



RESIDENTS' SATISFACTION WITH SLUM
UPGRADING PROGRAMME: CASE STUDIES OF C-
KIPs IN JAKARTA, INDONESIA

BY

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ABSTRACT

This research evaluates residents' perception of satisfaction with slum upgrading in Kampung Improvement Program (KIP) five (5) neighbourhoods, Jakarta, Indonesia. It identifies relevant macro and microscopic residential factors that contribute subjective well-being of Physical (water supply and sanitation), social (user status in society and behaviour), and economic (cost, willingness to pay, and management) variables which were analysed systematically. Based on person-environment congruity theory of residential satisfaction with physical and social environments, a mix quantitative and qualitative research method was applied in a cluster sample population of 400 residents. The research result suggests higher satisfaction with social than physical environment. Despite lack of regular supply of safe water and sanitation, residents are comfortable with their respective social settings. Social interaction and attachment are rated high by residents due to their linkage with demographic variables of household size, level of education and residents' length of stay in the environment. There is a significant difference in the satisfaction level between the five KIP neighbourhoods. The research findings qualitatively indicate that the variables of the home or house, environment, and management components of residential neighbourhood actually affected user satisfaction of the research sites. The findings further showed that while the home and environmental components of housing were satisfactory to the KIP dwellers, the management constituent seems to be below residents' expectations. Comparatively, qualitative data analysis indicate that both physical and social factors of a residential environment impact positively on personal and environmental quality of residents. In conclusion, residents' satisfaction with KIP neighbourhoods qualitatively correlates with their dwelling environment, access to portable water supply, environmental sanitation, and the social environment. In line with post positivist epistemology, there convergence of data sources on lack established relationship or difference between user satisfaction and physical attributes of KIP environment; and a strong correlation with social setting. These results are particularly timely for policymaking, literature and implementation of physical developmental action plans. This implies that settlement upgrading as an urban development strategy globally, though laudable, pose environmental challenges of satisfying the urban poor of the case study area.

ملخص البحث

تقيم هذه الدراسة تصور المستخدمين أو المقيمين - وهم الساكنون لخمس قرى مجاورة- لارتياحهم ورضاهم برنامج التحسين والتطوير القرى (Kampung Improvement Program). وتوضح الدراسة العوامل السكنية لقضايا الصغيرة والكبيرة التي تساهم في رفاهية ذاتية. وقد تم تحليل المتغيرات المادية (كمادات المياه، والصرف الصحي)، والاجتماعية (كحالة، والسلوك المستخدم في المجتمع)، والاقتصادية (كالتكاليف والتدبير) بأسلوب منسق ومنتظم. وتم ذلك على أساس نظرية انسجام البيئة الشخصية لرض وارتياح السكني بالبيئة المادية والاجتماعية، مع اعتماد على منهج مزدوج مطبقاً أسلوب تجمع العنقود لاختيار 400 مقيم من مجتمع الدراسة. وعليه، أشارت نتائج الدراسة وجود ارتياح ورض عالٍ من البيئة الاجتماعية أكثر من البيئة المادية. وبرغم عدم وجود إمدادات منتظمة للمياه الصالحة للشرب، والصرف الصحي إلا أن المقيمين راضون ومرتاحون لطبيعة بيئتهم الاجتماعية. وكذا تشير الدراسة إلى أن التفاعل الاجتماعي والانسجام مقيم بدرجة عالية من المقيمين لارتباطهم الوثيق بالمتغيرات الديموغرافية بحجم الأسرة، ومستوى التعليم، وطول بقاء الساكنين في تلك البيئة. وهناك فروق بالغ الأهمية في درجة الرضا والارتياح بين المقيمين في هذه القرى الخمس المشاركة في الدراسة. وأظهرت نتائج المنهج الكمي أن المتغيرات السكنية، والبيئية، والعناصر الإدارية للمناطق السكنية المجاورة مؤثرة فعلاً على ارتياح ورض المقيمين في هذه القرى التي أجريت فيها الدراسة. ويبدو أن العناصر السكنية والبيئية مرضية للساكنين، إلا أن العناصر الإدارية تبدوا على أدنى توقعاتهم. فالبيانات الكمية نسبياً تلمح إلى أن كلاً من العناصر الاجتماعية، والمادية للبيئة السكنية أثرت إيجابياً في الجودة البيئية والأشخاص الساكنين. وارتبطت رضا وارتياح المستخدم وصفيًا مع برنامج التحسين والنطوير القرى بالبيئة السكنية، وحصول على مياه الصالحة للشرب، والصرف الصحي، والبيئة الاجتماعية. وفقاً لنظرية المعرفة البعدي التقارب في مصادر البيانات تفتقر عن العلاقة المثبتة، أو الاختلاف بين رض المستخدمين، والصفات المادية لبرنامج التحسين والتطوير القرى، ووجود الارتباط القوي مع التركيب الاجتماعي. هذه النتائج مهمة خاصة لصنع القرارات، والأدب النظري، وتطبيق التخطيط العملي للتطوير المادية. وهذا يشير إلى ضرورة الرقي كوسيلة استراتيجية عالمية، برغم أن التحديات البيئية في سبيل إرضاء فقراء القرى أمر صعب المنال.

