Level of Satisfaction with Socio Demographic Preferences for Neighbourhood Quality

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Abstract: *This study is focusing on the evaluating the neighbourhood facilities and services by using the socio demographic variables. There are three important variables used which are genders, religions and housing locations. The main purpose of the study is to examine the neighbourhood facilities and services by using level of satisfaction with different socio demographic background. The self-administered questionnaire survey distributed at three neighbourhood area in Manjung District Perak Malaysia with the sample of 421 respondents. To determine the level of satisfaction of different socio demographic background with neighbourhood facilities and services the t-test and one-way ANOVA test were performed. Generally the result shows that all neighbourhood facilities and services are moderate to less level of satisfaction by different socio demographic background. With the detail t-test analysis the result shows that the male are less level of satisfaction then the female. With One-Way ANOVA test analysis for different religions shows that the highest level of satisfaction is Muslim and the lowest level of satisfaction are other religion. While for different housing location the highest level of satisfaction is Lumut and the lowest level of satisfaction is Sitiawan. Based on the result the local authority the Manjung Municipal Council and related religions agencies must be take into account to upgrade and improve the neighbourhood facilities and services in their area for the purpose of neighbourhood quality. With this study the accurate targeted group of people will be identified by the relevant agencies, bodies or local government will tackle and can solve the problems precisely.*

Keywords: *Level of Satisfaction, Preferences, Socio Demographic, Neighbourhood Quality, Neighbourhood Facilities and Services*

Abstrak: berfokus pada evaluasi fasilitas dan layanan lingkungan dengan menggunakan variabel sosio demografis. Ada tiga variabel penting yang digunakan yaitu jenis kelamin, agama dan lokasi perumahan. Tujuan utama dari penelitian ini adalah untuk memeriksa fasilitas dan layanan lingkungan dengan menggunakan tingkat kepuasan dengan latar belakang sosio demografis yang berbeda. Kuisioner survei yang dikelola sendiri didistribusikan di tiga area lingkungan di Distrik Manjung Perak Malaysia dengan sampel 421 responden. Untuk menentukan tingkat kepuasan latar belakang sosio demografis yang berbeda dengan fasilitas dan layanan lingkungan, uji-t dan uji ANOVA satu arah dilakukan. Secara umum hasilnya menunjukkan bahwa semua fasilitas dan layanan lingkungan adalah

tingkat kepuasan sedang hingga kurang oleh latar belakang sosio demografis yang berbeda. Dengan analisis uji-t rinci, hasilnya menunjukkan bahwa pria kurang tingkat kepuasan daripada wanita. Dengan One-Way ANOVA test analysis untuk agama yang berbeda menunjukkan bahwa tingkat kepuasan tertinggi adalah Muslim dan tingkat kepuasan terendah adalah agama lain. Sedangkan untuk lokasi perumahan yang berbeda, tingkat kepuasan tertinggi adalah Lumut dan tingkat kepuasan terendah adalah Sitiawan. Berdasarkan hasil tersebut, otoritas lokal Dewan Kota Manjung dan lembaga agama terkait harus mempertimbangkan untuk meningkatkan dan meningkatkan fasilitas dan layanan lingkungan di wilayah mereka untuk tujuan kualitas lingkungan. Dengan penelitian ini, kelompok orang yang ditargetkan secara akurat akan diidentifikasi oleh badan-badan terkait, badan atau pemerintah daerah akan menangani dan dapat menyelesaikan masalah dengan tepat.

INTRODUCTION

Now days there are many research are using the level of satisfaction evaluation to get the current trends situation. A variety studies that used the residents' level of satisfaction evaluation are such as landscape, business, transportation, public administration, social behaviour and health science. The study of landscape in the neighbourhood area in the city of College Station, USA (Lee, Ellis, Kweon, & Hong, 2008). The residents will evaluate the neighbourhood facilities multiple elements including landscape structures, natural elements, recreational facilities, trees, grass, water and paved structures for the study. Other studies in the landscape on a neighbourhood area in California, USA used the level of satisfaction. The residents were evaluating the attractiveness, quietness, liveliness and safety of the neighbourhood (Lovejoy, Handy, & Mokhtarian, 2010).

In social behaviour studies the level of satisfaction evaluation is about the social satisfaction of people commuting in their neighbourhood. The residents' level of satisfaction shows a positive impact for transit level of service and car ownership who are residing in their neighbourhood (Delmelle, Haslauer, & Prinz, 2013). For transportation studies the level of satisfaction used to evaluate the households living within 1000 meters from the highway in Netherlands. The study specified that the residents are

satisfied stay near the highway because of the direct access with the main road (Hamersma, Tillema, Sussman, & Arts, 2014). The level of satisfaction also being used in business studies for evaluating the customer satisfaction. The explorations of retailing industry in Taiwan have shown that economic satisfaction is negatively associated with price sensitivity. The price sensitivity are positive related especially with the female customers (Low, Lee, & Cheng, 2013). The very current research is about the intention of the residents to move out related with residents' satisfaction with the neighbourhood quality (Assche, Haesevoets, & Roets, 2019).

Many researchers have mentioned that the different of socio demographic background are very important information in evaluating the development. By putting as many socio demographic variables will gets more possible differences in the assessment of the same housing and neighbourhood condition by residents with different background (Tan, 2016). Various researches have shown that the different demographic background influences the development in terms of physical and social influence.

