

**UP 046. COMPARATIVE ASSESSMENT OF RESIDENTS' SATISFACTION
WITH OLDER AND YOUNGER CONDOMINIUMS: CASE STUDIES FROM
KUALA LUMPUR, MALAYSIA**

Mohammad Abdul Mohit and Ashim Oladimeji Ogundele

International Islamic University Malaysia (IIUM), Kuala Lumpur, Malaysia

E-mail: mamohit@iium.edu.my / mohd.mohit@gmail.com

ABSTRACT: During the last two decades, the growth of condos in Kuala Lumpur as a high density housing is a response to the growing demand for housing in the city. So far housing research in Malaysia is focussed on public or private low-cost with little attention paid to the growing condo sector. Therefore, a research need arises due to limited studies on the subject and further that due to more than one reason, Malaysian middle class city dwellers prefer to live in condos than their preferred terrace housing. Against the above backdrop, this paper provides a comparative assessment of residents' satisfaction with older (>10 years) and younger (<10 years) condo dwellers within the Kuala Lumpur metropolis. Three components of satisfaction – dwelling unit variables, dwelling unit support services, neighbourhood and management, have been studied. Two hundred respondents participated in the survey exercise with 100 residing in older condos and another 100 living in younger condos. Findings from the study indicate that the residents of the older condos are not satisfied with the dwelling unit support services and management and over 40% of the residents are also planning to relocate due to current housing situation. On the contrary, the younger condo residents rated a relatively high level of satisfaction with the dwelling unit support services and they are moderately satisfied with condo management. Further, the older condo residents showed a more significant and positive relationship between the overall housing satisfaction and the tested variables as compared to the younger condo residents due to the age differences between the two condo types. Finally, the paper comes up with three basic issues where immediate attentions are required to improve condo management and enhance condo residents' satisfaction.

Key Words: Older Condos, Younger Condos, Housing Satisfaction, Condo Management, Urbanization.

1. INTRODUCTION

Current rate of urbanization in Malaysia is 63% and it is projected that the rate will be 75% by the year 2020. Although there are 170 urban centres in the country, it is expected that the major portion of urban population increase will take place in larger conurbations around Kuala Lumpur, Georgetown, Johor Bahru and Kuantan, which receive most of the rural-urban migrants in the country. Kuala Lumpur, the capital city of Malaysia, is experiencing a rapid rate of urban growth over the last four decades. The population of the city grew from 0.32 million in 1957 to 1 million in 1980 and further to 1.8 million in 2008. This rapid urbanization has created the need for

housing the growing populace which initially started in a low density fashion in the city, but it gradually turned into high density because of increasing land price and shortage of land in the core urban areas. The growth of condos in Kuala Lumpur during the last two decades, as high density housing, is a response to the growing demand for housing in the city. The rate of construction of condominiums in Malaysia keeps increasing while the number of dilapidated and abandoned condominiums is also increasing and some are converted for other incompatible uses, which may hinder the prospect of the city's socio-economic development. Hence, research focused on assessing residents' satisfaction is imperative for physical planning and urban development. So far housing research in Malaysia has been concerned with public or private low-cost with little attention paid to the growing condo sector. Therefore, a research need arises due to limited studies on the subject and further that due to more than one reason, Malaysian middle class city dwellers prefer to live in condos than other housing.

2. LITERATURE REVIEW

2.1 Housing Through Condominiums

Since the last 2-3 decades, the quest for economic development has been the major impetus underlying the use of land in urban areas. As a result, in all the major cities in Asia, residential buildings are characterized with high-rise (with at least 75 feet or 23 m height) and high density as a response to the emerging development pressure. Land shortage, acute topography and escalating population have been reported to be the major causes of high rise and high density living for most of the 6.7 million population of Hong-Kong (Xu and Yu, 2002). Apart from environmental reasons, in the case of Japan and Singapore, most developing countries adopt this as a strategy towards land management and land use control. Malaysia is envisioned to attain a developed country status by the year 2020 and this has definitely brought a change to the perspective involved in the land value and the use of land.

Condominium is the legal term used in the United States and in most provinces of Canada. In Australia, Malaysia and the Canadian province of British Columbia, it is referred to as strata title. A condominium, or condo, is the form of housing tenure and other real property where a specified part of a piece of real estate (usually of an apartment house) is individually owned while use of and access to common facilities in the piece such as hallways, heating system, elevators, exterior areas is executed under legal rights associated with the individual ownership and controlled by the owners association that jointly represent ownership of the whole piece.

One of the problems in condominiums is its management. Certainly, all buildings become progressively obsolete (Heng, 2009); efficient management ensures integration between both physical and economic components of the building. Most physical structures usually has a life span of 50-100 years, over which building commands must be more than the value of the clear site, building cost, development and statutory cost (Heng, 2009). In Malaysia, poor management strategies and planning control turned the circumstances otherwise thus making the cost of the clear site exceeding the existing structure thereby leading to demolition of some housing project while some are abandoned such as Jaya Shopping Mall, Petaling Jaya.

In Malaysia as elsewhere, a condominium consists of multi-unit dwellings (i.e., an apartment or a development) where each unit is individually owned and the common areas, such as hallways and recreational facilities, are jointly owned (usually as "tenants in common") by all the unit owners in the building. It is also possible for condominiums to consist of single family dwellings: so-called "detached condominiums" where homeowners do not maintain the exteriors of the dwellings, yards, etc. or "site condominiums" where the owner has more control and possible ownership (as in a "whole lot" or "lot line" condominium) over the exterior appearance. Moreover, the essence of this is basically towards planned neighborhoods and gated communities for privacy and safety purposes. In Malaysia, condominiums are regulated by "condominium associations". This is subject to the issuance of the strata title which cannot be easily procured. As a result, the respective residents' associations is given the management responsibility however, the only concern to the association regarding management of the condo are the common areas within the building such as lift management, trimming of the trees, cutting of the grasses and painting every year. In almost all cases, the associations charge monthly dues above and beyond the mortgage.

