



**COLLEGE OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**RESIDENT SATISFACTION TOWARDS SAFETY IN GATED  
AND GUARDED COMMUNITY (STRATIFIED RESIDENTIAL PROPERTY)  
CASE STUDY: I-REGENCY CONDOMINIUM, GELUGOR, PULAU PINANG**

**Academic Project Submitted in Partial Fulfillment of the Requirements  
for the award of the Degree  
Bachelor of Estate Management (Hons)**

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## **ABSTRACT**

Gated and guarded communities in Malaysia are popular due to their perceived security, environmental control, privacy, exclusive lifestyles, and immediate community ties. However, these communities often have a lower sense of community compared to non-gated ones. This study aims to identify the satisfaction levels of occupants regarding safety living in gated and guarded communities and determine the effectiveness of security elements provided in these communities. Primary data is collected through a questionnaire survey, while secondary data includes journals, articles, books, and previous studies. Descriptive analysis using SPSS is used to rank the effectiveness of security measures in gated and guarded communities. A total of 115 respondents answered the questionnaire, reaching the target maximum of the respondent needed for this research. Most residents were satisfied with the security and neighbourhood in gated and guarded communities, despite witnessing some crimes. However, some residents were dissatisfied with the security restrictions, as most disagreed with the restriction on access at the entrance, which relies on security guard duties. This research main findings show that most residents are satisfied with the overall safety in the surrounding community, and access cards are the most effective security provided in the Gated and Guarded communities. The study explores the experience of living in gated and guarded communities in Malaysia, focusing on the safety and security offered by these communities. Policymakers, urban planners, and developers can create safe, thriving communities by addressing safety concerns, building social cohesion, and allowing people to have a say in decision-making processes. Future research can analyse the differences and similarities between gated and guarded communities in various parts of Malaysia to determine the cultural, environmental, and policy elements influencing resident satisfaction and a sense of safety and neighbourhood design.

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## CHAPTER 1

### BACKGROUND OF STUDY

#### 1.1 Introduction

Gated and guarded communities are strict rules and access protocols designed to provide residents with security and safety. They originated in Europe for seasonal use, but were created in East Asia and South Africa to address ethnicity and high crime rates. These communities are increasingly popular in Malaysia due to consumer preferences for safer places to raise families. Malaysian homebuyers prefer freehold ownership and gated landscape compounds. (Hong T.T, 2011).

According to Kelling, (1987) and Bayley, (1988) introduced the Gated and Guarded Community concepts focusing on privacy, security, and the environment. These communities offer security, environmental control, privacy, exclusive lifestyles, and immediate community ties, making them attractive to buyers. In general, people want to live in these gated communities and are willing to pay to do so (Thuraiya M., 2014)

Gated communities in Ghana offer higher security and better living conditions, with amenities like electricity, water, and paved roads (Sam, 2017 ). Housing concerns affect livelihood, social stability, and development (Xuerui S. & Gabriel et. al, 2022). These communities attract homebuyers due to their affordability and appeal to rising crime rates (Sam, 2017 ).