



**COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**END USER SATISFACTION LEVEL OF SAFETY ELEMENTS IN LOW-
COST STRATA HOUSING: CASE STUDY AT PPR KOTA BHARU**

**Academic Project Submitted in Partial Fulfilment of the
Requirements
for the award of the Degree
Bachelor of Estate Management (Hons)**

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STUDENT'S DECLARATION

Title of Academic Project:

END USER SATISFACTION LEVEL OF SAFETY ELEMENTS IN LOW-COST STRATA HOUSING: CASE STUDY AT PPR KOTA BHARU

I hereby declare that this academic project is the result of my own research
except for the quotation and summary which have been acknowledged

Signature :

Name of Student : HAFIZ KHAIRUL HELMI BIN SUKERI

Date :

SUPERVISOR'S DECLARATION

Title of Academic Project:

END USER SATISFACTION LEVEL OF SAFETY ELEMENTS IN LOW-COST
STRATA HOUSING: CASE STUDY AT PPR KOTA BHARU

I hereby declare that I have read this academic project and in my
opinion it is sufficient for the award of Bachelor of Estate Management
(Hons)

Signature :

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ABSTRACT

This research focuses on safety elements that influenced the end-user satisfaction of low-cost housing in Kelantan, particularly the PPR low-cost flats in Kota Bharu. The authorities of PPR should give serious attention to the safety elements in order to improve the satisfaction level of the end-user of the low-cost housing. Neglecting the safety elements of the low-cost housing can influenced the satisfaction level of the regarding the safety of the occupants. The research objectives include determining the safety element that influenced the satisfaction level of end user of the low-cost strata housing of PPR Kota Bharu and to rank the most important elements that influenced the satisfaction level of the end-user of PPR Kelantan Quantitative data analysis was conducted using questionnaires and surveys to gather information. The findings from the literature review and the questionnaire responses confirmed that lighting elements contribute most to the satisfaction level of the end-user of the PPR Kota Bharu followed by the indoor air quality, services, defect in building, design and material. It is recommended that future research broaden the case study's scope beyond PPR Kota Bharu and concentrate on a particular aspect of safety elements in low strata housing. Researchers might have a more comprehensive understanding of safety elements from many contexts and dig more into the chosen elements, eventually producing more accurate and perceptive results