

The Pivotal Factors of Housing Satisfaction in Public Rental Housing: A Literature Review

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ABSTRACT

This study examines the factors that influence housing satisfaction in public rental housing, which frequently encounters challenges such as less-than-ideal neighborhoods and constrained resident autonomy. Housing satisfaction can be defined as the congruence between the expectations of residents and the conditions in which they live. A literature review was conducted to identify the main categories of satisfaction determinants. These were found to be socio-demographic, environmental, and physical. Socio-demographic factors encompass age, gender, marital status, education, occupation, household type, economic status, and duration of residence. Environmental factors encompass accessibility, physical quality, cleanliness, safety, and social relationships. In addition, the physical aspects of housing satisfaction encompass the design of the building, the configuration of the interior space, and the quality of the materials and construction. The results demonstrate that the interplay between these three factors is instrumental in fostering a comfortable, secure, and conducive housing experience for residents, which is crucial for the successful advancement of public rental housing.

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Keywords: Housing satisfaction, public rental housing, socio-demographic, environmental, physical, literature review

1. Introduction

Housing satisfaction is a resident's response to how their expectations match the current condition of the home they live in. [1]. It encompasses various dimensions, including the physical quality of the home, the social environment, and the individual's expectations of where they live. It is also a resident's understanding of the ability of the home they live in to achieve their housing goals. [2]. In some literature, housing satisfaction refers to the gap between the quality of the home and the resident's expectations of the home. [3], [4]. Several studies have shown that housing satisfaction has a significant effect on quality

of life and individual well-being. [5]. Therefore, housing satisfaction is often used to measure the success rate of housing construction. [4].

One type of housing that often gets problems about satisfaction is public rental housing, public rental housing residents tend to have lower satisfaction levels than private rental housing. [6]. This is due to poorer housing and environmental conditions and lack of choice and control over the living environment.[6]. Public rental housing is a rental housing provision program managed by the government or non-profit institutions for low-income people, with the aim of providing

affordable and decent housing. This program is designed to help individuals or families who have difficulty getting a place to live due to economic limitations. Public rental housing is designed to be more efficient in land use and able to reduce the number of slums in urban areas. [7]. In addition, the rental system can be adjusted to the community's ability, making it the right solution to overcome the problem of housing land shortages in the city [8]. [8].

However, in practice, public rental housing often faces several challenges. For example, residents' preferences in utilizing public spaces that are not in accordance with the original function plan of the space [7], as well as safety and comfort issues for residents [9]. The gap between preferences and reality experienced in housing can also affect housing satisfaction. The relative standards model suggests that individuals evaluate their housing situation based on personal standards influenced by past experiences and social comparisons. [10]. One of the main determinants of housing satisfaction is the physical characteristics of the housing unit. Studies have found that factors such as design, layout, and the availability of amenities such as kitchens, bedrooms, and soundproofing can significantly affect housing satisfaction. [6], [11]. In addition to the physical unit, the neighborhood environment and community dynamics also play an important role in shaping housing satisfaction. Accessibility to public transportation, community amenities, and the overall quality of the neighborhood infrastructure can affect residents' perceptions and experiences. [12]. In addition, the level of social integration and sense of community among residents of public rental housing are important determinants of satisfaction [13], [14]. Sociodemographic characteristics such as age, number of family members, employment status, and length of stay, can also shape housing satisfaction [11], [15]. Understanding the diverse needs and preferences of different groups of residents is essential to tailor

housing policies and services to better meet their needs.

Research on Housing satisfaction and on public rental housing has indeed been done a lot, but in this study it focuses on seeing what affects Housing satisfaction in public rental housing. Therefore, the purpose of this study is to review Housing satisfaction in public rental housing and find out what factors affect Housing satisfaction in public rental housing.

2. Materials and Methods

Public rental housing can be defined as a rental housing programme administered by the government or non-profit institutions for low-income individuals, with the objective of providing affordable and adequate housing. Low-income households opt to reside in public rental housing due to a combination of economic factors, accessibility, flexibility, and government support. Public rental housing offers a more affordable and liveable solution for those facing financial challenges [6]. The present research, therefore, focuses on housing satisfaction in public rental housing for low-income people located in urban areas.

