

# The Setting of Internal Shopping Centres' Public Spaces and Their Relationship to the Visitors

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**Abstract**—Public spaces can sometimes be considered as nodes and are often regarded as the images that create a sense of place in a city. Public spaces here refer to city parks and streets with their many elements. On a smaller scale, a shopping center as a commercial building also serves as public space for its locality. The research is aimed at finding out about the role of a public area's layout in creating a sense of place, which specifically can be described in three points. The first is to find the physical factors that develop sense of place. The second is to analyze the social factors in a sense of place. And the third is to examine the relationship between people and their environment. Shopping centers are used as the case study to identify the relationships between a public space's interior design that shapes its atmosphere as a mental image which creates a sense of place in a particular scale. The case study for this research was PasarAtum, Ciputra World and Tunjungan Plaza, all of which represent successful shopping centers from various eras in Surabaya. The research subjects were 15 people in each shopping center. The research method used was the qualitative method with in depth interview.

**Index Terms**— sense of place, shopping centre

## I. INTRODUCTION

FOR the last ten years, the phenomenon that sees the increase of the public's interest in interacting with a shopping center's public space has spread beyond Indonesia, reaching other countries in Asia and even the Middle East [1]. There are three reasons for this tendency, especially in Indonesia. The first is the excellent prospect of growth in the property world, which will continue until 2015. This is also caused by the increase in the retail sector, which is

consistent with the growing rate of the Indonesian middle-class residents.

The second is the presence of emotional attraction felt by people towards the physical setting of a mall. As a place for social interaction, the presence of a shopping center's public space is very helpful. The location of a shopping center is usually meticulously picked by the developer in order to assure a strategic location as well as easy access and trouble-free entrance. A shopping center is also equipped with open plaza or atrium in various shapes, built in the place of a town square as one of the community spaces, although in nature it is not as free as an external public area. The public areas which appeal to the public are plaza, food court and atrium.

The open plaza and atrium here function as a venue for cultural events, both from and for the community, socially as well as for product display purposes. An open plaza or atrium can become a place to actualize various interesting creativities which are facilitated by a shopping center's management. An open plaza can also become the site for various communities to interact with one another. Even Marie Pangestu, the Indonesian minister of Tourism and Creative Economy believes that one of the places to have an artistic interaction is inside a shopping center [2]. This is a chance to communicate about the country's art world to the international world.

Third, the physical shape of a mall which provides more and more experience for visitors make this the third space that also functions as a recreational space. The popular culture propels value and lifestyle changes that also have an impact on the daily activities including people's activities, works and recreations. An added value is important here in addition to the functional use of a product, in this case a shopping center. Here, experience represents the added value. As often stated in recent times, experience is a design rationale both for architects and designers [3]. Mall management is trying to create a thematic ambience in order to evoke experience and mall goes respond to the experience as a part of experiential and functional aesthetics of a mall. The creation of ambience, identity, surprises, memory as well as nostalgia are brought together to create a sense of place in a mall. Steel wrote that surprises create a relationship between people and their environment by means of sensorial process.

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Therefore, this paper is aimed at revealing how people view this relationship so that a sense of place can take place in a shopping center. It also discusses about which physical and social factors play an important role as well as the types of relationship happening in this place.

## I. LITERATURE REVIEW

### A. Sense of Place

In a literature about geography [4], it is mentioned that a place is not merely a location with geographical boundaries but it is also defined by the experience resulting from various activities that happen in the social interaction between people in a society as well as between people and their physical surroundings. Therefore our perception about activities and the world is closely influenced by how people view the world. A person as a living body [5] has a conscience which is referred to as intentionality. The condition between people and their environment, in this case built environment, is interlacing and inseparable. People perceive the forms of sensation which come from the environment by combining their experience and thoughts. They will decide which form of stimulus brings sensation and will respond to it. This condition is a combination of people's physical and psychological existence in the world. The two form relationship in this world and in the context of this research, we are focusing on the relationship between people and a certain place.

The relationship between people and a place is called a sense of place. In various terms, a sense of place is defined further and in a more varied ways. But basically it means a relationship between people and their environment as a result of the subjectivity of people's perception that stem from the complete sensorial process towards environmental condition [6]. In this relationship there is a spirit of the place that can be intangibly perceived and felt by the people. Physical elements can come in the form of measurement or dimension of the setting, scale and proportion, variety, distance, texture, ornament, color, smell as well as temperature and visual variations. These elements can create mystery and fantasy, produce identity, pleasurable surprise and memory that can attach someone to a particular place. Furthermore, Yi Fu Tuan explains that a place as a physical environment has four dimensions: personal (memories and values associated with a particular place), social (connected to social interaction and the presence of other people), culture (a set of values and behavior that functions as the norm, nationally as well as globally), physical (the physical quality that can be perceived such as material, color and artifact).

