



**CENTRE OF STUDIES FOR QUANTITY SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA
SERI ISKANDAR**

**THE ISSUES REGARDING OCCUPANT'S
SATISFACTION ON FACILITIES PROVIDED IN
PEOPLE'S HOUSING PROGRAM (PPR) TELUK INTAN,
PERAK.**

Dissertation submitted in partial fulfillment
of the requirement for the award of
Bachelor of Quantity Surveying (Honours)

**PREPARED BY: SITI NUR AISYAH BINTI AHMAD TARMIZI
(2020825088)**

ABSTRACT

Housing development is one of the rapid evolutions of the construction industry in Malaysia. However, in Malaysia, there are still many people who cannot afford to buy a house due to their financial factor and the current housing market price. The government has completed 115 Public Housing Program (PPR) projects involving 81,352 units nationwide. However, low-cost housing projects invented by the government is not excluded from facilities issues. Due to the damages of infrastructure and housing of the PPR, it has caused people to worry and agonize about their safety. The issues of facilities provided in low-cost housing should be highlighted with possible action and measures taken by the authority. Issues and dissatisfaction in occupant's perspective may be avoided and decrease in future if the facilities offered in their housing area are functional and available to use. Excellent operative facilities and great amenities is necessary and vital for low-income people's social and physical development to promote a better and healthy environment. This research aim is to acknowledge the issues regarding occupant's satisfaction on facilities provided in People's Housing Program flats in Teluk Intan, Perak. The data collected from distribution of the questionnaire will be analysed by using the Statistical Package for Social Science (SPSS) Version 28.0. Findings identified will provides essential information in correlation with accomplishing the research objectives.

ACKNOWLEDGMENT

With high gratitude to Allah S.W.T., my source of inner support and strength. Completion of a project of this nature requires more than just the efforts of the author. I am overwhelmed in all humbleness and gratefulness to acknowledge my depth gratitude to all those who have helped me to put these ideas, well above the level of simplicity and into something concrete. First, I would like to express my appreciation and acknowledgement to my supervisor who has given me guidance and support in preparing this dissertation. On top of that, special thanks for his insightful supervision, encouragement, mentoring throughout the research.

Besides, I would like to thank my beloved parents and family members, who never stop giving me their encouragement and full support for me to complete my dissertation and my degree. Without them, I could never become a student in one of the great universities. My gratitude also goes to all those who agreed to be interviewed, formally and informally and gave me the benefit of their knowledge, opinions, and experience. I am also indebted to all my friends for their moral support and encouragement during the preparation of this dissertation.

Last but not least, importantly, I want to thank me for believing in me, I want to thank me for doing all this hard work. I want to thank me for having no days off. I want to thank me for never quitting. I want to thank me for always being a giver and trying to give more than I receive. I want to thank me for trying to do more right than wrong.

Thank you.

TABLE OF CONTENT

	PAGE
DECLARATION.....	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	
INDEX	
LIST OF FIGURES	vi
LIST OF TABLES.....	ix
LIST OF ABBREVIATIONS.....	xi
CHAPTER ONE: INTRODUCTION	
1.1 Background Research	1
1.2 Problem Statement	3
1.3 Research Aim and Objectives	5
1.4 Research Questions	5
1.5 Scope of Limitation of Research	6
1.6 Research Methodology	6
1.7 Significance of Study	8
CHAPTER TWO: LITERATURE REVIEW	
2.1 People's Housing Program (Projek Perumahan Rakyat/PPR).....	9
2.2 Scenario of issues occurred in People's Housing Program (Projek Perumahan Rakyat/PPR)	4
2.3 The Impacts of issues occurred in People's Housing Program	

CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF RESEARCH

Housing development is one of the rapid evolutions of the construction industry in Malaysia. Housing development is considered as an essential factor to increase the growth of nation's economic and civic improvement. This development helps to boost the economic growth by increasing the spending of the people. Instead of renting house, people can start owning their own house. The expansion of affordable housing may enhance and develop the living of those less fortunate. Buying a house can be considered as a great investment. A person who can afford to buy a house can be considered of having one of privilege in life. However, in Malaysia, there are still many people who cannot afford to buy a house due to their financial factor and the current housing market price.

According to Director of the Bank Negara Malaysia (BNM) Financial Monitoring and Supervision Department, Qaiser Iskandar Anwarudin, in 2019, he stated that most Malaysians cannot afford to buy a new house launched because the average price of new properties is RM400,000 compared to the maximum price they can afford which is only RM282,000.00 Financial factor is believed to be as the first key for people nowadays who want to buy a house. A cozy and comfortable home is the basic human right of humanity that should be fulfilled by everyone.

As stated by Hashim, Samikon, Ismail, and Ismail (2015), low-cost housing built by the government primarily helps to assist people from low-income group to own their own shelter. (The People's Housing Program (PPR) is one of the government initiatives for