



THE PERCEIVED CONSEQUENCES OF LIVEABILITY AMONG RESIDENTS OF CIMAHI CITY

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Abstract

This study aims to analyze the influence of liveability dimensions, including social relations, physical residential environment, functional facilities and services, and crime and sense of safety, on continuance resident commitment through resident satisfaction and place attachment among residents of Cimahi City. The study employs a quantitative approach with a cross-sectional design involving 140 respondents who have resided in Cimahi City for at least one year. The data were analyzed using Partial Least Square–Structural Equation Modeling (PLS-SEM) with the SmartPLS application. The results indicate that all liveability dimensions have a positive effect on resident satisfaction and place attachment, which in turn positively influence continuance resident commitment. Furthermore, resident satisfaction and place attachment are proven to mediate the relationship between liveability dimensions and continuance resident commitment.

Keywords: Liveability, Resident Satisfaction, Place Attachment, Continuance Resident Commitment

INTRODUCTION

Welfare refers to a condition in which individuals have their basic life needs fulfilled, including health, economic conditions, happiness, and overall quality of life (Mulia & Saputra, 2020). Meanwhile, psychological well-being refers to an individual's ability to accept themselves as they are, build warm relationships with others, maintain autonomy in dealing with their environment, manage external factors, set life goals, and continuously actualize their potential (Sarirah, 2021). Liveability is a concept that emerges from the interaction between people and their environment (Leby & Hashim, 2010). It encompasses various elements, including housing, the surrounding environment, and the broader area, which contribute to safety, economic opportunities, health, comfort, mobility, and recreation (Leby & Hashim, 2010).

Several elements contribute to creating a comfortable living environment for residents, including accessibility to transportation, availability of public facilities, environmental safety, environmental quality, and employment opportunities (Aini et al., 2024). Cities function as places where people can lead sustainable, healthy, and liveable lives in the future (Purwanto & Darmawan, 2022). Cimahi is a lowland area with an elevation ranging from 700 to 735 meters above sea level. Covering an area of 42.48 km², Cimahi City consists of three districts, with South Cimahi being the largest district (34.98%), followed by North Cimahi (33.29%). Central Cimahi is the smallest district, accounting for 31.73% of the total area. The distance from the capital of Cimahi City to the provincial capital of Bandung is approximately 7.5 km, and each district is located about 1 km from the city center. Thus, in general, the city center of Cimahi is easily accessible from all districts (BPS Cimahi City in Figures, 2023).

The Central Bureau of Statistics (BPS) publishes the Happiness Index for 38 provinces in Indonesia every three years, with the most recent publication released in 2021. Based on this data, the Happiness Index of West Java Province in 2021 was recorded at 70.23, ranking 12th out of 38 provinces in Indonesia. This position reflects the overall level of happiness of residents in West Java, including those living in Cimahi City. This condition may indicate relatively low resident satisfaction, which in turn affects the low level of continuance resident commitment in Cimahi City. Therefore, this study aims to provide recommendations to the Cimahi City Government regarding factors that can enhance continuance resident commitment in the future.

To achieve the objectives of this study, Social Exchange Theory (SET) is employed as the theoretical foundation for proposing a conceptual model in which liveability dimensions are positioned as independent variables, resident satisfaction and place attachment as intervening variables, and continuance resident commitment as the dependent variable. SET explains how attention is focused on the dynamics of relationships, including the processes of formation and maintenance, as well as understanding how relationships are established and terminated (Homans, 1961). SET has also been applied in previous studies, such as Sinollah and Masruro (2019) in examining customer loyalty in Malang, East Java. Widiandi and Nugraha (2019) utilized SET as the underpinning theory in their study on customer relationship management and customer loyalty in Subang, West Java. Another study by Shanka and Buvik (2019) applied SET as the underpinning theory in Ethiopia, East

Africa, in the context of relationship marketing and inter-organizational dynamics. To date, no study in the field of city marketing has applied SET as its underpinning theory.

