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INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA  
بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

HOUSING SATISFACTION PERCEIVED BY THE  
RESIDENTS OF PROJEK PERUMAHAN RAKYAT  
(PPR) SUNGAI BONUS IN SETAPAK,  
KUALA LUMPUR

BY

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A dissertation submitted in partial fulfilment of the  
requirements for the degree of Master of Urban and  
Regional Planning

Kulliyyah of Architecture and Environmental Design  
International Islamic University  
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## ABSTRACT

Housing satisfaction is defined as the feeling of contentment when one has or achieves what one needs or desire in a house. Satisfaction has been used for measuring the success of housing developments, indicator of residential mobility, and hence of changing housing demands. This study investigates the house space, housing services, availability of public facilities and social environment which affects satisfaction levels as perceived by the residents of Sungai Bonus Public Housing Project or *Projek Perumahan Rakyat Sungai Bonus* in Kuala Lumpur. The housing was built during the Eighth Malaysia Plan under the public low-cost housing programme with intention to rehouse squatters as well as for the low income city community. The data was collected from 102 households living in the high rise low-cost housing project built by the Federal Government and managed by *Dewan Bandaraya Kuala Lumpur (DBKL)*. Stratified random sampling was the method used in data collection through the distribution of questionnaires and complemented with structured interviews. Descriptive and cross-tabular analyses were applied to the data. Pearson's Chi-square and Spearman rank correlation coefficient statistics were also used on the data. The findings of the study indicate that a majority of residents were satisfied with the overall housing. Nevertheless, the survey results indicate that the levels of housing satisfaction were generally high with house space and services but low with the available facilities and social environment. Only a few aspects of house space show low satisfaction levels which includes size of kitchen and drying area. Low levels of satisfaction with the public facilities were due to inadequate numbers of playing courts, shops, car parking lots, poor condition of open space and motorcycle parking, small size of multi-purpose rooms and praying halls. Besides that the distance to various public facilities such as the light rail transit station, hospital, market, and library also indicate low satisfaction levels. The study has also identified that certain physical and social factors influence overall housing satisfaction. Improvements on the low satisfaction levels of the identified house factors which also influence overall housing satisfaction were recommended to enhance the residents' living environment. This study implies that simply providing houses does not measure the success of housing programmes and policies but most importantly taking into account to fulfil the residents' needs is essential for housing programmes to be successful.

102

.(DBKL)

## APPROVAL PAGE

I certify that I have supervised and read this study and that in my opinion, it conforms to acceptable standards of scholarly presentation and is fully adequate, in scope and quality, as dissertation for the degree of Master of Urban and Regional Planning.

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## DECLARATION

I hereby declare that this dissertation is the result of my own investigations, except where otherwise stated. I also declare that it has not been previously or concurrently submitted as a whole for any other degrees at IIUM or other institutions.

Yong Razidah Binti Rashid

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**HOUSING SATISFACTION PERCEIVED BY THE RESIDENTS OF PROJEK  
PERUMAHAN RAKYAT (PPR) SUNGAI BONUS IN SETAPAK,  
KUALA LUMPUR**

