

## Research Article

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## ABSTRACT

The zoo is one of the popular educational tourist destinations in Surabaya. Issues regarding facilities, service quality and animal welfare are always the subject of evaluation because they are to satisfy visitors to the Surabaya Zoo. This study used direct observation methods, unstructured interviews and documentation at the Surabaya Zoo. The results of the study showed that the destruction of facilities at the Surabaya Zoo is a common occurrence and a serious problem that can disrupt the comfort of visitors and animal welfare. This study discusses the behavior of visitors who can damage facilities at the Surabaya Zoo and the lack of supervision from the Surabaya Zoo. This study is expected to encourage the authorities at the Surabaya Zoo to take steps to improve and revitalize the Surabaya Zoo, for the sake of sustainable conservation and to become a better educational environment and can provide a good impression for visitors to the Surabaya Zoo in the future.

## Keywords: Facility, Zoo, Degradation



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## INTRODUCTION

Surabaya Zoo (KBS) is one of the oldest and largest zoos in Indonesia. Surabaya Zoo was established on August 31, 1916, based on the Decree (SK) of the Governor General of the Dutch East Indies No. 40. Its original name was "Soerabaiasche Planten-en Dierentuin" or Surabaya Botanical and Animal Gardens. KBS was established on the initiative of HFK Kommer, a journalist who had a hobby of collecting animals. In 1917, KBS moved to Jalan Groedo, and in 1920, KBS moved again to Jalan Darmo. In 1922, KBS experienced a financial crisis and was almost disbanded, but thanks to the involvement of the Surabaya City Government, KBS was able to continue operating. In 1927, KBS acquired 32,000 square meters of land from the Railway Company (OJS). In 1939, the area of KBS increased to 15 hectares. In 1940, KBS completed the construction of a park covering 85,000 square meters. Currently, KBS is one of the popular tourist destinations in Surabaya, with a collection of more than 2,179 animals from 230 different species. KBS also offers various rides and activities, such as Animal Edutainment, Aquanotudio Park, and Kids Zoo. (Indrasari, 2024)

Surabaya Zoo serves as a place of education and recreation. In Indonesia, Surabaya Zoo is one of the popular tourist destinations, attracting thousands of visitors every year. Along with the increasing number of visitors, the problem of vandalism of facilities is also increasing. This phenomenon not only disrupts the operation of the zoo, but also has a negative impact on animal welfare and the experience of other visitors. Vandalism of facilities in zoos is often caused by irresponsible visitor behavior. Factors such as lack of awareness of the importance of protecting the environment, inadequate supervision, and social influences can contribute to this destructive behavior. In addition, lack of education and understanding of the flora and fauna in zoos are also major causes.

This study aims to explore the causes and impacts of the destruction of facilities at the Surabaya Zoo, as well as provide solutions that can be applied to prevent similar incidents in the future. Understanding the factors that influence visitor behavior, it is hoped that the zoo can improve more effective conservation and education efforts, so that a safe and comfortable environment can be maintained for visitors and animals.

## METHOD

Data collection techniques are the most strategic step in research, because the main purpose of research is to obtain data. Without knowing data collection techniques, researchers will not obtain data that meets the established data standards. The research conducted uses observation research methods, unstructured interviews, and documentation. This study uses non-participant observation, which is carried out around the Surabaya Zoo. During the observation, the researcher directly observes the behavior, interactions, and real events of visitors and the zoo. Unstructured interviews or free interviews where researchers do not use interview guidelines that have been systematically and completely arranged for data collection. The interview guidelines used are only outlines of the problems to be asked. This study uses the interview method because it can find out broader information and get more information or data from the informants. The interviews were conducted with two informants, namely Mr. Riski and Alvaro who were visitors to the zoo. This study selected informants randomly when they were walking around the zoo. The researcher then asked the informants about the problems being studied by the author and the questions were not arranged systematically. In this study, the documentation method was obtained from direct observation. The documentation is in the form of pictures of the problems that occur at the zoo.