2.2 Implications Of Condominiums

Condominiums generate several implications such as structural, economic and social and these are discussed below:

a. Structural Implications of Condominiums

The life span of a building could be measured as the period over which the building commands capital value more than the value of the clear site (Song 2009). The capital value of a building includes; the building cost, development cost, demolition cost and statutory cost, respectively. Apparently, construction of Condominium is subject to the size of land with regard to the increasing urban growth and development which automatically affects land use. The modernists perceived urban

form and structural design as the 'spirit of times' which connotes building or lay-out design which is meant to possess and reflect true identity in relation to culture and belief while the post-modernists referred to it as the 'spirit of space' meaning that the spatial capability and dimension are the major determinants of city structure (Cohen, 2001).

b. Economic Implications of condominiums

Verily, all buildings become progressively obsolete (Song, 2009). Nonetheless, the cost of the clear site must not exceed the existing structure cost so as to avoid economic loss. However, this is one of the problems being faced in the Malaysian construction industry which is obviously a waste of economic resource. A clear example of this was the case of the demolished Jaya Shopping Mall in Petaling Jaya, Selangor, which was also a waste due to the inadequate planning and management practices. It is stressed that the cost implications of both construction and maintenance of high-rise building apartments is quite substantial. It has been reported that the rate of energy consumption in condominiums is extremely high and may be somewhat difficult to maintain with a view of achieving sustainability (Cavignac, 2004).

c. Social Implications of Condominiums

Various researches conducted on the effects of high-rise building apartments on the residents and the community at large reveal that the structural complexity often limits the level of interaction among the residents and particularly the children (Xu and Yu, 2002). Initially, changing demographic structures, emerging economic pressure, the quest for privacy, safety etc. have all congealed into a force favoring the construction of condominium residential apartments. Often times, declining neighborhood is considered as part of consequence of this structural design (Short and Short, 2008), while isolation and social exclusion was reported to be the major cause of most of the Converted High rise residential apartments in Washington DC (Dan, 2009). In addition, previous studies affirmed that when a building consist more than 50 apartments, there is likelihood of social disintegration and effect on young children (Cohen, 2003).

2.3 Condominuims and Residential Satisfaction

Residential satisfaction is recognized as an important component of individuals' quality of life (Salleh, 2008). Presumptions and diverse postulates regarding residents' satisfaction have been based on the appraisal of the distinction between the incumbent and the preferred housing situation. Previous studies on residential satisfaction have employed many variables such as housing, neighborhood, and users' characteristics in their analysis regarding residential satisfaction. Building

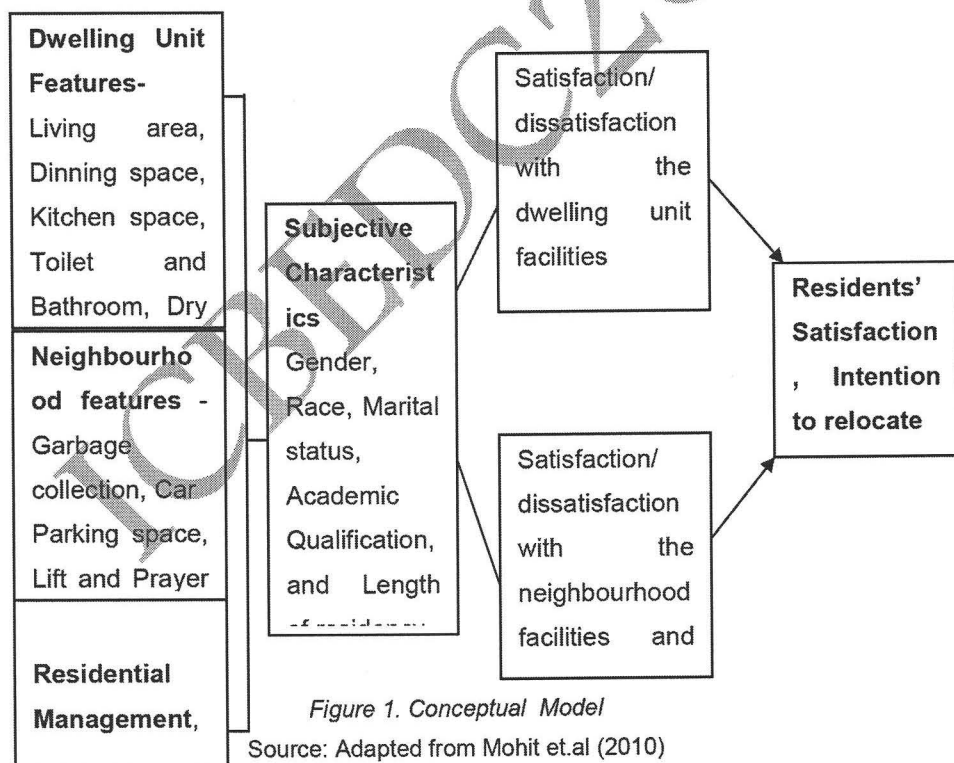
features, such as number of bedrooms, size and location of kitchen and quality of housing units, are strongly related to residential satisfaction. Satisfaction with neighborhood has been noted to be an important factor of housing satisfaction. Li and Huang (2005) in their study on urban housing satisfaction in China through neighborhood and housing features concluded that neighborhood features and interaction are the prime determinants of satisfied dwelling units. Cohen (2003) theorized that physical and structural design of buildings have potential adverse impact on social environment and neighborhood interaction as deduced from their neighborhood physical condition and ecological study conducted in 107 US cities. They observed that in residential buildings with more than fifty (50) apartments, residents often treat each other as residents thus leading to neighborhood dissociation. Beth (2005) affirmed the notion which considered satisfaction with residential management as the basis of satisfaction for other housing facilities as deduced from his study on the resident- focused component of the housing – plus agenda in the United States. Michael and Zhenfeng (2005) in their study on the impact of residential condition on residential environment emphasized on the disparity between urban housing and occupants' well being as through deficiency of some essential neighbourhood characteristics such as recreational areas which are noticeable in most high rise apartments as one of the prime cause of residents' dissatisfaction. Mathias (2007) emphasized on the need to evaluate housing satisfaction based on socio-economic attributes of the occupants and their perception towards the physical structure. However, most of these studies focused basically on public and low cost housing with the objective of evaluating residents' satisfaction with several parameters as stated above. Although, these variables are essential in residential satisfaction research, but more sophisticated measures and input need to be added.

