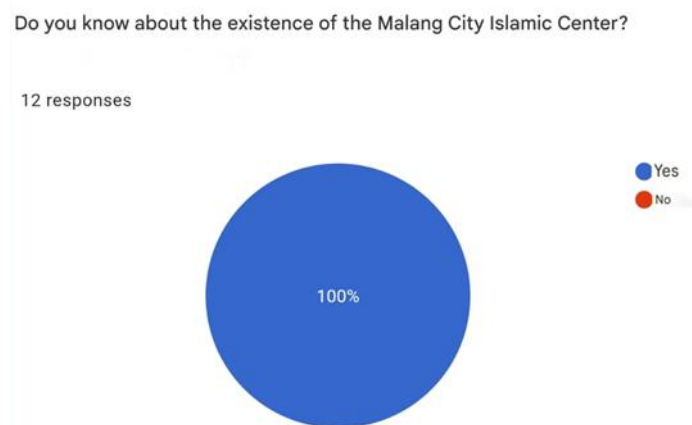
Table 1. User's interview result

Question	Answer
What is the current function of the Malang City Islamic Center building?	Since March 2025, it has been designated as Graha Purva Praja (Public Order Agency Office).
Has the Public Order Agency office fully relocated here?	No, the Public Order Agency office is also located at Malang City Recreational Park, Splendid.
Does that mean the religious function is absent?	We are open to the public, not just for religious activities. We also provide a hall here that is available to the general public free of charge.
Will the name "Islamic Center" be removed from this building in the future and fully replaced with "Graha Purva Praja"?	No, the name Islamic Center will still be included.

Source: (Sutrisno, 2025)

From the trial interviews with several users, the results indicate that the Malang City Islamic Center building primarily serves as the Public Order Agency (Satuan Polisi Pamong Praja) Office, with minimal religious functions or none that are clearly visible. Regarding the general function, a hall is available for public use free of charge. However, what is unique here is the last answer, which is that the name "Islamic Center remains listed." This suggests that the Malang City Government may continue to develop this building in the future, which aligns with the purpose of this research plan.

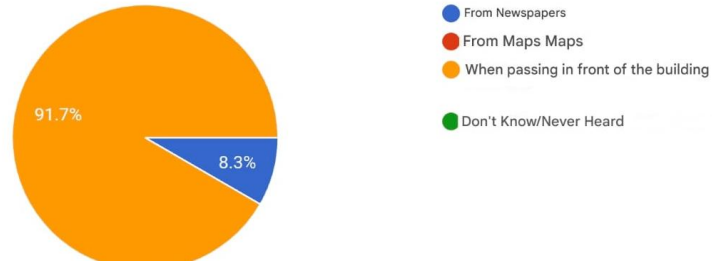
Furthermore, a trial was conducted by distributing questionnaires to the surrounding community within a 0-5 km radius. In this trial, 12 respondents with random domiciles assisted in filling out the questionnaires regarding the surrounding community's knowledge of the Malang City Islamic Center. The results will be displayed in Figure 5.



Where did you find out about the existence of the Malang City Islamic Center?

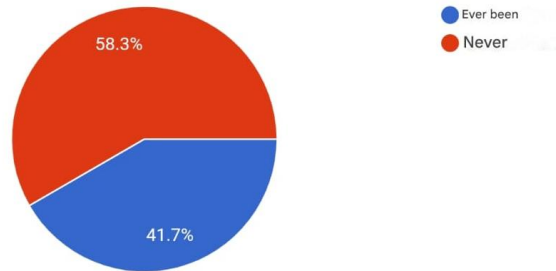


12 responses



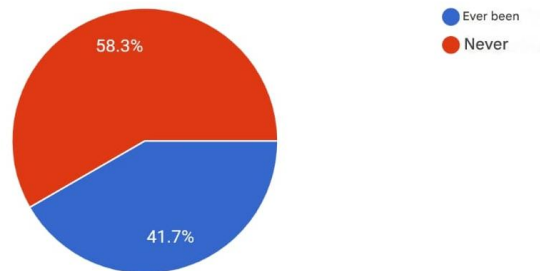
Have you ever visited the Islamic Center in Malang City?

12 responses



Have you ever visited the Islamic Center in Malang City?

