



## Exclusivism Reduces Empathy in Community Life in Satellite Cities

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**Abstract:** Bekasi is one of the satellite cities of DKI Jakarta, and its population is very heterogeneous. The diversity of character of the population, educational background, culture, and mobility is fascinating to study more deeply. If it is associated with the social side, we will find the phenomenon of exclusivity of the residents. This study examines the phenomenon of social exclusivism, which reduces empathy in the social order in Bekasi City. The study aims to identify the factors that cause exclusivism and provide related solutions. Using qualitative descriptive methods, data were obtained through interviews, observations, and documentation with informants from various levels of society. The study's findings show that high work mobility, differences in social strata, and technological developments worsen social relationships between citizens, decreasing empathy. This research contributes to enriching the literature on exclusivism and empathy and provides recommendations for social policies and character education to increase social solidarity in satellite cities.

**Keywords:** Community, Exclusivism, Empathy

## INTRODUCTION

Bekasi City, as one of the satellite cities of DKI Jakarta, has distinctive social characteristics related to population mobility and rapid socioeconomic dynamics. One of the phenomena that appears in the midst of this urban society is exclusivism, especially among employees or workers in the city. Exclusivism in this context can be interpreted as an attitude or behavior that tends to limit social interaction with other groups, both in the work environment and social life in general. This is further exacerbated by the social inequality that occurs between groups of people who are more affordable by urban development and those who are marginalized. This phenomenon of exclusivism can have a great influence on the social life of the people of Bekasi City, especially in terms of empathy and solidarity between residents.

Even though a happy and harmonious life is the dream for every human being on this earth. Coexisting peacefully in every community group both in the home and office environment is a very beautiful thing. As Allah Subhanahu Wa Ta'ala conveys in the Qur'an surah Al Baqarah verse 244, as follows:

وَلَا تَجْعَلُوا اللَّهَ عُرْضَةً لِأَيْمَانِكُمْ أَنْ تَبَرُّوا وَتَتَّقُوا وَتُصْلِحُوا بَيْنَ النَّاسِ وَاللَّهُ سَمِيعٌ عَلِيمٌ ٢٤٤

224. Do not make Allah in your oath an obstacle to doing good, piety, and creating peace among people. Allah is the Hearer and the Knower.

A quiet life by looking wisely at differences is a necessity (Mouratidis & Poortinga, 2020), so conditions like this become a capital in living the life of society, nation, and state in our beloved Indonesia. We can also see this in the Qur'an surah Ali Imran verse 64:

قُلْ يَا أَهْلَ الْكِتَابِ تَعَالَوْا إِلَى كَلِمَةٍ سَوَاءٍ بَيْنَنَا وَبَيْنَكُمْ أَلَّا نَعْبُدَ إِلَّا اللَّهَ وَلَا نُشْرِكَ بِهِ شَيْئًا وَلَا يَتَّخِذَ بَعْضُنَا آزْوَاجًا مِنْ دُونِ اللَّهِ فَإِنْ تَوَلَّوْا فَقُولُوا اشْهَدُوا بِأَنَّا مُسْلِمُونَ ٦٤

64. Say (Prophet Muhammad), "O People of the Book, let us come to the same sentence between us and you, (i.e.) we do not worship other than Allah, we do not associate Him with anything, and we do not make some others gods besides Allah." If they turn away, say, "See that we are indeed Muslims."

The desire to live in harmony and peace is natural for every person. Whatever beliefs they adhere to, they must understand the same thing. But in reality, we often find that the quality of relationships between individuals and groups in society is disharmonized. This situation is really concerning because Indonesia is famous for being the friendliest country in the world and a country that has high noble values of tolerance. The culture of cooperation is also seen to be fading, mutual respect between individuals and groups has begun to look tapered. The ego begins to be at the forefront when solving problems that arise. And it will be fertile when you are in certain groups, feeling that the group is the best among the others. In social life, they also tend to separate themselves from other groups. The same is true for the world of work, both in the public and private sectors. Pattern.