Based on the above cited literatures and other reviews, it could be deduced that residents' satisfaction varies based on the income level and the type of housing. Although, Xu and Yu (2002) emphasized the need to assess social and neighborhood environment while ensuring residents' satisfaction also to promote community development. Oduwaiye (2008) substantiated this fact through proper land use planning and effective monitoring strategies. For this study, it is hypothesized that the level of satisfaction derived by the residents is also subject to the age of the building and the residents' length of residency. Consequently, most household facilities which readily support residency are also subjective to this indication.

From the reviewed literatures concerning residents' satisfaction, it is clear that different housing types should be assessed differently while the location should also be acknowledged in the course of the appraisal. Housing development varies with the pattern of socio-economic growth and resource potential therefore; land value and available space becomes the subject matter. Condominiums in Malaysia, particularly in Kuala Lumpur metropolis are increasing due to shortage of residential land in the core areas of the city. As land and people are the focus of urban planning, therefore; assessing residential satisfaction is important in a fast growing city like Kuala Lumpur.

3. CONCEPTUAL MODEL

Various approaches and concepts have been used in evaluating residential satisfaction. However, some of these approaches show that each explanatory (independent) variable is a sub-set which further aggregate to form a larger entity of the entire construct (Ukoha and Beamish, 1997; Mohit, et.al, 2010).



This study also justifies the essence of management in investigating residents' satisfaction with the housing condition in relation to land use and environment. The conceptual model (Figure 1) presents the inter-relationship between the explanatory

and the research variables (residents' satisfaction). The construct shows that residents' satisfaction (as perceived by the respective occupants) is influenced by the age of the building, length of residency and directly affected by the basic features of the apartment such as dwelling and neighbourhood facilities, management.

4. OBJECTIVES AND RESEARCH QUESTIONS

The aim of the paper is to assess the residents' satisfaction with condominiums in Kuala Lumpur. In order to achieve this aim the following objectives have been formulated:

- a) To investigate condo residents' satisfaction with dwelling unit features and the management;
- b) To assess the key determinants of condo residents' satisfaction within the metropolis;
- c) To relate the satisfaction with the age of the building and management; and
- d) To provide some recommendations that will enhance satisfaction with condo living.

Research Questions

- a) What are the levels of satisfaction perceived by the residents with the dwelling unit features?
- b) What is the perception of the residents regarding neighbourhood facilities?
- c) What is the perception of the residents regarding the condo management?
- d) What is the view of the residents regarding their intention to relocate?
- e) How and to what extent the level of satisfaction is influenced by the age of the building?

5. METHODOLOGY AND STUDY AREA

The subject of this study is the residents of the condominium apartments which includes both owners and renters. The study employed a comparative assessment framework to determine the residents' satisfaction with condominiums with regard to their age differences. Three main components - dwelling unit features, neighbourhood facilities and the management of the condos were used for the assessment.

Eight (8) blocks of Condominium apartments were selected from both Sentul and Wangsa Maju zones, with four blocks from each zone (Figure 2), while the

questionnaires were distributed across the selected blocks, respectively. The criteria considered for the selection include - location and distance to the city centre, building height, age of the building, and residential class (i.e. medium cost apartment) based on the dominant income group in accordance with the research objectives. Based on the stated attributes, Sentul – East and Setapak were chosen for the older condominium apartment with ages above 10 years while Wangsa Maju and Maluri were considered as the areas of the younger condos with age less than 10 years. The components (4) and variables (28) selected for measuring residential satisfaction is provided in Table 1.

Table 1. Components and variables selected for measuring residential satisfaction.

Component-1 (11 variables)	Component-2 (6 variables)	Component-3 (5 variables)	Component-4 (6 variables)
<i>Dwelling unit features</i>	<i>Neighbourhood Facilities</i>	<i>Management</i>	<i>Socio-economic profile</i>
Living, dining, bedroom, kitchen, bathroom, toilet, sockets and drying areas, including ventilation of the house.	Garbage collection, lifts, car parking, security, multi-purpose hall and OS/ play area.	Interviews with residents' association.	Gender, ethnicity, marital status, occupation, academic qualifications, length of residency.

