

Ergonomic Furniture Study in the Dining Area of Natahati Coffee & Eatery and Its Impact on User Comfort

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ABSTRACT

This study aims to analyze the comfort of table and chair furniture at Nata Hati Coffee & Eatery in Solo, a café known for its unique interior design that blends traditional and modern elements. A qualitative approach using a case study method was employed to explore customer perceptions of furniture comfort at the café. Data were collected through questionnaires and interviews with 11 customers, focusing on aspects such as design, materials, size, and stability of the furniture. The findings indicate that while some furniture dimensions are aligned with ergonomic standards, there are discrepancies in certain areas, particularly with smaller table dimensions and chairs lacking ergonomic support. Customer experiences revealed that comfort is significantly influenced by the design and arrangement of the furniture, with patrons in the semi-outdoor and outdoor areas feeling more comfortable due to additional cushion support on the chairs. Based on these findings, it is recommended to adjust table dimensions and enhance chair designs, as well as provide flexible seating options to meet diverse customer needs. Regular evaluations and gathering customer feedback are also advised for ongoing improvements. By addressing these aspects, Nata Hati can enhance customer comfort and create an environment that better supports various customer activities.

KEYWORDS

Furniture comfort
Ergonomics
Nata Hati café
Interior design
Customer experience

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1. Introduction

In recent years, the presence of cafes has become a social phenomenon increasingly popular among urban communities in Indonesia. Cafes are not only places to enjoy food and beverages, but also serve as spaces for socializing, working, studying, and even finding inspiration. This phenomenon is closely related to changes in the lifestyle of modern society, particularly among the younger generation, who prioritize experiences over mere consumption (Sagung, 2025). A cafe with a comfortable ambiance becomes a main attraction as it provides added value in the form of emotional experiences that support customer activities (Hartanto et al., 2024).

The rapid growth of the café industry has intensified competition among business owners, making the quality of the physical environment a key competitive advantage. Beyond food and beverage quality, customers increasingly evaluate cafés based on environmental attributes such as interior layout, lighting, acoustics, thermal comfort, and furniture quality (Taştan & Polatoğlu Serter, 2026). These physical attributes collectively shape the overall customer experience and influence behavioral intentions, including revisit intention, length of stay, and positive word-of-mouth recommendations (Ghosh et al., 2026). Consequently, investing in ergonomic and user-centered furniture has become an important strategy for creating a distinctive and memorable customer experience.

Nata Hati Coffee & Eatery, located in Solo, is one of the cafes that has captured public attention with its unique interior design and comfortable atmosphere. The cafe adopts a concept that blends traditional and modern elements, offering a visual experience and an environment that supports various customer activities, such as working, studying, or simply relaxing. By providing both indoor and outdoor areas, Nata Hati aims to cater to a diverse range of consumer needs. This aligns with previous research that indicates

the flexibility of space and interior design significantly contribute to customer comfort and satisfaction (Zogara et al., 2023). However, limited research has specifically examined how the tables and chairs in this cafe support customer comfort. This aspect is crucial to explore, considering that cafe visitors often spend considerable time there, whether for work, relaxation, or socializing. By offering ergonomic and comfortable furniture, cafes can enhance their competitiveness amid the growing business competition in the cafe industry (Ölmez & Alkan, 2021).

Comfort in furniture use, particularly tables and chairs, is an important factor influencing customer satisfaction in cafes (Çağatay, 2017). The design and ergonomics of the furniture used directly impact the experience of visitors while enjoying the services provided. According to (Grandjean & Kroemer, 1997), furniture comfort is not only determined by aesthetics but also by how well the furniture supports healthy posture and the user's activities over time. In the context of cafes, furniture comfort plays a strategic role in creating a pleasant atmosphere and enhancing customer loyalty (Kim et al., 2023).

Comfortable furniture is an essential element in supporting the customer experience in cafes. Well-designed furniture can enhance physical comfort, create a pleasant atmosphere, and prolong the duration of customer visits. Julius Panero, in his book (Panero & Zelnik, 1979), emphasized the importance of anthropometry in furniture design. According to Panero, furniture should be designed to fit human body dimensions to ensure comfort and optimal functionality. Factors such as table height, seat depth, backrest angle, and materials greatly affect user comfort (Floyd & Roberts, 1958).

