



**COLLEGE OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**RESIDENT SATISFACTION WITH LOCAL FACILITIES AND AMENITIES IN  
SEBERANG PERAI, PENANG**

**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:

RESIDENT SATISFACTION WITH LOCAL FACILITIES AND AMENITIES IN  
SEBERANG PERAI, PENANG

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 : MOHAMMAD HARIS AZHAR BIN  
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Date : 10 JULY 2025

## **SUPERVISOR'S DECLARATION**

Title of Academic Project:

**RESIDENT SATISFACTION WITH LOCAL FACILITIES AND AMENITIES IN  
SEBERANG PERAI, PENANG**

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 :  
.....

Name of Supervisor : DR. HAIRUL NIZAM BIN MANSUR

Date : 10 JULY 2025

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## **ABSTRACT**

This study assesses how the satisfaction with local facilities and amenities among resident and towards development in Seberang Perai, Penang, Malaysia. In terms of geographical boundaries, this study concentrates on the Seberang Perai region, where quantity, quality, and the level of satisfaction of the local facilities such as education, healthcare, transportation, recreational ventures, and commerce play a significant role in the property market.

Quantitative research design was adopted by relying on primary data from surveys conducted with residents and secondary sources. It is revealed from the findings that good quality and accessible facilities increase property desirability and, thus, the level of satisfaction from the community played a crucial role in influencing this phenomenon.

Therefore, this study emphasized the importance of effective urban planning in maximizing potential returns of investment from facility development and its economic implications. This study also comes up with tangible contributions for the main stakeholders, such as developers, investors, and policymakers, in the pursuit of balancing market growth with social-community welfare.