This research uses the literature review method, literature review is a research method that aims to collect, analyse and synthesise previous research in a particular field. It aims to provide a better understanding of the topic being researched by integrating the findings and perspectives of different studies [16]. Literature review serves as a basis for all types of academic research. It helps researchers to understand the state of existing knowledge, identify research gaps and develop new theoretical frameworks [16]. The process of conducting a literature review is as follows: firstly, the review's objectives, research questions and literature search strategy must be determined; secondly, relevant articles must be collected and selected; thirdly, the data from the selected articles must be analysed and

abstracted; and finally, the results and contributions of the review must be clearly organised[6].

This study aims to determine what factors affect satisfaction with housing in public rental housing, and to achieve these objectives this study will identify, abstract and analyze data from articles, these articles are obtained by conducting systematic searches of various journal databases, the internet, such as scopus, research gate, google scholar, and several other sources. The keywords used to find relevant articles to answer this research question are, housing satisfaction, residential satisfaction, public rental housing. After

obtaining the literature, then identification, abstraction and data analysis of the article will be carried out to find what factors affect housing satisfaction, and synthesize findings from the reviewed literature and answer research questions. Furthermore, this research will analyze the 21 articles that have been selected, this process will abstract the data obtained from the articles.

Table 1: review of housing satisfaction articles

No.	Author	Aim	Findings of factors affecting housing satisfaction
1	Aigbavboa, A. (2013). Confirmatory Factorial validity of Neighborhood Features amongst South Africa low-income Housing Occupants. <i>Journal of Economics and Behavioral Studies</i> , 5(12), 825-837.	confirmed the factorial validity of neighborhood features in a study of housing satisfaction among residents of low-income housing in South Africa.[17]	environment
2	Batikawai, E., & Nawaqalevu, A. (2020). A Residential Satisfaction Assessment of Public Rental Board Housing in the Greater Suva Urban Area, Fiji Islands. <i>The Journal of Pacific Studies</i> , 40(1), 6-33.	examined occupancy satisfaction levels among tenants of public rental flats (PRB flats) in the Greater Suva Urban Area in Fiji.[5]	Environment Physical Socio-demographics
3	Bemanian, M., & Azizibabani, M. (2019). The Effects of Incremental Housing Approach on the Level of Residential Satisfaction. <i>Iconarp International J. of Architecture and Planning</i> , 7(1), 205-225.	examined the impact of the incremental housing approach on occupancy satisfaction levels in affordable housing projects.[18]	Environment Potential Social
4	Borgoni, R., Michelangeli, A., & Pirola, F. (2018). Residential Satisfaction for a Continuum of Households: Evidence from European Countries. <i>SSRN Electronic Journal</i> , 378.	investigated housing satisfaction in 23 European countries, and confirmed a priori expectations about the determinants of housing satisfaction.[19]	Physical Environment Socio-demographics
5	Byun, G., & Ha, M. (2016). The factors influencing residential satisfaction by public rental housing type. <i>Journal of Asian Architecture and Building Engineering</i> , 15(3), 535-542. https://doi.org/10.3130/jaabe.15.535	determine the level of occupancy satisfaction among residents of different types of public rental housing in order to address the housing problems of low-income households.[6]	Security Physical Accessibility Facilities
6	Dinç, P., Özbilen, E., & Bilir, M. B. (2014). A multi-dimensional scale for measuring residential satisfaction (rs) in mass housing projects. <i>Indoor and Built Environment</i> , 23(6), 864-880.	The purpose of this study is to propose a Housing satisfaction model and diagnose the characteristics that affect the proposed model in the newly built housing development by TOKI.[20]	Socio-demographics
7	Hu, X., Suo, J., Kou, N., Wu, M., &	This study aims to provide guidance and	Space