12 responses



For those of you who have visited the Islamic Center in Malang City, what were your impressions after your visit? (Fill in according to your preferences)

6 responses

The place is spacious, containing buildings and yards as well as a very large parking area. 🌟🌟🌟

There are still many things that need to be repaired, especially the irrigation, because every time it rains, the parking lot always floods, and there are still buildings inside where when it rains, there are leaks or water seepage.

No impression because I've never been there 😊

A large building but not optimally utilized 🌟🌟🌟

Malang City Islamic Center does not receive enough attention for its maintenance

The building is nice, big enough to hold big events.

For those of you who have visited the Islamic Center in Malang City, what were your impressions after your visit? (Fill in according to your preferences)

6 responses

The place is spacious, containing buildings and yards as well as a very large parking area. 🌟🌟🌟

There are still many things that need to be repaired, especially the irrigation, because every time it rains, the parking lot always floods, and there are still buildings inside where when it rains, there are leaks or water seepage.

No impression because I've never been there 😊

A large building but not optimally utilized 🌟🌟🌟

Malang City Islamic Center does not receive enough attention for its maintenance

The building is nice, big enough to hold big events.

Hopes for the future development of the Islamic Center (addition of mosque facilities/hajj rituals/other hopes according to your preferences)

8 responses

Holding more free and interesting religious activities for the general public, bringing in popular ustadz/ustadzah figures for free public studies/religious lectures

Facilities for the disabled have been added and perhaps the existing facilities can be utilized, but cleanliness should be given more attention.

There are many more religious activities in the mosque and its surroundings.

Hopefully it will be according to the portion

more functional as the building's title suggests as an Islamic Center

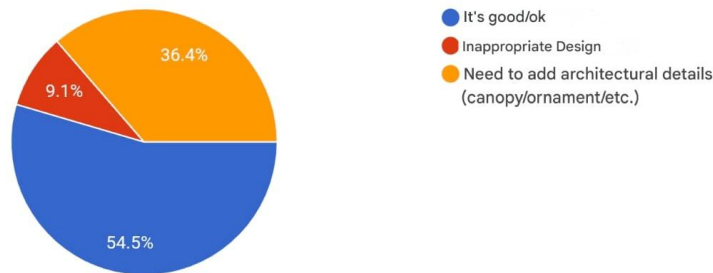
The hope for the future is that special access will be provided for friends with disabilities and that it will function more like an Islamic Center should. Because it is often used for certain events.

It's even cleaner so it looks good from the outside before the entrance until inside the building.

What is your response to the architectural design of the Islamic Center in Malang City?

 Copy chart

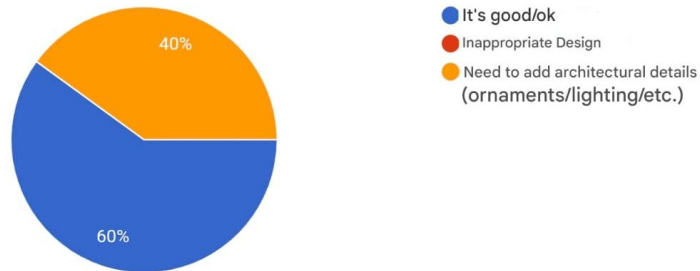
11 responses



What is your response to the Interior Design of the Islamic Center in Malang City?

 Copy chart

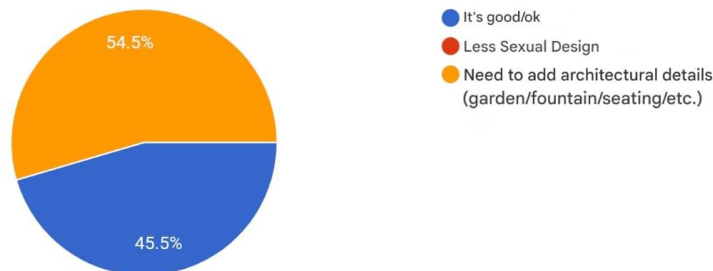
10 responses



What is your response to the design of the Islamic Center area in Malang City?