Based on the scope of the research, a five – point likert scale was used as follows: '1' for Very Dissatisfied; '2' for Dissatisfied; '3' for Slightly Satisfied; '4' for Satisfied; and '5' for Very Satisfied. For the purpose of comparative analysis, convenience sampling method was used for selecting 100 respondents from Setapak – Sentul East representing the older condo area and another 100 respondents from Wangsa maju – Maluri representing the younger condo areas, respectively. The study also used self-administered questionnaire structured with 28 variables so as to achieve the stated objectives of the study. Other sources of data for this study included past relevant literature reviews, library search, relevant statutory plans and other secondary publications relevant to the focus of this study. This study is also complemented by some informal interviews with the management and the residents' association.

Descriptive statistics have been used to describe the distribution and categories of respondents based on the socio-economic status, while 5 point Likert scale of measurement is used for the level of satisfaction based on the measured variables with relevant illustrations including tables, graphs, and charts. Spearman's rho (ρ) was used for the correlation analysis to compare the significance of dwelling unit features for the two condo types based on the overall satisfaction.

The Study Area

Kuala Lumpur is the capital of Malaysia and it is also one of the Federal Territories with the highest level of urbanization (100%). The city is located midway along the west coast of Peninsular Malaysia, at the confluence of the Klang and Gombak rivers. The city has a population of 1.8 million (2008) and a land area of 24,221.05 ha, and the residential land use occupies the largest part of the city land uses (23%). Kuala Lumpur is a multi-cultural city that truly reflects an Asian city (King, 2008). The city's ethnic population composition is – Malays - 41%, Chinese - 39%, while the Indians constitute 13% followed by 7% of foreign residents. As it brings together Malaysia's past and present heritage and socio-cultural identities, the city also accommodates various population constituents of the nation drawn from all Malaysian ethnic groups (KLSP 2020).

According to the KLSP2020, (p.12-1) the residential population of a city is its most important resource and its greatest responsibility. Therefore, well-being of Kuala Lumpur's inhabitants is the main concern of the City Authority, thus prioritizing housing among other necessities in its agenda. Moreover, as population growth of a city increases, space becomes limited and the pattern of land use will also be affected (Oluwemimo, 2007). From development perspective, Kuala Lumpur City also serves as a centre for various economic activities and interesting destination for large number of tourists. Therefore, the increasing urbanization has thus annulled the residential land use pattern thereby necessitating the construction of high rise residential (condominium) apartments as a result of the decreasing residential land. Kuala Lumpur City is projected to have over 500,000 dwelling units to cater a projected population of 2.2 million by the year 2020, of which 28% of the total units will be middle income housing. Residential location across the six (6) strategic zones varies based on density and proximity to the city centre (Table 2). Wangsa Maju, Bandar Tun Razak, Bukit Jalil, Sentul, Damansara, Setapak, Penchala, Maluri, are the areas of middle and high income housing in the city.

