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**POST OCCUPANCY
EVALUATION (POE):
LEVEL OF
SATISFACTION FOR
OCCUPANTS LIVING
AT LOW COST
HOUSING AREA IN PPR
GUA MUSANG AND ITS
EFFECTS ON THEIR
DAILY ACTIVITIES.**

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ABSTRACT

Post Occupancy Evaluation (POE) are used to determine the satisfaction level of occupants in a certain building. Its purposes are explored and included: feedback loop to strengthen continuous improvement processes, better compatibility between occupants and their buildings, optimization of occupant-friendly facilities and reduction of space and energy waste. This research will discuss the satisfaction level of occupants living at a low-cost housing area in PPR Gua Musang and its effects on their daily activities. Three objectives were set forward, namely, to identify the level of satisfaction for the occupants living at a low-cost housing area, to identify the effect of satisfaction level on the occupants' daily activities and to recommend ways to improve the condition of the low-cost building. Online questionnaires were provided to residents of PPR Gua Musang in order to meet the study's goal. Statistical Package for the Social Sciences (SPSS) was used to collect and analyse the data. The findings of this study reveal that level of satisfaction and effects on daily activities are positively correlated. The more satisfied respondents are with the facilities provided the more it affects their daily activities as it will make their life easier. To conclude the research, it can be seen that the level of satisfaction for occupants living at low-cost housing area in PPR Gua Musang does affect their daily activities. Therefore, it is important for Post Occupancy Evaluation (POE) to be done in order to determine the satisfaction level of occupants living in a certain building. The process of POE will lead the authority to identify the problems or lacking in the construction of building, so that, problems or issues arise at the building can be avoided in the construction of new similar building and at the same time improving the condition of low-cost housing.

Keywords: Post Occupancy Evaluation (POE), Level of satisfaction, Low cost housing, PPR Gua Musang, Daily activities

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

In the First Malaysia Plan (1966-1970), low-cost housing was officially introduced "to promote the welfare of the lower-income population" (Economic Planning Unit [EPU], 1965, p. 182) and implemented through the State with financial assistance from the Federal Government. Low income housing, also referred to as affordable housing, housing for low income individuals or families. Even though housing has been recognized as a human right under a number of international conventions, access to housing is often problematic for low-income people. Various initiatives by the state, private, and non-profit sectors have helped low-income people or B40 category get housing, and many small-scale actions have tried to address the problem individually or locally. Government has often been instrumental in developing, managing and financing housing for low-income people or B40 category.

In Malaysia, low-cost housing represents 23.3 percent of the 2010 housing targets, which presents affordable housing in urban areas (Zaid & Graham, 2011). Although the number of low-cost housing keep on increasing day by day, the construction industry can still improve the quality of low-cost housing by conducting Post Occupancy Evaluation (POE). The construction industry has been slowed to learn from what it has provided to its clients, unlike other industrial sectors. Much has been said about how to be an important part of the building construction process and learn from building occupants. Post Occupancy