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SATISFACTION OF LOW-COST HOUSING AMONG B40 GROUP

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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, and others. 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 most quality component that residents are very satisfied. The result of objective 2 shows that overall the majority of residents agree with the statement. The highest very agree statement is the size of the house which is too narrow on low cost housing. 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 vote. From this research, it can be concluded that the low cost housing must improve their housing policy and implementation to achieve government vision to provide affordable, comfortable, prosperous and good housing for residents.

Keywords: Satisfaction, Low cost housing, B40 group

1.0 INTRODUCTION

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. A quality of life becomes important for occupant's healthiness and social life. This is supported by (F. Ismail, et al., 2015) said that good quality houses can give a higher quality of life for the occupants. There are two types to be considered to measure occupants' healthiness and quality of life such as quality of housing and housing environment.

1.1 Problem Statement

The public facilities in low cost housing become a serious problem in Malaysia. The low cost housing area is insufficient for public buildings, educational facilities and playgrounds. Majority the residents of low cost housing are not satisfied with the facilities especially the playground, community hall and others. This statement was reinforced by the comments of the respondents, such as inadequate lamp posts in the car park and garden area, no proper motorcycle parking area fitted with metal bars for motorcycle locking, no humps on driveways that cause vehicles to run on the driveway, no proper path from flats to garden or playground that poses a danger to children crossing the driveway to the playground (G. Tee, 2012). According to (Isnin et al., 2012) the residents' housing satisfaction showed that residents are not happy with the building services facilities in their area of residence. They pointed out that in addition to housing facilities, common facilities such as educational and health facilities, public transport markets, community halls, mailing systems, parking lots and playgrounds are necessary to support daily life.

Lack of community facilities such as playground, hall and field became an issue in low cost housing. Lack of playground will compromise children opportunity to play and release stress. Apart from that, the children will be exposed to danger when playing outside and occasionally can lead to vandalism and unhealthy activity. Besides, it compromises occupants to do recreational activity and release stress after work. Car parking

provision for low cost housing is apparently inadequate, which has led to related problems such as illegal roadside parking, traffic obstruction and the like (Kuala Lumpur Structure Plan 2020).

1.2 Aim

The aim of the research is to investigate residents' level of satisfaction towards the quality of low cost housing.

1.3 Research objectives

- i. To identify the residents' level of satisfaction on low cost housing.
- ii. To identify the factor influencing the dissatisfaction on quality of low cost housing. .
- iii. To identify the effects of quality low cost housing towards residents' life.

1.4 Research questions

- i. What is the residents' level of satisfaction on quality low cost housing?
- ii. What is the factor influencing the dissatisfaction on quality of low cost housing?
- iii. What is the effect of quality low cost housing towards residents' life?

1.5 Scope of research

The scope of this research is to identify the resident's satisfaction toward the quality of low cost housing among B40 groups in Project Perumahan Rakyat (PPR) in Perak. The area of this study is on PPR Pangsapuri Simpang Perdana Taiping, Perak and PPR Rumah Pangsa Pasir Puteh, Ipoh, Perak. This survey will be distributed and the focus is on B40 income group.

2.0 LITERATURE REVIEW

2.1 Low cost housing

A typical low-cost housing unit has very limited space that for only necessary functions at minimum standards suitable for human dwelling (Ismail, Mohidin, & Daud, 2017). Typically a low-cost house comes with 2-3 bedrooms, 1-2 bathroom(s), one single kitchen unit, living room and dining area. 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.

2.2 B40 group

"T20," "M40" and "B40" are used to describe Malaysian household income. It's a more common definition of "the upper class," "the middle class" and "the lower class" that divides Malaysian household income into percentages. B40 which stands for Bottom 40 is the base group earning under RM4, 360 monthly and below household income in Malaysia.

2.3 Quality of life and housing

Quality of life is important part in evaluate the general well-being of individuals and society. The definition of housing conditions is rather broad and includes both the physical features of the dwelling and housing satisfaction. In addition, one of the most important aspects of people's lives is to have satisfactory accommodation and it is a significant element of people's basic living standards. Apart from that, having good housing conditions are crucially important for people's health and can affect childhood development.

2.4 Residential satisfaction

Residential satisfaction described as a measure of the view of homeowners on the overall quality of their lives and it can mean that the standards of an individual's housing are met. The major factors of housing satisfaction included public infrastructure such as highways, sewerage systems and basic housing amenities (Labaki et al., 2006). Furthermore, measured housing well-being using a cumulative amount of living unit satisfaction, for an example number of rooms per family and private bathroom and kitchen occupancy (Abdul & Azim, 2012).

2.5 The factor influences the dissatisfaction on quality of low cost housing

The previous study in some country has identified three main components that affect residential satisfaction such as dwellings, services and facility and neighbourhood. Next, the low quality of material in housing, poor public facilities and building features are also contributed to residential satisfaction. According to Abdul & Nor'aini (2006) stated that the building features such as size of living room and kitchen, arrangement of room are affect the residential satisfaction. For example, the size of toilet is too small in low cost housing.

2.6 The effect of quality low cost housing towards residents' life

The good quality of house is important to resident social life and health besides it can affect the feeling of general well-being. According to Ismail (2015), he stated that housing satisfaction is major component to achieve good quality of life among occupants. Furthermore, the size of interior division is important to measure the residents' satisfaction to achieve good quality of life. In the previous study stated that most of occupants are feel stress about the spaces in the house. According to Ismail (2017) in his studied stated that occupants feel that spaces provided in low cost house are little cramped and inadequate in size.