This exclusivism is increasingly rampant because many factors currently seem to provide opportunities for it to mushroom, moreover, in satellite cities as a buffer for the capital city or big city. This satellite city is an independent city on the edge of a larger city where some of the population depends on life in a big city. Usually, this satellite city is a commuter from the big city.

**The following table is the Satellite cities in Indonesia (Wikipedia, 2025) :**

No.	Big City	Satellite City
1.	DKI Jakarta	Bekasi, Bogor, Depok, Tangerang dan Tangerang Selatan
2.	Surabaya	Gresik dan Sidoarjo
3.	Bandung	Cimahi
4.	Medan	Binjai dan Lubuk Pakam
5.	Palembang	Indralaya, kayu Agung dan Betung
6.	Semarang	Ungaran, Purwodadi, Demak, Kendal dan Salatiga
7.	Makassar	Maros dan Gowa
8.	Batam	Bintan, Tanjungpinang dan Karimun
9.	Pekanbaru	Siak, Bangkinang dan Pangkalan Kerinci
10.	Padang	Lubuk Alung dan Pariaman
11.	Malang	Batu dan Kepanjen
12.	Samarinda	Bontang dan Tenggarong
13.	Banjarmasin	Banjar, Banjarbaru, Barito Kuala dan Tanah Laut
14.	Denpasar	Mangupura dan Gianyar
15.	Solo Raya	Klaten, Colomadu, Palur, Sukoharjo dan Boyolali
16.	Manado	Bitung, Tondano, Tomohon dan Airmadidi
17.	Mataram	Lombok Barat, Lombok Tengah, Lombok Timur dan Lombok Utara
18.	Yogyakarta	Sleman dan Bantul

As a supporting area for the surrounding big cities, the satellite city is considered an 'entrance/access bridge' to get to the big city. Because satellite cities also function as a support

for big cities, the implications of satellite cities as a support will be seen in the daily lives of its people. With constant interaction, the attitude of life in the community will also gradually experience sociological resonance, namely changes in attitudes that occur as a result of relatively fixed interactions. People in satellite cities mostly make a living in big cities. So they returned home to rest. Most of the time they spend is in their respective offices or workplaces while living in a big suburban city (Simões Aelbrecht et al., 2022)(Ling, 2021). Interaction with the surrounding environment has become a rare thing and even very expensive because not everyone is able to do it.

Exclusivism in modern society today has emerged (Jennings & Bamkole, 2019) and it is interesting to study further. The Author wants to reveal in this study related to the factors that cause exclusivism in organizations/companies and community life and how to minimize these conditions. Moreover, in Indonesia, even in any part of the country, there is no prohibition on establishing friendships with people of different faiths. In Islam, it is also recommended to establish good relations as long as non-Muslims are not hostile to Islam (Rahmat Nurdin & burhanuddin, 2022).

Although this phenomenon of exclusivism is often discussed in various social studies, the relevant literature does not fully provide a deep understanding of the causes of exclusivism, especially in urban contexts such as Bekasi City. Social theories that examine group dynamics often fail to explain the local and contextual factors that cause exclusivism to flourish. Most of the research focuses more on structural and economic aspects, but rarely touches on the psychological and cultural dimensions that can be the underlying cause. In addition, existing theories have not been able to comprehensively answer how exclusivism interacts with other factors, such as social interaction patterns, local government policies, and its impact on social life. Therefore, there is a gap in the literature that needs to be filled with more in-depth research on exclusivism in the city of Bekasi.

The main purpose of this study is to identify the factors that cause exclusivism among employees in Bekasi City, as well as to examine their impact on the decline in the level of empathy in the social order. This study aims to dig deeper into how exclusivism can hinder the formation of inclusive social relationships, which in turn reduces the sense of empathy between individuals in society. In addition, this research also aims to find the best solution to overcome the problem of exclusivism and increase empathy in the social life of the community, especially among workers or employees who are social segments that are highly affected by this dynamic.