From an ergonomic perspective, prolonged sitting on poorly designed chairs may lead to musculoskeletal discomfort, fatigue, and reduced productivity (Fitrianto et al., 2025). This issue has become increasingly relevant as cafés are frequently used as alternative workplaces and study spaces where customers may remain seated for several hours. Therefore, furniture should not only accommodate short-term dining activities but also support longer periods of sedentary work while maintaining proper body posture. Ergonomic assessment based on anthropometric principles provides an objective method for determining whether furniture dimensions correspond to users' physical characteristics.

This research aims to evaluate the comfort level of the tables and chairs used at Nata Hati Cafe in Solo based on ergonomic standards and customer perceptions. The results of this study are expected to provide valuable recommendations for cafe managers to optimize furniture design for customer comfort.

2. Method

This study uses a qualitative approach with a case study method, aimed at understanding customer perceptions of the comfort of the tables and chairs at Nata Hati Cafe in Solo. The qualitative approach is chosen because it allows the researcher to explore customers' subjective experiences in-depth regarding the comfort of the furniture they used while at the cafe. Additionally, the case study method enables the researcher to focus on a specific context, namely Nata Hati Cafe in Solo, providing a more detailed understanding of the factors that influence comfort.

The type of research used is descriptive, aiming to describe the comfort of the tables and chairs based on customers' direct experiences without analyzing complex relationships between variables. This study focuses on aspects such as design, materials, size, and the stability of the furniture that are considered to affect visitors' comfort.

The population in this study consists of all customers who visit Nata Hati Cafe during a specific period. The researcher uses purposive sampling in selecting the sample, choosing customers who have sat at the cafe's tables and chairs and are willing to provide their opinions regarding the comfort of the furniture. A total of 11 customers were selected from those who visited the cafe within a one-week period.

Data collection is done using two main instruments: a questionnaire and interviews. The questionnaire contains questions about the comfort of the tables and chairs, using a Likert scale to measure customer comfort levels (from very uncomfortable to very comfortable). The questionnaire also includes open-ended questions that allow respondents to provide further opinions on the comfort aspects they experienced. In addition to the questionnaire, interviews are conducted with 10 selected customers to obtain more in-depth information about their experiences with the furniture at the cafe. The interviews are semi-structured, allowing the researcher to further explore the customers' opinions and experiences.

The data collection procedure begins with obtaining permission from the management of Nata Hati Cafe Solo to conduct the research. After receiving approval, the researcher distributes the questionnaires

to customers who are willing to participate. The interview data is collected through direct conversations with selected customers. The researcher ensures that the data collection process runs smoothly while maintaining the privacy and comfort of the respondents.

The data collected from the questionnaires will be analyzed using quantitative descriptive analysis techniques. The results of the questionnaires will be presented in the form of tables and graphs to illustrate the comfort levels of the furniture at the cafe. The interview data will be analyzed using thematic analysis, where the researcher will identify themes related to the comfort of the furniture and suggestions for improvement made by the respondents.

The literature sources used in this study include journals discussing interior design and furniture comfort, such as “Tata Letak Interior & Zonasi Terhadap Kenyamanan Pengguna Ruang Di Kafé Terracotta Bandung” (Rukmana et al., 2024), as well as literature on the impact of the physical environment on comfort, such as (Vischer, 2007) work on the relationship between design and comfort in the workplace context.

This research is conducted with attention to research ethics. All respondents are informed about the purpose of the study and are asked to give their voluntary consent to participate. Additionally, the researcher ensures the confidentiality of the respondents' personal data and allows participants the freedom to withdraw from the study at any time without any consequences.

By using this approach, it is hoped that this study will provide a clearer picture of the comfort of the tables and chairs at Nata Hati Cafe in Solo. The results of this study are expected to provide recommendations to the cafe management for improving customer comfort and creating a more pleasant atmosphere for visitors.

