



**COLLEGE OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**THE RESIDENT'S SATISFACTION ON GATED AND GUARDED HOMES:  
CASE STUDY IN SELANGOR**

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

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## ABSTRACT

This research aimed to measure the level satisfaction on the gated and guarded homes at Taman Puncak Jalil, Seri Kembangan as the case study. The study adopted both exploratory and descriptive research designs, which involved a secondary data research and questionnaire survey to residents of gated and guarded community in Taman Puncak Jalil, Seri Kembangan. Quantitative data collected was analysed using descriptive analysis to identify the elements of gated and guarded community and investigate the resident's level of satisfaction on elements of gated and guarded community. Findings from this research shows the Taman Puncak Jalil is not the only residential area which operates as a gated and guarded community. As this research found that effective boom gates have the highest satisfaction from residents of gated and guarded community in Taman Puncak Jalil, it shows that the boom gates have proven its effectiveness due to the satisfaction from the residents. It followed by allocation of CCTV in the second, secure perimeter fencing at third, and proper guard house at fourth rank. Meanwhile, adequate number of security guards show the most dissatisfied due to the lack of security ground coverage. Hence, a recommendation was made to the committee members as they should improve the services offered on the gated and guarded community. It is anticipated that the recommendations would contribute to enhance and sharpen the safety and security operation in Taman Puncak Jalil without discounting any welfares of any occupants residing in the area.

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# CHAPTER 1

## RESEARCH BACKGROUND

### 1.1 Research Tittle

The Resident's Satisfaction on Gated and Guarded Homes: Case Study in Seri Kembangan, Selangor

### 1.2 Research Background

A gated and guarded neighbourhood, also identified as a gated and guarded community housing program, is a neighbourhood of homes or structures whose services and facilities, including structural system such as roads, and drains are operated and owned completely separately (Properly, 2020). Gated and guarded housings popularity had skyrocketing in Malaysia due to its convenience. This is because of the safety assurance that the people get from living in a secured community where their surrounding are monitored from time to time.

In order for the gated and guarded community to take full effect, there are elements of gated and guarded community to be considered. Protection and safety, social and environmental aspects, status and uniqueness are all components of gated and guarded neighbourhoods (Thuraiya Mohd et al., 2015). Each element contributes to the quality of services provided in gated and guarded community.

Despite all the elements contributing to the quality of service provided in gated and guarded community, the request for gated and guarded will grow immensely if the existing gated and guarded community is satisfied with the service provided to them. This research aims to identify the resident's satisfaction level of residing in gated and guarded homes and the elements of gated and guarded community.