The relationship between people and their environment according to Cross [7] can be divided into several types: biographical (historic and familial), spiritual (emotional and intangible), ideological (moral and ethical), narrative (mythical), commodified (ideal places), dependent (economic factor). For each relationship, intentionality can be measured in the form of scale [8]: from not having a sense of place, having knowledge of being located in a place, belonging to a place, attachment to a place, identifying with the place goals, involvement in a place, to the highest level, sacrifice for a place.

Next in the context of this research, the dimension for sense of place will be linked to the public space inside a shopping center.

### B. Internal Public Space

In terms of definition, a public space according to Carmona et al [9, 10] is all of the spaces used communally, including spaces that can be accessed and used by the public. The public space inside a shopping center examined in this research can be categorized as internal quasi "public space," which is found in the interior area of a shopping center, which are not included to leasable space.

## II. RESEARCH METHOD

The research was done with qualitative method with in depth interview on the objects, three shopping centers in Surabaya. The grounded research was used because the researcher was able to draw an abstract conclusion about action and interaction, in this case regarding the relationship between people and the shopping center as environment. The three objects represent the differences of spatial characteristic of the three eras : 1960-1980, 1981-1998 and 1998 until now. The shopping mall representing the first era is PasarAtum, the second era is represented by Tunjungan Plaza while the present era is represented by Ciputra World which opened recently in 2011. For these three malls, 15 informants who enjoy mall environment were chosen as purposive sample. Data sampling was done by in-depth interviews with the informants and management as well as by observation in the shopping centers.

The research aims to find out about the influencing dimensions of physical and social dimensions of shopping centres as places, the relationships that happen and the types of relationship between the shopping centers in order to find the complete extent of the relationship types in the three shopping centers

## III. RESEARCH OBJECTS

### A. *Pasar Atum, a shopping center that continues to thrive from its nostalgic social interaction.*



Figure 1. Exterior Condition of Pasar Atum

The old shopping sites including Pasar Atum, which were mostly traditional markets and standalone retail stores, were altered into more stately architecture facilities with

multi-levelled floors, air conditioning system, as well as the use of escalators and lighting schemes. The typical spatial characteristic is the small distance between the 2.5th-3.00th floor, layered corridor arrangement, while the use of anchor tenant and atrium configuration is not very popular. It takes the shape of a big box with exposed infrastructure and stairs at the front of the building.



Figure 2. Interior Condition of Pasar Atum

The story of Pasar Atum as one of the largest and oldest wholesale centers in Surabaya, and even in the eastern part of Indonesia, began in 1960. In the beginning Pasar Atum was not built in its present site, but was situated on the banks of River Pegirian, in the west and east of Jalan Bunguran. Then in 1979 it was developed into a shopping center without air conditioning and featuring a big box shape. After the construction of the first phase, Pasar Atum continuously added to its structure, culminating with the fifth phase that is equipped with air conditioning, completed in 1985. At the moment it also features a modern shopping center complex, which was built in 2007, without leaving behind its distinctive traits. Now there are a total of 8 floors, with the 1st-4th floors used for shopping purposes and the 5th-8th floors designated for parking areas.

The wide variety of tenants, who in general keep an eye on their own shops personally, makes this shopping center attractive, especially from a cultural side, for people of peranakan descent. An average of 20,000 – 50,000 visitors comes to this shopping center daily.

TABLE I. THE INTERNAL PUBLIC SPACES' PHYSICAL CONDITION OF PASARATUM

INTERNAL PUBLIC SPACE	DESCRIPTION
Atrium	The atrium has a height of only 2-4 floors and is rectangular-shaped
Corridor	The narrow corridors measure 1.2 meters-1.8 meters, except in some particular locations where the corridors measure 2.5 meters
Foodcourt/ Dining Area	Dining site are available in some tenant areas, in their development in 2005 they

also provided food court areas.

**B. Tunjungan Plaza, a shopping center boosted by a historic location in the city center.**

The period of 1981-1998 was the era when shopping centers, which were still called markets, turned into malls and plazas and were known by various monikers. The typical spatial characteristic is the use of panoramic elevators, high atrium, functional shapes that are straight and steep, sloping corridors (ramps), and the introduction of food courts. A lot of tenant spaces were starting to consider using store atmosphere in a strategic way. During this era, many shopping centers turn to community involvement to boost their business sustainability.



