

이용자 관점에서 본 공공건축 연구 : 행정복지센터

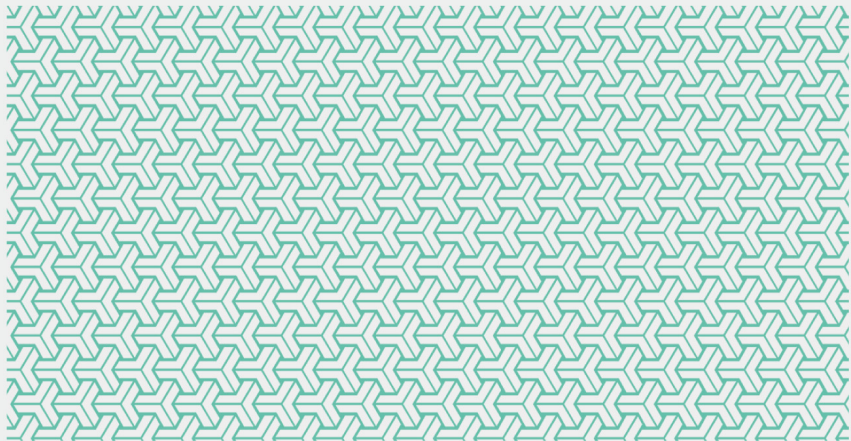
Community Service Center from a Users' Perspective

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Summary



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The responsibilities of the state and local governments and the obligations of the people to implement, secure, and realize the public value of architecture are prescribed in the Basic Act on Architecture. The Building Service Industry Promotion Act has stipulated the obligations of public institutions to realize the public values of public buildings. Under the current legal system, public values are realized through the fairness of the entities which supply and manage public buildings. That is, the laws focus on the procedures to be followed by the entities of construction, such as architectural planning, preliminary review, and public building review, as well as on the rational selection of experts. However, the issue continues of public buildings which were designed without consideration of convenience of users. To overcome the elements which limit public values, it is time now to come up with a plan to improve public values through interactions between users and entities which supply public buildings.

This research focuses on the mutual behavior of users from the perspective of suppliers to realize the public value of public buildings. It presents the basic direction for the creation of public buildings from a user's point of view and major considerations for each stage of the creation. Among public buildings of the Building Service Industry Promotion Act, this research investigates community service centers. Community service centers are administrative organizations created pursuant to Article 134 of the Local Autonomy Act in gu, eup, myeon, and dong, which are not autonomous districts. The literature review, a field trip, interviews with relevant officers, consultation, seminars, and surveys were used as research methods.

In Chapter 2, an overview of facilities of community service centers is provided, and the standards of building them, as well as the current status and the trends are reviewed. The major issues surrounding community service centers are derived, and the thesis of this research is presented.

Community service centers were converted from the previous eup and myeon offices and dong community centers in accordance with the policy of building the welfare hub in eup, myeon and dong in 2016 of the former Ministry of Interior. There are 1,851 community service centers in total throughout the country. One of the reasons for the conversion into community service centers to enhance welfare services for residents. In some local governments, “complex community centers” are created as residents convenience services are added to administrative functions in types and sizes of facilities. Currently, there are no

separate guidelines for the construction of community service centers, which are being built by builders, who make reference to relevant studies, similar cases, or local government guidelines.

The following issues are identified after the status and the trend of administrative community service centers are examined: Low user accessibility, insufficient spatial planning in consideration of various types of users, planning and program operation of resident convenience facilities which do not meet user demand, and difficulties in management and operation as administrative functions and resident services are mixed in facilities. Community service centers are no longer a public office used only for administrative works. In other words, as community service centers are also used as residents convenience facilities such as libraries, senior welfare centers, and daycare centers, the need is also increasing to build community service centers from a user's point of view.

In that regard, this research sets the criteria of accessibility, usability and convenience to build a community service center from the perspective of someone who uses a community service center. 21 elements to be reviewed for users of a community service center are derived from the procedures and works prescribed in the Basic Act on the Building Service Industry, and the elements to be taken into account for each stage of building a community service center are presented.

In Chapter 3, the status of how the users' convenience is taken into account in the planning stage of a community service center is analyzed among the projects which had completed a preliminary review of the National Public Building Center.

There are 85 projects in total which have completed a preliminary review of the business plan. It is found that if a community service center is built as a community center with a mixed use, the building size is about twice as large, and the types of resident service facilities offered are expanded. Residents convenience facilities were often planned for community-related specialized spaces (lecture rooms and auditoriums (multipurpose rooms), cafes etc.) and culture and education-related spaces (spaces for children and child welfare, libraries, and cultural centers).