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# TABLE OF CONTENTS

Abstract .....	ii
Abstract in Arabic .....	iii
Approval Page .....	iv
Declaration Page .....	v
Copyright Page .....	vi
Acknowledgements .....	vii
Tables of Contents .....	viii
List of Tables .....	xii
List of Figures .....	xiv
List of Abbreviations.....	xvi
<b>CHAPTER ONE: INTRODUCTION.....</b>	<b>1</b>
1.1 Introduction.....	1
1.2 Statements of Problems .....	3
1.3 Objectives of Study .....	5
1.4 Research Questions .....	6
1.5 Scope of Study.....	6
1.6 Significance of The Study .....	7
1.6.1 Significance towards Planning .....	7
1.6.2 Significance towards Community .....	8
1.6.3 Significance towards Local Authority .....	8
1.7 Organisation of Study .....	8
1.7.1 Stage 1: Background and Theoretical Studies.....	8
1.7.2 Stage 2: Gathering of Data .....	10
1.7.3 Stage 3: Analysis of Data and Findings .....	10
1.7.4 Stage 4: Conclusions and Recommendations .....	11
1.8 Limitations of Study .....	13
1.9 Conclusion.....	14
<b>CHAPTER TWO: LITERATURE REVIEW.....</b>	<b>15</b>
2.1 Introduction .....	15
2.2 House and Home .....	15
2.3 House Design .....	17
2.4 Measuring Housing Quality .....	20
2.4.1 Objective Measurement .....	20
2.4.2 Subjective Measurement .....	21
2.5 Concept of Housing Satisfaction.....	21
2.5.1 Definition of Housing Satisfaction.....	21
2.5.2 Housing Satisfaction in Malaysia.....	23
2.5.3 Housing Factors That Create Satisfaction .....	25
2.5.3.1 <i>Space Provision</i> .....	26
2.5.3.2 <i>House Services</i> .....	27
2.5.3.3 <i>Public Facilities</i> .....	28
2.5.3.4 <i>Social Environment</i> .....	28



2.6	Public Low-Cost Housing In Malaysia .....	29
2.6.1	National Housing Policies .....	29
2.6.1.1	<i>Federal Policies</i> .....	30
2.6.1.2	<i>State Policies</i> .....	31
2.7	Public Low-Cost Housing Programmes .....	32
2.8	Low-Cost Housing in Urban Areas.....	33
2.9	Low-Cost Housing in Kuala Lumpur.....	34
2.9.1	Socio-Economy and Population of Kuala Lumpur .....	35
2.9.2	Kuala Lumpur Low-Cost Housing Policies and Strategies....	35
2.9.3	Low-Cost Housing Supply .....	37
2.9.4	Projection of Supply and Demand of Low-Cost Housing .....	38
2.9.5	Low-Cost Housing Design in Kuala Lumpur .....	39
2.9.6	Issues of Low-Cost Housing in Kuala Lumpur .....	40
2.10	Public Housing in Other Countries .....	42
2.10.1	Public Housing in Hong Kong .....	42
2.10.2	Public Housing in Singapore.....	44
2.11	Conclusion.....	45
<b>CHAPTER THREE: METHODOLOGY.....</b>		<b>48</b>
3.1	Introduction .....	48
3.2	Research Design .....	48
3.3	Sampling Design.....	51
3.3.1	Sample Selection.....	52
3.4	Data Collection .....	54
3.4.1	Administration of Survey.....	56
3.5	Method of Data Analysis .....	57
3.5.1	Chi-Square Test of Independence .....	58
3.5.2	Analysis of Correlation. ....	58
3.6	Conclusion .....	59
<b>CHAPTER FOUR: SUNGAI BONUS PPR HOUSING IN SETAPAK KUALA LUMPUR.....</b>		<b>60</b>
4.1	Introduction .....	61
4.2	Study Area .....	62
4.3	Housing Layout And Design .....	62
4.4	Housing Services And Facilities .....	67
4.5	Conclusion.....	69
<b>CHAPTER FIVE: ANALYSIS OF DATA AND FINDINGS.....</b>		<b>70</b>
5.1	Introduction .....	70
5.2	Socio-Economic Background.....	70
5.2.1	Households Characteristics.....	70
5.2.2	Housing Background.....	74
5.3	Satisfaction with House Space .....	76
5.3.1	Satisfaction with Space inside House Unit .....	76
5.3.1.1	<i>Satisfaction with Size of Space</i> .....	77
5.3.1.2	<i>Satisfaction with Ceiling Height</i> .....	84
5.3.1.3	<i>Satisfaction with Location</i> .....	84
5.3.1.4	<i>Satisfaction with Ventilation</i> .....	85