	Wang, S. (2024). Analysis of residential satisfaction in the conversion of Beijing's stock buildings into rental housing. <i>Scientific Reports</i> , 14(1), 1-16.	reference for the conversion of buildings into rental housing, ultimately improving occupancy satisfaction and the quality of rental housing.[21]	Privacy Security Physical Socio-demographics
8	Huang, Z., & Du, X. (2015). Assessment and determinants of residential satisfaction with public housing in Hangzhou, China. <i>Habitat International</i> , 47, 218-230.	This study aims to assess residents' satisfaction with public housing in China and examine its determinants.[22]	Environment Socio-demographics
9	Ibem, E. O., & Amole, D. (2013). Residential Satisfaction in Public Core Housing in Abeokuta, Ogun State, Nigeria. <i>Social Indicators Research</i> , 113(1), 563-581.	The overall objective of this study was to evaluate the occupancy satisfaction in OGD Workers Housing, Laderin, Abeokuta, Ogun State.[23]	Facilities Environment Socio-demographics
10	Ismail, F., Jabar, I. L., Janipha, N. A. I., & Razali, R. (2015). Measuring the Quality of Life in Low Cost Residential Environment. <i>Procedia - Social and Behavioral Sciences</i> , 168, 270-279.	The purpose of this paper is to measure the quality of life in the current low-cost housing neighborhoods under the management of City Hall Kuala Lumpur (CHKL).[24]	Physical Environment
11	Jiboye, A. D. (2009). Evaluating Tenants' Satisfaction with Public Housing in Lagos, Nigeria. <i>Town Planning and Architecture</i> , 33(4), 239-247.	satisfaction level assessment tenants of public housing in the study area; and evaluation of tenants' satisfaction with their housing[2]	Environment
12	Kshetrimayum, B., Bardhan, R., & Kubota, T. (2020). Factors affecting residential satisfaction in slum rehabilitation housing in Mumbai. <i>Sustainability (Switzerland)</i> , 12(6).	This study aims to examine the factors that influence occupancy satisfaction of slum rehabilitation housing in Mumbai, India.[25]	Physical Environment Accessibility Socio-demographics
13	Liu, A. M. M. (1999). Residential satisfaction in housing estates: A Hong Kong perspective. <i>Automation in Construction</i> , 8(4), 511-524.	This study aims to identify factors that affect occupant satisfaction, both from physical and social aspects.[26]	Accessibility Location Maintenance Environment Comfort
14	Makinde, O. O. (2015). Influences of socio-cultural experiences on residents' satisfaction in Ikorodu low-cost housing estate, Lagos state. <i>Environment, Development and Sustainability</i> , 17(1), 173-198.	This study seeks to assess the impact that socio-cultural differences have on residents' housing satisfaction in Ikorodu low-cost housing.[27]	Socio-demographics
15	Mohit, M. A., Ibrahim, M., & Rashid, Y. R. (2010). Assessment of residential satisfaction in newly designed public low-cost housing in Kuala Lumpur, Malaysia. <i>Habitat International</i> , 34(1), 18-27.	To investigate the level of housing satisfaction/dissatisfaction perceived by residents of low-cost public housing.[11]	Socio-demographics Security Hygiene
16	Nirfalini, D., & Majid, A. (2016). The Criteria of Residential Satisfaction in Gated Community: Medan City. <i>Asian Journal of Behavioural Studies</i> , 1(3), 41-50.	The main objective of this research is to identify the occupancy satisfaction criteria and determine the expected occupancy criteria in the overall planning of the residential area.[28]	Location Physical Facilities
17	Pathak, N., & Bajracharya, A. R. (2022). Assessment of Satisfaction Level of Residents in a Housing Community, A Case of City Paradise, Lalitpur. <i>Journal of Engineering Technology and Planning</i> , 3(1), 27-43.	This paper aims to contribute to theory and practice regarding occupancy satisfaction in the Lalitpur housing community.[29]	Physical Facilities Environment Economy
18	Tang, Q., Wei, Z., & Huang, S. (2024). Residential Satisfaction of Subsidized Housing Estates in Post-Reform China: Roles of the Built and Social Environments. <i>Land</i> , 13(7).	investigate what and how factors related to the built and social environment affect subsidized housing occupancy satisfaction (SHE).[30]	Environment Socio-demographics Subjective perception
19	Wang, D., & Wang, F. (2016).	The purpose of this study is to examine the	Physical

	Contributions of the Usage and Affective Experience of the Residential Environment to Residential Satisfaction. <i>Housing Studies</i> , 31(1), 42-60.	determinants of occupancy satisfaction in Beijing.[31]	Environment
20	Waziri, A. G., Yusof, N., & Abd Rahim, N. M. S. (2014). Occupants housing satisfaction: does age really matter? <i>Urban, Planning and Transport Research</i> , 2(1), 341-353.	To determine how different age groups respond to housing aspirations in private housing. To explore whether age really has an effect on housing satisfaction levels.[1]	Socio-demographics
21	Yin, R., Miao, X., Geng, Z., & Sun, Y. (2018). Assessment of Residential Satisfaction and Influence Mechanism--A Case Study of Jinan City. <i>Journal of Business Administration Research</i> , 7(2), 9.	The purpose of this study is to determine consumer satisfaction with new housing, and explore the underlying factors that influence housing satisfaction.[32]	Physical Facilities Location Property services corporate image of the Housing provider