This research is very important to be carried out considering that exclusivism that occurs in Bekasi City can potentially reduce the quality of social relations and trigger tensions between existing community groups. In this context, the hypothesis proposed is that the growing exclusivism among employees will lead to a decrease in the level of empathy within society, which has an impact on social cohesion(Viniece Jennings 1,\*, Alessandro Rigolon 2 , Jasmine Thompson 3, Athena Murray 3 & 1, 2024) which is getting weaker. By understanding the causes and impacts of this exclusivism, it is hoped that this research can make a significant contribution to formulating more inclusive social policies and strengthening solidarity between citizens, as well as providing practical insights into overcoming this social problem. In the long term, this research is expected to be the basis for solving the problem of exclusivism in the context of satellite cities such as Bekasi City. It can also be applied to other satellite cities that have similar social characteristics.

## **METHOD**

This study uses a descriptive qualitative approach, with the main purpose of the research being to provide an in-depth picture of the phenomenon of exclusivism and decreased empathy in the social order in Bekasi City as a satellite city of DKI Jakarta. The descriptive approach aims to describe the existing social situation without making predictions or manipulating variables. The data used in this study consists of two types, namely primary data and secondary

data. Primary data was obtained through in-depth interviews with informants who have knowledge and experience related to the phenomenon of exclusivism that occurs in the community of Bekasi City. Secondary data in the form of relevant literature that examines the concepts of exclusivism, empathy, and social dynamics in society similar to this research topic.

The object of this research is the phenomenon of social exclusivism that occurs in most of the people who work in DKI Jakarta but live in its satellite cities, such as Bekasi City. This phenomenon is interesting to study because changes in people's lifestyles that are geographically separated between where they live and work often give rise to social patterns that tend to be exclusive. People living in satellite city areas often feel social differences, both in terms of economic access and social interaction with those living in the city center (Van Leynseele & Bontje, 2019). As a result, there is a tendency to limit social relationships with others who are considered different, both economically, socially, and culturally. This phenomenon of exclusivism can reduce the sense of empathy between others, which in turn affects the quality of social relations in society. This research aims to dig deeper into the causes and effects of the phenomenon of exclusivism in the social context of this satellite city.

Participants in this study consisted of three informants who had strategic roles and direct experience related to the phenomenon being studied. The first informant is the Chairman of the RT who has in-depth knowledge of the social dynamics of the community at the local level, especially related to social interaction and exclusive behavior in the community. The second informant is the former Chairman of RT, who can provide perspectives on the social changes that occurred during his tenure and how they affect social interaction between citizens. The third informant is a private employee who lives in Bekasi City and works in DKI Jakarta. He can provide a perspective on personal experiences related to social differences that affect his social relationships. These three informants were chosen because they have an important role in understanding the phenomenon of exclusivism and empathy in satellite city society.

## RESULTS AND DISCUSSION

In this study, the phenomenon of social exclusivism in Bekasi City as a satellite city of DKI Jakarta is clearly seen in the social interaction of its people. Based on the results of the interviews, many residents living in residential neighborhoods have dense activities outside the home, especially in the productive age group. This causes communication and socialization between residents only to be carried out at certain times, namely during holidays or free time, which is often used to travel out of town. One of the factors that exacerbates this condition is the difference in education levels and social strata, which is a barrier to building closeness between residents. In addition, the results of observations show that in the past, joint activities such as community meetings that were routinely held every month, now no longer take place as often as they used to. Although the residents' meeting was still being held, the schedule became irregular. This has an impact on the decreasing adequate social interaction between citizens, thereby increasing the tendency of exclusivity in the environment. The existing documentation also shows that even though there is already technology and social media that facilitates the dissemination of information related to citizens, indifferent attitudes towards others still appear, especially if the information shared is not considered relevant or urgent by the individual.