5.3.1.5	<i>Satisfaction with Daylight Received</i> .....	86
5.3.1.6	<i>Satisfaction with Floor Finishes</i> .....	87
5.3.1.7	<i>Satisfaction with Power, Fan and Light Points</i> .....	88
5.3.2	Satisfaction with Support Space .....	89
5.3.2.1	<i>Satisfaction with Size of Support Space</i> .....	90
5.3.2.2	<i>Satisfaction with Location of Support Space</i> .....	91
5.3.2.3	<i>Satisfaction with Light Points at Support Space</i> .....	91
5.3.3	Satisfaction with Overall House Space .....	92
5.3.3.1	<i>Aspects of House Most Satisfied and Dissatisfied</i> .....	92
5.4	Satisfaction with House Services .....	93
5.4.1	Satisfaction with Services inside House Unit .....	94
5.4.2	Satisfaction with Services outside House Unit .....	95
5.4.3	Satisfaction with Overall House Services .....	98
5.5	Satisfaction with Available Public Facilities .....	99
5.5.1	Satisfaction with Public Facilities inside Housing Area.....	99
5.5.1.1	<i>Frequency of the Usage of Public Facilities</i> .....	101
5.5.1.2	<i>Satisfaction with Car Parking</i> .....	103
5.5.1.3	<i>Satisfaction with Motorcycle Parking</i> .....	104
5.5.1.4	<i>Satisfaction with Open Space</i> .....	106
5.5.1.5	<i>Satisfaction with Playing Courts</i> .....	107
5.5.1.6	<i>Satisfaction with “Musolla”</i> .....	109
5.5.1.7	<i>Satisfaction with Multi-Purpose Rooms</i> .....	110
5.5.1.8	<i>Satisfaction with Pre-school Facilities</i> .....	111
5.5.1.9	<i>Satisfaction with Shops</i> .....	111
5.5.1.10	<i>Satisfaction with Food Stalls</i> .....	112
5.5.1.11	<i>Satisfaction with Perimeter Roads</i> .....	114
5.5.1.12	<i>Satisfaction with Pedestrian Walkway</i> .....	115
5.5.1.13	<i>Satisfaction with Public Telephones</i> .....	115
5.5.2	Satisfaction with Public Facilities outside Housing Area .....	116
5.5.2.1	<i>Distances &amp; Satisfaction with Public Facilities</i> .....	116
5.5.3	Satisfaction with Overall Facilities .....	119
5.6	Satisfaction with Social Environment.....	120
5.6.1	Frequency on the Occurrence of Social Environment Case...	120
5.6.2	Satisfaction with Overall Social Environment .....	122
5.7	Satisfaction with Overall Housing.....	124
5.7.1	Decision to Move or Stay.....	125
5.7.2	Factors Influencing Overall Housing Satisfaction.....	127
5.7.2.1	<i>Physical Factors</i> .....	127
5.7.2.2	<i>Social Factors</i> .....	128
5.8	Conclusion .....	130
<b>CHAPTER SIX: CONCLUSIONS AND RECOMMENDATIONS</b> .....		132
6.1	Introduction.....	132
6.2	Summaries on Analysis of Findings.....	132
6.2.1	Housing Satisfaction Levels .....	133
6.2.2	Factors Influencing Housing Satisfaction Levels .....	133
6.3	Recommendations .....	134
6.3.1	Multi-Storey Car Parking.....	134
6.3.2	Active Recreational Facilities.....	135

6.3.3	Plan Defined Open Space .....	136
6.3.4	Centralised “ <i>Musolla</i> ”(Muslim Prayer Building).....	136
6.3.5	Centralised Community Facility.....	136
6.3.6	Business-Oriented Community Centre.....	137
6.4	Suggestions for Future Research .....	138
6.5	Conclusion .....	139
<b>BIBLIOGRAPHY</b> .....		140
<b>APPENDICES</b> .....		145