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.

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**RESIDENTS' SATISFACTION WITH SLUM UPGRADING
PROGRAMME: CASE STUDIES OF C-KIPS IN JAKARTA, INDONESIA**

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*To my Late Father Emir of Katsina, Muhammad Kabir Usman, CON who is not alive
to witness this moment, and my Mother Hajiya Maimuna Kabir Usman.
To my lovely Malik, Nabil, Muhammad and Mamma who stood by me all the way.*

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LIST OF ABBREVIATIONS

KIP	Kampung Improvement Program
C-KIP	Comprehensive Kampung Improvement Program
SAPOLA	Slum Alleviation Policy and Action Plan
BAPPENAS	Badan Perencanaan Pembangunan Nasional (National Development Planning Agency, Indonesia)
BKLHD	Jakarta Environment Management Agency
MDG	Millennium Development Goal
IBRD	International Bank for Reconstruction and Development
NISER	National Institute of Science Education and Research
CASSAD	Centre for African Settlement Studies and Development
DDA	Delhi Development Authority
IGES	Institute for Global Environmental Strategies
FRN	Federal Republic Of Nigeria
NIUA	National Institute of Urban Affairs
NEEDS	National Economic Empowerment Development Strategy
SAPRI	Structural Adjustment Participatory Review International
QoL	Quality of Life Assessment
PREQ	Perceived Residential Environmental Quality
RESS	Residential Environmental Satisfaction Scale
PEC	Person Environment Congruence
EQP	Environmental Quality Profiles
NAT	Neighbourhood Attachment
PPAR	Performance Assessment Report
PROPENAS	Program Pembangunan Nasional (Indonesia)
CoBILD	Community-Based Initiatives for Housing and Local Development

CHAPTER ONE

RESIDENTS' SATISFACTION WITH SLUM UPGRADING PROGRAMME: CASE STUDIES OF C-KIPS IN JAKARTA, INDONESIA

1.1 INTRODUCTION

Kampung usually refer to the congested densely populated urban settlements predominantly dominated by the urban poor migrants as a result of rapid urbanization in Indonesia. Kampung are found in strategic parts of the city located near economic activities and business districts surrounding rich neighbourhoods where migrants take advantage of availability of affordable housing provide small scale services and unskilled labour the city residents. The Kampung are usually classified in terms of their historical development or related to location in terms of accessibility to surrounding areas.

The introduction of Kampung improvement Program in Indonesia dates back to the era of colonial Dutch government with the ultimate goal of maintenance of communal facilities and infrastructure so as to improve the problem of inadequate sanitation and meet the needs for human settlement as well as to cope with accelerated urban development.

In view of rapid urbanization which resulted in the congestion of densely populated urban settlements in Indonesia as well as areas predominantly referred to as Kampung, the introduction of KIP became significant so as to improve the living conditions and the characteristic deterioration due to lack of basic urban services and also to prevent the spread of diseases and fire among the residents.

