



**CENTRE OF STUDIES FOR ESTATE MANAGEMENT
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**RESIDENTS SATISFACTION TOWARDS AFFORDABLE HOUSING ON
PHYSICAL AND SOCIAL DIMENSION IN KLUANG, JOHOR**

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

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ABSTRACT

The provision of affordable housing in Malaysia is increasing as to response to the encouragement of home ownership to all Malaysian by the government specifically for middle- and lower-income group. However, most of the affordable housing provided does not meet the requirement of a good quality of housing in so many aspects. Hence, in this research, the resident's satisfaction towards affordable housing has been investigated. From the previous research, physical and social dimension of housing satisfaction has been mentioned frequently, thus the researcher was only focused on these two elements to see how it contributes to the resident's satisfaction level. The objectives of this research are to identify what are the elements of residential satisfaction in affordable housing and to determine the level of resident's satisfaction towards the affordable housing in the physical and social dimensions, where this research has been taken place at Rumah Mampu Milik Johor (RMMJ), Taman Kluang Indah, Kluang that has aged more than 10 years. The case study selection was based on the concept of performance tool used in this research which is Post-Occupancy Evaluation (POE), whereby explain the suitability of the case study for this research. This research adopted quantitative approach in which a set of questions regarding the elements of physical and social dimension of housing has been distributed to residents of the selected affordable housing scheme. Data from total of 182 respondents were analysed by using Statistical Package for Social Science (SPSS) for easy understanding. Based on the analysis, for physical dimension, the residents of RMMJ there are most satisfied with the natural ventilation lighting of the housing units. Meanwhile on the social dimension, the community of the neighbourhood is the main level of resident's satisfaction. Findings from this research may be beneficial to housing developers, housing policy maker such as the Housing Local Government Ministry (KPKT) in implementing a specified planning standard for affordable housing development in future.

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Chapter 1

RESEARCH BACKGROUND

1.1 Introduction

Owning a house provides a sense of security which leads to happiness and fulfilment of one's life (Osman et al., 2017). Housing does contribute to socioeconomic development and community wellbeing. A significant component of people's material demands is having a comfortable place to live; hence housing is one of the essential factors influencing one's quality of life (Adamec et al., 2021). Good and comfortable housing is necessary as it serves as a shelter to give protection and provide lively living environments that influences human behaviour, productivity, and growth. It proves that it is a human's right to own a house.

Nowadays, the rising cost of living in Malaysia has led to various issues including home ownership among Malaysian. Since 1970s, the changes in economic development led to an increase in per capita income and rapid development in urban area. Nevertheless, affordability of housing has become a serious challenge. According to the Central Bank of Malaysia, to determine the affordability of a house, it should not exceed 30% of an individual's gross income. Over the last fifteen years, the housing market has experienced tremendous price growth, which has continued year after year. Therefore, the citizens with low-income experience difficulties in home ownership.

The provision of affordable housing has always been emphasised by the government towards developed country. Since 1957 until the 12th Malaysia Plan, Malaysian government policy has put the objective in meeting the housing needs to the public. The Federal and State government had embarked multiple housing programmes to address affordable housing issues as well as provide accessibility to middle-to-low-