3. Results and Discussion

3.1 Nata Hati Cafe

The interior of Nata Hati Cafe adopts a design concept that is modern, minimalist, yet still warm and cozy. This concept combines natural elements, such as the use of wood, stone, and green plants, with a clean and simple design. The aim of this design is to create an atmosphere that is not only aesthetically pleasing but also makes visitors feel comfortable and willing to spend time in the cafe. The color palette used in the interior mainly consists of neutral tones, such as wood brown, white, gray, and leaf green, which provide a warm and calming impression (Vischer, 2007).



Fig. 1. Nata Hati Coffee & Eatery

The use of wood material is one of the main characteristics of the interior design of Nata Hati Cafe. Tables, chairs, and several other decorative elements are made from natural wood, creating a warm and comfortable impression. In addition to wood, the use of natural stone or concrete elements is also evident in some parts, such as walls or floors, adding a modern and industrial touch. Soft and warm lighting is also part of the design to create a cozy and relaxed atmosphere. The research at Nata Hati Coffee & Eatery is divided into five main dining areas. These areas are differentiated based on the type of furniture in each section.

Indoor area is equipped with comfortable tables and chairs for visitors who want to enjoy coffee and food in a warm and cozy atmosphere. This area is also often used for small events such as gatherings, meetups, and workshops. The outdoor space offers a more open and pleasant atmosphere. Visitors can

enjoy coffee and food while taking in the fresh air and the ambiance of Solo city. A collaborative workspace provided for creative workers, freelancers, or anyone who wants to work in a comfortable and inspiring environment. A meeting room that can be used for business or social gatherings with adequate facilities. A multifunctional room that can be used for various activities, such as family events, workshops, or community meetings.

3.2 Ergonomics

Ergonomics is the science that studies the interaction between humans and the elements within their work environment, including tools, equipment, and furniture, to improve efficiency and comfort while reducing the risk of injury or fatigue. In the context of furniture, ergonomics focuses on designs that consider human physical aspects, such as posture, movement, and comfort when interacting with furniture.

According to Julius Panero, in his book *Human Dimension and Interior Space* (1979), ergonomics is about creating spaces and furniture that meet users' physical needs, taking into account human body dimensions and how the furniture functions in supporting daily activities. The correct dimensions of furniture, such as tables and chairs, are crucial in creating comfort, especially in public spaces like cafes, where visitors often spend extended periods of time. The standardization of furniture design is based on the book *Human Dimension and Interior Space* (1979), and here are the images, among others.

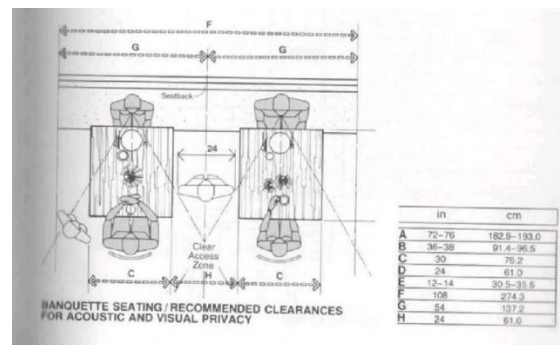


Fig. 2. Banquette seating/recommended clearances for acoustic and visual privacy.
(Human Dimension and Interior Space 1979)

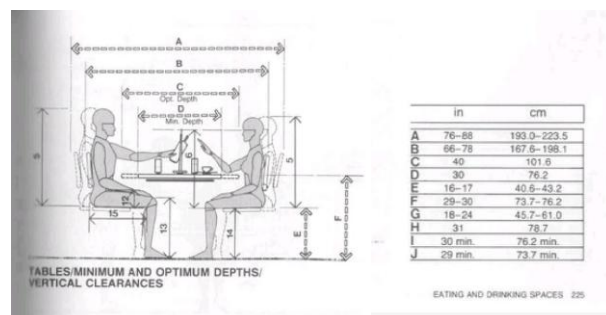


Fig. 3. Tables/Minimum and Optimum Depths/Vertical Clearances.
(Human Dimension and Interior Space 1979)