## LIST OF TABLES

<b>Table No.</b>		<b>Page</b>
2.1	Status of PPR housing in Kuala Lumpur, 2006	38
3.1	Independent Variables Examined with Housing Satisfaction	50
3.2	Frequency of the Usage of Public Facilities and the Occurrence of Social Environment Cases	51
4.1	Allocation of Space in House Unit	66
4.2	Facilities Available in Housing Blocks	67
5.1	Respondents' Socio-economic Characteristics	72
5.2	Respondents' Job Classification and Employment Sector	73
5.3	Households' Monthly Income and Types of Vehicle Owned	74
5.4	Respondents' Length of Residency in House Block	75
5.5	Respondents' Age and House Floor Level Lived in	75
5.6	Comparison between Total Floor Area of Sungai Bonus PPR Housing and CIS 2 Housing Standards	77
5.7	Descriptive Analysis of Satisfaction Levels with House Space	80
5.8	Cross Tabulation between Race and Satisfaction with Size of Kitchen	83
5.9	Summary of Analysis: Race and Satisfaction with Size of Kitchen	83
5.10	Cross tabulation between Satisfaction with Location and Ventilation of Kitchen	86
5.11	Respondents with Existing Floor Finish and New Floor Finish	88
5.12	Descriptive Analysis of Satisfaction Levels with House Support Space	90
5.13	Aspects of House Most Satisfied	93
5.14	Aspects of House Most Dissatisfied	93
5.15	Households with Services Problems	95

<b>Table No.</b>	<b>Page</b>
5.16 Services Problems and Time Taken for Repair Works	95
5.17 Descriptive Analysis of Satisfaction Levels with Services outside House Unit	96
5.18 Descriptive Analysis of Satisfaction Levels with Available Public Facilities inside the Housing Area	100
5.19 Frequency of the Usage of Public Facilities inside the Housing Area	102
5.20 Cross tabulation between Working Wives and the Frequency of the Usage of Food Stalls	103
5.21 Descriptive Analysis of Travelling Distances from Housing to External Public Facilities and Satisfaction Levels	117
5.22 Descriptive Analysis on Frequency of Social Environment in the Housing Area	121
5.23 Descriptive Analysis of Satisfaction Levels with Social Environment	123
5.24 Summary of Analysis: Significant Relationship between Frequency of Social Environment Cases and Satisfaction with Social Environment	124
5.25 Cross Tabulation between Satisfaction with Overall House and Decision to Move or Stay	126
5.26 Summary of Analysis: Satisfaction with Overall House and Decision to Move or Stay	126
5.27 Summary of Correlation Analysis: Physical Factors and Overall Housing Satisfaction	128
5.28 Summary of Correlation Analysis: Social Factors and Overall Housing Satisfaction	130
5.29 Summary of House Aspects with Low Housing Satisfaction Levels	131

## LIST OF FIGURES

<b>Figure No.</b>		<b>Page</b>
1.1	Flowchart of the Study Process	12
2.1	A Research Model of Housing Satisfaction	26
4.1	PPR Housing Distribution Map in Kuala Lumpur	61
4.2	PPR Housing Distribution in the Strategic Zone of Wangsa Maju-Maluri	63
4.3	Layout Plan of Sungai Bonus PPR Housing	64
4.4	Typical Housing Block at Sungai Bonus PPR Housing	65
4.5	Typical House Floor Plan	66
4.6	Sungai Bonus PPR Housing and Surrounding Facilities	68
5.1	Respondents' Previous Houses	76
5.2	Satisfaction Levels with Size of House Space	78
5.3	Clothes Hung Along and at Corner of Corridors	79
5.4	Small Sized of Kitchen	79
5.5	Living Space with Ample Daylight and Ventilation	85
5.6	Shaded Location of Drying Area	87
5.7	Corridor Space Used Up for Storage	91
5.8	Satisfaction with Overall House Space	92
5.9	Time Taken for Repair Works	95
5.10	Well Installed and Maintained Fire Fighting Equipment	97
5.11	Vandalism towards Lift	98
5.12	Satisfaction with Overall House Services	98