Source: (Author, 2024)

The findings from the analyzed literature are that housing satisfaction is influenced by many things such as age, number of family members, working wife, and previous residence, race, job type, floor, and length of stay. [6], [11], [13], [14]. Availability of facilities such as kitchen, bedroom, and dining room, soundproofing and noise level inside the dwelling unit. [6], [11], [22]. These factors are coded and grouped so that the main factors that are most influential in Housing satisfaction are obtained.

3. Results and Discussions

The findings show the factors of housing satisfaction are grouped into 3 categories, these categories consist of several attributes, the first of which is socio-demographic, environmental, and physical.

3.1. Socio-demographics

Socio-demographic factors include various social and demographic aspects that describe the characteristics of the respondents, socio-demographic factors greatly affect housing satisfaction, especially in social rental housing, where residents of social rental housing are low-income people, Some socio-demographic attributes that affect satisfaction are: The first is age, where age has a positive effect on housing satisfaction, with older individuals tending to be more satisfied with their current housing than younger ones. [1], [11], [19],

[23], [25], [33]. This is influenced by experience, be it experience in social relationships, financially older individuals tend to be more stable or ability to accept the situation. Next is gender, for example women tend to have higher levels of satisfaction, due to their activities and involvement in the home. [1], [11], [19], [27]. Marital status also has an influence on satisfaction at home, individuals who are not married tend to be more satisfied than those who are married, this occurs due to limited space and privacy.[11], [21]. As in public rental housing which relatively has a smaller space. Furthermore, the level of education, individuals with higher education certainly have higher expectations of their housing. [1], [11], [19], [21], [23]. Next is employment, individuals who work tend to be more satisfied, especially in low-income circles, where work provides stability to housing satisfaction [1], [11], [20], [22], [24]. Household type also influences satisfaction with home, as single parents or couples with children influence satisfaction. For example, single parents tend to report lower satisfaction compared to couples without children. [1], [5], [19], [20], [27]. This is due to the burden of responsibility or limited resources that parents have. Next is the economy which relates to income, expenses, and job stability. Residents who have better economic conditions tend to be more satisfied with where they live. [1], [11], [25]. The last is the length or duration of

stay, this relates to the emotional, social, environmental, familial aspects, which will shape the experience, thereby affecting satisfaction with the home [11], [27].

3.2. *Environment*

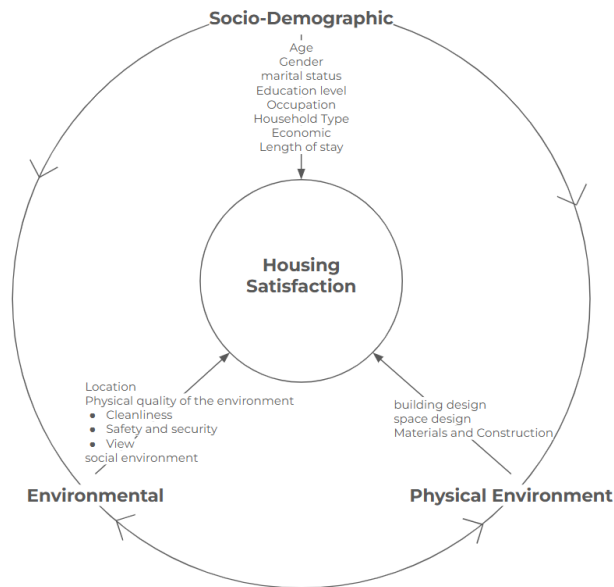
The environment has an important role in shaping housing satisfaction, the environment can influence residents' perceptions and experiences. [12], [13], [14]. This environment includes several attributes, the first is, location and accessibility, ease of access to services such as shopping, transportation, education services and health services have a positive contribution to housing satisfaction, an environment that facilitates access to daily needs improves quality of life and housing satisfaction. [2], [5], [6], [17], [19], [22], [23], [25], [26]. Next is the physical quality of the neighborhood, which includes the view from the window, the orientation of the building, and the quality of the landscape around the housing. A pleasant and well-maintained environment can increase residents' satisfaction. [26]. Residents who live in greener, quieter, and safer neighborhoods tend to have higher levels of satisfaction. The physical and social qualities of the neighborhood have a strong influence on occupant satisfaction [22]. Good cleanliness can certainly improve the quality of the living environment and satisfaction, and also a sense of security in the neighborhood greatly affects satisfaction. A high sense of security contributes to greater satisfaction. [2], [5], [6], [17], [19], [24], [25], [26], [29], [30]. The last is the social environment The level of housing satisfaction is also influenced by social relationships in the neighborhood. One of them is the relationship between neighbors, relationships that know each other, support each other and establish good relationships can create a strong community and it contributes positively to housing satisfaction. [28], [30], [33], and the presence of similar social and economic backgrounds among neighbors can

