



**RESIDENTS' SATISFACTION TOWARDS COMMON
FACILITIES IN MEDIUM COST CONDOMINIUM:
CASE STUDY OF PLATINUM HILL
CONDOMINIUM PV6, SETAPAK, KL**

BY

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**A dissertation submitted in fulfilment of the requirement
for the degree of Master of Urban and Regional Planning**

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ABSTRACT

The provision of common facilities in high rise living is very crucial as they serve the entire residents in the community. This research is centered on the common facilities that are non-commercial and non-profit which are used and shared by the residents for leisure and social purposes, such as swimming pool, children's playground, gymnasium, multipurpose hall and *surau*. The availability of the facilities has to some degree affected the satisfaction of residents towards their housing environment. Therefore, this research was conducted to measure residents' satisfaction towards these common facilities. Combinations of qualitative and quantitative methods were used for this research. Survey data from 100 respondents at selected medium cost condominiums in Kuala Lumpur were analysed by using SPSS software which translated into descriptive and inferential statistics. The findings show that the factors of maintenance, privacy, safety and location of facilities play an important role in the level of satisfaction of these residents. Findings also show that the overall satisfaction level of residents, based on the mean value calculation is low with all of the common facilities' mean value; swimming pool (3.26), children's playground (3.29), gymnasium (2.96), multipurpose hall (3.07) and *surau* (3.48), are below 3.50. However, there is always room for improvement and upgrade for better quality of life and satisfaction of residents in the medium cost condominiums. Thus, this research provides a few recommendations that may help in improving residents' satisfaction towards common facilities in medium cost condominiums.

ملخص البحث

مؤوناتالمرافق المشتركة مكونات حاسمة جدا لأنها تخدم السكان، وتتركز هذه الدراسة البحثية على المرافق المشتركة غيرالتجارية و غيرالربحية المستخدمة من قبل السكان والمتقاسمة بينهم لقضاء وقت الفراغ والأنشطة الاجتماعية مثل: حوض السباحة، وملعب للأطفال، وصالةرياضية، وقاعة متعددة الأغراض، ومكان للصلاة. وقد أدى توفر المرافق إلى شعور السكان بالرضا والارتياح تجاه مساكنهم. و
الارتياحهم تجاه هذه المرافق المشتركة. واستخدم أسلوب النوعية والكمية لهذه الدراسة البحثية. وقد تم تحليل بيانات الدراسة باستخدام برنامج "SPSS" الذي ترجم إلى إحصائيتينوصفية واستنتاجية لتحقيق أهداف البحث. وتظهر النتائج بأن عوامل الصيانة والخصوصية والسلامة وموقع المرافق تلعب دورا هاما في مستوى ارتياح هؤلاء السكان. وتظهر النتائج أيضا بأن معظم المستطلعين مقتنعون بالتسهيلات المقدمة لهم. ومع ذلك، هناك دائما مجال لتحسين الخدمات والرقي بها من أجل حياة أفضل وارتياح أكثر.

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 a 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.

Siti Radhiah Binti Md Merzuki

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STUDY OF PLATINUM HILL CONDOMINIUM PV6,
SETAPAK, KUALA LUMPUR**

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In the Name of Allah, the Most Beneficent, the Most Merciful

This dissertation is dedicated to my beloved parents;

Mak & Ayah

My siblings;

and myself

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Bismillahirrahmannirrahim.

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CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

Shelter is a basic human need. The Quran highlights that the house is a shelter or a private sanctuary to its residents. Allah says: *“It is Allah who made your habitations homes of rest and quiet for you ...”* (Qur’an, *Al- Nahl*: 80). In Islam, a house function as a place for rest, relax one’s body and mind, enjoy living as well as to worship Allah and also a place for a family development center. The house refer as *“maskan”* or *“maskin”* because it offers its inhabitants a chance to take a break from the demands and pressure of the outside world and concentrate on doing that which leads to a physical, mental and even spiritual healing (Spahic Omer, 2010).