 Copy chart

11 responses



What is your response to the current existence of the Islamic Center in Malang City? (beneficial/not optimal/not beneficial/other according to your preference)

 Copy chart

10 responses

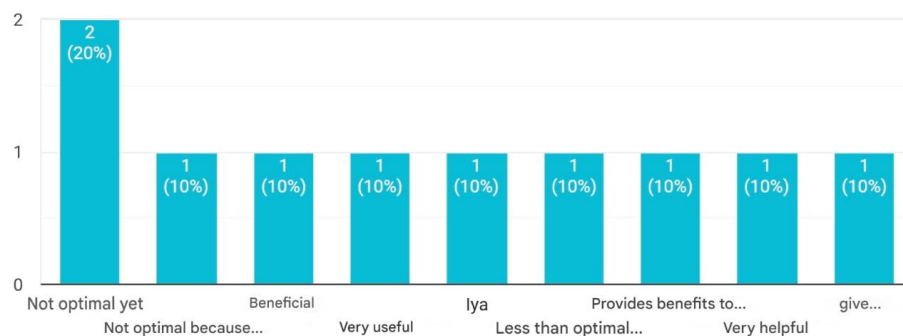


Figure 5. Result of the surrounding community responds  
Source: (Sutrisno, 2025)

Based on responses from 12 respondents, all are aware of the Malang City Islamic Center, but most have never visited. The observation results from the surrounding community indicate that Malang City Islamic Center's architectural and interior design are good, but additional features are needed in the site planning. The community hopes that, in the future, the Islamic Center will be used more frequently for religious activities, thereby providing greater benefit to the surrounding community.

*Table 2. Summary results of pre-research*

Data	Responder	Result
Inside	Daily Users of the Islamic Center (Public Order Agency Employees)	Currently, Malang City Islamic Center functions as the Public Order Agency Office.
Outside	Surrounding Community	Although the Malang City Islamic Center exists, most have never visited. The architectural and interior design are already good, but additional features are needed in the site planning. The hope for the future is that it will be used more for religious activities and that the religious functions will also be increased.

*Source: (Sutrisno, 2025)*

#### 4. Conclusion

Malang City Islamic Center is a public building constructed by the Malang City Government to support religious activities and also to serve as a gathering place for the Muslim community. During its development, Malang City Islamic Center has now been functioning as the Public Order Agency Office (Satuan Polisi Pamong Praja). For general functions, the public can use the hall for various activities free of charge.

Throughout the observation, during the introduction of this research and the initial observation, the religious function remains unclear. The method used in this research is to draw on support from building users and the community surrounding the object, as well as a comparative study of Islamic Center buildings that have successfully demonstrated the function and purpose for which they were established, to enrich the information in this research.

Through trial interviews with users and questionnaires administered to the surrounding community, the results showed that Malang City Islamic Center is currently also functioning as the Public Order Agency Office. Results from the surrounding community indicate they are aware of the Malang City Islamic Center. Most have never visited, and their opinion of the Islamic Center's architectural design is good, but additional features are needed in the site planning.

Their hope is that in the future, the Malang City Islamic Center will be enhanced with many supporting religious functions and more intense religious activities. From this introduction, the desires and hopes can be identified, and these can become a potential for Malang City Islamic Center to provide an active social space for the community by adding supporting functions that accommodate the various religious activities needed by the community. This also provides motivation for this research, as it sees the potential for sustainable social impact.

## References

- Wolfgang F.E. Preiser, Edward White, H. R. (2015). *Post Occupancy Evaluation (Routledge Revivals)*. Taylor & Francis.
- Akel Kahera, Latif Abdulmalik, C. A. (2009). *Design Criteria for Mosques and Islamic Centers*. Taylor & Francis.
- Wahyudin, D. (2020). *Nalar : Jurnal Peradaban dan Pemikiran Islam Mosque and Civilization : Setting Islamic Center of Nusa Tenggara Barat as Center of Civilization*. 4, 29–42. <https://doi.org/10.23971/njppi.v4i1.1921>
- Munsami, K., Prasad, D., & Ding, L. (2017). *ScienceDirect The role of post occupation evaluation in achieving high performance buildings through diagnostics*. 180, 356–364. <https://doi.org/10.1016/j.proeng.2017.04.194>
- Wibowo, A. (2024). *Cara Menentukan Sampel Penelitian: Panduan Lengkap untuk Peneliti*. <https://tsurvey.id/portal/cara-menentukan-sampel-penelitian-panduan-lengkap-untuk-peneliti>
- Muallif. (2023). *Islamic Center di Indonesia: Pengertian dan Manfaatnya*. <https://an-nur.ac.id/blog/islamic-center-di-indonesia-pengertian-sejarah-contoh-dan-manfaatnya.html>