<b>Figure No.</b>	<b>Page</b>
5.13 Shortage of Car Park Space	104
5.14 Motorcycle Parking at Block A and B	105
5.15 Motorcycle Parking at Block C and D	105
5.16 Motorcycle Parking at Block E and F	105
5.17 Open Space at Housing Block A and B	107
5.18 Open Space in the Centre of Housing Block C, D, E and F	107
5.19 Futsal Court in Housing Block A and B	108
5.20 <i>Sepak takraw</i> Court in Housing Block C and D	108
5.21 Children Playing in the Housing Courtyard	108
5.22 A “ <i>Musolla</i> ”(Muslim Prayer Hall) on the Ground Floor of Housing Block	109
5.23 A Sundry Shop in Block A	112
5.24 Barber Shop in Block B	112
5.25 Food Stalls in the Housing Area	113
5.26 Main Entrance Road	114
5.27 Internal Perimeter road	114
5.28 Public Telephones in the Lift Lobby	116
5.29 Satisfaction with Overall Facilities	119
5.30 Satisfaction Levels with Social Environment	123
5.31 Satisfaction with Overall Housing	125
5.32 Respondents’ Decision to Move or Stay	125

## LIST OF ABBREVIATIONS

CIS	Construction Industry Standards
DBKL	<i>Dewan Bandaraya Kuala Lumpur</i> (City Hall of Kuala Lumpur)
EAROPH	Eastern Regional Organisation for Planning and Housing
HDB	Housing Development Board (Singapore)
KLSP 2020	Kuala Lumpur Structure Plan 2020
MHLG	Ministry of Housing and Local Government
PPR	<i>Projek Perumahan Rakyat</i> (Public Housing Project)
UBBL	Uniform Building By-Law



# CHAPTER ONE

## INTRODUCTION

### 1.1 INTRODUCTION

Housing is a major concern for all people in the world as it has always been considered as the basic human need. Housing fulfils physical needs by providing security and shelter from the weather and climate and fulfils psychological needs by providing a sense of personal space and privacy. Housing in Malaysia emphasises on the provision of adequate, affordable and quality houses to all, with particular emphasis on the low income group.

Industrialisation and urbanisation have been shown to be the influencing factors contributing to the acute housing demand among the lower and middle income groups in cities and other larger urban agglomerations of many developing countries (Morshidi Sirat, 1999). Malaysia shows arising urban population indicating 26% (1965), 40% (1987), 50.6% (1991), 62% (2000) and projected to exceed 70% of the total population by 2020 (Department of Statistics Malaysia, 2000). The demand for housing in the urban areas far outstrips supply. Scarcity of suitable residential land and competing land uses in the urban areas are among problems that lead to the escalation of house prices in the urban area. The low income group finds it difficult to purchase houses and turn to other means of housing such as squatting and renting. According to a survey done by City Hall of Kuala Lumpur or *Dewan Bandaraya Kuala Lumpur* (DBKL) and University Sains Malaysia in 1993, Kuala Lumpur has an estimation of 37,804 squatter households, which accounted for almost 16% of its total population. Besides that an amount of 8.1% of the population in Kuala Lumpur earned less than RM 1,000.00 monthly (Kuala Lumpur Structure Plan 2020 (KLSP), 2004)

which placed them in a category that is unable to afford even low-cost houses. Using the household income of RM 750.00 as the cut-off point, about 60% of the households in the urban areas of Malaysia were in the lower income group (Ghani, 1997). Due to that, demand for housing is critical especially for low-cost housing.

The government has earmarked several funds for the construction of low-cost houses throughout its five-year Malaysia Plan and various housing programmes were implemented. In 1994, the federal government introduced the Special Low Cost Housing Programme to build and sell low-cost flats. In 1998, the government then launched the Public Housing Project based on the previous concept but built for rental for the urban poor and squatters at a minimal monthly rental and with improvements in terms of built-up area, design and implementation. The Public Housing Project is also known as *Projek Perumahan Rakyat* or PPR housing.

Good and quality housing is a reflection of the well-being of the community. Good housing refers to what housing does to the people (Parid Wardi, 1997). Determinants of good housing can be assessed through the investigation of the satisfaction levels perceived by the housing residents. Veitch (1995: 330) asserted that the concept of housing satisfaction has been used as an ad-hoc evaluative measure for judging the success of housing developments constructed by the public sector (Cooper, 1976; Marans & Rodgers, 1975; Rent 1978) and by the private sector (Lansing et al., 1969; Zehner, 1972). This will enhance the image of the housing provider-the public and private sector, and will contribute towards good housing environment.

