



UNIVERSITI TEKNOLOGI MARA

FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI

A STUDY ON RESIDENT'S SATISFACTION LEVEL IN PROJEK PERUMAHAN
RAKYAT (PPR) TAMAN PURI WARISAN, INANAM, SABAH

MAHSIDI BIN MOHD SAIDIN

2011758695

MUHAMMAD WAFIY BIN JAAFARUDIN

2011729671

JANUARY 2014

ABSTRACT

This research is conducted at Taman Puri Warisan, Jalan Tuaran By Pass Kalansanan, 88450, Kota Kinabalu Sabah where 100 respondents have involved. Taman Puri Warisan is a one of the Projek Perumahan Rakyat (PPR) flat housing in Kota Kinabalu, Sabah. We will conduct research of resident's satisfaction level towards the PPR low cost housing in Taman Puri Warisan. Residents in the Taman Puri Warisan will be our respondent in order to get the information that can be used in our research. This section will discuss on the differences among the socio-demographic factors (age, gender, marital status and races) of respondents on the satisfaction of the Projek Perumahan Rakyat Taman Puri Warisan. Our objectives are to investigate the satisfaction levels of PPR residents and to examine the factors that influence the resident's satisfaction level on PPR Taman Puri Warisan.

11/06/2018
Poliwastakean
Universiti Teknologi MARA
Sabah

TABLE OF CONTENTS

Abstract	i
Acknowledgement	ii
The Declaration	iii
Clearance for Submission	iv
List of Table	v
List of Figure	vi
Chapter 1:	1
1.1 Introduction	2
1.2 Problem Statement	4
1.3 The objectives of the research	5
1.4 The scope of the study	5
1.5 Definition of Terms and Concepts	6
1.5.1 Resident	6
1.5.2 Housing satisfaction	6
1.5.3 Low-Cost Housing	7
Chapter 2 :Literature Review & Conceptual Framework	8
2.1 Public Satisfaction on PPR project	9
2.1.1 Housing	9
2.1.2 Housing policy	10
2.1.3 Projek Perumahan Rakyat	12
2.1.4 PPR in Malaysia	12
2.1.5 Satisfaction of residential	14
2.2 Conceptual Framework	20
2.2.1 Housing Maintenance	21
2.2.2 Housing Areas Safety	22
2.2.3 Public Amenities	22
2.2.4 Residents Satisfaction Level on PPR	23

Chapter 3 : Research Methodology	24
3.1 Research Design	25
3.1.1 Sampling technique	25
3.1.2 Population and sampling	25
3.1.3 Sample Size	26
3.2 Instrumentation and Measurement	26
3.2.1 Instrumentation	26
3.2.2 Measurement	27
3.3 Unit of Analysis	27
3.3.1 Primary Data	27
3.3.2 Secondary Data	28
3.4 Data Analysis	28
3.4.1 Descriptive Analysis	28
3.4.2 Inferential Analysis	28
Chapter 4 : FINDING AND ANALYSIS	29
4.1 Introduction	
4.2 Descriptive Tables	30
4.2.1 Profile of the Respondents	31
4.2.2 Amenities provided in the housing areas	33
4.2.3 Maintenance in the housing areas	34
4.2.4 Safety in the housing area	36
4.2.5 The Resident's Satisfaction Level in Projek Perumahan Rakyat Taman Puri Warisan Mean	38
4.2.6 Cross-Tabulations of the on Resident's Satisfaction Level and Gender	39
4.2.7 Cross-Tabulations of the on Resident's Satisfaction Level and Age of the Respondents	40

CHAPTER 1

INTRODUCTION

1.1 Introduction

The term housing is very important in this study. Housing is a universal word having many synonyms such as home, shelter, dwelling, accommodation, messuage, and maisonette. People the world over have known housing in their own version or perspective. Housing in English when used as a noun, describes a commodity or product. When used as a verb, it describes the process or activities involved in housing. The Oxford Advanced learner's Dictionary of Current English (1995) defines house as a building made for people to live in, or housing is a building to live in or for something to be kept in. Both definitions could be linked to the concept of housing provision delivered individual, public or private providers. It also defines shelter as providing somebody or something with protection from the weather, and danger. Similarly, it defines home as the place where one lives, especially with one's family. Regarding house definition, house is a human built dwelling with enclosing walls and a roof. It provides shelter against precipitation, wind, heat, cold and intruding animals and humans. When occupied as a routine dwelling for humans, a house is called a home. People may be away from home most of the day for work and recreation, but usually are at home at least for sleeping.

Since Independence in 1957, low cost housing provision rested in the hand of Government. Massive low-cost housing development in Malaysia is undertaken