Notable beneficiaries of KIP programme were the port cities of Semarang and Surabaya in 1924 (Kuswardono, 1997). The program extended until the beginning of World War II, but became politically and economically difficult to sustain after Indonesia's independence in 1945. Although the Government of Indonesia during "Repelita" increased investment to improve the problem of inadequate sanitation and to meet the needs for human settlement infrastructure by Rp. 15 trillion every year, the accessibility to basic services to a great met the residents' satisfaction, however, the lack of maintenance of communal facilities in former KIP in most urban settlements and the acceleration of urban development which has not been able to meet the pace of urban growth, worsen the problem of infrastructure resulting in severe condition of utilities serving low income areas.

This research therefore discusses KIP with a view to measure user satisfaction with regards to accessibility to basic services in Kampung Improvement Program (KIP) in terms of neighbourhood attributes and the user characters, considering the physical and social environment. It covers the macro level (i.e. settlement or neighbourhood), and the micro setting (i.e. housing) based on a case study of Indonesia's KIP.

1.2 BACKGROUND

Many studies on residential satisfaction have shown that the effect of residents' personal characteristics is mediated through their perceptions and evaluations of attributes of their neighbourhoods, but fail to indicate how this occurs. A path analysis which treats the personal variables as causally antecedent could be tested to illustrate neighbourhood perception of satisfaction and attributes of respective user personal characteristics. It is important to capture variations in satisfaction levels, as well as

other mediating factors that influence personal variables of satisfaction levels directly or indirectly.

The basic need of most residential settlements is the accessibility to facilities and services; hence, satisfaction among residents is tied to the quality, frequency and cost of access to safe water and sanitation among others. However, the requirements mentioned above are vital and are core residential problems of the urban poor in many developing countries, therefore, the disadvantaged groups resort to self-help through community efforts to meet up their access to public service facilities. However, lack of financial resources, legality question over land ownership, ineffective planning, over reliance on top-down approach and political will often hamper access to such basic human needs among low-income urban dwellers.

Communal and government partnership in settlement upgrading is common in the South East Asian countries .The Kampung Improvement Program (KIP) is known in Indonesia as a self-help communal mechanism of enhancing residents' access to basic services. Community participation is well realized in recent days to enhance project sustainability. For centuries, community activities are demand driven approach that shape the programs and activities based on the community's dare needs, via user defined programs, with government as a moderating agent.

In many of these countries, the majority of families do not buy houses with mortgage financing as commonly practiced in the developed world. Instead, they build their own homes progressively over a decade or so, largely unassisted by the formal-sector institutions. This is because many pre-constructed units are too expensive for the poor to afford, and rental markets may not be viable options. As a result, the urban poor often seek out unoccupied land on which to begin the process of building progressive housing. These communities are often classified as squatter settlements,

since they are neither planned nor sanctioned by municipal authorities. Moreover, these progressively built homes often lack running water, sewage, and environmental sanitation.

Therefore, programs such as KIP are essential to achieve access to basic services like safe water and sanitation; this can also be enhanced through community participation as an essential and major factor of sustainability (Dhaka, 2002). Because in real sense, community activities and demand driven approach can shape programs and activities based on community needs where communal decisions are employed to decide and execute the activities. Therefore better success will be realized where the government facilitates community participation in the KIP process (Henderson & Thomas 1987; Rosemarie et al., 1999). The Kampung Improvement Programme (KIP) is recognized program that enhances the physical living environment of the informal housing delivery sector in Indonesia

KIPs of Indonesia and similar programs in Asian cities provide an innovative model of community participation with tremendous local achievement. Kampong Improvement Program, (KIP) sought to assist in enhancing poor living environment of many settlements in Indonesia's urban centres like Jakarta, Surabaya and Medan. Therefore, it is imperative to assess the residents' perception of this public service scheme, to evaluate residents' perception of satisfaction with access to water and environmental sanitation. Variables relevant to this research are access to portable water, environmental sanitation supply from public mains, proximity to public health care facility, and primary school. These are quality life indicators which could yield pointers for remedy. Each needs to be evaluated in terms of demand and supply, at communal and individual levels of ease of access.