Nowadays, for a normal family life, adequate and secure house is a fundamental requirement for acceptable levels of health and comfort. Everyone has their own rights to a standard living for health and well being for himself and his family, including food, clothing, housing and medical care, and necessary social services (Paul et al., 1990). According to Razali Agus (2001), housing improves and enhances the characteristics and attitude of the community and also contributes towards the nation economic development by integrating social factors into the economic system.

Towards the year 2020, housing issues will be as the physical form that may influence the community's life either in social, economical or political aspects (MUHLG, n.d). The housing problems in Malaysia are not only due to the rapid population growth, but also about the quality of the houses built, abandoned housing projects affordability and accessibility of the people to own or rent houses (MUHLG, n.d). The Government faces tremendous pressure to provide housing, especially affordable housing for the lower income groups. Even, nowadays, the most suffering group is the middle income earners as the property prices increase; thus, there was a huge gap in assistance for this "sandwich group".

As population growth increase, space becomes limited and the land price also increases. For this reason, the needs to provide adequate housing for the growing population became a necessity to cater the demands. Therefore, high density housing such as condominium became a means to optimize land use, enhance the standard of living and also response to the growing demand for housing in the urban area.

In the Tenth Malaysia Plan (10MP, 2011-2015), it has stated that housing development will focus on the provision of adequate housing as well as to ensure a safe, healthy and harmonious living environment equipped with complete public amenities and quality recreational facilities. Therefore, the provision of common facilities is one of the important elements in housing development as it is one of the backbones of a successful community. The provision of common facilities should not only adequate in terms of quantity but also quality as it reflects not only on the changes of demand, but also as an indicator to the development and the community's quality of life.

1.2 PROBLEM STATEMENTS

The problems associated with regards to the topic discussed are as follows:

Most of the research done related to housing only focused on the satisfaction of low cost high rise living. Little attention give to medium cost high rise living. Nowadays, according to Datuk Abdul Mutalib, PRIMA Bhd's Chief Executive Officer, in NST (March, 2013), not only low income people, but middle income earners also suffered from the hike of property price. Therefore, the research on the middle income residential area are needed in order to measure their satisfaction levels on the facilities provided in the residential area.

As mentioned by Ng (2010), living in high density lead to competition for the use of facilities and space, thus create social conflicts. Moreover, privacy of the residents could reduce and involve feeling of loss of control and anxiety. However, with proper management and maintenance of the facilities provided, it facilitate social interaction and promote good neighbourhood relations.

The provision of the common facilities are very crucial components as it serves the residents. Hafazah (2008) mentioned that the availability of facilities has to some degree affect the satisfaction of residents towards their housing environment. Residents in a neighbourhood will be satisfied and happy when their housing 'needs and wants' are met.

Furthermore, Lias (1998) discovered that most of the residents of medium-high cost condominium complained about the improper and not well maintained for the common facilities and vandalism happened in the residential area. Isma et al. (2011) argued that the provision and condition of the facilities that have been provided in the high rise building always with the minimum amount of services based on the maintenance fee that residents need to pay every month.

1.3 RESEARCH QUESTIONS

The identification of the problems above has left the research area with several questions:

- i. What are the existing common facilities provided in the medium cost condominium?
- ii. What are the satisfaction levels of residents towards the common facilities?
- iii. What are the factors leading to the satisfaction level of the residents?
- iv. What are the residents' recommendations or suggestions to improve the common facilities?

1.4 AIM AND OBJECTIVES

This study aims to measure residents' satisfaction towards common facilities in the medium cost high rise building at selected condominium in Kuala Lumpur. The main objectives of the research are:

- i. To study the availability of common facilities provided in the medium cost condominium
- ii. To determine residents' satisfaction towards common facilities in the medium cost condominium
- iii. To identify the factors influencing residents' satisfaction towards the common facilities provided in the medium cost condominium
- iv. To suggest possible recommendations in improving common facilities in the medium cost condominium

1.5 SCOPE AND CONTEXT OF RESEARCH

The main scope of this research is to evaluate residents' satisfaction towards common facilities provided in the medium cost condominium. The common facilities that will be studied in this research are facilities that used and shared by the residents for leisure and social purposes, which are non commercial and bring no profits. The common facilities are as follows; swimming pool, children's playground, gymnasium, multipurpose hall (MPH) and surau.