The data found illustrates that social exclusivism in Bekasi City is rooted in the busyness and high mobility of most of its people who work in DKI Jakarta. The habit of working out of town and coming home late at night, coupled with social and economic differences, has formed a more limited pattern of interaction. Citizens prefer to interact with an environment that is closer to them, both socially and economically, which in turn causes certain groups to become marginalized. Regular gatherings that used to be a means of strengthening social relationships are now becoming less frequent, citing busy personal activities and a lack of interest in participating. Additionally, while technology and social media can connect citizens virtually,

reliance on self-interest often leads individuals to prefer not to engage in social activities they don't consider important. This phenomenon shows that exclusivism in the people of Bekasi City is not only caused by physical limitations but also by cultural and social factors that develop among them.

The description of the phenomenon of exclusivism that occurs in Bekasi City is closely related to the main problem of the research, namely the decrease in empathy between residents. As social interactions become more limited and disorganized, relationships between individuals in the community become less well-established, leading to a lack of understanding and attention to the needs of others. The fact that many individuals prefer to isolate themselves in a comfortable and familiar environment indicates a reduced sense of concern for broader social conditions. Increasingly obvious social differences, such as differences in education and economic status (Amanullah & Wantini, 2023), exacerbate this phenomenon because it creates inequality in the quality of social relations between citizens. This is one of the reasons why empathy in society is declining. With limited interaction and a lack of care, exclusivism not only limits relationships between citizens but also lowers the level of empathy in the people of Bekasi City.

### **Empathy**

Menurut KBBI, empati adalah kesadaran mental yang membuat seseorang merasa atau mengidentifikasi dirinya dalam keadaan perasaan atau pikiran yang sama dengan orang atau kelompok lain (Departemen Pendidikan dan Kebudayaan, 2021). Sometimes, this empathy arises because of healthy interactions that foster emotional attachment between others. For big cities, the problem of empathy has often become an interesting topic to discuss, as well as the city of Bekasi as a satellite of Jakarta. In this study, the decrease in empathy was clearly seen in most residents of Bekasi City. Based on the results of interviews with several informants, although there is technology and social media that can facilitate communication, there is still a sense of indifference to the problems faced by other residents. One of the informants stated that although information about residents' needs or problems can be disseminated through WhatsApp groups or other social media, there are still many who do not pay attention. This shows that even though information is readily available, caring for others is often limited to closer circles, such as family and close friends. Further observations show that community meetings, which used to be routinely held to share and discuss social issues, are now less and less common. This phenomenon reflects how the level of empathy among citizens is decreasing due to the lack of positive social interaction and involvement in the social life of the community.

The decline in empathy in the people of Bekasi City can be explained by several interrelated factors, including personal busyness, differences in social status, and growing habits of self-isolation (Fonseca et al., 2019). Dense activities outside the home, coupled with a tendency to preoccupy themselves with personal or family activities in their spare time, reduce opportunities for social interaction. In addition, dependence on social media also forms a pattern of interaction that is more superficial and focused on practical aspects, thus reducing the space for emotional attention to the social conditions around it. This phenomenon leads to a decrease in empathy, where individuals tend to be more concerned with issues that are personal or closer to them, while larger problems or those that do not directly touch their lives tend to be ignored.

The relationship between the decrease in empathy and the reality of the problems that occur in Bekasi City is very clear. Decreased social interaction caused by personal busyness and social disparities (Prayogo, 2019) worsens this situation, thus leading to a decrease in empathy in society. When individuals are more focused on themselves and social relationships are limited to smaller circles, they tend to ignore or be less sensitive to the social problems that occur around them. This leads to the formation of a more closed society, where there is less



concern for others. In this context, social exclusivism and a decrease in empathy are intertwined, as they both worsen the quality of social relationships and limit the potential to support each other in the face of shared problems.

### **Community**

In this study, the people of Bekasi City a satellite city of DKI Jakarta, show a pattern of life dominated by social and economic differences. The results of interviews with several informants showed that differences in education levels and social status were one of the factors that affected interaction between citizens. This leads to the creation of social groups that tend to avoid each other or do not care much about each other. In addition, the results of observations also revealed that although there were groups that were more active in interacting, their interaction was limited to smaller circles, such as family or close friends. The documentation obtained also shows that despite efforts to connect citizens through social media, there are still many who are not actively involved in social activities or concerned about the problems faced by their neighbors.

