

UNIVERSITI TEKNOLOGI MARA

**RESIDENTIAL SATISFACTION
TOWARDS PEOPLE HOUSING
PROGRAMME: A STUDY AT PPR
MELANA INDAH (FASA 1), JOHOR
BAHRU**

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ABSTRACT

The most important and basic needs that must be fulfilled in order people would be able to enjoy and continue their daily life is housing. A good characteristic of housing that needed by people is when the house is provided with the basic infrastructure such as accessibility of roads and public transport, electricity and water supply and also other basic need that helps the people to improve their standard of living. In order to fulfil the demand of people in the context of housing, Malaysia Government has come out with several public housing programs. However, there are still issues arises such as most of the public housing has low quality and insufficient public facilities. Besides, there are only a few studies done in Johor and have looked into the environmental issue and safety aspects that might contribute to residential satisfaction. Therefore, this study was conducted with the aim to identify the level of residential satisfaction towards People Housing Programme in PPR Melana Indah (Fasa 1), Johor Bahru. A cross-sectional study was a research design that has been adopted in this study. A total of 341 questionnaires were distributed to the respondents who resided in PPR Melana Indah (Fasa 1), Johor Bahru. In this study, the Statistical Package for Social Science (SPSS) version 22 has been used for data analysis. The findings of this study found that the level of residential satisfaction towards People Housing Programme in PPR Melana Indah (Fasa 1) was moderate with the mean value of 3.52. It was found that the determinants of residential satisfaction which includes dwelling features of the house, facilities of the house and neighbourhood characteristics have a significant relationship with residential satisfaction with $p\text{-value} < 0.05$. Finally, neighbourhood characteristics are the most significant factor that influences residential satisfaction in PPR Melana Indah (Fasa 1), Johor Bahru. Based on the findings and result of this study, it can be recommended for the Ministry of Housing and Local Government and also the Secretary of Johor Government's (Housing Division) to improve the infrastructure and quality of the public low-cost housing, especially in Johor. Thus, the main objectives of the National Housing Policy would be able to achieve in providing better housing environment for its citizens.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

This chapter is discussing the background of the study which is focused on the important role of housing that might lead to residential satisfaction. Following this, the problem statement has been developed in order to highlight the main issue of housing in public low-cost housing in Malaysia. In order to support the problem statement of this study, the research question and research objectives have been presented. This study also represents briefly on the scope of the study which explained on the level, territory, and duration of the study. Besides, this topic also discussing on the significance of the study and brief explanation on the definitions of the terms that might help to increase a better understanding on the terms and concept that are used in this study.

1.2 Background of the study

The most basic and important need that must be fulfilled in order for people to be able to enjoy and continue their daily life is housing. A good characteristic of housing that is needed by the people is a house is provided with the basic infrastructure such as accessibility of roads and public transport, electricity and water supply and also other basic needs that help the people to increase their standard of living (Clement & Kayode, 2012). It can be seen that housing area is suitable enough to fulfil the needs for the people if adequate security is provided to ensure the safety of the people in terms of protecting them from crime. Housing also provides a private space for people to comfortably continue their daily activities. In the context of housing, people are facing problems of high cost of living. Other than that, the seemingly high prices of houses propose the question of whether to buy their own house or to rent. Hence, many people especially from low income category are seeking for affordable housing. The basic definition that