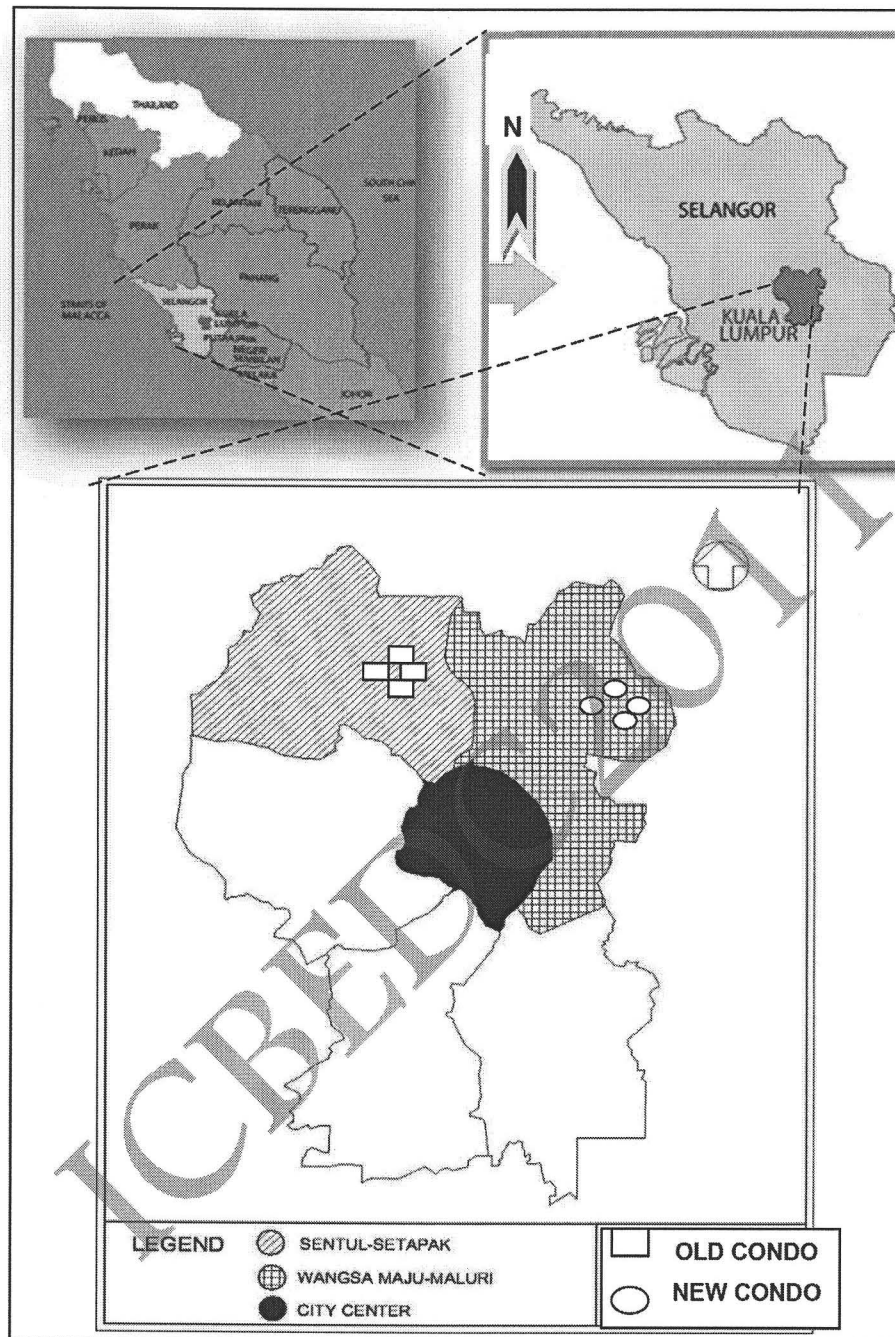


Figure 2. Study Area and Sites within Local, Regional and National Setting.

Table 2. Medium cost Housing need for Kuala Lumpur (2005 – 2020).

Strategic Zone	Percentage(%) of Medium Cost Housing (2005)	Density (per sq km) (2005)	Percentage (%) of. Medium Cost Housing (2020)	Density (per sq km) 2020
City Centre	7.61	8,038	11.62	13,805
Wangsa Maju Maluri	29.26	8,163	23.79	9,525
Sentul – Menjalara	22.85	7,473	18.25	9,654
Damansara – Penchala	5.41	3,521	15.53	5,460
Bukit Jalil – Seputah	18.06	7,363	16.84	10,740
Bandar Tun Razak – Sg. Besi	16.80	6,483	13.97	8,275
TOTAL	100	6,840	100	9,577

Source: Adapted from KLSP 2020.

6. FINDINGS AND DISCUSSION

6.1 Socio-Economic Profiles of Respondents

The socio-economic profiles of the respondents of older and younger condos based on the sample survey of 200 respondents (Table 3) shows that 80.5% of the respondents were males with 19.5% being females. With regard to ethnicity, the Chinese dominate by 31%, followed by the foreigners with 29.5%, Malays with 26% and the Indians are 13.5%, respectively. There are more Malays residing in the older condos while the Chinese and Foreigners dominate in the younger condos (Table 3). With regard to marital status, 75% of the total respondents were married, followed by 10.5% unmarried, 9.5% divorced and 5% are widowers. The number of respondents who are married and divorced are more in the younger condos, on the other hand, unmarried and widowed residents are more in the older condos. While 42% out of the total respondents are working in the private sectors, followed by 26% who work in the service sector, 18% work in the industrial sector and 10% work in the public sector, the remaining 4% are in the administrative sector, respectively. Majority of the younger condo dwellers work in the private, service and commerce sectors, respectively, while majority of older condo dwellers work in the public sector. The table also reveals that while 47% of the total respondents were B.Sc holders, 34% were M.Sc holders, and 11% had Diploma certificates, the remaining 8% are PhD holders. 51 of the total respondents have lived in their

dwelling between 0 – 5 years, 62 have lived up to 7 years, 60 have stayed up to 10 years, while 27 of the respondents have stayed above 10 years. While in the older condos, 50% of the respondents have stayed up to 7 years, 24% have stayed above 10 years, and 21% have lived up to 10 years, the remaining 5% have stayed up to 5 years. In the younger condo, while 41% have stayed up to 5 years and 36% up to 7 years, the remaining 23% have stayed up to 10 years.

Table 3. Socio-Economic Profiles of Respondents.

Items	Older (%) n=100	Younger (%)n=100	Total (%) n= 200
Gender:			
Male	76	85	80.5
Female	24	15	19.5
Ethnic:			
Malay	35	17	26
Chinese	30	32	31
Indians	15	12	13.5
Others	20	39	29.5
Marital Status:			
Married	71	79	75
Unmarried	14	7	10.5
Divorced	8	11	9.5
Widowed	7	3	5
Job Classification:			
Public Sector	16	4	10
Private Sector	41	43	42
Service Sector	26	26	26
Commerce	12	24	18
Administration	5	3	4
Academic Qualification:			
Diploma	13	9	11
B.Sc	42	52	47
M.Sc	35	33	34
PhD	10	6	8
Length of Residency:			
0 – 5yrs	5	41	23
5 – 7 yrs	50	36	43
7– 10yrs	21	23	22
Above 10 yrs	24	-	12
Mean of residency	2.64	2.24	
Standard Deviation	.905	.986	

Source: Field Survey, 2010.

6.2 Satisfaction With Dwelling Unit Features

Table 4 presents both the mean and the standard deviation of residential satisfaction with the dwelling unit features for both younger and older condo residents. The older condo dwellers showed their highest level of satisfaction with bedroom-2 while their least level of satisfaction was shown with the kitchen space (Table 4). On the contrary, the younger condo dwellers showed their highest level of

satisfaction with the dinning space while the socket number showed the least level of the dwelling satisfaction (Table 4). On a comparative analysis, the mean satisfaction level of younger condo residents are higher (3.56) than the older condo dwellers. This implies that the age difference between the two apartments shows a variation in their respective dwelling unit's satisfaction in relation to the age of the building.

Table 4. Satisfaction with Dwelling Unit Features.

