

**QUANTITY SURVEYING DEPARTMENT
FACULTY OF ARCHITECTURE, PLANNING & SURVEYING
UNIVERSITI TEKNOLOGI MARA
KAMPUS SERI ISKANDAR
PERAK**

**CLEANLINESS LEVEL CRITERIA IN LOW
COST HOUSING based on OCCUPANTS'
SATISFACTION**

Final Project submitted in partial fulfilment
of the requirement for the award of
Bachelor of Quantity Surveying (Honours)

**PREPARED BY : MUHAMMAD JAUZI BIN JAMAL (2018425792)
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ABSTRACT

Occupants' satisfaction level on cleanliness maintenance for low cost housing is vital to the housing management in meeting occupants' expectation with their cleanliness level in the neighbourhood area. Ideally, the occupants' satisfaction level towards the cleanliness is very important to fulfil the occupants' comfort in regards to the total building structure, services and facilities. Many residents have expressed their concern towards health and safety of their housing area due to the poor cleanliness level at the area, as they demanded the local authority to take major action for an improvement. Therefore, this research aims to evaluate and improve the performance of maintenance management merely to cleanliness level of low cost housing, towards hygienic and quality environment, as well as health and safety of the occupants. Therefore, based on the poor cleanliness level in low-cost housing, the objectives for this study are; 1) To identify the list of cleanliness' criteria in low cost housing. 2) To determine the occupants' satisfaction level on the cleanliness criteria in low cost housing. 3) To recommend ways to improve cleanliness level in low cost housing. A quantitative method approach is used in this study where questionnaire is used as the main instrument for this study in the chosen building samples, i.e. Panorama Lapangan Perdana Flat, Ipoh, Perak. The data were analysed using simple descriptive statistics where the means of each variable are represented by using SPSS of version 25. All the findings for this research are completely done based on the collected data from the target respondents. Most of the results achieved are based on the objective for this study where the average score or mean for this section is achieved in range. A recommendation has been made relating to the respondents or for research that hopefully can be carried out in the future for better production of research studies regarding on this topic.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Buildings have been considered as one of the most valuable assets in a nation which aim to provide space for people to work and spend their leisure time. Building that is imposed to poor specification and low quality of materials may lead to building's poor performance on its functionality and aesthetic value. As time goes, maintenance of buildings becomes an important and invaluable process for retaining the value and quality of a certain building (Lam, Chan and Chan, 2010). For example, most buildings that are problematic and suffer from maintenance issues are low cost housing projects.

Low cost housing projects in Malaysia is one of the solutions to cater to the housing needs of population in Malaysia. However, the terrible design and quality of these low cost houses has becoming more visible due to low prices and short construction period (Ismail, Mohidin and Daud, 2017). Low cost houses have also become less sensitive towards regional climate and residents' satisfaction and comfort. Low cost housing implies a houses is often affected in seeking to provide adequate houses. Housing quality has influenced the healthy, clean and attractive residential built environment (Husin *et al.*, 2014). Thus every town must therefore guarantee that each family has a place to stay safe and healthy.

Cleanliness is one of the overlooked aspects that mostly forgotten in term of maintenance management. Cleanliness is both the abstract state of being clean and free from any germs and dirt, and the habit of achieving and maintaining that state of