## 1.2 STATEMENT OF PROBLEMS

The challenges facing Malaysia in the new millennium is not only in providing affordable housing for everyone particularly for the low income group but also in providing good and quality housing in a sustainable environment where man can live and work in harmony.

In spite of the governments' effort to ensure adequate housing supply, two main problems arise from the housing situation. First, quantitatively the number of housing provided do not meet the demands of housing for the low income group (Razali, 1993) and second, qualitatively the type of housing has not been satisfactory to the family housing needs (Ahmad Hariza and Chow, 1998), space deficit (Husna and Nurizan, 1987), comfort (Sulong, 1984) and social, cultural and religious needs (Tan, 1980). The second aspect is very important as it influences the quality of life and affects the socio-psychological aspects of the inhabitants. Housing is not just the provision of a roof over one's head (Turner, 1976; Parid 1977). Ideally housing design should fulfil user needs, support living patterns and activity systems of the inhabitants and also the people's cultural aspect.

A consistent complaint among residents of the low-cost houses is that of housing which do not meet their family needs thus results in dissatisfaction with the housing (Ahmad Hariza et al., 1998). One of the issues of dissatisfaction with low-cost housing is related to the space constraint in the houses. Low-cost housing has always been governed by economic constraint and is generally built with minimum space standards without much consideration on the user needs, which results in low satisfaction (Sulong, 1984) and adaptation on the living patterns and activity systems of the inhabitants (Tan, 1980). According to Nurizan (1993), shortage of space is one of the problems faced by the low-cost housing dwellers and is associated with lack of

privacy and crowding. Serious space constraints if not overcome are sources of social, psychological and physiological imbalances to the residents (Mitchell, 1971). The issue of space and airiness of low-cost houses has been highlighted in Property Times dated 21 June 2003 (Appendix A).

Another issue often related to dissatisfaction with low-cost housing is the provision of inadequate facilities and poor services in the housing areas. This issue also occurred in PPR housing and has been highlighted in Berita Harian dated Mac 2007 (Appendix B). Studies have found that dissatisfaction of residents in low-cost housing is due to residential areas that are not well provided with facilities but equally important the facilities are of unacceptable quality (Morshidi Sirat, 1999). Facilities and amenities for the residents in low-cost high rise flats are limited, and are usually inadequate for the large number of families staying in the area. Provision of facilities would take up land and deprive the scheme of more dwellings as the emphasis of the low-cost housing scheme is to maximise density (Jagatheesan, 1979). This situation creates dissatisfaction among the housing community and if not overcome may ultimately be a stressful living environment. Satisfaction is related to density, social compatibility of neighbours and the availability of facilities (Zehner, 1972).

The issue of crime is also often linked to dissatisfaction with low-cost housing environment especially in urban areas as highlighted in Berita Kosmo dated 2004 (Appendix C). Meenakshi (1997) from the consumer rights association questioned the living conditions of low-cost housing environment, whether it is conducive and safe for human living. It is found that neighbourliness is reduced by high density living and lack of public space in which to socialise, and a greater likelihood of fear of crime (Yancey, 1971).

Housing conditions that does not satisfy needs and household aspirations would cause dissatisfaction and could further imply to other serious problems such as the households well-being, health, environmental pollution, congestion and other household problems (Nurizan, 2001). The concept of need is related to satisfaction. Satisfaction exists when needs are being fulfilled or there is a match between what is needed and what is provided. As such there is a need to assess the housing satisfaction perceived by residents in the public high-rise low-cost housing as it would portrays the suitability of the housing design in terms of its space, availability of facilities and services and its capability in fulfilling the residents' need. The need is greater in the low-cost housing where inhabitants generally have limited economic ability and has no other alternative to housing.