According to Gruen et al. (2000) and Fullerton (2003), continuance commitment of city residents constitutes a dimension of city citizen commitment (resident commitment). Taecharungroj (2016) found that resident commitment is positively influenced by resident satisfaction in Bangkok, Thailand. Similar findings were reported by Wu et al. (2010), who demonstrated that resident commitment is positively affected by resident satisfaction in Taiwan. Furthermore, Turnouis and Rollero (2020) found that continuance resident commitment is influenced by place attachment in Belgrade, Serbia.

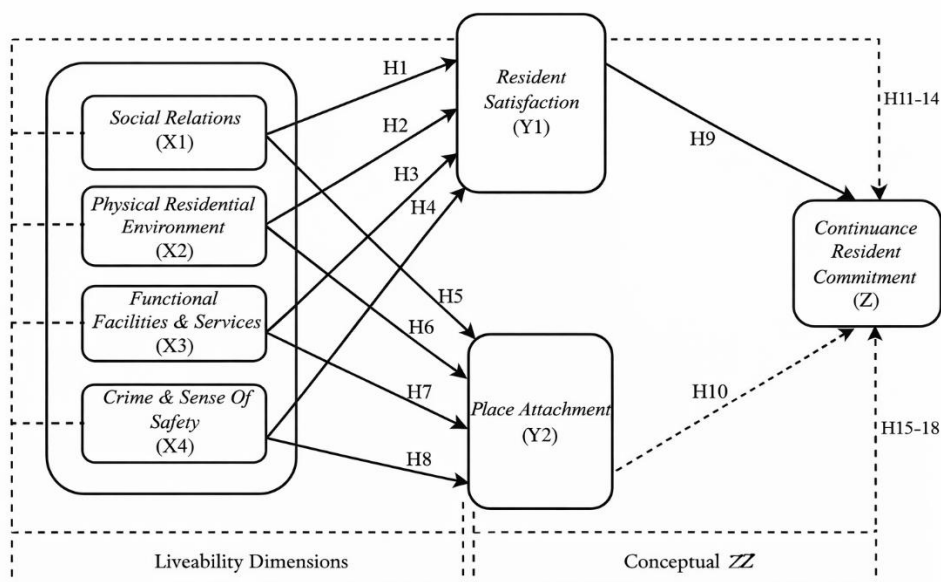
The study by Wulandari and Ernawadi (2024) examined antecedent factors contributing to continuance resident commitment among residents of Cimahi City. However, their study had limitations, as one dimension of place image physical appearance and ambient did not significantly influence resident satisfaction, while two dimensions leisure and shopping facilities and social environment did not significantly affect place attachment. Cimahi City has pursued sustainable urban and regional development through various initiatives focusing on improving quality of life, public services, and economic development (Rahadhyar, 2023).

This study proposes a novelty by employing liveability dimensions to replace the variables that were found to be insignificant in previous research. Liveability refers to subjective evaluations of the quality and characteristics of urban environments that make them attractive and desirable places to live, emphasizing factors such as safety, affordability, community, and economic viability (Leby & Hashim, 2010). Although numerous studies have examined liveability within the context of city marketing, none have specifically focused on Cimahi City. Referring to Social Exchange Theory, this study concludes that liveability dimensions namely social relations, physical residential environment, functional facilities and services, and crime and sense of safety represent the benefits perceived by city residents in the form of an urban environment that triggers rational responses. Meanwhile, resident satisfaction and place attachment are positioned as emotional responses resulting from successful value exchanges. Continuance resident commitment is conceptualized as the outcome of both rational and emotional responses, which together generate relational responses, as explained by the theory. All causal relationships among these variables will be empirically tested using Cimahi City as the unit of analysis.

