

**6th UNDERGRADUATE  
SEMINAR ON BUILT  
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AND TECHNOLOGY  
(USBET) 2023**

**SUSTAINABLE BUILT  
ENVIRONMENT**

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# e-Proceeding

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# RESIDENTS SATISFACTION TOWARDS AFFORDABLE HOUSING (RUMAH MAMPU MILIK JOHOR) IN KLUANG, JOHOR

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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. Thus, this research aims to investigate the resident's satisfaction towards affordable housing and embarks on the objectives which are to identify the elements of residential satisfaction for affordable housing and to determine the level of resident's satisfaction on the physical and social dimension. This research applies cross sectional research design based on the case study approach. Questionnaire forms were distributed to residents of Rumah Mampu Milik Johor (RMMJ), Taman Kluang Indah involved 182 respondents. The data was analysed quantitatively using descriptive statistics involving frequency distribution and percentages and presented in the form of tables for univariate analysis by adopting SPSS software. Findings indicate that, 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 satisfied. Findings from this research beneficial to housing developers, housing policy maker such as the Housing Local Government Ministry in implementing a specified planning standard for affordable housing development in future and applies various improvement in garnering increased satisfaction levels regarding the overall condition and features their living area; indirectly ensuring investment committed by the residents is worthwhile.*

**Keywords:** *affordable housing, housing satisfaction, physical, social*

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## **INTRODUCTION**

Owning a house provides a sense of security which leads to happiness and fulfilment of one's life (Hu & Ye, 2020). Housing does contribute to socioeconomic development and community wellbeing. 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. 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 (Yanika, 2022). 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 Federal and State government had embarked multiple housing programmes to address affordable housing issues as well as provide accessibility to middle-to-low-income groups to buy a property. The affordable housing provided as government investment should support multiple social objectives thus it could deliver improvement in various aspect of good housing for community.

### **Problem Statement**

Due to the needs of a growing population in Malaysia, massive housing construction can be seen as the demand for housing supply has increased. To provide adequate accessibility to the low-income group to own a property, the provision of public housing schemes provided by both federal and state government also has increased. However, the supply of the affordable housing only focuses on the quantity and not the quality. The housing satisfaction has been highlighted as one of the key determinants of people's overall quality of life. According to Wahi et al., (2018), the problems occurred include the inadequate space standards, high maintenance expenses and low quality of building material used for housing units. These issues might affect the wellbeing of the community in long-term period. Some of the issues they had to deal with are the poor workmanship on the housing, in which defects on the wall such cracks can be seen as early the first week of living in the house (Mat Noor & Zolfakar, 2021). As a result, it would not give the satisfaction for the residents in owning the affordable housing. Therefore, this research seeks to investigate the level of resident satisfaction with RMMJ in Taman Kluang Indah, Kluang, Johor.

## **LITERATURE REVIEW**

### **Concept of Affordable Housing**

The concept of affordable housing is to solve determined by the ability of a household for home ownership and meeting housing expenses without having to forgo allocation of non-housing consumption. Based on Masram et al., (2020), affordable housing refers to the house of one family be able to acquire in generally ranges from 15 to 30 years. It also described as housing that provide ability for people in home ownership especially the middle to lower income group which comply with the basic needs of human being. The affordability in purchasing a house is closely related with the accessibility to home, where income level of household is the main indicator for affordable housing. In addition, it refers to the housing that assists middle- and lower-income households in home ownership without experiencing in problem in financial.

### **Concept of Satisfaction for Housing Residents**

Housing satisfaction or residential satisfaction is very important in indicating the quality of life of one place to ensure a better life for a household. Each households have different definition of housing satisfaction. A good housing should be able to fully satisfy the occupants in terms of physical satisfaction and psychological satisfaction. This also similarly defined by Abidin et al.,(2019) whereby one can achieve housing satisfaction when we can get whatever we desire in a housing. Here, it can be said that housing satisfaction is defined as a reflection of the extent to which residents believe their housing is assisting them in achieving their goals.

