

Satisfaction on Housing Quality in Mukim Bandar Johor Bahru and Mukim Plentong

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ABSTRACT

Housing study is one of the vital subjects these days as a home is a part of every person. The significance of it is undeniable because it has become one of the necessities of human life. Studies have shown that housing adequacy is connected with the Quality of Life because everything starts at home. The preceding housing problems will reflect on the policy problems of local authorities and management. Some of the previous aftermaths on housing might affect the balance and sustainability of residents. A lot of issues about housing have been drawn to the media especially in Malaysia. Water supply crisis, flood issue, a technical issue like elevator problem, waste management, security, lack of facilities such as public transport are some of the examples. It is also affecting the satisfaction towards housing quality indirectly. This study investigates the satisfaction on housing quality in Mukim Bandar Johor Bahru and Mukim Plentong, Johor Bahru, Johor which cover a total of 696,500 people. A sample of 196 respondents is surveyed to identify the locals' satisfaction with their housing quality in three aspects which are the physical of house, infrastructure, and the environment by using Cochran's formula. Descriptive analysis is used to analyse the quantitative data obtained. The result depicts the majority of respondents (74.0%) are satisfied with their housing condition overall. Despite identifying housing quality, this study also helps to identify the problems that the locals encountered which came out from the three highest rankings on common problems. They are drainage ditch, road damage or narrow, and roof damage.

Keywords: Environment, housing quality, infrastructure, physical of house, satisfaction level.

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INTRODUCTION

Background of Study

Housing as an adequate shelter is very important in a person's life. According to Henilane (2016), special attention has been drawn to the concept of 'housing' in the economic literature. The term 'housing' is defined by the scholars as a commodity, as a tangible asset with a potential return, as a fixed asset regardless of whether it is owned or rented, and as a capital similar to a machine, if it is operated by a worker, but as a commodity, if it is not.

In conjunction with achieving the vision of Majlis Bandaraya Johor Bahru, which is '*to become a culturally and sustainable international city*', various development projects are being planned, especially housing. Many housing projects are done to provide suitable settlements and also to cater to the local population. Housing has become more than just a place to stay, it also could be an asset especially for those who can afford more than one unit of the house.

Adeleye, Azeez & Yusuff (2014) claims that an individual's perception of the environment is fundamental as it becomes the point of departure for any analysis of people and environment relations. Affordability, quality, demographic factors, public facilities, safety, and security are some of the aspects the potential buyer would consider when they want to buy a house. It is undeniable that those aspects will determine whether the property has a better demand in the market. Over the years, planners and designers have used several criteria to evaluate housing quality. According to Anderson and Weldemann (as cited in Adeleye *et al.*, 2014) these include economic, physical, and social criteria.