Based on the research background and problem identification, eighteen research hypotheses are formulated and grouped into three clusters. The first cluster (H1–H8) examines the effects of liveability dimensions on resident satisfaction and place attachment among residents of Cimahi City. The second cluster (H9–H10) focuses on testing the effects of the mediating variables on continuance resident commitment. The third cluster (H11–H18) investigates the mediating roles of resident satisfaction and place attachment in the relationship between liveability dimensions and continuance resident commitment. The conceptual framework illustrates the interrelationships between liveability dimensions social relations, physical residential environment, functional facilities and services, and crime and sense of safety and continuance resident commitment, both directly and indirectly through resident satisfaction and place attachment as mediating variables. Overall, these relationships are presented in Figure 1, which depicts the mechanism through which liveability influences

residents' commitment to continue living in Cimahi City and will be empirically tested in this study.

Figure 1
Conceptual Framework



REVIEW OF LITERATURE

Social Exchange Theory (SET)

Social Exchange Theory (SET) is used as the underpinning theory to support the conceptual framework proposed in this study. SET was introduced by Homans (1961) and is rooted in the disciplines of psychology and sociology. SET assumes that social behavior represents a form of exchange of activities, both observable and unobservable, which can be interpreted as an exchange of rewards and costs, at least minimally, between two individuals. This theory focuses on reciprocal relationships between individuals or groups who mutually provide benefits to one another. When social exchanges are successful, both parties perceive that the benefits received are proportional to the costs incurred. Conversely, when social exchanges fail, a significant imbalance arises between the benefits and costs experienced by one of the parties.

Liveability

Liveability refers to the subjective perceptions held by city residents regarding the quality and characteristics of the urban environment that make it an attractive and desirable place to live, with a focus on factors such as safety, affordability, community, and economic viability (Leby & Hashim, 2010). Liveability consists of four dimensions: social relations, physical residential environment, functional facilities and services, and crime and sense of safety (Leby & Hashim, 2010). Social relations refer to residents' perceptions of social interaction networks and interpersonal relationships within the community, encompassing both the quality and quantity of social ties, including social support, community participation, and neighbor interactions. Physical residential environment refers to residents' perceptions of the physical conditions of their living environment, including infrastructure quality, spatial

planning, cleanliness, and environmental comfort, such as the availability of green open spaces, building quality, and transportation accessibility. Functional facilities and services refer to residents' perceptions of the availability and quality of public facilities and services that support daily life, such as schools, hospitals, shopping centers, and public transportation, which meet residents' needs and contribute to their quality of life. Crime and sense of safety refer to residents' perceptions of crime levels in a particular area and their sense of security within their residential environment, including experiences related to criminal incidents and perceived neighborhood safety.

Resident Satisfaction and Place Attachment

According to Zhang and Li (2022), resident satisfaction represents a comparison between residents' perceived realities and their expectations. Meanwhile, place attachment refers to a psychological condition in which city residents develop emotional bonds that give special meaning to the city in which they live. When rational responses in the form of perceived benefits exceed the costs incurred, emotional responses are generated. Therefore, it can be concluded that the two intervening variables in this study are deduced from emotional responses arising from residents' experiences in receiving benefits provided by the city government that exceed the costs borne by the residents.

Continuance Resident Commitment

The dependent variable in this study is continuance resident commitment. According to Turnois and Rollero (2020), continuance resident commitment refers to a form of dependence felt by city residents toward their city, arising from rational and economic considerations of the benefits obtained. Residents' commitment emerges as a result of both emotional attachment and rational evaluation between residents and the city in which they reside.

RESEARCH METHOD

The method employed in this study is a survey. According to Effendi and Tukiran (2012), survey research is a method that collects data from a sample using questionnaires with the aim of explaining causal relationships while simultaneously testing hypotheses. This study involves a sample of residents who have lived in Cimahi City for at least one year and are at least 20 years of age. The sample size was determined to be 140 respondents, which is considered adequate as it exceeds the minimum sample size based on the rule of thumb proposed by Roscoe (1975) and supported by Sekaran and Bougie (2017), stating that the minimum sample size for multivariate research such as multiple regression should be at least ten times the number of variables studied. The data used in this study are primary data, obtained directly from the data source (Sekaran & Bougie, 2017). The data source consists of residents who have lived in Cimahi City for one year or more, using a questionnaire as the research instrument.