On top of that, usually the housing satisfaction is determined by three major components which are the housing features, house facilities and its neighbourhood (Aqilah Azman & Hafizah Mohamed Harith, 2020). It is agreed that these three components have the strongest contribution to the residential satisfaction of a housing. The behaviour of the occupants also somehow reflects their housing satisfaction which can be determined by looking at several dimensions of housing (Chen et al., 2019). This is because, when people are satisfied with their housing, it can be seen from the social relationships among the occupants and outsider in which they tend to have a good behaviour and a healthy mental health.

### **Residential Housing Satisfaction in Context of Affordable Housing**

These are the elements of residential housing satisfaction of affordable housing that need to be fulfilled by government and private housing developers to provide a quality affordable housing for the middle to lower income group, thus they are also able to own a property that meets basic needs and requirements.

## **Physical dimension**

Physical dimension of the house defined as the house's internal space or the housing plan which includes the living room, kitchen, dining room, bathrooms and bedrooms for the residents (Aqilah Azman & Hafizah Mohamed Harith, 2020). Other researchers believed it also consists of the design of the house, construction quality, the dwelling size, adequacy of interior space and housing amenities (Mouratidis, 2020; Salisu et al., 2019). Additionally, in other studies, the housing features such as number of sockets, adequate ventilation and natural lighting also influenced the residential satisfaction towards affordable housing (Abidin et al., 2019; Ajom et al., 2022; Aqilah Azman & Hafizah Mohamed Harith, 2020; Salisu et al., 2019)

Next, a good housing design and good quality construction also gives another residential housing satisfaction. Good quality housing that comes with appealing design that is built with good construction materials does impact the resident satisfaction on affordable housing units (Mammadi et al., 2020). The chosen of building materials used for the housing influence the residential satisfaction towards affordable housing as a house act to provide protection for the occupants.

Natural lighting and circulation and ventilation of the dwelling unit contribute to the satisfaction of residents towards their housing (J. Maina et al., 2021). Natural lighting or daylighting is one of technique reducing energy usage. According to Arshard et al., (2022), daylighting beneficial for the occupants in doing house chores such as dry clothes and natural lighting is good for the occupant's health as well as making the house looks spacious. Meanwhile, good ventilation provides a better environment of the housing.

## **Social dimension**

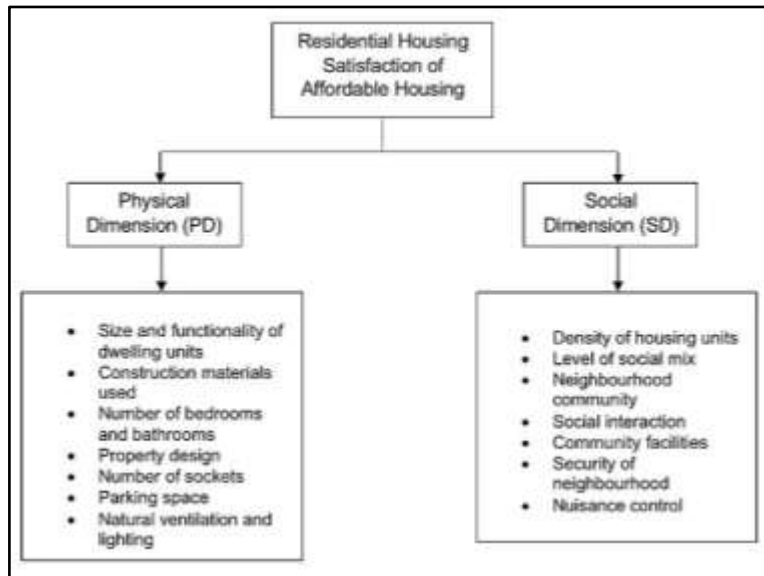
In the social context, neighbourhood is considered as social community where residents connect with one another with significant face-to-face interaction (Aqilah Azman & Hafizah Mohamed Harith, 2020). It is referring to the basic amenities and facilities that being provided by the management according to the planning standard of a housing development. The provision of communal meeting place such as a community hall is essential to an affordable housing with the purpose of increasing and prolonging the social interaction amongst residents of affordable housing (Ajom et al., 2022; Aqilah Azman & Hafizah Mohamed Harith, 2020). It allows a positive impact on the social environment and at the same time established a strong social relation among residents.

