



**COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**RESIDENT'S SATISFACTION ON HOUSING QUALITY FOR
LOW-COST STRATA PROPERTY IN KLANG**

**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

Housing is critical for meeting people's basic needs; it offers shelter, and individuals spend most of their daily activities in the neighborhoods. Low-cost high-rise residential housing for low-income families is still a serious challenge worldwide, particularly in Malaysia. In this academic project, the aim is to investigate the point of view of the residents regarding the housing quality of low-cost strata properties. The elements of housing quality consist of maintenance, vandalism, design and quality, social and mental health, safety and environment and community and neighbour's engagement. Quality housing indicates great quality of life. However, the crucial issues arise as a variety of direct repercussions of poor housing quality have been documented, including but not limited to: injuries sustained in the home, deaths resulting from house fires, symptoms of respiratory illness, cardiac events, and mental health issues. Therefore, the researcher intended to identify the elements of housing quality for low-cost strata property and to rank the most satisfied elements on housing quality for low-cost strata property. The study was conducted among 333 residents of Sri Bahtera Flat using quantitative method. Fortunately, all the questionnaires are successfully answered. The questionnaire was distributed to respondents through Google Form using purposive sampling. The data gathered analyzed using Social Statistic for Package Science (SPSS) version 27. The findings demonstrate that the majority of the respondents are satisfied with the aspect of design and quality of the Sri Bahtera Flat. Moreover, the findings show that the majority of the respondents are not satisfied with the element of vandalism. That means the design and quality is important for developers in developing low-cost strata property to satisfy the residents. Hence, this study recommends the future researcher to include other types of properties, such as medium-cost strata properties or even landed properties to obtain different findings.

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TABLE OF CONTENTS

Student's Declaration	ii
Supervisor's Declaration	iii
Acknowledgement	iv
Abstract	v
Table of Contents	vi
List of Tables	ix
List of Figures	x
List of Appendices	xi
CHAPTER 1 RESEARCH BACKGROUND	1
1.1 Introduction	1
1.2 Problem Statement	2
1.3 Research Questions And Objectives	4
1.4 Scope Of Study	5
1.5 Significance Of Study	5
1.5.1 To researchers	5
1.5.2 To residents of low-cost strata property	5
1.5.3 To management of strata property	6
1.6 Methodology	6
1.6.1 Sources of data	6
1.6.2 Analysis of data	7
1.7 Summary Of Chapters	7
CHAPTER 2 LITERATURE REVIEW	9
2.1 Introduction	9
2.2 Definition of Terms	9

CHAPTER 1

RESEARCH BACKGROUND

1.1 Introduction

Housing is critical for meeting people's basic needs; it offers shelter, and individuals spend most of their daily activities in the neighborhoods (Yap, Yong, & Skitmore, 2019). Due to the scarcity of land, the government has implemented strata housing. In line with the objective of the national housing policy to ensure that all Malaysians have access to adequate and affordable shelters and associated facilities, the government has found a solution by developing more strata housings. Recently, demand for high-rise residential has increased yearly and shifted residential development patterns from vertical to horizontal development. Living in high-rise residential will require residents to share common facilities and resources (Rabe, Abdullah, Ponrahono & Fitri Abdul Aziz, 2021).

Low-cost high-rise residential housing for low-income families is still a serious challenge worldwide, particularly in Malaysia (Au-Yong, Azmi, Mahassan, 2011). Thus, in order to achieve the government's objective of raising people's standards of living and eradicating poverty, the low-cost housing program is being implemented by the public and private sectors. It provides low-income groups with residential facilities (Wahi, Zin, Munikanan & Junaini 2018). Low-cost strata housing examples include *Skim Perumahan Rakyat Malaysia (PR1MA)*, *Projek Perumahan Rakyat (PPR)* and *Projek Rumah Selangorku (MYPT3, 2023)*.

In this study on the resident's satisfaction on the housing quality for the low-cost strata property, quality is meeting customer expectations and providing high-quality dwelling. Experts, bureaucrats, and other decision-makers establish, interpret, and implement housing quality standards to suit these needs (Ali, Abdul Rahman, & Ghani, 2018). Most performers said home quality was internal and exterior. Policymakers say house quality includes building materials and furnishings. External