Data analysis was conducted after the data were collected from the research sample using a quantitative approach to test the proposed hypotheses (Sekaran & Bougie, 2017).

This study examines the influence of liveability dimensions social relations, physical residential environment, functional facilities and services, and crime and sense of safety on continuance resident commitment through resident satisfaction and place attachment using Partial Least Square–Structural Equation Modeling (PLS-SEM) with SmartPLS version 3. The analysis stages include evaluation of the measurement model (outer model) to assess construct validity and reliability through convergent validity, discriminant validity, and composite reliability, as well as evaluation of the structural model (inner model) to examine causal relationships among latent variables based on R-square values. Hypothesis testing was then conducted using the bootstrapping procedure by comparing t-statistics with a t-table value of 1.65 and p-values with a significance level of 0.05 in a one-tailed test.

Research Hypothesis

Based on the review of the literature and previous research, the hypothesis proposed in this study is as follows:

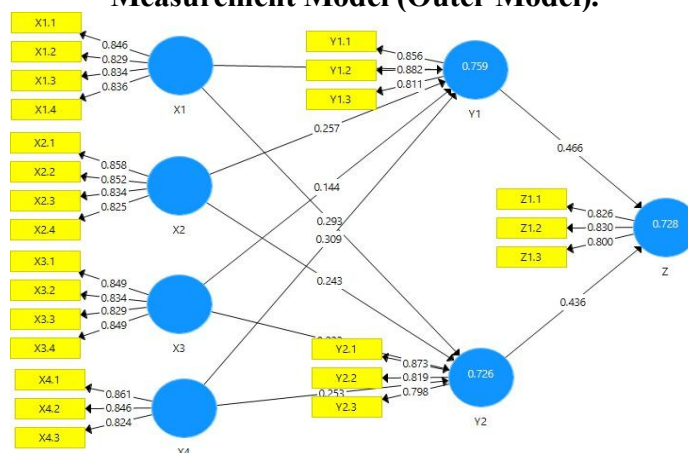
- **H1:** Social relations have a positive effect on resident satisfaction.
- **H2:** Physical residential environment has a positive effect on resident satisfaction.
- **H3:** Functional facilities and services have a positive effect on resident satisfaction.
- **H4:** Crime and sense of safety have a positive effect on resident satisfaction
- **H5:** Social relations have a positive effect on place attachment.
- **H6:** Physical residential environment has a positive effect on place attachment.
- **H7:** Functional facilities and services have a positive effect on place attachment.
- **H8:** Crime and sense of safety have a positive effect on place attachment.
- **H9:** Resident satisfaction has a positive effect on continuance resident commitment.
- **H10:** Place attachment has a positive effect on continuance resident commitment.
- **H11:** Social relations have a positive effect on continuance resident commitment through resident satisfaction.
- **H12:** Physical residential environment has a positive effect on continuance resident commitment through resident satisfaction.
- **H13:** Functional facilities and services have a positive effect on continuance resident commitment through resident satisfaction.
- **H14:** Crime and sense of safety have a positive effect on continuance resident commitment through resident satisfaction.
- **H15:** Social relations have a positive effect on continuance resident commitment through place attachment.
- **H16:** Physical residential environment has a positive effect on continuance resident commitment through place attachment.
- **H17:** Functional facilities and services have a positive effect on continuance resident commitment through place attachment.
- **H18:** Crime and sense of safety have a positive effect on continuance resident commitment through place attachment.

RESULTS AND DISCUSSION

Data Analysis of Research Results Measurement Model (Outer Model)

The research data were processed using SmartPLS 3.0, resulting in the following diagram:

Figure 2.
Measurement Model (Outer Model).