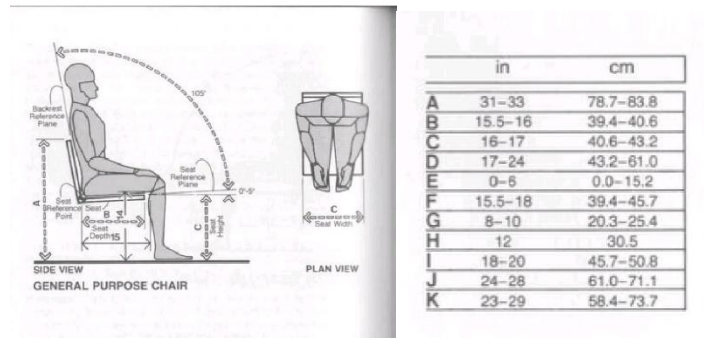


Fig. 4. General Purpose Chair.
(Human Dimension and Interior Space 1979)

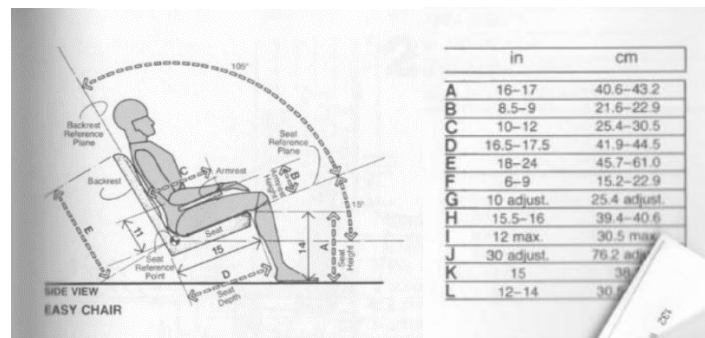


Fig. 5. Standart Easy Chair.
(Human Dimension and Interior Space 1979)

Here are the measurements of the tables and chairs at Nata Hati Coffee & Eatery.



Fig. 6. The chairs and tables in the indoor area on the first floor

Table 1. Comparison of standard dimensions in the dining area of the indoor space on the first floor.

No	Data	Standard Measurement	Chair	Table
1	Chair Width	56.0-76.0 cm	58-60 cm	-
2	Chair Depth	41.9-44.5 cm	46 cm	-
3	Seat Height	40.6-43.2 cm	39-40 cm	-
4	Backrest Height	45.7-61.0 cm	47 cm	-
5	Backrest Width	56.0-76.0 cm	58 cm	-
6	Backrest Angle	100°-105°	105°	-
7	Table Width	91.4-121.9 cm	-	48 cm
8	Table Depth	91.4-121.9 cm	-	48 cm
9	Table Height	73.7-76.2 cm	-	50 cm

Source: Author's documentation, 2024

Based on the provided data, several conclusions can be drawn regarding the conformity of the chair and table dimensions with the applicable standards.

For the chairs, most of the dimensions align with the established standards. The chair width (58-60 cm) falls within the standard range (56.0-76.0 cm), thus meeting the requirements. The chair depth is slightly larger than the standard, at 46 cm compared to the standard range of 41.9-44.5 cm, but it is still within an acceptable limit. The seat height is slightly lower than the standard (39-40 cm compared to 40.6-43.2 cm), so a minor adjustment is needed for optimal comfort. The backrest height (47 cm) is within the standard range (45.7-61.0 cm), as is the backrest width (58 cm), which also meets the standard. The backrest angle (105°) is exactly at the upper limit of the standard range (100°-105°), so it is compliant.

On the other hand, the table shows significant non-compliance with ergonomic standards. The table width (48 cm) is much smaller than the standard (91.4-121.9 cm). The table depth is also only 48 cm, which is far below the standard of 91.4-121.9 cm. Additionally, the table height is only 50 cm, which is considerably lower than the standard of 73.7-76.2 cm. This non-compliance indicates that the table dimensions need a complete adjustment to meet ergonomic standards and enhance user comfort.



Fig. 7. The chairs and tables in the semi-outdoor area.

Table 2. Comparison of standard dimensions in the semi-outdoor dining area.

