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**SATISFACTION TOWARDS THE
QUALITY OF LOW COST HOUSING
AMONG B40 GROUP**

Final Project submitted in partial fulfilment
of the requirement for the award of
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ABSTRACT

Low cost housing is a government initiative to b40 group or low income household to afford a house for shelter and overcome housing issues. The aim of the Public Housing System (PPR) is to ensure and provide a house for squatter-specific occupants, such as fires and individuals or families. However, the quality of low cost housing is facing problem such as poor management, defect on building, maintenance and others. Apart from that, it is important for government or developers to overcome these problems to make sure it fulfils the residents need and satisfaction. This research attempts to examine the satisfaction towards the quality of low cost housing among b40 group. The first objective of this research is to identify the residents' level of satisfaction on low cost housing. The second objective is to identify factor influencing the dissatisfaction on quality of low cost housing. The third objective is to identify the effects of quality low cost housing towards residents' life. 50 questionnaires were collected on this survey from PPR Pangsapuri Simpang Perdana Taiping, Perak and PPR Rumah Pangsa Pasir Puteh, Ipoh, Perak. The collected data were analysed using descriptive statistics. The research on objective 1 shows that Surau is the quality component that residents are most satisfied with, meanwhile garbage collection voted as the highest very dissatisfied among residents. The result of objective 2 shows that majority of residents agree with the statement. The highest ranking of very agree statement is the size of the house which is too narrow for low cost housing meanwhile the poor safety equipment available in the house and low maintenance of electrical wiring is the most very disagree. The result of objective 3 shows that overall most residents agree with the statement. The small space of house will affect resident's quality of life has most very agree voting meanwhile the highest very disagree statement is small space of house will affect resident's quality of life, the low safety equipment

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TABLE OF CONTENT

Abstract	ii
Acknowledgement.....	vi
Chapter 1.....	2
Chapter 2.....	7
Chapter 3.....	18
Chapter 4.....	23
Chapter 5.....	44
References.....	50

CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

House is defined as a building or part of a building built to be occupied by a person or a single family. Basically, a house is a building with a living room, kitchen, bedroom, bathroom and covered with roofs which are important part in the house. The easiest and the most common housing term is act as a shelter. Every human being certainly needs shelter, a roof over his head, and for most individuals it means a home, a permanent 'place' where a greater part of one's life is spent. The concept "housing" has a similar concept which was described as a specific and relatively limited, physically, biologically socially close place where people and groups of people can live their biosocial life, by receiving services, performing house chores and other biosocial activity (Henilane, 2016).

Low cost housing is defined where the selling price is range between RM 30,000 – RM 40,000 which basically have a kitchen, bathroom, two bedrooms and a living room with minimum design specification of a built area of 550-600 sq ft. According to (Sulaiman, Hasan, & Jamaluddin, 2016), stated that the definition of low-cost house is a total liveable space (floor area) is an approximately 650 sq. ft. cannot be sold for more than RM 25000. This definition has been in existence for more than a decade. In Malaysia, there are various public housing schemes have been introduced such as Program Perumahan Rakyat (PPR), Projek Perumahan Awam Kos Rendah (PAKR) and others. The aim of the Public Housing System (PPR) is to ensure and provide a house for squatter-specific occupants, such as fires and individuals or families from underdeveloped countries.