1.6 SIGNIFICANCE OF RESEARCH

This research focused on residents' satisfaction towards common facilities in the medium cost condominium. It also considers residents' suggestions and recommendations to improve the provision and maintenance of the common facilities in the condominium.

The second contribution is the recommendations may help to improve the quality of life for middle income people. Nowadays, the most suffering group from the hike in property prices was middle income earners as there was a huge gap in assistance for this "sandwich group".

Furthermore, this research will enable the concerned among professionals in the building industry such as architects, planners, engineers, developers and others towards ensuring proper housing planning and management especially for medium cost high rise building.

As for the academician, they will have the opportunity to improve the research findings by extending the research in a broader scale by taking into account the other aspects such as economic and management itself where they can have more samples to be taken as a measure.

1.7 LIMITATIONS OF RESEARCH

Conceptually, this research is limited to only common facilities in the medium cost condominium. The nature of the study also coupled with the complexity of the housing type (condominium), especially to access to condominium, where it affects the scheduled time for the data collection. Another constraint is regarding the procedures that need to be done in order to get the permissions to enter the condominium for data collection. In addition, constraint encountered during secondary data collection at the management also added to the limitations. The data analyzed limited to observation and respondents satisfaction level. Thus, respondents would interpret differently based on different cultural, educational and national backgrounds and experience. Furthermore, there also has been relatively little research regarding the housing satisfaction of medium cost houses on the facilities provided.

1.8 STRUCTURES OF RESEARCH PAPER

This research paper consists of five chapters. The first chapter contains the research introduction. In this chapter, it discusses on the research problems, research questions, aim and objectives, significance of this research and also limitation in doing this research.

The second chapter elaborates more in terms of literature reviews related to housing in Malaysia especially high rise building, common facilities involved and residents' satisfaction only. The researcher explains about the concept of study and discussed any matter regarding the topic as it based. The main sources of information collected are from books, journal, articles, newspaper and online resources.

For chapter three, the methodologies used in this research are discussed comprehensively. This chapter discusses the research design including independent and dependent variables used, sampling method and size, approaches and methods used in the data collection, compilation and data analysis. Then, the location of the study area is described followed by the justification for choosing the study area for the research purpose. It also describes the provision of common facilities in the study area.

Chapter four is focusing more on data analysis and findings of the research. All the data collected based on the questionnaire survey will be presented in this chapter. Data are gained from systematic observation, questionnaire survey as well as from various reading materials. The data will be analysed using the Statistical Package for Social Sciences (SPSS) software. Data analyses are presented in the forms of graphs, tables and detailed write up.

Recommendations and overall conclusion of the research will be dealt with in the last chapter which is chapter five. The possible recommendations and suggestions are very useful to improve the provision of common facilities in the medium cost condominium.

1.9 SUMMARY

The framework of the research has been discussed in this chapter which includes problem statements, research problems, research questions, aim and objectives, significance and structures of this research and also limitation in doing this research. The following chapter will elaborate the contemporary and available literature to support the statement of problems and establish the needs for this research.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

Housing represents the foundation for creating a happy family as well as harmonious society. Housing is a basic need that can enhance people's quality of life in terms of physical, psychology and social. Therefore, housing should enhance and provide the best quality living environment as it can contribute towards family life and noble social values. The housing area is where the most interaction takes place, first place to nurture family members, other social values are developed and services are required besides being the place for shelter and rest (Total Planning and Development Guidelines, 2nd Edition).

The basis for this research is to measure residents' satisfaction towards common facilities provided in the medium cost condominium in Kuala Lumpur. For this reason, this chapter discusses the literatures that are important and have significant to the research. All aspects that relate to the research will be discussed, such as development of housing including high rise in Malaysia, related laws and regulations to high rise condominium, concept of housing satisfaction and its indicators that contribute towards residents' satisfaction, problems faced in the medium cost condominium and concept of common facilities.