Convergent Validity

Table 1.
Average Variance Extracted (AVE)

Variabel	Average Variance Extracted (AVE)
Social Relations	0.699
Physical Residential Environment	0.710
Functional Facilities & Services	0.706
Crime & Sense of Safety	0.712
Resident Satisfaction	0.722
Place Attachment	0.690
Continuance Resident Commitment	0.670

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

Convergent validity is assessed using the Average Variance Extracted (AVE) value. A construct is considered valid if its AVE value is ≥ 0.50 . The results of the data analysis indicate that all instruments in this study meet this criterion, with AVE values exceeding 0.50. Therefore, all constructs can be declared valid (Ghozali, 2014).

Table 2.
Loading Factor

Variabel	Indicator	Loading Factor	Rule of Thumb	Conclusion
Social Relations	X1.1	0.846	0.700	Valid
	X1.2	0.829	0.700	Valid
	X1.3	0.834	0.700	Valid
	X1.4	0.836	0.700	Valid
Physical Residential	X2.1	0.858	0.700	Valid
	X2.2	0.852	0.700	Valid
	X2.3	0.834	0.700	Valid

Environment	X2.4	0.825	0.700	Valid
Functional	X3.1	0.849	0.700	Valid
Facilities &	X3.2	0.834	0.700	Valid
Services	X3.3	0.829	0.700	Valid
	X3.4	0.849	0.700	Valid
Crime &	X4.1	0.861	0.700	Valid
Sense of	X4.2	0.846	0.700	Valid
Safety	X4.3	0.824	0.700	Valid
Resident	Y1.1	0.856	0.700	Valid
Satisfaction	Y1.2	0.882	0.700	Valid
	Y1.3	0.811	0.700	Valid
Place	Y2.1	0.873	0.700	Valid
Attachment	Y2.2	0.819	0.700	Valid
	Y2.3	0.798	0.700	Valid
Continuance	Z1.1	0.826	0.700	Valid
Resident	Z1.2	0.830	0.700	Valid
Commitment	Z1.3	0.800	0.700	Valid

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

Convergent validity indicates the extent to which indicators correlate with the construct being measured. A correlation is considered high when the loading factor value is ≥ 0.70 . Nevertheless, Ghazali (2014) states that loading factor values between 0.50 and 0.60 are still considered acceptable. The assessment of convergent validity in the measurement model can be conducted by examining the correlation between the score of each item or indicator and the construct score (loading factor), with the criterion that the loading factor should be > 0.70 . Based on the results of data analysis, all instruments in this study meet this criterion, as all loading factor values exceed 0.700.

Discriminant Validity

Table 3.
Fornell-Larcker Criterion Discriminant Validity

Construct	SR (X1)	PRE (X2)	FFS (X3)	CSS (X4)	RS (Y1)	PA (Y2)	CRC (Z)
SR (X1)	0.836	0.652	0.598	0.577	0.759	0.736	0.639
PRE (X2)	0.652	0.842	0.616	0.622	0.751	0.735	0.707
FFS (X3)	0.598	0.616	0.840	0.484	0.647	0.680	0.612
CSS (X4)	0.577	0.622	0.484	0.844	0.727	0.686	0.651
RS (Y1)	0.759	0.751	0.647	0.727	0.850	0.787	0.809
PA (Y2)	0.736	0.735	0.680	0.686	0.787	0.831	0.803
CRC (Z)	0.639	0.707	0.612	0.651	0.809	0.803	0.819

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

All constructs have square root AVE values that are higher than their correlations with other constructs. This indicates that each construct in the model can be clearly distinguished and demonstrates good discriminant validity based on the Fornell–Larcker criterion.

