



RESIDENTIAL SATISFACTION AND PREFERENCE OF
MUSLIM RESIDENTS OF LOW-COST HOUSING IN
KANO & KUALA LUMPUR

BY

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ABSTRACT

Numerous studies have been undertaken on residential satisfaction (RS) and residential preference (RP); this is because of the importance of these constructs. This study assesses the RS and RP of the Muslim Hausa (Kano, Nigeria) and Muslim Malay (Kuala Lumpur) residing in public low-cost housing. It also compares between the two (2) Muslim groups on their RP. It is believed that even though the Hausa and the Malay are Muslims their RP will vary. Five hundred (500) questionnaires were administered to Hausas and Malays of selected low-cost housing in both Kano and Kuala Lumpur (KL). The concept of RS was measured on four (4) environments; dwelling environment, neighbourhood environment, management services, and social-cultural environment. RP was assessed on four (4) main components; the residence, the neighbourhood, socio-cultural factors and socio-economic factors. The RS and RP variables used in the questionnaire were derived from extant literature on RS and RP respectively. This was done by collating all the variables used in the previous studies and selecting the ones that are applicable in Kano and Kuala Lumpur. Data was analyzed using SPSS through descriptive, and Pearson's r for demographic characteristics, t-tests for comparisons, satisfaction and preference indexes, habitability indexes (HI) and importance indexes (IMI) for RS and RP. Findings indicate that the respondents in Kuala Lumpur are generally more satisfied with the low-cost housing provided compared to the Kano respondents, the habitability indexes in Kuala Lumpur was; low on the dwelling environment, medium on the neighbourhood and management services and high on the socio-cultural environment. On the contrary, all the four (4) RS environments had low habitability indexes in Kano. With regards to RP, the four components of RP had high importance indexes in Kuala Lumpur as opposed to Kano where they were low. Comparison between the Hausa and Malay respondents on their RP shows that they differed significantly on all the fifteen (15) RP variables. With regards to RS their level of satisfaction was similar on all the twenty six (26) RS variables examined, with the exception of the variables: size of bedroom, number of bedroom, location of living room, location of kitchen, frequency of crime, and level of noise. Therefore, the location of future low-cost housing in both locations should be in a secure and peaceful neighbourhood. Furthermore, proper attention should be accorded to the size of bedroom and units should be built with more number of rooms to cater for larger families this is in order to improve the quality of life and general well being of the residents.

ملخص البحث

أُجريت دراسات عديدة على الرضا السكني (RS) والتفضيل السكني (RP) نظراً لأهمية هذه البنى. وتقيم هذه الدراسة كلا من RS و RP للمسلمين من الهوسا (كانو و نيجيريا) والملايو المسلمين (كوالا لمبور) المقيمين في الإسكان العام ذو التكلفة المنخفضة. وإنما تقارن أيضاً بين مجموعتين اثنتين (٢) من المسلمين بناءً على RP. ويعتقد أنه على الرغم من أن الهوسا والملايو هم من المسلمين فإن مستوى RP سوف يكون مختلفاً. لقد تم إدارة خمسمائة (500) استبيان إلى سكان الهوسا والملايو من اصحاب المساكن منخفضة التكلفة تم اختيارها في كل من كانو وكوالالمبور. وقد تم قياس مفهوم RS على اربعة (٤) بيئات: البيئة السكنية وبيئة الحي و خدمات الإدارة والبيئة الاجتماعية والثقافية. و تم تقييم RP بناءً على ٤ عناصر رئيسية: الإقامة والحي والعوامل الاجتماعية الثقافية والعوامل الاجتماعية الاقتصادية. إن متغيرات RS و RP المستخدمة في الاستبيان كانت قد اشتُقت من الأدب الموجود في RS و RP على التوالي. وقد تم ذلك عن طريق جمع كافة المتغيرات المستخدمة في الدراسات السابقة واختيار تلك التي تنطبق على كانو وكوالالمبور. وحُللت البيانات باستخدام SPSS من خلال الاحصاء الوصفي و Pearson's r للخصائص الديموغرافية، و t-tests للمقارنات ودرجة الرضا ومؤشرات التفضيل، و مؤشرات صلاحية السكن (HI) ومؤشرات الأهمية (IMI) ل RS و RP. وتشير النتائج إلى أن المستطلعين في كوالالمبور عادة ما تكون أكثر ارتياحاً مع مساكن منخفضة التكلفة المتاحة مقارنة مع المستطلعين من كانو. مؤشرات السكن في كوالا لمبور كانت: منخفضة للبيئة السكنية ومتوسطة لخدمات الحي وإدارة الخدمات وعالية للبيئة الاجتماعية والثقافية. على العكس من ذلك، فإن كل بيئات RS الأربعة كانت منخفضة لمؤشرات السكن في كانو. وفيما يتعلق ب RP، فإن العناصر الأربعة من RP حصلت على مؤشرات ذات أهمية عالية في كوالا لمبور على عكس كانو حيث كانت منخفضة. المقارنات بين المشاركين من الهوسا و الملايو في RP تظهر بوجود اختلاف كبير و ملحوظ على كل متغيرات RP الخمسة عشر (١٥) أما بالنسبة لـ RS كان مستوى رضاهم مماثل في جميع المتغيرات الستة والعشرين (٢٦) المدروسة، مع استثناء المتغيرات التالية: حجم غرفة النوم وعدد غرف النوم و موقع غرفة المعيشة و موقع المطبخ وتواتر الجريمة ومستوى الضوضاء. ولذلك، يجب أن يكون موقع المساكن المنخفضة التكلفة مستقبلاً في كلا الحالتين أن تكون في حي آمن وسلمي. علاوة على ذلك، ينبغي إيلاء الاهتمام المناسب لحجم غرفة النوم ويجب أن تبني الوحدات بأكثر عدد من الغرف لتلبية احتياجات الأسر الكبيرة وهذا لأجل تحسين نوعية الحياة والرفاه العام للسكان.