Dwelling Unit Features	Mean (Older Condo)	Mean (Younger Condo)	Std. Dev. (Older Condo)	Std. Dev. (Younger Condo)
Satisfaction with Bedroom-1	2.87	3.16	.661	.574
Satisfaction with Kitchen Space	2.48	3.08	.662	.618
Satisfaction with Dinning space	2.73	3.82	.810	.689
Satisfaction with Dry area	3.03	3.14	.834	.715
Satisfaction with Bedroom-2	3.61	3.67	.764	.446
Satisfaction with Bedroom-3	3.57	3.63	.655	.485
Satisfaction with Toilet and Bathroom-1	2.93	3.15	.674	.609
Satisfaction with Toilet and Bathroom -2	3.38	3.80	.624	.426
Satisfaction with store room	3.13	3.61	.697	.510
Satisfaction with ventilation	2.95	3.47	.753	.665
Satisfaction with socket (no.)	2.76	2.94	.795	.766
MEAN VALUE (overall)	2.96	3.56	0.69	0.59

Source: Field Survey, 2010.

Table 5. Relationship between the Dwelling Unit Features and length of residency in the older and younger condominiums

Dwelling Features	Spearman's (ρ) (Older Condo)	Spearman's (ρ) (Younger Condo)
Satisfaction with Bedroom -1	-.484**	-.429**
Satisfaction with Kitchen Space	-.686**	-.303**
Satisfaction with Dinning space	-.565**	-.099
Satisfaction with Dry area	-.526**	-.228*
Satisfaction with Bedroom -2	.088	.164
Satisfaction with Bedroom -3	-.125	-.061
Satisfaction with Toilet and Bathroom-1	-.333**	-.224*
Satisfaction with Toilet and Bathroom -2	-.072	-.037
Satisfaction with store room	-.039	.012
Satisfaction with ventilation	-.037	-.069
Satisfaction with socket	-.338**	-.217*
Dwelling Unit Satisfaction	-.389**	-.210*

** Correlation is significant at the 0.01 level (2-tailed).

* Correlation is significant at the 0.05 level (2-tailed).

Table 5 examines the relationship between the dwelling units satisfaction in relation to the age of the building. Bedrooms-1 for both condos simply show a significant relationship with a negative correlation value with the length of residency. The correlation coefficient differs probably due to the age differences between the two. However, this implies the decreasing satisfaction with the increasing year of residency for this dwelling unit feature. Satisfaction for other dwelling unit features such as the kitchen space, dry area, toilet and bathroom-1 and the socket number are also decreasing with the increasing length of residency in the case of the older condo (Table 5). The correlation coefficient for the younger condo also show significant negative correlation but with a low coefficient value which also justify the age difference in relation to respective length of residency.

6.3 Satisfaction With Neighbourhood Facilities

Based on the mean scores, the findings show (Table 6) that the residents of the two condos were satisfied with their neighborhood facilities with mean values of 3.34 and 3.84 and standard deviation of 0.61 and 0.47, respectively. Both condos' residents scored lower level of satisfaction with the Security and Garbage collection while car parking also scored lower satisfaction from both condos.

Table 6. Satisfaction with Neighbourhood Facilities.

Neighborhood Features	Mean (Older Condo)	Mean (Younger Condo)	Std. Dev. (Older Condo)	Std. Dev. (Younger Condo)
Satisfaction with lift	4.00	4.00	-	-
Satisfaction with Garbage Collection System	3.32	3.56	.764	.574
Satisfaction with Car Parking Space	3.30	3.71	.775	.456
Satisfaction with Security	3.13	3.47	.734	.555
Satisfaction with Community Hall	3.40	3.98	.686	.651
Mean Value (Overall)	3.34	3.84	0.61	0.47

Source: Field Survey, 2010.

Table 7. Relationship between Neighborhood facilities and length of residency.

Neighborhood Facilities	Older Condo (p)	Younger Condo (p)
Satisfaction with the Lift	1.000	1.000
Satisfaction with the Garbage Collection System	-.399(**)	.153
Satisfaction with Parking Space	-.184	.057
Satisfaction with the multi-purpose hall	.216	.082
Satisfaction with the play area	-.011	.002
Satisfaction with security	.095	.117

** Correlation is significant at the 0.01 level (2-tailed).

Table 7 simply shows the significance of relationship between the neighborhood features' satisfaction and the length of residency. From the findings, only the garbage collection system showed a significantly negative correlation coefficient with the length of residency thus indicating decrease in the satisfaction with increasing number of years in older condos.

6.4 Satisfaction With Condominium Management

A number of studies on residential satisfaction made it clear that the age of the condominium apartments is a good indicator of housing quality and residential satisfaction. Components considered for the evaluation of the management factors are; complaints procedure, residents meeting, cleanliness of the environment and conditions of residential rule. For this reason, this study employs a correlation analysis to evaluate the extent of satisfaction in relation to the residential management so as to determine the significance of the relationship between the dwelling unit and the residential management satisfaction to determine the overall residents' satisfaction in order to justify the comparative assessment of the residents' satisfaction between the old and the young condominiums.

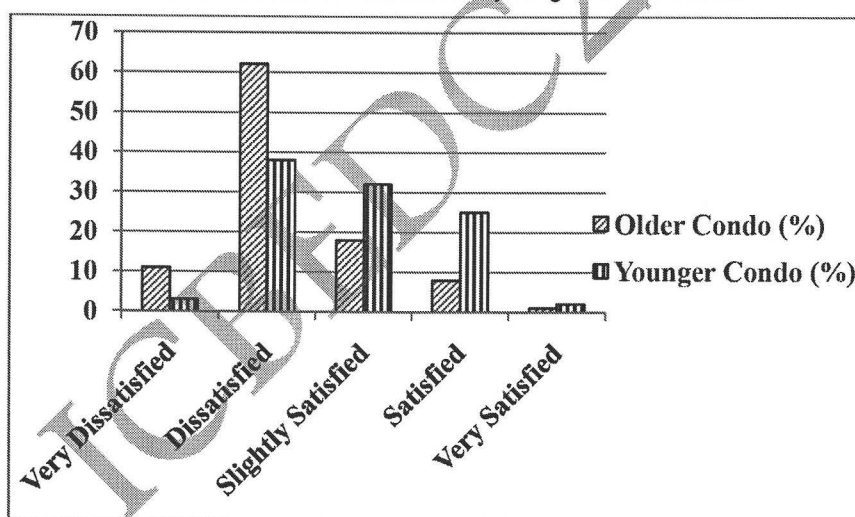


Figure 3. Overall Residents' Satisfaction with Condominium Management.