Table 4.
Cross-Loading Values

SIMBOL UKURAN	SR	PRE	FFS	CSS	RS	PA	CRC
SR 1	0.846	0.497	0.501	0.441	0.618	0.554	0.473
SR 2	0.829	0.511	0.430	0.479	0.612	0.596	0.516
SR 3	0.834	0.549	0.525	0.514	0.604	0.649	0.550
SR 4	0.836	0.613	0.537	0.493	0.697	0.655	0.587
PRE 1	0.547	0.858	0.511	0.556	0.646	0.599	0.632
PRE 2	0.549	0.852	0.524	0.504	0.609	0.675	0.594
PRE 3	0.548	0.834	0.524	0.548	0.678	0.618	0.592
PRE 4	0.551	0.825	0.517	0.486	0.593	0.580	0.562
FFS 1	0.500	0.495	0.849	0.340	0.495	0.542	0.462
FFS 2	0.496	0.455	0.834	0.408	0.438	0.569	0.482
FFS 3	0.439	0.541	0.829	0.383	0.552	0.550	0.533
FFS 4	0.564	0.566	0.849	0.481	0.660	0.616	0.568
CSS 1	0.436	0.525	0.409	0.861	0.637	0.514	0.524
CSS 2	0.512	0.539	0.376	0.846	0.584	0.580	0.516
CSS 3	0.510	0.510	0.437	0.824	0.618	0.635	0.600
RS 1	0.588	0.619	0.500	0.565	0.856	0.629	0.654
RS 2	0.745	0.698	0.633	0.655	0.882	0.754	0.757
RS 3	0.587	0.590	0.505	0.629	0.811	0.611	0.644
PA 1	0.640	0.643	0.602	0.611	0.620	0.873	0.660
PA 2	0.612	0.600	0.531	0.544	0.661	0.819	0.676
PA 3	0.581	0.586	0.561	0.553	0.681	0.798	0.665
CRC 1	0.506	0.604	0.465	0.583	0.727	0.614	0.826
CRC 2	0.495	0.578	0.507	0.524	0.635	0.653	0.830
CRC 3	0.566	0.554	0.532	0.490	0.624	0.705	0.800

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

All indicators in this model meet the criteria for discriminant validity based on the cross-loading method. No indicator has a higher loading on other constructs than on its original construct; therefore, it can be concluded that each indicator measures the intended construct accurately and does not overlap with other constructs.

Composite Reliability

Table 5.
Composite Reliability

Variabel	Composite Reliability	Rule of Thumb	Conclusion
Social Relations (X1)	0.903	0.700	Reliabel
Physical Residential Environment (X2)	0.907	0.700	Reliabel
Functional Facilities & Services (X3)	0.906	0.700	Reliabel
Crime & Sense of Safety (X4)	0.881	0.700	Reliabel
Resident Satisfaction (Y1)	0.886	0.700	Reliabel
Place Attachment (Y2)	0.870	0.700	Reliabel
Continuance Resident Commitment (Z)	0.859	0.700	Reliabel

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

The results of the composite reliability test indicate that all variables have values greater than 0.7, which means that all variables are considered reliable or have good reliability.

Structural Model Analysis (Inner Model)

Model Fit

Table 6.
Tabel Fit

	Saturated Model	Estimated Model
SRMR	0.072	0.072
NFI	0.697	0.697

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

Based on the table above, the standardized root mean square residual (SRMR) value is 0.072, which is below the maximum threshold of 0.10. The normed fit index (NFI), which ranges from 0 to 1, is calculated by comparing the hypothesized model with a specific independent model. The closer the value is to 1, the higher the level of model fit. In this study, the NFI value is 0.697, which falls within the acceptable range of 0.00 to 1.00. These results indicate that the research model meets the goodness-of-fit criteria and is appropriate for further analysis (Ghozali, 2014).