ABSTRAK

Banyak kajian telah dijalankan mengenai kepuasan kediaman (RS) dan pilihan kediaman (RP); ini adalah kerana kepentingan konstruk itu. Kajian ini menilai RS dan RP kumpulan orang Islam Hausa (Kano, Nigeria) dan orang Islam Melayu (Kuala Lumpur) yang menetap di Perumahan Kos-Rendah Awam (PLCH). Ia juga menentukan persamaan dan perbezaan antara kedua-dua kumpulan beragama Islam dari segi RS and RP mereka. Adalah di percayai bahawa walaupun orang Hausa dan Melayu adalah orang Islam, tahap RS dan RP mereka akan berbeza. Lima ratus (500) kertas soal selidik telah diberi kepada orang Hausa dan Melayu daripada perumahan kos rendah awam terpilih di Kano dan Kuala Lumpur (KL). Konsep RS telah dinilai melalui empat (4) persekitaran; persekitaran kediaman, persekitaran kejiranan, perkhidmatan pengurusan, dan persekitaran sosial-budaya. RP telah dinilai melalui empat (4) komponen utama: kediaman, kawasan kejiranan, faktor-faktor sosio-budaya, dan faktor-faktor sosio-ekonomi. Pembolehubah RS dan RP yang digunakan dalam soal selidik telah dikenalpasti melalui kajian pembacaan berkaitan RS dan RP masing-masing. Ini telah dibuat dengan mengumpul kesemua pembolehubah yang digunakan dalam kajian-kajian yang lepas dan memilih hanya pembolehubah yang berkenaan di Kano dan Kuala Lumpur. Data telah dianalisa dengan menggunakan SPSS melalui analisa deskriptif, dan Pearson's r untuk ciri-ciri demografi, ujian t untuk perbandingan, indeks kepuasan dan pilihan, indeks kesesuaian pendiaman (HI) dan indeks kepentingan (IMI) untuk RS dan RP. Hasil kajian menunjukkan bahawa responden di Kuala Lumpur secara umumnya lebih berpuashati dengan Perumahan Kos-Rendah yang disediakan berbanding responden di Kano, indeks kesesuaian pendiaman di Kuala Lumpur didapati: rendah dalam persekitaran kediaman, sederhana untuk kejiranan dan perkhidmatan pengurusan, dan tinggi untuk persekitaran sosial-budaya. Sebaliknya, keempat-empat persekitaran RS mencapai indeks kesesuaian pendiaman yang rendah di Kano. Berkaitan RP, keempat-empat komponen RP mencapai indeks kepentingan tinggi di Kuala Lumpur berbanding di Kano dimana indeks tersebut rendah. Perbandingan antara responden Hausa dan Melayu daripada segi RS dan RP mereka menunjukkan bahawa mereka berbeza dengan ketara dalam kesemua lima belas (15) pembolehubah RP serta dua puluh enam (26) pembolehubah RS yang, dikaji kecuali: saiz bilik tidur, bilangan bilik tidur, lokasi ruang tamu, lokasi dapur, kekerapan jenayah, dan tahap bunyi bising. Oleh itu, lokasi Perumahan Kos-Rendah di masa hadapan di kedua-dua lokasi perlu berada di kawasan kejiranan yang selamat dan aman. Selain itu, perhatian yang sewajarnya perlu diberi kepada saiz bilik tidur dan unit-unit perlu dibina dengan bilangan bilik yang lebih untuk menampung keluarga yang besar; ini adalah untuk mempertingkatkan kualiti hidup dan kesejahteraan umum penduduk.

