



**COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**OCCUPANTS SATISFACTION LEVEL TOWARDS FACILITIES PROVIDED
IN PROGRAM PERUMAHAN RAKYAT KG MUHIBBAH, KUALA LUMPUR**

**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

In this research study, the occupant satisfaction towards facilities provided in PPR Kampung Muhibbah, Kuala Lumpur has been identified. The purpose of this research study has been conducted to get an overview and result regarding the satisfaction of occupant toward facilities provided at PPR Kampung Muhibbah. Generally, Residential housing under the People's Housing Program (PPR) has been described as having facilities in poor condition and of low quality. This is because many of the amenities are inadequate and fail to support the basic needs of the residents. It is also observed that these conditions do not contribute to developing a positive level of satisfaction among the occupants. Matters related to residents' satisfaction are crucial for achieving a good quality of life but are often overlooked. Therefore, this study was conducted to examine the level of satisfaction of PPR residents with the quality of housing facilities provided. The study data was collected through a survey using questionnaires distributed online via Google Forms. A total of 213 residents from PPR Kampung Muhibbah, Kuala Lumpur, participated in the survey. All the data was analyzed using Microsoft Excel and further examined using IBM SPSS Statistics V29 through descriptive analysis. Besides that, this research study used the reliability analysis which is pilot study in addition with descriptive analysis in order to analyse the data. Based on the findings, the most highest dissatisfaction recorded by the lowest mean on CCTV and playground.

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Chapter 1

INTRODUCTION

1.1 Research Background

Every person requires a home to protect them from extreme weather and the uncertainties of changing climate conditions. Everyone has the right to a decent standard of living, which includes access to food, clothing, shelter, healthcare, and essential social services. Additionally, individuals are entitled to security in cases of unemployment, illness, disability, widowhood, old age, or other circumstances that prevent them from working, as outlined by the United Nations (2021).

Housing comes in various forms, such as landed properties like bungalows and semi-detached houses, as well as high-rise buildings like apartments and condominiums. High-rise buildings often fall under the category of strata properties, governed by the Strata Management Act 2013. A strata title is a form of property ownership that applies to subdivided buildings or complexes, including high-rises, townhouses, duplexes, flats, condominiums, and commercial properties (Edgeprop, 2021).

Housing is recognized as a crucial tool for societal transformation and poverty reduction. Following the 1996 Istanbul Declaration on Human Settlements and the Habitat Agenda, the Malaysian government committed significant financial resources to provide adequate and affordable housing for its citizens. In 1996, Malaysia implemented the "Zero Squatters by 2005" policy, aiming to eliminate squatter settlements nationwide. In response to the economic downturn of late 1997, a four-tier pricing system for PPR housing projects in urban areas was introduced to ensure that low-income groups continued to have access to adequate, affordable, and quality housing.