3.0 METHODOLOGY

This study involves in PPR Perak. Two low cost housing have selected that are PPR Pangsapuri Simpang Perdana Taiping, Perak and PPR Rumah Pangsa Pasir Puteh, Ipoh Perak. The quantitative methods of analysis support this process by producing simple tables or diagrams that illustrate the frequency of occurrence through statistical relationships to complex statistical modelling between variables. The questionnaires were distributed via online platform such as Whatsapps. The data were analysed in table and graph.

50 set of questionnaires have been spread out randomly to PPR Pangsapuri Simpang Perdana Taiping, Perak and 50 set of questionnaire also have been spread out to PPR Rumah Pangsa Pasir Puteh, Ipoh Perak. However, 30 set of questionnaire were completely returned for PPR Pangsapuri Simpang Perdana Taiping, Perak and 20 set of questionnaire for PPR Rumah Pangsa Pasir Puteh, Ipoh Perak.

4.0 ANALYSIS AND FINDINGS

A content of research divide in general item such as gender, age, status, ethnic, residents' level of satisfaction on the quality of low cost housing, factor influencing the dissatisfaction on quality of low cost housing and effect of quality low cost housing towards residents' life. The likert scale is used to measure the satisfaction level.

There are 50 sets of questionnaire been completed and valid for analysis from the 100 set questionnaire which have been spread. Furthermore, more than half of the age 36 - 55 years old that completed this survey and become the highest respondents. Besides, there are more than half residents married which are the highest that can be found in this study. Moreover, more than half are Malays that completed this survey.

4.1 Residents' level of satisfaction on quality low cost housing

Table 1 : Residents' level of satisfaction on quality low cost housing

Description	Very Dissatisfied	Dissatisfied	Satisfied	Very satisfied
Space of house	8%	22%	46%	24%
Electrical wiring	6%	32%	40%	22%
Water supply	8%	30%	38%	24%
Safety equipment	4%	48%	22%	26%
Garbage collection	10%	18%	46%	26%
Parking lots	6%	40%	32%	22%
Playground	8%	34%	38%	20%
Surau	4%	32%	34%	30%
Environmental cleanliness	4%	46%	32%	18%

Overall the residents' levels of satisfaction on low cost housing are different depend on the components. Based on the study, Surau is the most quality component that residents are very satisfied. Second, the space of house is the most satisfied voted by residents. Third, safety equipment t is the most dissatisfied voted by residents. Lastly, the garbage collection is the highest very dissatisfied voted by residents.

4.2 Factors influencing the dissatisfaction on quality of low cost housing

Table 2: Factors influencing the dissatisfaction on quality of low cost housing.

Description	Very Disagree	Disagree	Mixed feeling	Agree	Very agree
The size of house is too narrow	6%	4%	14%	34%	42%
Low maintenance of electrical wiring	10%	10%	14%	34%	32%
Disruption of water supply cause by water pollution	6%	8%	16%	34%	36%
Poor safety equipment available in the house	10%	4%	20%	32%	34%
The number of garbage collection available is not enough	8%	6%	20%	32%	34%
Limited parking lots	8%	8%	18%	26%	40%
Poor safety and security in playground cause by poor maintenance	6%	2%	22%	40%	30%
Environmental cleanliness is caused by the poor management	4%	6%	16%	44%	30%

Overall the majority of residents agree with the statement. The highest very agree statement is the size of house that is too narrow on low cost housing. Second, the environmental cleanliness which is caused by the poor management is the most agree statement. Third, most residents are mixed feeling with the poor safety and security in playground which is caused by poor maintenance. Fourth, the highest disagree statement is low

maintenance of electrical wiring on low cost housing. Lastly, the poor safety equipment available in the house and low maintenance of electrical wiring is the most very disagree.

4.3 Effect of quality low cost housing towards residents' life

Table 3: Effect of quality low cost housing towards residents' life

Description	Very Disagree	Disagree	Mixed Feeling	Agree	Very agree
Small space of house will affect resident's quality of life	4%	10%	4%	32%	50%
The low safety equipment will harm the resident's life	4%	8%	12%	34%	42%
Unorganized maintenance will cause worse damage and high cost indirectly causes the residents' feel stressful	4%	6%	20%	32%	38%
Bad performance of electrical supply will affect residents' quality of life	4%	8%	10%	36%	42%
Poor environmental cleanliness will affect residents' health	2%	10%	12%	36%	40%
Bad performance of water supply will cause stress to resident	4%	8%	10%	40%	38%
Low quality of public facility will affect resident's quality of life	4%	10%	8%	48%	30%

Overall most residents agree with the statement. Firstly, small space of house will affect resident's quality of life has most very agree voting. Second, the highest agree statement is low quality of public facility which can affect resident's quality of life. Thirdly, most residents have mixed feeling about unorganized maintenance which will cause worse damage and highly cost which indirectly affect the residents' feel stressful. The most disagree statement is small space of house will affect resident's quality of life, poor environmental cleanliness will affect residents' health and low quality of public facility will affect resident's quality of life. Lastly, the highest very disagree statement is small space of house will affect resident's quality of life, the low safety equipment will harm the resident's life, unorganized maintenance will cause worse damage and high cost indirectly cause the residents' feel stressful, bad performance of electrical supply will affect residents' quality of life, bad performance of water supply will cause stress to residents and low quality of public facility will affect resident's quality of life.

5.0 CONCLUSION

From the study above show that Surau is the most quality component that residents are very satisfied meanwhile garbage collection receive the highest very dissatisfied voted by residents and should be given attention by the developer. The electrical wiring and safety equipment in the house also should be given attention by the developer. In conclusion, the housing satisfaction is important to residents because it can affect the residents' life in term of health, finance, safety and other. The quality of low cost housing need to improve and upgrade to ensure the residents can live better. Apart from that, the government and developer need to make better improvement in every aspect on low cost housing in Malaysia.

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