Figure 3 reveals a higher level of dissatisfaction as perceived by the residents of the older condos, while the residents of the younger condos are more satisfied compared to the former. Therefore, it is worth to note that age of the building is essential in this assessment because the older the condo the less the satisfaction is derived by the residents and this can only be improved through the better management operation.

6.5 Relocation Intentions Of Condo Dwellers

Table 8 presents the residents responses regarding their intention to relocate. In the older condos, 60% of the respondents answered 'Yes' and 34% answered 'No', while the remaining 6% remained neutral. In the younger condos, 24% answered 'Yes', 64% answered 'No', while the remaining 12% remained neutral. Generally, 42% answered 'Yes', 49% answered 'No', while the remaining 9% remained neutral, respectively. For the residents who intend to relocate their current apartments, 4 reasons were given. These are - family, job, environment, current housing situation. However, out of the 60 respondents from the older condos who answered 'Yes', 18% mentioned family as the cause of their relocation intention, 25% mentioned occupation/ job transfer, 22% mentioned change of environment, while 35% mentioned about their current housing condition, respectively (Table 9).

Table 8. Relocation Decisions of the Condo Residents.

Scale Measurement	Older Condo (%)	Younger Condo (%)	Total (%)
Yes	60	24	42
No	34	64	49
Neutral	6	12	9
Total	100	100	100

Source: Field Survey, 2010.

Table 9. Reasons for Relocation Intention.

Reasons for Location Intention	Older Condo (No. of Respondents)	Younger Condo (No. of Respondents)	Older (%)	Younger (%)
Family	11	7	18	29
Occupation/ Job transfer	15	11	25	45
Change of Environment	13	4	22	16
Housing Condition	21	2	35	10
TOTAL	60	24	100	100

Source: Field Survey, 2010.

Of the 24 younger condo residents who answered 'Yes', 11 mentioned occupation/ transfer, while 2 regarded housing condition as the main causes of their relocation intention. Though, majority of these respondents have not spent more than 5 years in their condo apartments which simply imply state of the current housing situation in the younger condo compared to the older condos, respectively.

Table 10 shows the relationship between the dependent and the independent variables based on the respondents' intention to relocate. Assessment of residents'

satisfaction for the two condo types based on their intention to relocate shows that dissatisfactions with the dwelling unit features such as kitchen and dining spaces, dry area and socket (number) were the causes of residents' intention to relocate in the older condos, while dissatisfactions with the dry area and socket (number) were the only causes of the relocation intention among the younger condo dwellers, respectively. The negative correlation coefficient of (-.233*) justifies the reasons for their relocation intention. Garbage collection from the neighborhood facilities was mentioned by the older condo dwellers for their intention to relocate, while the younger condo respondents showed no correlation with that intention (Table 10). Regarding the management of the two condo types, cleaning of the drains accounted for the older condo residents' intention to relocate while the younger condo residents showed no correlation with that variable (Table 10).

Table 10. Relationship between residents' satisfaction and their intention to relocate.

Independent Variables	Intention to relocate (Older Condo)	Intention to relocate (Younger Condo)
Satisfaction with Bedroom 1	.172	.110
Satisfaction with the Kitchen Space	-.332**	-.073
Satisfaction with the Dining space	-.297*	.083
Satisfaction with the Dry area	-.326**	-.221*
Satisfaction with Bedroom 2	.117	.168
Satisfaction with Bedroom 3	-.142	-.091
Satisfaction with Toilet and Bathroom 1	-.162	.102
Satisfaction with Toilet and Bathroom 2	.159	-.006
Satisfaction with the store room	.194	.136
Satisfaction with the ventilation	.127	.034
Satisfaction with the socket	-.236*	-.217*
Dwelling Unit Satisfaction	-.233*	-.192
Satisfaction with the Lift	1.94	1.12
Satisfaction with Garbage Collection	-.211*	.073
Satisfaction with Parking space	.164	.137
Satisfaction with Multipurpose hall	.082	.026
Satisfaction with Play area	-.130	.015
Satisfaction with Security	.026	.003
Satisfaction with Neighbourhood Facilities	-.132	.129
Cleaning of drains	-.208*	.034
Conditions of residential rule	-.156	.132
Complaints' procedure	-.023	.016
Satisfaction with Condo Management	.092	.041

Source: Field Survey, 2010.

** Correlation is significant at the 0.01 level (2-tailed).

* Correlation is significant at the 0.05 level (2-tailed).