APPROVAL PAGE

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DECLARATION

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

Nabila Jamila Hanga

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To my parents; Mama and Baba

To my husband; Nabil

To my two lovely daughters; Adawiyah and Amatullah

To my siblings; Fat'hiyyah, Ubaidullah, Khadijah, Nehal, Abdul'ilah, and Nawar

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LIST OF ABBREVIATIONS

ADE	Adequacy of the dwelling environment
ASOR	Amount spent on rent
ASOT	Amount spent on transportation
CH	Community Hall
CLON	Cleanliness of the neighbourhood
CON	Cleanliness of neighbourhood
COPS	Closeness of police station
CP	Children's playground
CTC	Closeness to clinic
CTCS	Closeness to convenience shops
CTF	Closeness to family
CTM	Closeness to market
CTR	Closeness to relatives
CTS	Closeness to Schools
CTTC	Closeness to town centre
DBKL	Dewan Bandaraya Kuala Lumpur
DE	Dwelling environment
DRC	Drain cleaning
DTW	Distance to work
FLOR	Flexibility of the Residence
FOC	Frequency of crime
FOR	Flexibility of residence
GC	Garbage collection
GRC	Grass cutting
HAT	The housing adjustment theory
HI	Habitability Index(es)
HV	Housing values
IMI	Importance Index(es)
KLFT	Kuala Lumpur Federal Territory
KSHC	Kano State Housing Corporation
LCH	Low-cost housing
LCHU	Low-cost Housing units
LCTH	Low-cost Terrace Housing
LM	Landscape maintenance
LOB	Location of bedroom
LOCN	Level of crime in neighbourhood
LOK	Location of kitchen
LOLR	Location of living room
LON	Level of noise
LOR	Layout of the residence
MoHLG	Ministry of Housing and Local Government
MS	Management services
MSE	Management services environment
MSL	Musolla
MS_SCE	Management services and socio-cultural environment

N	The neighbourhood
NBR	Neighbours
NE	Neighbourhood Environment
NHP	National Housing Policy
NOB	Number of bedroom
OOR	Orientation of the residence
PA	Planning Areas
PC	Physical environments
PDNA	Private dwelling environment and neighbourhood amenities
PIR	Privacy
PLCH	Public low-cost housing
PLIM	Parking lot inclusive of motorcycle
POCS	Presence of convenience shops
POGS	Presence of good schools
PP	Public Phones
PRY	Privacy
PW	Pedestrian walkways
R	The residence
RAS	Residence and available services
RC	Road Cleaning
RDA	Regional Development Authority
RON	Reputation of Neighbourhood
RP	Residential preference
RS	Residential satisfaction
SC	Social environment
SCE	Social cultural Environment
SCF	Socio-cultural Factors
SEDC	State Economic Development Corporation
SEF	Socio-economic Factors
SOB	Size of bedroom
SOK	Size of kitchen
SOLR	Size of living room
SPCR	Space for children to play within the residence
SRBG	Separate rooms for boys and girls
SWR	Space within the residence
UN	United Nations

CHAPTER ONE

INTRODUCTION

This thesis focuses on comparing the residential satisfaction (RS) and residential preference (RP) of Muslim Hausas and Muslim Malays residing in low-cost housing (LCH) in Kano and Kuala Lumpur respectively.