The data obtained shows that the people of Bekasi City tend to experience social fragmentation, where groups with similar social and economic status interact more often (Wickes et al., 2019), while different groups tend to be isolated. This is exacerbated by the tendency of people to prefer to interact with groups that have similarities in terms of educational background, work, and other social values. This phenomenon leads to the formation of more exclusive social relationships, where individuals who are outside the group feel marginalized or not considered important. While social relationships still require good self-adjustment and getting along with others (Miha et al., 2023). In addition, despite efforts to maintain communication through social media, its impact on increased empathy is still limited, as virtual interactions cannot fully replace more emotional and deep face-to-face social relationships (Ahmadin et al., 2023).

The relationship between the description and explanatory description of society and the reality of research problems is very closely related. The social fragmentation that occurs in Bekasi City shows that there is a social gap that further worsens the interaction between residents. This further strengthens the phenomenon of exclusivism and a decrease in empathy, which ultimately affects the quality of social relations in society. As social groups in society become increasingly separated based on social and economic status, opportunities to build empathy and cooperation between citizens become very limited. This triggers lifestyle differences and the drive to own goods and services (Sastrawati, 2020). This phenomenon is a major problem in this study, as it contributes to a decrease in social solidarity and indifference to larger social problems.

The results of the study show that social exclusivism in Bekasi City is closely related to a decrease in empathy in the social order. The people of Bekasi City who consist of productive age groups, have a high level of busyness, especially with work outside the home, so social interaction between residents is limited to certain times, such as during holidays. In addition, differences in social status and education exacerbate disparities in social relationships, leading to group exclusivity. The frequency of meetings between residents, which used to be routine, is now becoming less frequent, reducing opportunities to build closer relationships between residents. Although technology and social media can be a means of sharing information, indifference to social issues is still visible, with many individuals focusing more on personal interests. This decrease in interaction has an impact on a decrease in empathy, which further widens the distance between different social groups and worsens the social conditions in the environment.

This research has made a significant contribution to deepening the understanding of social exclusivism and the decline in empathy in urban communities, especially in fast-growing areas such as Bekasi City. The results of this study are in line with previous research, which

showed that increased mobility and socioeconomic disparities in urban areas can lead to social fragmentation (Claridge, 2018). However, this study also highlights an important aspect that has not been widely discussed by other studies, namely the direct influence of personal busyness and changes in social interaction habits on the decrease in empathy. While previous research has focused more on socioeconomic factors in general, this study has highlighted the direct link between daily activities, technology, and increasingly isolated social relationships. These findings suggest that although technology has facilitated communication, reliance on digital communication can exacerbate social exclusivism, a perspective rarely found in the related literature.

The results of this study give a clear indication that social exclusivism and the decline in empathy are not phenomena that appear. Still, they are the result of broader social and cultural changes. This study shows how factors such as individual busyness, socioeconomic differences, and changes in communication habits play an important role in shaping the pattern of relationships between citizens. This phenomenon is an important reflection of the development of social policies at the local level, especially in terms of strengthening more inclusive social interactions. The decline in empathy in society can exacerbate social tensions and reduce solidarity between citizens, thereby raising awareness of the importance of building more open relationships and caring for common needs. From this point of view, the purpose of the study is to explore the causes of exclusivism and the decline in empathy has succeeded in demonstrating the urgent need to design policies that strengthen social cohesion in urban communities.

The implications of the results of this study are very relevant for the development of social and educational policies in urban environments. Understanding that the busyness of individuals and social fragmentation triggered by differences in social and economic status can exacerbate exclusivism, policies that aim to improve the quality of social interaction should be more focused on the creation of inclusive public spaces (Vera Dwi Apriliani & Acep, 2023). This can be done by designing social activities that not only prioritize personal interests but also provide opportunities for individuals from various backgrounds to interact with each other. In addition, the use of technology must be directed to support communication that is more caring and based on social needs, not just practical information transactions. Through these implications, this study provides insight for policymakers to pay more attention to the importance of building social solidarity in an increasingly fragmented society.