6.6 Overall Residential Satisfaction Of Condo Dwellers

Generally, 3% of the total respondents (200) were very dissatisfied with their apartments; 33.5% were dissatisfied; 28.5% were slightly satisfied; 30% were satisfied, while 5% were very satisfied, respectively. Precisely, the findings further indicate that 5% of the older condo respondents were very dissatisfied compared to only 1% in the younger condos. Also, 60% of the older condo residents were dissatisfied while 7% of the younger condo respondents were dissatisfied with their apartments. 21% of the older condo respondents were slightly satisfied, compared to 36% from the younger condominiums, while 10% of the same condo type also showed the highest degree of their satisfaction by being very satisfied compared to the younger condo respondents with 0%. It is evident from Figure 4 that overall residential satisfaction perceived by the younger condo dwellers is higher than the older condo dwellers. This could as well be justified based on age of the building which is actually the focus of this comparative study. Although, residents' satisfaction varies based on the parameter used, but in case of condominiums and other high-rise buildings, it is important to justify the extent of the satisfaction derived by the residents based on the age of the building and the residents' length of residency.

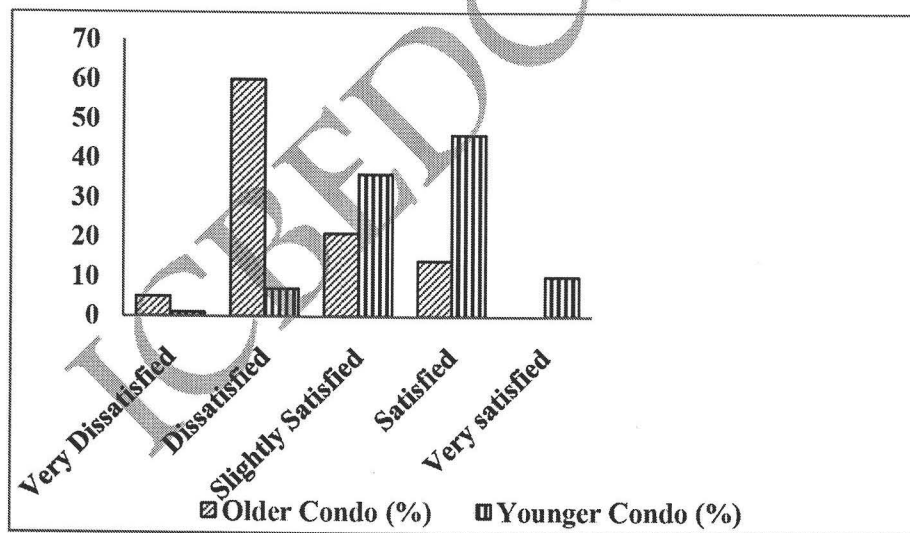


Figure 4. Overall Residents' Satisfaction.

Spearman rho correlation test statistics were calculated for both groups and the results are $-.310^{**}$ and $-.21^{*}$, for older and younger condo groups, respectively. The negative results indicate that in both cases the correlation coefficient between overall residents' satisfaction declines with the age of the condos, however, the rate of decline is more for older condos than for younger condo dwellers.

6.7 Inferences

It could be inferred from the foregoing analysis that the residents' satisfaction with condominiums in the selected apartments varies with the age of the building. These results also indicate the older the condo apartment, the less the satisfaction with dwelling unit features which could perhaps be as a result of the complexity of the housing type (i.e. condominiums) coupled with the maintenance cost and this is also one of the main causes of most project failure, especially in building construction. Conversely, residents in the younger condos also show a significant relationship with the dwelling features but more noticeable varies based on the length of residency as observed from the selected condominium apartments for the respondents' profile.

7. CONCLUSION

This paper has been able to justify the differential perspectives involved in assessing residents' satisfaction with condominium apartments in Kuala Lumpur, through a comparative approach based on the ages of the condominium and the residents' perception. It was found that the residents of the older condos were dissatisfied with the dwelling units. The level of the dissatisfaction also varies with the length of residency meaning that the older residents are less satisfied compared to the younger ones. The dissatisfaction with the management also attests the previous assessment coupled with their intention to relocate with due considerations to the housing condition while the remaining occupants still prefer to stay based on their job and other economic factors. In the younger condos on the other hand, the residents were satisfied with the dwelling unit and moderately satisfied with the management.

Sequel to the identified issues, an interview with some members of the residents' association made it clear that the above highlighted problems are caused by three (3) main factors, which are:

- a) Irregular payment of dues (service charges) by the residents;
- b) No strong legal back-up from the government regarding management measures, strategies and implementation; and
- c) Statutory procedures.

Although there are other issues, but these three (3) stands prominent requiring both immediate and future attention to managing condominium apartments and other private housing, respectively.

7.1 Immediate Measures

Based on the three above highlighted factors, the first two requires immediate attention, while the third one may be pursued in the long-term. Regarding the payment of dues or other management fees, Malaysian government can adopt an enforcement measure like that of Singapore whereby failure to pay service charge or dues after three (3) months shall lead to penalty and pending the time, whatever expenses that arises will be incurred personally within the specified time. Similarly, failure to pay association fee and other management dues in the United States will definitely lead to losing out the unit (Wagstaf, 2009).

7.2 Long-term Measures

Obviously, condo projects are highly expensive from liability perspective, therefore, the issue of 'strata title' which usually takes a longer time, may be up to 20 years or more before it is given. In reality as the condo becomes older automatically, some of the basic facilities will definitely pay the price. However, this also poses a threat on the management operation thus affecting the living quality. Preferably, if the procedures and requirements to be fulfilled could be adjusted, perhaps, the problems would be minimized and finally solved as time goes on. Finally, regarding physical planning, future condo developments should be well assessed before being approved based on the fulfilment of the basic facilities such as recreational area, surau for the Muslim residents and a pleasant social environment so as to enhance the living condition of the residents. Finally, housing needs constant and efficient appraisal basically on the people and space so as to create a liveable and aesthetically pleasant environment which is perceived to be above a mere shelter.

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