R Square

Tabel 7

R Square

Variable	R Square
Resident Satisfaction	0.759
Place Attachment	0.726
Continuance Resident Commitment	0.728

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

Based on Table 7, the R-square values obtained are 0.759, 0.726, and 0.728. These results indicate that 75.9% of the variance in resident satisfaction and 72.6% of the variance in place attachment can be explained by social relations, physical residential environment, functional facilities & services, and crime & sense of safety. Therefore, the R-square value for resident satisfaction can be classified as strong, while the R-square value for place attachment is considered moderate. An R-square value of 72.8% indicates that the variance in continuance resident commitment can be explained by resident satisfaction, place attachment, as well as social relations, physical residential environment, functional facilities & services, and crime & sense of safety. Thus, the R-square value for continuance resident commitment is also categorized as moderate.

Table 8.
Hypothesis Testing Results

Hypothesis	Relationships Between Variables	T Count and Significance Value	Interpretation of Hypothesis Testing Results	
H1	SR => RS	t-count 5.733 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data.
H2	PRE => RS	t-count 4.522 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H3	FFS => RS	t-count 2.772 and sig 0.003	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H4	CSS => RS	t-count 3.117 and sig 0.001	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H5	SR => RS	t-count 2.071 and sig 0.019	Ho is successfully rejected.	Hipotesis kerja (H _A) Supported oleh data empiris
H6	PRE => RS	t-count 3.871 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H7	FFS => RS	t-count 4.988 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H8	CSS => RS	t-count debt 2.501 and sig 0.006	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H9	RS => CRC	t-count 5.941 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H10	PA => CRC	t-count 5.920 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H11	SR => RS => CRC	t-count 4.197 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H12	PRE => RS => CRC	t-count 2.589 and sig 0.005	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H13	FFS => RS => CRC	t-count 1.887 and sig 0.030	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H14	CSS => RS => CRC	t-count 3.680 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H15	SR => PA => CRC	t-count 3.811 and sig 0.000	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H16	PRE => PA => CRC	t-count 2.653 and sig 0.004	Ho is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris

H17	FFS => PA => CRC	t-count 3.142 and 0.001	H ₀ is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris
H18	CSS => PA => CRC	t-count 2.218 and sig 0.013	H ₀ is successfully rejected.	The alternative hypothesis (H _a) is supported by empirical data. oleh data empiris

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

The criterion for rejecting H₀ is when the calculated t-value (t-statistic) is greater than the t-table value, and the significance value is less than 0.05.

Statistical Hypothesis Testing Results

Table 9.

Statistical Hypothesis Testing Results					
	Description Of Hypotheses	Path Coefficient	T-Statistics	P-Value	Description
H ₁	SR => RS	0.327	5.733	0.000	Supported
H ₂	PRE => RS	0.293	4.522	0.000	Supported
H ₃	FFS => RS	0.257	2.772	0.003	Supported
H ₄	CSS => RS	0.243	3.117	0.001	Supported
H ₅	SR => RS	0.144	2.071	0.019	Supported
H ₆	PRE => RS	0.233	3.871	0.000	Supported
H ₇	FFS => RS	0.309	4.988	0.000	Supported
H ₈	CSS => RS	0.253	2.501	0.006	Supported
H ₉	RS => CRC	0.466	5.941	0.000	Supported
H ₁₀	PA => CRC	0.436	5.920	0.000	Supported
H ₁₁	SR => RS => CRC	0.153	4.197	0.000	Supported
H ₁₂	PRE => RS => CRC	0.120	2.589	0.005	Supported
H ₁₃	FFS => RS => CRC	0.067	1.887	0.030	Supported
H ₁₄	CSS => RS => CRC	0.144	3.680	0.000	Supported
H ₁₅	SR => PA => CRC	0.128	3.811	0.000	Supported
H ₁₆	PRE => PA => CRC	0.106	2.653	0.004	Supported
H ₁₇	FFS => PA => CRC	0.102	3.142	0.001	Supported
H ₁₈	CSS => PA => CRC	0.110	2.218	0.013	Supported

Source: SEM-PLS Output version 3.0 (Primary Data, 2025)

