



**COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**RESIDENT SATISFACTION LEVEL OF SMART HOME
IN ECO ARDENCE, SHAH ALAM**

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

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SEMESTER MARCH 2025 – AUGUST 2025**

STUDENT'S DECLARATION

Title of Academic Project:

**Resident Satisfaction Level of Smart Home
in Eco Ardence, Shah Alam**

I hereby declare that this thesis was carried in accordance with the regulations of Universiti Teknologi MARA. This research project is the end result of my own work, and that due acknowledgement has been given in the references to all sources of information. No portion of this thesis has been submitted for any other degree or qualification of this or any other institution or non- academic institution

Signature :

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Date : .19/6/2025

SUPERVISOR'S DECLARATION

Title of Academic Project:

Resident Satisfaction Level of Smart Home in Eco Ardence, Shah Alam

I hereby declare that I have read this thesis and in my point of view this thesis is sufficient in term of scope and quality for the purpose of awarding the Bachelor of Degree in Estate Management (Hons)

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Name of Supervisor : PROF SR DR THURAIYA MOHD

Date : .8/7/2025

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ABSTRACT

This research project examines the satisfaction rating of residents living in smart homes in the Eco Ardence development, Shah Alam, Selangor. Although smart home technologies (SHT) provide increased convenience, energy efficiency, and security via IoT-based automation, their adoption and user satisfaction differ markedly due to factors like usability, perceived value, pricing, and privacy issues. Despite the expansion of smart houses in Malaysia, there exists a paucity of studies explicitly targeting middle-income landed homeowners in urban areas such as Eco Ardence. This research is to (1) identify the features of smart home, (2) determine the level of satisfaction in smart home, and (3) analyse the significant level of satisfaction in smart home. A quantitative methodology was employed utilising a case study design, with data gathered via structured questionnaires administered to 100 occupants of landed smart homes in Eco Ardence. Descriptive statistics, encompassing frequency and mean score analysis, were employed in conjunction with inferential techniques like Confirmatory Factor Analysis (CFA) to evaluate the influence of diverse smart features namely smart security, entertainment, healthcare, energy efficiency, smart appliances, and environmental systems on user satisfaction. Research indicates that inhabitants typically demonstrate considerable pleasure with attributes that enhance safety, energy efficiency, and quality of life; nonetheless, apprehensions persist concerning privacy, expenses, and the usage of technology. The findings provide significant insights for developers, politicians, and technologists to improve the efficacy, cost-effectiveness, and user orientation of smart home systems in metropolitan Malaysia.

Keywords: smart home technology, resident satisfaction, Eco Ardence, smart security, entertainment features, healthcare, energy efficiency, smart appliances, smart environmental, Confirmatory Factor Analysis (CFA)