### CENTRE OF STUDIES FOR BUILDING SURVEYING FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING UNIVERSITI TEKNOLOGI MARA

# A STUDY ON FACTORS DETERMINE HOMEOWNERS' UPKEEP BEHAVIOUR

#### NABILA BINTI AHMAD THAMIN

Academic Project submitted in partial fulfillment of the requirements for the degree of
Bachelor of Building Surveying (Hons)
Centre of Studies for Building Surveying
Faculty of Architecture, Planning & Surveying

#### **ABSTRACT**

Over the decades, the housing construction industry in Malaysia experienced a continuous rapid growth. Housing developments constructed needs upkeep due to overcome the degradation problems. Upkeep is an essential works to restrain degradation and issues of poor property condition. However, Malaysia as a moving country is still premature of dwelling upkeep. Despite of low conscious of dwelling upkeep; the regulation, standards and guidance of dwelling for non-strata titles are yet, not been established. This has leaded many homeowners' upkeep their dwelling based on their interest.

Thus, to ascertain the homeowners' behaviours, this research aims to establish factors influence the homeowners' upkeep behaviour towards their dwelling. Four main factors of homeowners dwelling upkeep behaviour from literature review which are to increase dwelling value, status element, comfort, and functional dwelling. Questionnaire was then developed in targeting homeowners' as sampling of the research. 114 questionnaires directly distributed to homeowners of three housing areas - 41 copies at Seksyen U5, 37 copies at Seksyen 7, 36 copies at Seksyen 17. SPSS Statistic was then used developed data collection from questionnaires.

In data collection it shows that, comfort is the highest intensity of homeowners to conduct upkeep in their dwelling. Homeowners factors of functional dwelling and increase dwelling value are also desirable however not conclusively agree as conducting upkeep because of comfort. Status element in the other hand, show respondents response is undecided but almost to disagree. The positive response of respondents of comfort factors shows that homeowner intent to conduct upkeep due for their self satisfaction and to have physically relaxed and satisfied with their dwelling condition.

#### **ACKNOWLEDGEMENT**

#### Assalamualaikum w.b.t

Many love and grateful with the blessing from God, I have successfully finished and completed this academic project report. Thanks to Almighty God of his blessing.

I would like to dedicate my sincere appreciation to my supervisor academic project, Sr. Dr. Nor Rima Muhammad Ariff, who is has utterly give commitments with comprehensive and generous advice towards accomplished of this project.

Great thanks to my colleagues for their help and guidance throughout this academic project. A dedicate my heartfelt appreciation to my family for their invaluable support towards the success of this project report.

Last but not least, thousands thank you for those who either directly or indirectly helps this project completed, may God bless all our days. The best is from God, the weakness is from me. Thank you.

## TABLE OF CONTENTS

CH	APTER	S TITL	E	PAGE		
	DEC	LARATION		ii		
	COMFORMATION					
	ABSTRACT					
	ACKNOWLEDGEMENT					
	TABLE OF CONTENTS					
	LIST OF TABLES					
	LIST OF FIGURES					
	LIST	OF ABBREV	IATIONS	xiii		
1	INTI	RODUCTION				
	1.1	Background of	of Study	1		
	1.2	Research Pro	blem	2		
	1.3	5				
	<ul><li>1.4 Aim and Objective Of Research</li><li>1.5 Significant of Research</li></ul>		ective Of Research	5		
			Research	6		
	1.6	Brief of Research Methodology		6		
		1.6.1. Sta	ge 1 : Preliminary Study	6		
		1.6.2. Sta	ge 2 : Data Collection	7		
		1.6.3. Sta	ge 3: Findings and Data Analysis	7		
	1.7	Scope and Limitation of Research		9		
	1.8	Chapter Review		10		
	1.9	Summary of C	Chapter	11		
2	LITE	RATURE RE	VIEW			
	2.1	Introduction of Chapter				
	2.2	Preface of Homeowner Upkeep Behaviour		12		
	2.3	The Benefits	of Homeowners	13		
	2.4	The Benefits	of Upkeep to Homeowners	14		
	2.5	Homeowner's	s Background Influence Upkeep Behaviour	15		

	2.5.1.	Gender		
	2.5.2.	Marital Status		16
	2.5.3.	Age		16
	2.5.4.	Income		17
2.6	Dwellin	g Upkeep Behaviour		18
	2.6.1	<b>Dwelling Condition</b>		19
	2.6.2	Upkeep		19
		2.6.2.1. Preventive U	pkeep	20
		2.6.2.2. Ad-hoc Upke	p	20
	2.6.3	Renovation and Extens	sion	21
	2.6.4	Repairing		22
2.7	Factors	Homeowner's Behaviour	r Upkeep	23
	2.7.1.	Increase Value of Prop	erty	23
	2.7.2.	Status Element		24
	2.7.3.	Comfort		25
	2.7.4.	Functional Dwelling		25
2.8	Summa	y of Chapter		26
MET	'HODOL	OGY		
3.1	Introduction of Chapter			28
3.2	Researc	Research Design		
3.3	Samplin	g		29
	3.3.1.	Case Study Backgroun	nd	30
		3.3.1.1. ShahAlam	1	30
		3.3.1.2. Selected C	Case Study Area	32
3.4	Data Co	llection		37
	3.4.1.	Questionnaires Survey	7	38
		3.4.1.1. The Object	tive	38
		3.4.1.2. The Instrum	ment Design	39
		3.4.1.3. Survey Ad	ministration	42
		3.4.1.4. Data Analy	ysis	42
3.5	Summa	ry of Chapter		45