Discussion of Research Findings

Based on the results of testing H₁, H₂, H₃, and H₄, it was found that H₀ was rejected. Thus, it can be stated that social relations, physical residential environment, functional facilities & services, and crime & sense of safety have a positive and significant effect on resident satisfaction. These findings support previous studies by Kovacs-Gyori et al. (2019), Antipova (2019), and Chen et al. (2023). Furthermore, the results of testing H₅, H₆, H₇, and H₈ also indicate rejection of H₀. This implies that social relations, physical residential environment, functional facilities & services, and crime & sense of safety have a positive and

significant effect on place attachment. These findings support the arguments proposed by Kumar (2023) and Fu et al. (2024), which state that liveability represented by social relations, physical residential environment, functional facilities & services, and crime & sense of safety has a positive and significant influence on place attachment.

Furthermore, the results of testing H10 indicate the rejection of H0, indicating that place attachment has a positive and significant effect on continuance resident commitment. This finding supports the arguments proposed by Turnois & Rollero (2020), Lee (2011), and Wulandari & Ernawadi (2024), which state that place attachment positively and significantly influences continuance resident commitment. In addition, the results of testing H11, H12, H13, and H14 show the rejection of H0, indicating that resident satisfaction mediates the collective effect of social relations, physical residential environment, functional facilities & services, and crime & sense of safety (liveability) on continuance resident commitment. Furthermore, the results of testing H15, H16, H17, and H18 also demonstrate the rejection of H0, illustrating that place attachment mediates the collective effect of social relations, physical residential environment, functional facilities & services, and crime & sense of safety (liveability) on continuance resident commitment.

Based on the hypothesis testing conducted, H1 to H8 are supported by empirical data. This finding supports the first proposition of Social Exchange Theory (SET), which states that balanced and beneficial value exchanges will generate positive emotional responses. Accordingly, resident satisfaction and place attachment emerge as responses to residents' experiences of perceiving greater benefits received from the city government. It can be concluded that residents' positive perceptions of social relations, physical residential environment, functional facilities & services, and crime & sense of safety trigger positive emotional responses in the form of resident satisfaction and place attachment. Furthermore, H9 and H10 are supported by empirical data, supporting the second proposition of SET, which asserts that positive emotional responses within individuals lead to the emergence of behavioral commitment. Thus, resident satisfaction and place attachment, as affective responses reflecting positive emotions among city residents, have the potential to generate behavioral commitment in the form of continuance resident commitment. In addition, H11, H12, H13, H14, H15, H16, H17, and H18 are also supported by empirical data, supporting the integration of the first and second propositions of SET, which posits that rational and emotional responses arising from successful social exchanges will influence residents' commitment to continue living in and contributing to the city as a form of sustainable relational behavior. Therefore, it can be concluded that positive emotions among city residents, reflected in resident satisfaction and place attachment, arise from positively perceived liveability and, in turn, foster continuance resident commitment.

CONCLUSION

Based on the research findings, it can be concluded that the relatively low position of the West Java Provincial Happiness Index in 2021, which ranked 12th out of 38 provinces with a score of 70.23, reflects a level of resident satisfaction that is not yet optimal, including among residents of Cimahi City, which in turn has implications for the low level of continuance resident commitment. This study examines the influence of liveability dimensions namely social relations, physical residential environment, functional facilities & services, and crime & sense of safety on continuance resident commitment through resident

satisfaction and place attachment, using cross-sectional data from 140 residents of Cimahi City who have lived in the city for at least one year and analyzed using SmartPLS. The results indicate that all liveability dimensions have a positive effect on resident satisfaction and place attachment, and that both variables have a positive effect on continuance resident commitment. In addition, resident satisfaction and place attachment are proven to act as mediating variables in the relationship between liveability dimensions and continuance resident commitment. These findings are consistent with the study by Wulandari and Ernawadi (2024) and emphasize that improving the quality of liveability is an important factor in strengthening residents' commitment to continue living in Cimahi City.

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