In the review of whether users' accessibility and usability were considered in the planning stage, it was identified that planners considered the accessibility and the usability in 70.4% of the projects in average. The locations of the community

service centers were addressed particularly highly in planning the access. In the category of “usability”, sizes of spaces, designation of spatial functions and operation plans were considered highly. For a method of taking users’ convenience into account, planners relied heavily on existing statistics and other data, instead of surveying potential users or using other direct methods. In particular, it was found that opinion surveys such as questionnaires and public hearings were not conducted frequently in planning a community center with a mixed use, which has a considerable size and offers various types of resident services.

Meanwhile, five cases are selected and investigated where business plans were implemented from a user's point of view. The necessity and the direction of the project implementation, the location of the community business center, and major functions were formulated by collecting opinions of constituents. In some cases, differentiated operating programs based on demands were conceived and linked with a spatial plan. There was also a case where a project management organization such as a consultative body which included users was established and put in operation.

In Chapter 4, three cases (community service centers in Ji-dong, Suwon and Cheongra -3-dong, Incheon, mixed-use community center in Hamil-dong, Sejong) derived from the investigation of the status of the community service centers in Chapter 2 and the project plans in Chapter 3 are analyzed in depth. Using the framework of analysis for each case, 21 planning items in total related to the categories of accessibility, usability, and convenience are analyzed. The characteristics of design, construction, operation and use of community service centers in each stage are subsequently explored. In addition, a user survey was conducted for each community service center to identify the usage status and draw implications.

The details of building a community service center and the needs for improvements from a user's point of view, which are identified through an in-depth analysis, are presented together as follows. First, in the category of accessibility, user opinions were collected to decide on the location of a community service center in the planning stage. In addition, an arrangement plan to enhance satisfactions of pedestrians by linkage with the surrounding environment was formulated. It was pointed out that user satisfactions need to be enhanced by securing parking spaces sufficiently, or providing alternatives if

parking spaces cannot be provided sufficiently.

In the category of usability, major functions of a community service center which meet local demands were set and planned. In the planning stage, however, a connection needed to be established between a program planning based on demands and spatial planning.

In the category of convenience, various community activities were considered through variable elements of planning, but the necessity for rational planning and use of public space was noted.

In Chapter 5, the basic direction to be followed for the construction of a community service center from a user's standpoint, major considerations for each phase of building a community service center, and future policy assignments are presented based on the result of the analysis.

The first element to be addressed in creating a community service center from a user's point of view is expansion of user accessibility. The second is the accommodation of the demand of users related to the spacing and the operation, and the third is to improve user safety and convenience and promote the vitality of the community.

If the major factors to be taken into account in the planning stage are explored on the basis of the above elements, a community service center needs to be built in an appropriate location to increase user accessibility and link traffic and pedestrians. In addition, it is necessary to consider surrounding facilities and plan the use of an open space. In particular, it is important to closely identify demands during the planning. The number of users resident convenience facilities needs to be estimated, while it should be reviewed how the community service center may be differentiated from other similar facilities, and a demand survey should be conducted. A demand-based operation program must be planned, and various spatial plans should be linked. Above all, it is important to devise an appropriate method of user participations in each phase.

In the design and construction stages, it is necessary to specifically examine surrounding facilities, conditions of vehicle and pedestrian entries and exits, routes of movements of vehicles and pedestrians and other relevant factors, so that the building may have better accessibility as was envisioned in the planning stage. Moreover, planning should be carried out based on the size of each room which meets the demands. The facility should be designed so that common space can be used efficiently and rationally in particular. Since the community service

center is a facility used by many unspecified residents, various classes of users should be considered. In the operation stage, it is necessary to select an integrated management entity for the operation of the administrative and resident facilities, and it is important to have preliminary discussions with each constituent organization from the planning stage, if possible. It is also necessary to prepare a plan to expand space use through affiliation with residents' associations and with local communities, too.

As a policy task, this research proposes that the standards be developed of creating mixed-use facilities for residents including facilities for administrative organizations. In this regard, it was proposed that the guidelines of building a community service centers be formulated from a user's perspective. It is also noted that the requirements should be prescribed for the monitoring of user satisfactions during the operation of a community service center. For the regulation of major planning elements relevant to user considerations, a plan is presented for revising the Guidelines for Architectural Planning pursuant to the Building Service Industry Promotion Act and revising the application form for a preliminary review.

In this research, the issues relevant to public buildings are presented and the current status and issues of building a community service center are identified from a user's perspective. The implications are drawn after the actual cases of the community service centers are analyzed from a user's point of view. The basic direction to be followed for the creation of community service centers from a user's point of view, major considerations in each stage of building a community service center, and the policy tasks are presented. It is expected that the future tasks will be carried out based on this research, including the revision of the guidelines for creating a community service center from a user's point of view.

Keywords :

public building, community service center, user, access, use, comfort, architectural planning, preliminary review, design, operation