Figure 3. The Interior of Tunjungan Plaza Surabaya

Tunjungan Plaza I (TP I) has the concept of a very functional modern retail center. It is a retail center built in 1987 as the pioneer in the early decade of malls in Surabaya. At the moment it has been expanded into Tunjungan Plaza II, III and IV and there is a plan to build TP V, which targets the middle class to upper class segments. It is located in a historical area of Tunjungan shopping strip which has been famous since the time of Dutch colonization in Surabaya. The area is also dotted with a large number of historical buildings and heritage sites.

TABLE II. THE INTERNAL PUBLIC SPACE'S PHYSICAL CONDITION OF TUNJUNGAN PLAZA

INTERNAL PUBLIC SPACE	DESCRIPTION
Atrium	The atrium has a height of 9 floors and the layout of the plaza is rectangular-shaped
Corridor	The sloping corridors measure 3m, they are mostly single corridors and facing void areas
Foodcourt/ Dining Area	The dining sites are located in the tenant areas and food courts

It is a single mass construction with ceramic cladding in its initial development but in early 2008 it was renovated and replaced with aluminum composite panel cladding. It features

quite a large atrium with a 3 meter wide single corridor. Floors are finished with a combination of granite and homogenous tiles finishing. Existing walls are made of bricks and gypsum with paint finishing. Lighting scheme employs down-light and metal halide. Temperature is maintained at around 24 degree Celcius with the focus on the atrium and the open, modern food court. There are ramps on all four sides of the corridor so that the corridor system can be said to adopt the form of an upward spiral. Thematic decorative elements are usually placed in the atrium and corridor. The mall comes with some supporting facilities that include a parking space for 500 cars.

**C. Ciputra World, a shopping center that has the advantage of a unique shape.**

After 1998 was the era when all of the shopping center developments came to a halt because of the monetary crisis that lasted until 2005. During the era, the shape of malls, including the architecture and interior appeared more fluid and most of them feature organic shapes. The existence of shopping centers also put forward the experience that follows shopping activities.



Figure 4. The Atrium of CiputraWorld Surabaya

Therefore the purpose of going to the shopping center is not merely to do some transactional activities but it is also a part of everyday life. Iconic, thematic and theatrical shapes were abundant, as well as the mixture of multi-leveled malls and outdoor plazas.



Figure 5. The Exterior of Ciputra World Surabaya

Ciputra World Surabaya (CWS) has the concept of a modern family mall that is presented as a lifestyle icon. This is reflected in several elements of its design features, including exterior features and building configuration, interior features,

decorative elements and supporting facilities. It is the newest mall to be opened in late 2011.

The architecture of CWS can be categorized as iconic architecture for its unique forms that showcase curvaceous planes with massive aluminum composite panel finishing combined with the use of transparent glass. As accent there are four entrances, each with quite a large lobby. Second, interior features. In the design the shopping center is planned with a single corridor with a varied width of four to ten meters. The most important part of the mall is the vast oval atrium with the atrium's column width measuring 5-7 meters between each floor and the corridor width of 19-15 meters. Another part is the food court and v-walk area which is designed with 3 concepts: pop art concept, *peranakan* concept and colonial concept.



Figure 6. The Thematic Interior of CiputraWorld Surabaya

TABLE III. THE INTERNAL PUBLIC SPACE PHYSICAL CONDITION OF CIPUTRA WORLD (CWS)

INTERNAL PUBLIC SPACE	DESCRIPTION
Atrium	The atrium has curved and oval shapes
Corridor	The corridors measure between 3 meter-5 meters with floor to ceiling height of 4 meters-5 meters
Foodcourt/ Dining Area	The dining sites are available in both food court and tenant areas, and features thematic ambience

IV. RESEARCH RESULT

With three research objects, the answers obtained vary but the table below is a comparison of the three research objects, especially regarding the intensity of visit, companionship, visitors' favorite places, preference of location, as well as the influencing physical and social conditions.