Social environment such as noise, level of security, crime accidents and community relations are another important variable contribute to resident satisfaction (Ain Sahira Mohd Salleh et al., 2021; J. J. Maina, 2021; J. Maina & Mohammed, 2021). In Francesco's study, he stated out that there is strong connection between social



environment and resident satisfaction which compromising the elements of security, personal freedom or privacy and other elements (Michael B.O. Adegbile, Victor Onifade, 2020)

Figure 1 shows the conceptual framework of the residential housing satisfaction of affordable housing.



**Figure 1: Conceptual Framework (Source: Researchers, 2023)**

## RESEARCH METHODOLOGY

This research has applied a case study research design by using Post-Occupancy Evaluation (POE) as the performance tool, whereby the selected case study for this research is an affordable housing which is RMMJ that has aged more than 10 years located at Taman Kluang Indah, Kluang, Johor. It consists of 281 units of housing. This research has adopted a quantitative approach which include pilot study, reliability test and online questionnaire tools in data collection. A total of 17 respondents has answered the questionnaire for pilot study test as to test the reliability and validity of the question. Slovin's formula has used in this research to determine the sample size needed. Meanwhile, random sampling technique was adopted in distributing the questionnaire to respondents. By assuming 1 unit equals to 4 household – Malaysian average household size (Ministry of Economy, 2022), the population is 1,124. Hence, based on the Slovin's calculation, the minimum respondents were 92 and maximum were 173 respondents. However, total of 182

respondents has received in online medium after 14 days of questionnaire survey distribution been made via WhatsApp Messenger, and all of it were used for further analysis. The structured questionnaire consists of two (2) parts which are respondent demographic (Section A) and the elements in residential housing satisfaction of affordable housing, which are physical and social dimension (Section B). A five-point scale was used as response to the degree of satisfaction: 1 for “Strongly dissatisfied”, 2 for “Dissatisfied”, 3 for “Neutral”, 4 for “Satisfied” and lastly 5 for “Strongly satisfied”.

## RESULTS AND DISCUSSION

### Residents Satisfaction Towards Affordable Housing

Two elements of housing residential satisfaction towards affordable housing were asked in the questionnaire survey. The frequency calculation was carried out for attributes of each variable and followed by calculation of average mean score of variables of Residents Satisfaction towards Affordable Housing.

**Table 1: Satisfaction Level of Physical Dimension (Source: Researchers 2023)**

Elements on Physical Dimension	Satisfaction Level (frequency and percentage)					Mean
	Strongly Dissatisfied	Dissatisfied	Moderate	Satisfied	Strongly Satisfied	
The size and functionality of dwelling units	9 (4.9 %)	18 (9.9%)	37 (20.3%)	68 (37.4%)	50 (27.5%)	3.73
Construction and materials used	14 (7.7%)	19 (10.4%)	42 (23.1%)	62 (34.1%)	45 (24.7%)	3.58
The number of bedrooms and bathrooms	17 (9.3%)	34 (18.7%)	38 (20.9%)	49 (26.9%)	44 (24.2%)	3.38
The design of the property	11 (6.0%)	19 (10.4%)	44 (24.2%)	68 (37.4%)	40 (22.0%)	3.59
Number of sockets in the unit	22 (12.1%)	47 (25.8%)	34 (18.7%)	44 (24.2%)	35 (19.2%)	3.13
Parking space provided	24 (13.2%)	41 (22.5%)	32 (17.6%)	50 (27.5%)	35 (19.2%)	3.17
Natural lighting and ventilation	3 (1.6%)	8 (4.4%)	20 (11.0%)	76 (41.8%)	78 (41.2%)	4.16
<b>Average mean score</b>						<b>3.53</b>

The results from the analysis of variables for items classified under physical dimension indicates that natural lighting and ventilation has the highest mean with 4.16 compared to other items. This result represents 83% of respondents who were satisfied with the attribute. This is because of the layout of the unit adopting an open concept housing whereby there is no partition between the dining hall and living room. Research by (J. Maina et al., 2021) stated that it will contributes to a good air circulation within the house as well as gives the satisfaction to the occupants.

The second highest satisfied attribute provided by the findings showed that the size and functionality of dwelling units obtained 64.9% of respondents. Research by (J. J. Maina, 2021), stated that it will contributes to a good air circulation within the house as well as gives the satisfaction to the occupants. The third and fourth most satisfied attributes are the property design and construction and materials used has distinguished by 0.01% rating whereby both obtained mean value of 3.59 and 3.58 respectively. On the other hand, the number of bedrooms and bathrooms showed as the fifth highest mean score with 58.8% of respondents that satisfied on one of the attributes in the physical dimension.