## RESULTS AND DISCUSSION

This research was conducted on Monday, November 25, 2024 starting from 12.00 - 15.00 WIB. The research was conducted directly at the Surabaya Zoo with 100 visitors. This research was conducted by conducting observations at the Surabaya Zoo, unstructured interviews with visitors at the Surabaya Zoo, and documentation. This research was conducted by observing all the places in the Surabaya Zoo to see how the interactions occurred at the Surabaya Zoo between visitors, officers, and animals there. Interviews were also conducted by dividing 2 groups to ask students and teachers who were at the Surabaya Zoo to conduct learning. The destruction of facilities at the Surabaya Zoo by visitors is a serious problem that requires a multi-faceted approach. This behavior not only harms public assets, but also has a negative impact on animal welfare and the experience of other visitors. This discussion will explore several key aspects of the problems at the Surabaya Zoo, including:

### Root of the Problem

According to (Leonardi, 2024) The behavior of damaging public facilities can be seen from several perspectives. One of the main causes is the lack of a sense of ownership. Many people view public facilities as something that is "not mine," but belongs to the government. This perception makes people feel irresponsible to maintain or care for them. In fact, public facilities are funded from taxes paid by the community.

Lack of awareness and responsibility causes many visitors to be unaware of the impact of their actions on the zoo environment and animal welfare. Lack of understanding of visiting rules and ethics can lead to vandalism. Lack of supervision and inconsistent enforcement of rules can encourage irresponsible behavior by visitors. The

absence of sufficient security personnel or the lack of an effective supervision system can be a contributing factor to the problems that occur in the Surabaya Zoo environment.

Inadequate facilities, damaged or poorly maintained facilities can trigger vandalism. If visitors see a damaged environment, they may feel freer to do the same. According to (Nanang, 2019) The management of this zoo should make improvements. So that visitors can enjoy the tour more comfortably here. Facilities such as improvements to visitor rest areas, seating around animal enclosures, and cleanliness of the zoo environment should be the main priority. In fact, there are many visitors if the entrance ticket per person is Rp. 15,000 times how many people. That's just a day, how come there are no improvements.

The lack of effective educational programs in conveying the importance of maintaining cleanliness and environmental sustainability at Surabaya Zoo is a problem that must be addressed.

### Impact of Destruction

The financial cost of repairing damaged facilities is significant, which can reduce funds that would otherwise be allocated for animal care and zoo development. And damaged facilities can directly or indirectly interfere with animal welfare. For example, damaged enclosures can cause animals to escape or be injured.

Negative visitor experiences occur because damaged facilities can reduce the quality of visitor experience, make them feel uncomfortable and unsafe and make Surabaya Zoo bad in the eyes of visitors. Destructive behavior can make the image of Surabaya Zoo bad and reduce visitor interest in the future.

### Proposed Solution

Increasing supervision and enforcement of rules such as increasing the number of security officers or security guards who are not only placed outside, but also to go around the zoo area, adding CCTV cameras because there are 10 CCTVs but only 6 CCTVs are active and can be used, strict enforcement of rules against violators is also very important, namely warnings in the form of sanctions.

Intensive educational campaigns need to be carried out to increase visitor awareness. Campaigns and education can be carried out by providing banners and posters in the form of writing about the importance of maintaining the facilities at the Surabaya Zoo and obeying applicable regulations, such as prohibiting climbing animal fences. Banners and posters can be made or designed using the Canva application. According to (Yuanta et al., 2023) The Canva application is one of the useful applications in the world of education. Several products from the Canva application can be used as interesting learning media and can help teachers in creating interesting learning resources for students. In addition, through the discussion session, participants asked to be taught to make posters/flyers which are very necessary to create information needed at school, for example information about class schedules, duty schedules, and helping with PPDB (New Student Admissions) activities.. In addition, education can also be done through social media, such as Instagram and TikTok.

Repair and maintenance of facilities must be carried out periodically, such as adjusting the area of the animal land and the number of animals in the land. Facility maintenance can be done by maintaining the cleanliness of the animal cages. Involving community participation in maintaining the cleanliness and sustainability of the zoo through volunteer programs or community activities. According to (Helmi, 2020) Surabaya also has many veterinary colleges. Well, if there is no KBS, where will they practice? That's why this is very helpful for Surabaya. Not only Unair, but there are also other campuses that have veterinary departments," he said. At that time, Mayor Risma also hoped that various improvements in KBS, including the addition of a jogging track and media center, could make KBS one of the healthy places for the people of Surabaya. Because, after all, health is very expensive.

## CONCLUSION

In conclusion, addressing the problem of vandalism at Surabaya Zoo requires a holistic approach. A holistic approach is a comprehensive approach, where all parties are involved, including zoo management, visitors, and the government. By increasing awareness, supervision, and education, as well as improving existing facilities, it is hoped that this problem can be minimized and create a safer and more comfortable environment for animals and visitors.

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