**A. Informants' Characteristic and Pasar Atum as a Research Object**

In the table IV below, it shows the characteristics of informant and their preferences to choose Pasar Atum

TABLE IV. INFORMANTS' CHARACTERISTIC OF PASAR ATUM

PARAMETERS	DESCRIPTION
Average Visit	1-2 times a month, once or two times a year regularly on <i>peranakan</i> event ( <i>Indonesian Chinese</i> event)
Companionship	Family, close friends
Favorite Places	Gold marts, boutiques, culinary stalls, culinary area with classic-style food
Preference of Location	Bargaining activities, cheaper prices, broad range of items on sale

In Case of Pasar Atum, the mall also has an environment that is considered old-fashioned, and several features are viewed as below the comfort standard of a shopping center. But the mall's high tenant occupancy and great interest of the people to come and visit are caused by the social interaction happening there. There is freedom of bargaining which is reminiscent of old shopping habits, *peranakan (Indonesian Chinese)* style products and the mall provides a meeting ground for people of *peranakan* descent.

Actually the condition is rather unusual because visitors feel cramped, overheated, stuffed and depressed, all at once. Store owners lay out their products as they wish and the circulation is very narrow. I feel a strange shopping spirit here. Although it is highly uncomfortable but I still want to shop here because I'm used to going here with my parents. The place identity I feel here is the tiled façade walls, rusty rolling doors that cover the stores' façade at closing time, terrazzo floors, towers and a large stairs in the middle of the place (Stacy, 21)

The table V below shows the influencing physical and social condition and the type of relationship of Pasar Atum.

TABLE V. INFLUENCING PHYSICAL AND SOCIAL CONDITION, PLACE IDENTITY AND TYPE OF RELATIONSHIP OF PASARATUM

PARAMETERS	DESCRIPTION
Influencing Physical and Social Conditions	Physical condition is not really conducive (crowded, cramped and busy) Social condition and shopping process because of the mall's many years of existence is the main consideration

Types of Connection Found	Biographical ( relation that happens because of a historical bond that goes over time) Functional ( relation that based on the cost and economic considerations of shopping activity)
Place Identity (Public Space)	Walls with tile finishing, rusty rolling doors, terrazzo floors, atom towers, low ceilings, trellis, rusty balconies and emergency staircases outside the building

**B. Informants' Characteristic and Tunjungan Plaza as a Research Object**

In the table VI below, it shows the characteristics of informant and their preferences to choose Tunjungan Plaza.

TABLE VI. RESPONDENT CHARACTERISTIC OF TUNJUNGAN PLAZA

PARAMETERS	TUNJUNGAN PLAZA
Average Visit	Once a week - once in two weeks
Companionship	Alone, friends, community, family
Favorite Places	Tenant spaces, culinary spaces, corridor, atrium
Preference of Location	Strategic location, ideal tenant mix

In the case of Tunjungan Plaza, it has standard environment that is still judged functional, with sloping corridors and straight store layout that has no curves.

If you ask me about the oldest place identity, it is the atrium and corridors. The spirit found here is urban living. This mall tends to be functional, more to cater to the buying needs of people who know the stores and circulation by heart. It is also located in the city center. (Intan, 21)

The table VII below shows the influencing physical and social condition and the type of relationship of Tunjungan Plaza.

TABLE VII. INFLUENCING PHYSICAL AND SOCIAL CONDITION, PLACE IDENTITY AND TYPE OF RELATIONSHIP OF TUNJUNGAN PLAZA

PARAMETERS	DESCRIPTION
Influencing Physical and Social Conditions	Standard physical condition with its atriums' visual identity and ramp circulation in Tunjungan Plaza 1 Social condition is achieved through various events and its location in a historical site makes it a worthy shopping center.

Types of Connection Found	<p>Iconic (relation that happens because people want to be inside a place that is categorized as a legend, an iconic or historical symbol)</p> <p>Functional ( relation that based on the cost and economic considerations of shopping activity)</p> <p>Dependent ( relation that happens when people do not feel a certain connection because of an obligation to go to the shopping center, so it is not based on true motivation)</p>
Place Identity (Public Space)	Interior (atrium, corridors with ramps)

**C. Respondents' Characteristic and Ciputra World as a Research Object**

In the table VII below, it shows the characteristics of informant and their preferences to choose Ciputra World

TABLE VIII. RESPONDENT CHARACTERISTIC OF CIPUTRA WORLD

PARAMETERS	DESCRIPTION
Average Visit	Once a week - once in two weeks
Companionship	Alone, friends, community, family
Favorite Places	Tenant spaces, thematic spaces, corridor, atrium
Preference of Location	Spacious area, new ambience, strategic location

The iconic shapes of Ciputra World take center stage and the design shows a drastic diversification compared to other malls in Surabaya. Its wavy shape is seen in both architecture and interior as well as in its non-linear circulation. The place keeps several surprises in the form of material development on its walls, floors and ceilings, in addition to dramatic lighting. The thematic area used as a dining place is also attractive and provides a singular sensation for visitors.

