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**END USER SATISFACTION OF LOW COST HOUSE
TOWARDS PUBLIC FACILITIES IN RUMAH PPR
SUBANG 2**

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

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SEMESTER: MARCH 2020 – JULY 2020**

ABSTRACT

Low-cost housing is a vital housing category in Malaysia where it overcomes the issue of squatters in metropolitan regions such as in Kuala Lumpur. Low-cost housing is essential in Malaysia, as it provides cheap and affordable homes for low-income families in Malaysia. Public facilities play a crucial part in producing the quality of the house and should, therefore, be included in residential satisfaction. The requirement for providing affordable housing is not limited to the specific on housing designation, but they go beyond the physical design of the house, such as the providing better infrastructures and facilities that lead to mobility of the residents (Osman *et al.*, 2018).

For this study, it is an attempt to determine the factor that enhances the satisfaction of low-cost house residents towards public facilities in Rumah PPR Subang 2. To achieve this aim of the research, there are two (2) objectives, which are to determine the level of satisfaction of low-cost house end user towards public facilities and to determine the factor that enhances the satisfaction of low-cost house end user towards public facilities. To achieve the purpose of this study, 100 respondents of Rumah PPR Subang 2 residents were randomly picked to complete a set of questionnaires. The collected data and information from the respondents were analyzed using Statistical Package for the Social Sciences (SPSS). It has been found that the most crucial factor that can enhance the satisfaction of residents is the location of KTM/LRT station, the suitable fare of public transportation, condition of religious facilities and service provided at the area of the house.

ACKNOWLEDGEMENT

First of all, all praises to Allah S.W.T for giving me the strength to finish my dissertation in the given time. I am feeling grateful to Allah S.W.T that finally, I can finish my dissertation after going through the difficulties in completing my studies and to achieve my aims and goals for this Final Year Project.

I would like to express my special thanks to my supervisor for his valuable intention, suggestion and guidance in helping me in preparing this dissertation. My gratitude also goes to all my respondents who have spent their time in answering all my questionnaire helps me to complete this research.

Besides, I am also much thanked my beloved family, especially my parents, for always support me through emotional and helping in financial also encourage me to do my best. Thanks to all my dear friends for helping to get through all the rough times and their willingness in sharing their knowledge with me. A lot of tips and idea in order have been taught to me in completing my dissertation. I feel so happy and grateful to those who have contributes directly and indirectly in my dissertation. May Allah S.W.T repay and rewards all your kindness in helping me. Thank you.

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CHAPTER 1 – INTRODUCTION

1.0 INTRODUCTION

Low-cost housing is an important housing category in Malaysia where it overcomes the issue of squatters in metropolitan regions such as in Kuala Lumpur. Low-cost housing is essential in Malaysia as it provides cheap and affordable homes for low-income families in Malaysia. In recent years, various attempts and methods have been implemented in helping the poor to fulfil their basic needs like shelter sectors and its supporting basic infrastructures such as safe water, electricity and sanitation. In Malaysia, both the government and private industries undertake low-cost housing development programmes. The low-cost government housing programmes that began from the First Malaysia Plan (1970–1975) are focused on the major urban areas like Kuala Lumpur, Georgetown (Mohit, Ibrahim and Rashid, 2010). The main objective of the Public Low-Cost Housing Programme (PLCH) is to improve the quality of life, eradicate poverty among the low-income group and to overcome the urban squatters. In fact, housing has always been an important thing on the agenda of the City Authority's (Mohit, Ibrahim and Rashid, 2010).

According to the Malaysian National Housing Company (Syarikat Perumahan Negara Berhad or SPNB), a government-owned company under the Ministry of Housing and Local Government, the low-cost house under its program is defined as a house with built-up area of 700 square feet (50 square feet more than the previously introduced low-cost three-bedroom flat) and priced from MYR35, 000.00 in Peninsular Malaysia (or from MYR50, 000.00 in East Malaysia or Malaysian Borneo) (Mohamed et al., 2014).