

UNIVERSITI TEKNOLOGI MARA

**A STUDY ON THE SATISFACTION
LEVEL OF RESIDENTS' LIVING
CONDITION IN A RESETTLEMENT
PROGRAMME FOR SQUATTERS CASE
STUDY: JOHOR BAHRU**

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ABSTRACT

Issues of squatters are still a pertinent debate and agenda in Malaysia. As the country is prepared towards realising the vision of becoming a developed country by year 2020, most of the states in Malaysia target to achieve the zero-squatters status by year 2020. Resettlement programme is one of the most significant mechanisms in tackling squatter's settlements issues in Malaysia. Hence, the Johor State Government had taken various approaches in trying to eradicate squatter settlements by relocating them to new locations for better housing and environment. However, this method has not fully solved the problems, as there are several issues and problems discovered related to resettlement programme of low-cost housing designated for squatters, namely; (1) the resettlement areas located far from the city, (2) the price of houses for resettlement scheme is not affordable, (3) the provision of uncomfortable low-cost houses; and (4) the issue of resettlement houses low space standards. The aim of this study is to evaluate the satisfaction of the residents of a resettlement programme at PPR Melana Indah (Phase 1), Taman Perling, Johor Bahru, with regards to their new living environment as compared to their previous squatter area. This research therefore, applies the case study method and looked particularly at PPR Melana Indah (Phase 1) Taman Perling, Johor Bahru resettlement programme. The methodology comprises of the qualitative design, where exploratory and in-depth interviews with government officers were employed which was also analysed along with the quantitative approach. The quantitative technique was conducted through a structured questionnaire survey using a targeted 290 samples of the PPR Melana Indah (Phase 1) residents through the stratified random sampling approach. The exercise had first undergone a pilot survey, to test the reliability of efficiency of method. However, during the course of survey, the research received only acquired 150 participants or returned questionnaire forms. The selected respondents expressed their satisfaction level and perceptions concerning their new low-cost housing resettlement, which were measured through seven (7) variables, i.e.; neighbourhood environment aspect, house environment aspect, green area aspect, public transport aspect, city connectivity and accessibility aspect, neighbourhood socialibility aspect and lastly facilities aspect. These were analysed through the statistical frequency analysis, cross tabulation analysis and gap analysis to determine their satisfaction of the residents in the resettlement area. Results from the study demonstrate that the local residents of the resettlement area are generally pleased with the physical conditions of their new homes, in spite of having to experience with several issues at their new place. Recommendations were made and focused more of tackling the current issues that the residents experienced. The suggestions had also included some ideas to assist the government in trying to reduce the number of squatters. In short, the original purpose of this research, which was to evaluate the level of satisfaction of a resettlement programme's residents, was accomplished.

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TABLE OF CONTENTS

	Page
CONFIRMATION BY PANEL OF EXAMINERS	ii
AUTHOR’S DECLARATION	iii
ABSTRACT	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	xi
LIST OF FIGURES	xx
LIST OF PLATES	xxiii
LIST OF ABBREVIATIONS	xxv
CHAPTER ONE: INTRODUCTION	1
1.1 Preface	1
1.2 Research Background	1
1.3 Problem Statements	3
1.3.1 The Resettlement Area Located Far from City	4
1.3.2 The Price of Houses for Resettlement Scheme is Not Affordable	5
1.3.3 The Provision of Uncomfortable Resettlement Houses	5
1.3.4 The Low Space Standards	6
1.4 Research Aim	8
1.5 Research Objectives	8
1.6 Research Scope	8
1.7 Significance of Study	12
1.8 Limitation of the Study	13

CHAPTER ONE

INTRODUCTION

1.1 Preface

This chapter contains an explanation of the research background, therefore, functions as the foundation or basis of this study. Chapter One (1) informs the aim and objectives, as well as the scope of this research. Besides that, this chapter also discusses on the problem statement and the expected outcome. Additionally, it demonstrates the research processes or stages which cover from the start until the end of the study. For that reason, Chapter One plays a vital role in steering the whole research.

1.2 Research Background

Housing is a main concern for all societies in every single place of the world it reflects the people's standard of living. House is a very necessary need and important to humans apart from food and drink in order to survive on. It is not shocking there are numerous categories and forms of shelter or habitat in the form of a house for a man.

According to Marcussen (1990), he declared the theory of home is not merely a shelter and it also ought to be the concept of safety, love, peace and freedom. Thus, comfortable housing will play a part to good health and well-being. Own a home is a everyone dreams. However, to have a home is not an easy matter proceeding because require big capital to get it. Meanwhile, Bourne (1981) brings up that housing are not only a structure that gives shelter for its residents but also strongly interconnected to the socioeconomic, political, neighbourhood and environment.

A squatter house is one of the types of homes inhabited by humans as a shelter. However, squatter is an illegal type of housing built without permission from the authority (Kader, 2011). Illegal squatter housing relates to the establishment of houses without authority's approval including the land where the squatter settlements