Data	Standard Measurement	Chair	Table
Chair Width	56.0-76.0 cm	60 cm	-
Chair Depth	41.9-44.5 cm	50 cm	-
Seat Height	40.6-43.2 cm	35 cm	-
Backrest Height	45.7-61.0 cm	25 cm	-
Backrest Width	56.0-76.0 cm	60 cm	-
Backrest Angle	100°-105°	90°	-
Table Width	91.4-121.9 cm	-	110 cm
Table Depth	91.4-121.9 cm	-	65 cm
Table Height	73.7-76.2 cm	-	24-25 cm

Source: Author's documentation, 2024

Based on the provided data, several conclusions can be drawn regarding the conformity of the chair and table dimensions with the applicable standards. For the chair, the available chair width (60 cm) is in line with the established standard (56.0-76.0 cm). The backrest width also meets the same standard. However, there are several chair dimensions that do not conform to the standard, such as the chair depth, which exceeds the standard (50 cm compared to the standard range of 41.9-44.5 cm). The seat height is below the standard, at only 35 cm compared to the standard range of 40.6-43.2 cm. Additionally, the backrest height is much lower than the specified standard, at only 25 cm compared to the standard range of 45.7-61.0 cm. The backrest angle also does not meet the standard, as it is only 90° compared to the standard range of 100°-105°. This indicates that the chair requires adjustments to be more ergonomic and suitable for user needs.

Meanwhile, for the table, the table width (110 cm) is in accordance with the established standard (91.4-121.9 cm). However, the table depth is smaller than the standard, at only 65 cm compared to the standard range of 91.4-121.9 cm. Additionally, the table height is significantly lower than the

established standard, at only 24-25 cm compared to the standard range of 73.7-76.2 cm. This indicates that the table also requires adjustments, particularly in height and depth, to meet ergonomic standards.



Fig. 8. The chairs and tables in the semi-outdoor area.

Table 3. Comparison of standard dimensions in the indoor dining area on the second floor and the meeting room on the second floor.

Data	Standard Measurement	chair	Table
Chair Width	56.0-76.0 cm	55-56 cm	-
Chair Depth	41.9-44.5 cm	55 cm	-
Seat Height	40.6-43.2 cm	40-42 cm	-
Backrest Height	45.7-61.0 cm	35 cm	-
Backrest Width	56.0-76.0 cm	50 cm	-
Backrest Angle	100°-105°	110°	-
Table Width	91.4-121.9 cm	-	65-500 cm
Table Depth	91.4-121.9 cm	-	65 cm
Table Height	73.7-76.2 cm	-	76 cm

Based on the provided data, it can be concluded that several dimensions of the chairs and tables do not meet the established ergonomic standards. For the chairs, the available width (55-56 cm) is smaller than the standard (76.2 cm), which may affect user comfort. The chair depth (55 cm) exceeds the recommended standard (40.6-43.2 cm), making it potentially less ergonomic. The seat height (40-42 cm) is slightly higher than the standard (39.4-40.6 cm), but still within the tolerance limit. However, the backrest height (35 cm) is much lower than the standard (40.6-43.2 cm), which provides insufficient support for the user's back. The backrest width (50 cm) is larger than the standard (38.1-40.6 cm), which may make it less ergonomically optimal. Additionally, the backrest angle (110°) does not comply with the standard (40.6-43.2°), so adjustments are needed to better support the user's posture.

For the tables, the available width (65-500 cm) is too varied and most dimensions do not meet the recommended standard (100°-105° cm). The table depth (65 cm) is smaller than the standard (122-152.4 cm), which could limit the workspace. Meanwhile, the table height (76 cm) is quite close to the established standard (76.2-101.6 cm), although it is at the minimum threshold.



Fig. 9. The chairs and tables in the outdoor rear area.