Although, both the Nigerian and Malaysian government plan to continue their ongoing effort of providing decent, affordable and adequate housing for all income groups especially the low-income; studies in Nigeria (Moughtin, 1985; Ukoha & Beamish, 1997; Ikejiofor, 1999; Ogu, 2002; Chokor, 2005; and Hanga, 2009) and Malaysia (Zaiton & Ahmad, 2007; Abdul Ghani, 2007; Noor Hanita, 2009; Nor Rima & Davies, 2009; Tahir, Zain, Sopian, Usman, Surat, Abdullah, Tawil, Nor, Che-Ani, 2010; Mohit, Ibrahim, & Razidah, 2010) have shown that there are problems with LCH (such as marginalization of privacy needs, inadequate space for the number of residents, minimum standard of children's playground etc.) and dissatisfaction with LCH have been reported. In addition, none of the studies in both locations has focused solely on the residential requirements of Muslims. Thus, this study also aims at establishing the determinants/factors of Muslim residential satisfaction and preference in both locations.

1.1 BACKGROUND

The main aim of housing is to provide shelter for the people (Chui, 2003). This is of utmost importance for the general well-being of man (Fadamiro, Taiwo, Ajenifujah and Ajayi, 2006). United Nations (UN) recognizes that having a secure and peaceful

home is a basic human right (Leckie, 1999). Subsequently, the population of most cities in the world is growing by at least 50 million people per year because of rapid urbanization (Oliver, 2003). This has given rise to poverty and inability of the majority to own a house (Ozo, 1990). This ever increasing demand for shelter has necessitated that the provision of adequate housing has become part of most countries policies, Nigeria (National Housing Policy (NHP), 2001) and Malaysia inclusive (9th Malaysia Plan).

The new NHP developed in 2001 has the primary goal of ensuring that “All Nigerians own or have access to decent safe and sanitary housing at affordable cost and with secure tenure” (Kabir, 2004). Thus, Kano State government has flagged off the construction of public housing for both low and medium income groups in order to meet the aforementioned goal. In the 9th Malaysian plan, the government plans to continue its effort of providing adequate, qualitative & affordable houses to all income groups especially the low-income in order to improve their quality of life. However, do the housing units meet the Muslim residents’ preferences? Are the Muslim residents satisfied with the housing units provided in terms of the design, facilities provided etc.? This is very important because residential requirements of Muslims will vary from those of non-Muslims because Islam governs all aspects of a Muslim’s life including housing (Omer, 2002). A previous study shows that residents of LCH in Kano metropolis have a medium residential satisfaction index because their preferences have not been fully met (Hanga, 2009). In Kuala Lumpur, Zaiton and Ahmad (2007) found out 62.3% of the respondents of low-cost terrace housing (LCTH) perceive that the design of their housing units do not ensure privacy.

On the other hand, housing touches all aspects of our lives; social, cultural, community and economic activities (Hafazah & Muna, 2007). Consequently, RS is the

most important satisfaction domain that determines lifecycle happiness (Diaz-Serrano, 2009) and general life satisfaction (Phillip, Oi-Ling, Anthony & Kevin, 2005). It is one of the most researched subjects in residential environment studies (Amerigo & Aragonés, 1997; Ge & Hokao, 2005) and is defined as a feeling of pleasure derived from living in a specific place (Canter, 1977). Residential dissatisfaction on the other hand, can cause unsuccessful ageing (Phillip et al., 2004), re-adjustments and subsequent mobility when re-adjusting becomes difficult (Mohit et al., 2010). However, for the low-income group moving is not an option, this can result in chronic dissatisfaction (Ukoha & Beamish, 1997), which affects their quality of life (Lu, 1999). Quality of life is defined by the dictionary of human geography as the state of social well being (the degree to which a population's needs & wants are being met) of individuals or groups, either as they perceive it or as identified by observable indicators.

A successful housing meets social and cultural norms as well as maintaining the health of its occupants (Rapoport, 1969). However, according to Hanga (2009) findings from the assessment of RS (based on six socio-cultural variables) of two hundred and eighty four respondents from four low-cost housing estates in Kano State show that 50% of the respondents had a medium satisfaction index. Also, about 60% of the respondents rated the sufficiency of the variables integrated in their housing units as medium.

Similarly, Tan (1980) asserts that in spite of the government's effort of providing shelter for all, the resultant houses do not meet the users' requirement in terms of their comfort, social, cultural, & religious needs. In another study, the respondents were dissatisfied with variables such as public transport, kitchen, police station, children's playground etc. (Abdul Ghani, 2007). Thus, despite all efforts to