



**FACULTY OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**ANALYSING THE SATISFACTION OF POST OCCUPANCY IN  
CCC-APPROVED HOUSING IN SERI ISKANDAR, PERAK**

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

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SEMESTER MARCH 2025 – AUGUST 2025**

## **STUDENTS'S DECLARATION**

Title of Academic Project:

ANALYSING THE SATISFACTION OF  
POST OCUPANCY IN CCC-APPROVED HOUSING  
IN SERI ISKANDAR, PERAK

I hereby declare that this academic project is the result of my own research  
Except for the quotation and summary which have been acknowledged

Signature : \_\_\_\_\_

Name of Student : ASMA' BINTI ZAINI

Date : 13/7/2025

## **SUPERVISOR'S DECLARATION**

Title of Academic Project:

### **ANALYSING THE SATISFACTION OF POST OCUPANCY IN CCC-APPROVED HOUSING IN SERI ISKANDAR, PERAK**

I hereby declare that I have read this academic project and in my opinion it is sufficient for the award of Bachelor of Estate Management (Hons)

Signature :

Name of Supervisor : NUR AFIQAH BINTI ANUAR

Date : 13/7/2025

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## ABSTRACT

This study aims to analyse post-occupancy satisfaction among Seri Iskandar, Perak residents of CCC-approved medium-cost housing developments. Despite receiving the Certificate of Completion and Compliance (CCC), many housing projects show structural and management-related issues even after occupancy. This study focuses on identifying key factors that influence residents' satisfaction, including building safety, structural integrity, indoor environmental quality, and housing design and layout. A quantitative methodology was employed, resulting in the distribution of structured questionnaires and the collection of 102 valid replies for analysis. Data analysis was conducted using SPSS software, with results presented using descriptive statistics, including frequency, percentage, and mean score analysis. Although some housing features satisfied resident expectations, the results show ongoing issues with structural performance and maintenance quality. These results underscore the necessity for more comprehensive post-occupancy evaluations in CCC-approved projects, as well as the demand for improved construction methodologies. This study provides important information for developers, regulators, and policymakers to improve the effectiveness of housing standards and the long-term satisfaction of homeowners by stressing important gaps between compliance certification and actual living conditions.