The results of this study can be explained by several main interrelated factors, namely individual busyness, changes in social interaction patterns, and socioeconomic inequality. The problem of social inequality certainly requires the involvement of citizens (Saragosa & Suparno, 2024). People who live in satellite cities such as Bekasi City tend to have limited time to interact with fellow citizens due to the dominance of economic activities outside the home. Differences in social and economic status further exacerbate disharmony in social relationships, creating groups that prefer to interact in their circles. In addition, while communication technology provides convenience in sharing information, in many cases, social media is more often used for practical purposes or personal entertainment than to build deeper social bonds. These factors reinforce the exclusivity attitude in society that tends to reduce empathy for others, especially towards social issues that do not directly affect them.

Based on the results of this study, several actions need to be taken to overcome social exclusivism and a decrease in empathy in Bekasi City. First, there needs to be policies that encourage the creation of a more inclusive social space where citizens from various social and economic backgrounds can interact and work together to solve common problems. Social activities involving various levels of society (Shirazi, 2020), Such as community discussion forums or mutual cooperation programs, can help reduce existing social fragmentation. Second, technology and social media must be used more effectively to strengthen social relationships, for example by organizing virtual meetings that lead to more meaningful social interactions,

not just to share practical information. Third, character education and empathy in the context of social life must be an integral part of the educational curriculum in schools and communities to foster a sense of care for others from an early age. Through these measures, it is hoped that a more inclusive and caring society can be formed, which will ultimately reduce social exclusivism and increase empathy in social life.

## CONCLUSION

The main finding in this study is really surprising, it turns out that although Bekasi City is a rapidly growing satellite city with a high level of mobility, social exclusivism is increasingly entrenched and becomes the main obstacle to the creation of empathy between citizens. Busy societies with work routines outside the home, coupled with differences in social status and education, indirectly exacerbate existing social ties. This phenomenon proves that modernity and technology, which are supposed to strengthen social relations, actually widen the distance between individuals, keeping them away from caring about the social problems faced by others. It is ironic that in an all-connected era, empathy is becoming increasingly rare, and this is a reality that needs more serious attention.

Penelitian ini memberikan kontribusi penting, baik secara teoritis maupun praktis, dalam memahami dinamika sosial di kawasan perkotaan yang berkembang cepat. Secara teoritis, penelitian ini memperkaya literatur mengenai eksklusivisme sosial dan empati dalam konteks masyarakat perkotaan dengan menyoroti bagaimana mobilitas, ketimpangan sosial, dan perubahan pola interaksi mempengaruhi hubungan sosial antar warga. Penelitian ini juga menambahkan perspektif baru dalam studi tentang dampak teknologi terhadap empati sosial—teknologi yang mestinya menjadi penghubung, malah seringkali memperburuk ketidakharmonisan sosial. Secara praktis, penelitian ini memberikan wawasan penting bagi pembuat kebijakan, masyarakat, dan lembaga pendidikan untuk merancang strategi yang dapat memperkuat solidaritas sosial, mengurangi eksklusivisme, dan menumbuhkan empati, baik melalui kebijakan sosial yang inklusif maupun melalui pendidikan karakter di sekolah-sekolah dan komunitas-komunitas.

While this study provides important insights, some limitations need to be noted. One of them is that the focus of this research is only limited to the Bekasi City area, which allows for a variation in the results if this research is conducted in other satellite cities with different social characteristics. In addition, the study relied more on qualitative data, so the potential to explore the cause-and-effect relationship between exclusivism and further decreased empathy is still open. For this reason, further research can explore other factors that are more in-depth related to social policies and the role of educational institutions in overcoming this phenomenon of exclusivism. Broader research with a more varied sample and using a quantitative approach can provide a more comprehensive picture of this problem.

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