Table 4. Comparison of standard dimensions in the rear outdoor dining area.

o	Data	standart	chair	Table
	Chair Width	56.0-76.0 cm	55-56 cm	-
	Chair Depth	41.9-44.5 cm	55 cm	-
	Seat Height	40.6-43.2 cm	40-42 cm	-
	Backrest Height	45.7-61.0 cm	35 cm	-
	Backrest Width	56.0-76.0 cm	50 cm	-
	Backrest Angle	100°-105°	110°	-
	Table Width	91.4-121.9 cm	-	65-500 cm
	Table Depth	91.4-121.9 cm	-	65 cm
	Table Height	73.7-76.2 cm	-	76 cm

Based on the data presented, several conclusions can be drawn regarding the conformity of chair and table dimensions with the established ergonomic standards. The chair dimensions show some discrepancies with the standards. The available seat width (55-56 cm) is smaller than the standard (76.2 cm), which can reduce user comfort. The seat depth (55 cm) exceeds the recommended standard (40.6-43.2 cm), which may affect the user's sitting posture. The seat height (40-42 cm) is slightly higher than the standard (39.4-40.6 cm), but still within the acceptable tolerance. However, the backrest height (35 cm) is much lower than the standard (40.6-43.2 cm), making the backrest inadequate in providing proper support for the back. The backrest width (50 cm) is also larger than the standard (38.1-40.6 cm), potentially reducing its ergonomic efficiency. Additionally, the backrest angle (110°) does not comply with the standard (40.6-43.2°), which could decrease comfort during prolonged use.

The table dimensions also show non-conformity in several aspects. The available table width (64-65 cm) is significantly smaller than the established standard (100°-105° cm), resulting in a very limited workspace. The table depth (65 cm) does not meet the recommended standard (122-152.4 cm), which could reduce the flexibility for users in arranging their work tools. However, the available table height (76 cm) is in accordance with the standard (76.2-101.6 cm), although it is at the minimum threshold.



Fig. 10. Chairs and tables in the rear outdoor area.

Table 5. Comparison of standard dimensions in the rear outdoor dining area.

Data	standart	chair	Table
Chair Width	56.0-76.0 cm	60 cm	-
Chair Depth	41.9-44.5 cm	52 cm	-
Seat Height	40.6-43.2 cm	30-32 cm	-
Backrest Height	45.7-61.0 cm	28 cm	-
Backrest Width	56.0-76.0 cm	60 cm	-
Backrest Angle	100°-105°	110°	-
Table Width	91.4-121.9 cm	-	40-42 cm
Table Depth	91.4-121.9 cm	-	40-42 cm
Table Height	73.7-76.2 cm	-	40 cm

Based on the provided data, there are several discrepancies between the dimensions of the chairs and tables and the established ergonomic standards. For the chairs, the width (60 cm) is smaller than the standard (76.2 cm), meaning the seating area is limited and less comfortable. The depth of the chair (52 cm) exceeds the recommended standard (40.6-43.2 cm), which may make the sitting position less ergonomic. The seat height (30-32 cm) is lower than the standard (39.4-40.6 cm), which could result in an uncomfortable sitting posture. Similarly, the backrest height (28 cm) is much lower than the standard (40.6-43.2 cm), providing inadequate support for the back. The width of the backrest (60 cm) is also larger than the standard (38.1-40.6 cm), which could decrease comfort while sitting. Additionally, the backrest angle (110°) is much larger than the standard (100°-105°), indicating the need for adjustments to better match the user's body posture.

The table dimensions also show significant discrepancies from the applicable standards. The table width (40-42 cm) is much smaller than the standard (91.4-121.9 cm), which results in very limited workspace. The table depth (40-42 cm) is also well below the standard (91.4-121.9 cm), making it inadequate for workspace organization. The table height (40 cm) is very low compared to the standard (73.7-76.2 cm), meaning the table does not support an ergonomic posture for working.

Visitor Experience Regarding Satisfaction with Chairs and Tables

At Nata Hati Coffee & Eatery, three visitors sat at wooden tables (in the semi-outdoor area) and shared their opinions during an interview. All three mentioned that they visit the place quite often but felt uncomfortable with the wooden chairs provided. One visitor complained of back pain due to the lack of cushioning on the chair and the table being too low, which reduced comfort. Another visitor stated that the chair was uncomfortable because it lacked padding and the backrest was not vertical, while the other felt fatigued quickly when sitting there. Overall, all three could only sit for less than an hour before feeling discomfort.