Many PPR housing have been built during the Eighth Malaysia Plan to overcome the issue of squatters as well as to provide affordable houses for the low income group. Since many of these housing projects are completed and occupied, assessment has yet to be done to know if the houses provided have fulfilled the residents' needs. Furthermore, continuous housing satisfaction assessment needs to be conducted on the PPR housing in order to guide the urban governance of the local authorities towards the way ahead and helps in the monitoring of housing policy in the country.

### **1.3 OBJECTIVES OF STUDY**

Based on the studies and work discussed, there is a need to examine housing satisfaction perceived by residents in the PPR housing. The findings will provide information for improvement in design, management guidelines and housing standards

for better housing quality and living environment. Hence to achieve this, several objectives are formulated as following:

- i. To examine and determine the level of housing satisfaction perceived by residents of the PPR housing
- ii. To determine factors influencing the overall housing satisfaction levels
- iii. To outline recommendations that improve housing satisfaction levels

#### **1.4 RESEARCH QUESTIONS**

Based on the objectives of the study, a few research questions have been identified as stated below:

- i. What are the levels of housing satisfaction perceived by the residents in the PPR housing?
- ii. What are the factors influencing overall housing satisfaction levels?
- iii. What are the recommendations suggested to improve the housing satisfaction levels?

#### **1.5 SCOPE OF STUDY**

The previous discussion of low-cost housing in Malaysia has always been on the quantitative aspect that is on its performance of supply and delivery system. However, the scope of study for this research will be on the qualitative aspect of low-cost housing.

The study is confined to residents of a public high-rise low-cost housing under the Public Housing Project or better known as PPR housing that is located in Kuala Lumpur. The PPR housing is built by the Ministry of Housing and Local Government through federal funding and was handed over to DBKL, the local authority

responsible for providing and managing the housing. The study assesses the level of housing satisfaction perceived by the residents in the PPR housing. Based on the problem statements highlighted, the important aspects of low-cost housing to be assessed are house space, house services, availability of facilities and social environment in the housing area.

## **1.6 SIGNIFICANCE OF THE STUDY**

The government has been actively providing public housings in different types of development projects in various locations. It is important for the government to assess whether or not these development projects have met the needs and expectations of the users, particularly on the PPR housing which has been implemented during the Eighth Malaysia Plan. This study will measure the success of the government body that has been entrusted with the responsibility in delivering affordable quality housing for the low income group.

### **1.6.1 Significance towards Planning**

The provision of quality housing in planning is important as it contributes towards quality living environment and indirectly supports the concept of sustainable development. Studying housing satisfaction of low income urban dwellers will provide information on the deficiencies of their housing units, facilities and the housing environment in the urban area. This information is useful in planning future housing in order to ensure a better living environment particularly of the low income group which has always been the marginalised group.

### **1.6.2 Significance towards Community**

The objective of good development is to create more just and united society besides maintaining social stability and effective economic management. Satisfaction in housing also means the fulfilment of housing needs. By doing so, the welfare of the urban community is taken care of and improvement can be done to upgrade the quality of life for the urban population. In return, the urban community will feel satisfied and perform better in their work and social life.

### **1.6.3 Significance towards Local Authority**

The study will demonstrate the level of satisfaction of occupants towards the current condition of PPR housing in Kuala Lumpur. The output of the study will help DBKL in making decisions about the criteria in providing good and quality housing. This will also help DBKL to plan programmes for the housing communities as well as planning effective housing maintenance and management. The output of the study will also help in providing feedback on housing design and will assist the Ministry of Housing and Local Government (MHLG) in future housing decisions and policies.

## **1.7 ORGANISATION OF THE STUDY**

The study is conducted in four stages which include background and theoretical studies, gathering of data, analysis of data and findings, and finally conclusions and recommendations. The flow chart of the study process is shown in Figure 1.1.

### **1.7.1 Stage 1: Background and Theoretical Studies**

This initial stage of study is an important stage in determining the issues and problems that lead to the formulation of the topic of the study, the statement of problems, the