

**THE EFFECT OF PARTICIPATION ON RESIDENTS'
SATISFACTION IN MULTI-STOREY HOUSING
PROJECTS IN THE GAZA STRIP, PALESTINE**

by

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KESAN PENYERTAAN TERHADAP KEPUASAN PENDUDUK DALAM PROJEK PERUMAHAN BERBILANG TINGKAT DI GAZA, PALESTINE

ABSTRAK

Penyertaan penghuni merupakan pertimbangan penting di kawasan perumahan berbilang tingkat dan memberi kesan terhadap kualiti hidup penghuninya. Kajian ini menyelidik kesan penyertaan terhadap kepuasan penghuni di kawasan perumahan berbilang tingkat di Tebing Gaza, Palestin. Kajian ini bertujuan mengkaji tahap kepuasan penghuni dan penyertaan mereka di kawasan tersebut, serta mengkaji kesan daripada tiga jenis penyertaan terhadap kepuasan penghuni. Dalam konteks ini, penyertaan termasuklah kerja-kerja perekabentukan dan pelaksanaan, pengurusan dan penyelenggaraan, serta aktiviti sosial dan kemasyarakatan. Kajian ini juga turut mengkaji hubungan di antara ciri-ciri penghuni dengan kepuasan dan penyertaan mereka. Seterusnya, pemahaman yang lebih baik diperoleh tentang alasan dan sebab penglibatan mereka yang berbeza-beza. Data primer diperoleh daripada sampel seramai 525 orang, melalui soal selidik yang diedarkan di dua buah projek perumahan kerajaan, data pendokumenan dan temu bual kumpulan tumpuan (yang melibatkan pihak berkepentingan). Temu bual kumpulan tumpuan disertai oleh pihak berkepentingan dalam bidang perumahan. Kumpulan tumpuan dan data pendokumenan diharapkan dapat menyokong data daripada soal selidik. Dapatan menunjukkan tiada perbezaan yang signifikan dalam tahap penyertaan penghuni di antara kedua-dua projek tersebut. Sebaliknya, terdapat perbezaan yang signifikan dalam tahap kepuasan. Dapatan juga menunjukkan bahawa terdapat korelasi yang positif dan kuat di antara penyertaan dan kepuasan penghuni. Secara detail, korelasi adalah kuat dalam aktiviti berkaitan sosial, sederhana dalam kerja-kerja pengurusan. Terdapat perbezaan di

antara setiap nilai min daripada penyertaan dan kepuasan penghuni merentasi tempoh-huni, umur dan pemegangan rumah. Alasan utama wujudnya kepelbagaian tahap dalam penyertaan penghuni adalah: keadaan ekonomi yang tidak begitu baik dalam kalangan sesetengah penghuni; kurangnya sikap kepedulian; kurangnya kesedaran tentang pentingnya penglibatan mereka; dan hubungan yang tidak begitu baik di antara ahli jawatankuasa pengurusan dan para penghuni. Kajian ini menjelaskan tentang tahap penyertaan dan kepuasan. Ia juga menerangkan tentang korelasi di antara mereka melalui penambahbaikan rangka kerja yang mengkaji korelasi ini. Selanjutnya, ia juga turut meneroka alasan di sebalik perbezaan tahap penyertaan dalam kalangan penghuni.

**THE EFFECT OF PARTICIPATION ON RESIDENTS' SATISFACTION IN
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ABSTRACT

Residents' participation is an important consideration in multi-storey residential buildings, whereby it affects the quality of life of all residents. This study investigates the effects of participation on residents' satisfaction regarding issues related to their participation in multi-storey residential building in the Gaza Strip, Palestine. It aims to: investigate the levels of residents' satisfaction and their participation in multi-storey residential buildings and to investigate the effects of three types of participation on residents' satisfaction. The participation is inclusive of the design and implementation works, management and maintenance works, and social relations activities. It is also to further investigate influence of residents' characteristics on their satisfaction and participation. This study continues to gain a better understanding of why residents vary in their involvement in participation. The primary data was obtained from a sample size of 525 using questionnaires in two government housing projects, documentary data and a focus group interview. The focus group interviewed were participants from the main stakeholders in the field. The focus group and documentary data would help support the questionnaire. The findings showed no significant differences in the level of residents' participation between the two projects. There is, however, a significant difference in the levels of residents' satisfaction between the two projects. The findings have indicated that there is a positive, strong correlation between residents' participation and their satisfaction. In detail, the correlation was strong in the social relation activities and

moderate in management and maintenance works. There are noteworthy differences between each mean value of residents' participation and residents' satisfaction across the duration of stay, age and housing tenure. The major reasons for diversity in the participation from residents are: bad economic conditions of some residents, a lack of concern, a lack of awareness about the importance of participation, and weak or bad relationships between the members of the management committee and residents. The study defined the levels of residents' participation and satisfaction. It sheds light on the correlation between them through improving a framework that investigated this correlation. Furthermore, it explores the reasons behind the variations in the levels of participation between residents.