The remaining two attributes has below than 50% from the total respondents that satisfied with the attributes which are the parking space provided with the mean score of 3.17 that indicates 46.7% of respondents. Number of sockets provided in the unit on the other hand was the least satisfied attribute, where it gained only 3.13 of mean score. The needs for electric sockets to be provided in the house should be adequate to accommodate the use of many electrical appliances and gadget of the household. Since this RMMJ in Taman Kluang Indah has been developed more than 10 years, therefore the number of sockets provided during development is insufficient to fulfil according to the occupants need. Overall mean score for physical dimension is 3.53.

**Table 2: Satisfaction Level of Social Dimension (Source: Researchers 2023)**

Elements on Social Dimension	Satisfaction Level (frequency and percentage)					Mean
	Strongly Dissatisfied	Dissatisfied	Moderate	Satisfied	Strongly Satisfied	
Density of housing units	20 (11.0%)	37 (20.3%)	29 (15.9%)	58 (31.9%)	38 (20.9%)	3.31
Level of social mix in the housing environment	7 (3.8%)	16 (8.8%)	40 (22.0%)	65 (35.7%)	54 (29.7%)	3.79
Neighbourhood community	7 (3.8%)	18 (9.9%)	31 (17.0%)	71 (39.0%)	55 (30.2%)	3.82
Social interaction	7 (3.8%)	18 (9.9%)	37 (20.3%)	68 (37.4%)	52 (28.6%)	3.77

among residents						
Community facilities	77 (42.3%)	19 (10.4%)	23 (12.6%)	31 (17.0%)	32 (17.6%)	2.57
Level of security of the neighbourhood	31 (17.0%)	34 (18.7%)	38 (20.9%)	42 (23.1%)	37 (20.3%)	3.11
Nuisance control	14 (7.7%)	27 (14.8%)	48 (26.4%)	48 (26.4%)	45 (24.7%)	3.46
<b>Average mean score</b>						<b>3.40</b>

In Table 2, it illustrates the result of the frequency calculation for the 'Social Dimension' which showed neighbourhood community securing the highest mean score of 3.82. It indicates 69.2% of the respondents who satisfied with the attribute. In research by Ain Sahira Mohd Salleh et al., (2021), a good relationship in neighbourhood can influence many aspects of life including human's welfare. It also may result from the frequent events organised by the community there.

This followed by level of social mix in the housing environment that comes second highly satisfied attribute with the mean score of 3.79 in which it consists of 65.4% of the respondents. This RMMJ has aged more than 10 years and most people buy properties with intention to settle down. This period is enough to make each resident get along together very well. Next, the third highest most satisfied from the findings with the mean score 3.77 was the social interaction among the residents whereby it represents of 66% from 182 respondents involved in this research. The fourth highly satisfied attribute was nuisance control with mean score of 3.46 and followed by density of housing unit with the value of mean score 3.31.

The level of security of the neighbourhood showed as the least satisfied attribute in 'Social dimension' with mean score of 3.11. Despite a good relationship and neighbourhood of RMMJ, insufficiency of community facilities such as community centre could affect the community lifestyle (Aqilah Azman & Hafizah Mohamed Harith, 2020). The activities can be very limited due to the lack of suitable places provided. Overall mean score of resident satisfaction on social dimension is 3.40.

## CONCLUSION

In conclusion, the objectives of this research have been achieved successfully based on findings from the descriptive analysis involving frequency, percentage, and mean score. As for the resident satisfaction on physical dimension, the residents of RMMJ were highly satisfied with natural lighting and ventilation for the housing units as it shows the highest mean score. Meanwhile, for the social dimension, the residents were satisfied the most with their neighbourhood community. This shows that the

community there are having a good relationship with one another that lead to the satisfaction on the social dimension. The presence of a few respondents dissatisfied with the main elements in the area indicates the need on the housing developer to implement various improvements in garnering increased satisfaction levels regarding the overall condition and features at their living area; indirectly ensuring investment committed by the residents is worthwhile.

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