The building provides something different for the people of Surabaya with its oval and non-linear layout, the twisting and turning circulation pattern also feels fun. There is also the interior element on the wall which offers a dramatic ambience (Yulia, 21)

Visitors who come here also follow similar lifestyle so everything fits the elegant concept implemented in the shopping experience. Furthermore, the events held there are different and unique. (Surya, 21)

The table IX below shows the influencing physical and social condition and the type of relationship of Ciputra World.

TABLE IX. INFLUENCING PHYSICAL AND SOCIAL CONDITION, PLACE IDENTITY AND TYPE OF RELATIONSHIP OF CIPUTRA WORLD

PARAMETERS	DESCRIPTION
Influencing Physical and Social Conditions	<p>Above average physical condition adds to the surprises found in the architectural shapes and scales as well as in the interior features</p> <p>Social condition is achieved through various events and joint activities with various communities</p>
Types of Connection Found	<p>Experiential ( Experience that happens inside a physical and social environment )</p> <p>Functional (relation that based on the cost and economic considerations of shopping activity)</p>
Place Identity (Public Space)	<p>Architecture (landscape, parking)</p> <p>Interior (form and finishing of planes, thematic zones, tenant spaces, lighting, zoning, grouping, air conditioning, seating area, and scale of public area)</p>

From the above table it can be clearly seen that Pasar Atum do not have a likeable physical condition but the preference for location happens because of the bargaining activities, lower prices and visitors like going there privately accompanied by their family members and close friends. Meanwhile, Tunjungan Plaza, which is a sprawling shopping complex located in a historical area, is preferred because of its strategic location and an ideal tenant mix. Despite a standard physical condition, it is still favored by people, especially those who come from outside Surabaya, as one of the icons of the city. Ciputra World is the latest addition to the Surabaya shopping scene and features a physical condition that provides surprises in both its architecture and interior. The preference for this shopping center is due to its spacious space and the new ambience it offers.

**D. Relationship to the Place**

In some questions asked to the respondents during the in depth interview process, several types of relationship that might happen between people and places, in this case three shopping centers in Surabaya, were found. Some of the relationships that might happen are: iconic, biographical, experiential, functional and dependent.

First, the iconic relationship happens because people want to be inside a place that is categorized as a legend, an iconic or historical symbol. Activities in this place often represent an area, for instance tourists who want to visit a famous object of interest in a town. People will attach value for historical account and legend that happened in that place. This iconic relationship is described in these opinions below:

Tunjungan Plaza has become an iconic mall in Surabaya, and this notion makes my out of town friends feel that they have to visit the place every time they come to Surabaya. And we feel proud to have Tunjungan Plaza in our city and we also enjoy visiting the place (Kristalia, 21)

I visit Tunjungan Plaza for appointments; I also take my out of town friends there because Surabaya is identical with Tunjungan Plaza. It is as if it represents the lifestyle of Surabaya. (LiliKristanti, 32)

Second, biographical relationship happens because of a historical bond that goes over time. There is a social connection because the place is connected to people's childhood or other significant times in their lives.

Actually, Pasar Atum shopping center can be considered a very ideal mall. It can be left to age without any maintenance whatsoever but business is still always good and visitors always flock the place. If the place is renewed, visitors might lose their way inside the new mall. Also, renovation works take a lot of time and money, which might cause price increase for the goods. When it is very crowded, it is annoying but I understand the condition and feel just fine. I usually go to Pasar Atum with my parents. (Stacy, 20)

Third, experiential relationship is caused by experience that happens inside a physical and social environment, one that evokes a feeling of experiencing something new in the senses. Therefore the main functional act of shopping is not the only aim of the activity.

The most interesting floor is the V-walk area with its dark ambience, chosen to emulate the night time. The park-inspired decorations add to the charm of the area (Willy, 22)

The atrium's ceiling interior features waves and curves and is very tall. The interior is spacious and the public areas appear roomy. Providing larger space for movement is the sense of place of Ciputra World's distinctive character, which is one of the newest shopping centers in Surabaya. The retailers' interior feature a variety of designs and thus far from boring. The interesting point of the interior layout is the grouping of the stores, which is very helpful in finding a particular item. (Margareth, 22)

Fourth, the functional relationship based on the cost and economic considerations of shopping activity. This relationship happens because of several considerations: the function of shopping, the location and the practicality it offers. The functional relationship can be seen in the opinions below:

I prefer Pasar Atum to other shopping centers because of its inexpensive prices and there are a few items that can only be bought here. Between Pasar Atum and Pasar Atum Mall, I more often visit Pasar Atum because I am used to the ambience of the old Pasar Atum and have learned by heart the places that sell the things I want. I already have regular shops that I frequent for things I need. It's true that the design is hardly ideal anymore because of its ageing building and the interior design is ordinary, disheveled and scruffy. For men, the mall is a bit cramped. (NaamanArdian, 21)

Honestly I feel bugged by the crowded ambience and having to jostle my way through the place. But this is the typical trait of Pasar Atum: old-fashioned style, a little dirty with a narrow circulation ( Sunardi, 33)

Fifth, dependent relationship happens when people do not feel a certain connection because of an obligation to go to the shopping center, so it is not based on true motivation. The relationship can be seen below:

I don't like going to the mall and rarely visit malls. I usually go because my friends ask me to or when I have to accompany my family there. (RendyNuansa, 22)

Therefore, systematically the five relationships can be seen in the table below:

TABLE X. RELATIONSHIP TO A PLACE

RELATION	TYPE	PROCESS
Iconic	Historical, Legendary site	The condition of the place is already well-known, perhaps because the place has become nodes and landmark of the area, meaning and social activities become important and there is a nostalgic element here
Biographical	Familial, related to childhood and tradition	A bond that happens over time, develops overtime, there is a social connectedness and nostalgia to the past
Experiential	Cognitive	An experience framework is present, mostly with a theatrical physical environment. It presents an ideal and modern place. The need to be inside the mall is mostly because of the conducive atmosphere, both physical and social such as

		meeting with one's community
Functional	Economical, cost benefit	Relationship happens because of considerations about shopping function, there is preference to buy in certain shops and location as well as for practicality
Dependent	Social	There is no tangible relationship, unclear relationship because they visit the shopping center because their friends and families are there, because there is no other choice, and they have to visit the place

Therefore these five relationships can appear independently and unrelated to one another, sequentially or even overlaps with one another. Furthermore, independent and unrelated relationships happen when someone only choose to have one relationship with his environment while sequential relationship happens when someone feels only one type of relationship at first but then other relationship types develop over time. And overlapping relationship happens when someone has two or more possible relationships to a place.

**E. Type of Bonding to a Place**

From the several types mentioned above, while still referring to the types of sense of place found, it starts with low involvement, moderate and rootedness.

First, low involvement is a relationship that might happen because of a dependent or functional type connection where the value that needs to be obtained from a place is the functional value.

I rarely go there and even if I go, I usually only buy a couple of items then go home. I feel that considering the condition of PasarAtum, it is really difficult to enjoy the ambience. (Soraca, 20)

Second, moderate is obtained from experiential relationship. It might contain both experiential and functional values or only one of them.

Actually visiting a mall is not a hobby of mine, but going out with friends is so much fun, especially because of the aesthetic ambience of Ciputra World. Everything looks brand new. Doing activities there is a lot of fun, from completing school assignments to having recreational activities (Elvina, 30)

The interior provides a novel sensation that is so far unavailable in any shopping centers in Surabaya. I often

meet my clients here. A lot of activities can be done here. (Jiewa, Viery, 31)

Third, rootedness obtained from historical or biographical relationship with the environment, in this research. The example can be seen below.

I really enjoy going to Tunjungan Plaza because when I was a child my mother always used to take me there for a walk.(Marcella, 23)

PasarAtum holds a special place in my heart. Like it or not, it's like a place where I do my routine because my mother owns a shop there. Ever since I was a child I have often played there and my parents bought me various items there. (Naaman Ardian,21)

**V. CONCLUSION**

The type of shopping center built in earlier years tends to have a higher social relationship, and physical condition is not the most important thing here. People attach value to the spaces with understanding about circulation, tenant mix, tenant staff/owner and the type of products they want, as well as memory and nostalgia. On the other hand, the more recent shopping center has a sense of place obtained from its physical condition that offers a new experience.

The relationship type that might happen here is iconic, biographical, experiential, functional and dependent. These types of relationship were found by exploring three shopping centers that cover quite a wide time gap between them.

The sense of place that might happen varies low involvement, moderate and rootedness. The variety of attachment type, people and culture, as well as time also plays a role in creating different sense of place.

There is a possibility of other types and relationships that can be found and also other types of sense of place in shopping centers with different characteristics. Therefore this can be something to consider for further researches.

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