increase housing satisfaction. [2], [5], [25], [29], [30].

3.3. *Physical*

Physical factors consist of the physical design of the building, space as well as materials and construction, the design and shape of the building affect satisfaction. one of the literature states that the S-type building shape gets a higher satisfaction rating than the U-type shape and linear shape. [21]. Building design, building orientation, and the layout of the building environment including open spaces and social areas, potentially increase occupant satisfaction. Occupants prefer a comfortable and well-planned environment. [21], [22], [28], [32]. While the physical attribute can be in the form of shape, size, and availability of space, such as efficient layout and optimal use of space. [5], [6], [19], [25], [29], [33], [34]. The quality of these attributes greatly affects how residents feel comfortable and satisfied with their homes. then, the quality of materials and Construction, as many residents complain about the quality of construction that is considered poor, such as leakage problems and the use of inadequate materials. [29]. This contributes to their dissatisfaction with the housing unit. Conversely, good quality materials and construction will create a sense of security and comfort for residents, and that will also have an impact on their satisfaction with the housing unit. [5], [18], [20], [29], [32], [34]. One example is that neat interior finishes, such as walls, floors, and sanitary installations, will affect occupant satisfaction. Residents tend to be more satisfied if the house has good construction quality and a design that suits their needs.

Overall, housing satisfaction is influenced by a combination of these three factors that interrelated with each other.



Source: (Author, 2024)

Figure 1: Three Factors of Housing Satisfaction

Socio-demographic factors create basic housing needs and preferences. Environmental factors provide the context in which these needs and preferences are met, including accessibility, security and social relationships. Physical building factors are the response to occupants' needs, whether in the form of design, materials, or appropriate spatial layout. Overall, these three factors complement each other, and housing satisfaction is determined by the physical ability of the building to support individual needs (socio-demographics) and the quality of the environment to create a sense of comfort and security. This interaction results in a dwelling that meets the needs of residents in terms of emotional, social, and functional.

4. Conclusion

This research identifies three main factors that influence housing satisfaction: socio-demographics, environment, and physical building. These three categories are interconnected and contribute significantly to residents' experiences in their homes. Socio-demographic factors include residents' social

and demographic characteristics, such as age, gender, marital status, education level, occupation, household type, economic condition and duration of stay. These factors influence an individual's needs and expectations for their dwelling, which are rooted in the resident's life experiences and conditions.

The living environment is also an important element that affects satisfaction. The physical, social environment and accessibility to facilities such as transportation, healthcare, education and shopping play an important role in improving residents' comfort. In addition, social relations between residents, cleanliness, safety, and environmental aesthetics are aspects that are highly considered.

Physical building factors, such as design, layout, materials and construction quality, contribute to creating comfort. Appropriate building design, the use of quality materials, and neat interior finishes can provide a sense of security and comfort for residents.

These three factors are interrelated and complementary in creating a positive living experience. Socio-demographics determine residents' needs and preferences for the environment and building design. A good neighborhood provides a context that supports these needs, such as safety, comfort and accessibility. Meanwhile, the physical building provides concrete solutions through appropriate design and construction quality. Overall, a harmonious combination of these three factors can improve residents' quality of life and create satisfaction with their home. Hence the importance of considering all these factors to understand and improve housing satisfaction in public rental housing.

The results of this research are also expected to improve the design and / or governance of public rental housing buildings managed by the government or private institutions to meet

housing preferences and increase residents' housing satisfaction. This improvement certainly has the opportunity to increase satisfaction, and occupancy, in public rental housing.

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