In the outdoor area of Nata Hati Coffee & Eatery, three visitors were seen sitting on semi-circular chairs. During the interview, they shared their views on the comfort of these chairs. The majority,

66.7%, felt that the chairs were very comfortable. One visitor even said, "I feel comfortable sitting here because there is a pillow to lean on." Another visitor, who was part of the 33.3% group that felt somewhat comfortable, stated, "I feel fairly comfortable sitting in this chair, probably because there is a cushion on the backrest." Overall, they agreed that the presence of the pillow on the backrest provided a better sitting experience compared to the other chairs.

Thanks to the comfort of the chairs, they stated they could sit there for over an hour, showing that the facility is supportive for relaxing or chatting for extended periods. However, they noted that the size of the tables provided in this area tended to be small, making them less ideal for activities such as working on tasks or projects that require more space. Despite this, the experience of sitting in the semi-circular chairs remained one of the positive elements acknowledged by the visitors.

In the indoor area of Nata Hati Coffee & Eatery, five visitors were seen sitting on blue chairs. During the interview, they gave varied opinions about their experience. 40% of them claimed to visit the place frequently, while the other 60% said they came rarely. Regarding the comfort of the chairs, 20% felt the chairs were very comfortable, while the majority, 80%, found them fairly comfortable.

Some visitors provided specific feedback, such as, "I feel comfortable sitting in this chair," and "I find this chair quite comfortable because of its slight recline." A similar opinion was shared by another visitor who said, "I feel comfortable sitting here." Meanwhile, one visitor expressed higher appreciation, saying the chair was "very comfortable." They also noted that the tables in this area came in two different sizes, allowing visitors to choose according to their needs, offering flexibility. Thanks to the comfort of the chairs and the variety of tables, they could sit there for over an hour. Overall, despite the differences in comfort levels experienced, the facilities in this indoor area were still considered supportive for both relaxed and productive activities.

4. Conclusion

Based on the findings from the study on the design and dimensions of furniture at Nata Hati Cafe, it is clear that while most of the chair and table dimensions in various areas of the cafe meet the established ergonomic standards, there are some discrepancies that require attention. In certain areas, such as the indoor and semi-outdoor sections, the chair dimensions are generally in line with the standards. However, there are a few chairs that do not meet the recommended sizes, such as the seat depth being larger than the standard or the backrest height not providing sufficient support. On the other hand, the tables in almost all areas show significant non-compliance with the existing ergonomic standards. Specifically, the tables in the indoor, semi-outdoor, and outdoor back areas are much smaller than the standard, which could potentially compromise user comfort. Visitor feedback also indicates that the comfort of the chairs and tables at Nata Hati Cafe is heavily influenced by the design and arrangement of the furniture to meet the needs of the users.

Visitors in the semi-outdoor and outdoor areas generally felt more comfortable due to the inclusion of cushions on the chair backrests. In contrast, visitors sitting on chairs without cushions or those with less ergonomic designs reported discomfort, even after only short periods of sitting. Although the chairs in the indoor area tend to be more comfortable, the varying levels of comfort experienced by the visitors suggest that more attention needs to be given to creating a more inclusive design that better aligns with visitor preferences. Based on these observations, several recommendations can be made to enhance the comfort of visitors at Nata Hati Cafe. First, the tables in the indoor, semi-outdoor, and outdoor back areas should be redesigned to meet ergonomic standards, particularly regarding their width, depth, and height. Larger tables would provide visitors with more space to engage in activities like eating, working, or socializing.

Additionally, the chairs, especially those without cushions, should be upgraded with added padding or adjustments to the backrest to improve comfort for longer seating. The backrest angle and height should also be adjusted to provide better support for the back. Moreover, offering a variety of chair and table designs that can be tailored to the preferences of visitors would enhance overall comfort. For instance, cushioned chairs in some areas and simpler designs in others could meet the diverse needs of the cafe's guests. Furthermore, for visitors who often sit for extended periods, such as workers or groups attending events, providing chairs with proper back support and adequate tables is essential for long-term comfort. Finally, it is recommended that Nata Hati Cafe regularly evaluate the comfort of the furniture by

gathering feedback from visitors. This ongoing assessment would ensure more targeted improvements based on the specific needs and expectations of the cafe's clientele. By making these adjustments to the furniture dimensions and focusing on the comfort of the visitors, Nata Hati Cafe can enhance the overall experience and create a more inviting and comfortable environment for everyone.

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