In terms of physical influences the socio demographic background can show the spatial distribution which has a direct impact with the urban spatial and changes in land use (Dokmeci & Berkoz, 2000). In addition the different of socio demographic background also can defined the characteristic of multi place activities and specific social groups (Bonaiuto, Fornara, & Bonnes, 2003). The different socio demographic characteristic particularly gender, age, marital status, family size and income are very much influenced the housing preferences and attributes (Opoku & Abdul-Muhmin, 2010). Other than that the subjects of socio demographic and personal characteristic will influence subjective attributes when compares their individual normative element of housing pattern with the ideal housing environment (Mohit & Nazyddah, 2011). The socio demographic information will gives reliable predictions of perceived liveability and satisfaction of their housing and neighbourhood area (Namazi-Rad, Perez, Berryman, & Wickramasuriya, 2016).

While for social influences the different socio demographic background as usual the individual socio demographic characteristics persuaded the different views and opinions, advantages and disadvantages, needs and expectations might have completely different amongst them (Shon, 2007). Naturally the socio demographic profiles by personal characteristics are influenced the subjective attributes. These will bring a normative picture that their real and ideal experiences are very valuable

(Adriaanse, 2007). Individual's socio-demographic characteristics are also likely to influence their perceptions of their neighbourhoods. Neighbourhood affordances are only available to those who are old enough to utilise them, can afford them and who feel welcome to them (Fagg, Curtis, Clark, Congdon, & Stansfeld, 2008). Furthermore the different composition of residents back ground can influence on the nature of social interaction in the neighbourhood area (Dempsey, Brown, & Bramley, 2012). It's also influenced the relatives' impacts on neighbourhood attachment (Abass & Tucker, 2018). In addition the social network will also affected the neighbourhood attachment in commodity housing estate to a limited extent (Zhu, Breitung, & Li, 2012).

RESEARCH METHOD

The study area is a selected neighbourhood in three settlements centre in Manjung District Perak Malaysia. The settlements centre involved are Seri Manjung, Sitiawan and Lumut neighbourhood areas. Seri Manjung is the town centre for Manjung District, refer Figure 1. Seri Manjung and Lumut are in BP 7 while Sitiawan in BP 6, refer Table 1. In the study area the total housing schemes involved in neighbourhood selected in Seri Manjung were 48 housing schemes with 13,861 houses. In selected neighbourhood in Sitiawan were 126 housing schemes with 14,279 houses. In selected neighbourhood area in Lumut were 4 housing schemes with 509 houses. Altogether the total of 178 housing schemes and 28,649 houses in the three selected neighbourhood areas in Seri Manjung, Sitiawan and Lumut (Manjung Municipal Council, 1997, 2010, 2011). Figure 1 and Figure 2 show the location of study area. Table 1 also shows the total population in the study area.

Table 1:
Population and Neighbourhood Hierarchy in the Study Area

BP	Settlement Centre	Population 2010	Neighbourhood Hierarchy
7	Seri Manjung	42,058*	2 Neighbourhood Centres / 6 Neighbourhoods / 18 Housing Schemes
	Lumut	16,648*	2 Neighbourhoods / 6 Housing Schemes
6	Sitiawan	32,176**	2 Neighbourhood Centres / 6 Neighbourhoods / 18 Housing Schemes
	Total	**90,882**	

Source: *Adopted from Manjung Municipal Council(2011) (1997a)
          **Adopted from Manjung Municipal Council(2011) (1997b)

Variables

For this study the independent variable is the resident and the dependent variables are the neighbourhood facilities and services.

The independent variables for residents were the profile background of socio demographic of the residents. The dependent variables of the neighbourhood facilities and services were facilities for Institution, services for Central Business Districts, services for Infrastructure and Utilities and services for Traffic and Transportation.

Measurement and Scale

This study it is suitable for quantitative approach. The quantitative approach was used to collect primary data through the questionnaire survey. The questionnaire survey method was used to collect the responses from the residents in the study area. The respondents are the head of household of the house selected in the study area. The questionnaire was designed to evaluate the provision of the neighbourhood facilities and services by the residents; the 5 points Likert scale measurement was used in the questionnaire to measure the provision of the neighbourhood facilities and services. A 5-point Likert scale with 1 = Strongly Dissatisfied, 2 = Dissatisfied, 3 = Moderate, 4 = Satisfied, and 5 = Strongly Satisfied was used to measure the respondents' level of satisfaction with the neighbourhood facilities and services in the study area.

In this study, a systematic sampling was used to do the sampling procedure based on 28,649 of total housing in the study area. By using the table for the sample size by Krejcie and Morgan (1970), the suggested sample size of houses for this study area was 379 houses (Chua, 2006). To make easier the number of sampling required are 400. Through this sample the selected house were determined by using interval "k" (Chua, 2006; Ranjit, 2005). The numbers from the interval 'k' were used to select the potential house to answer the questionnaire survey. As for this study he number 'k' is 14. Therefore the sequence house selected would be for every 14 houses based on the numbered houses plotted on the map with the required sample number of houses. The plotted map had clustered the housing scheme and numbered the housing lot systematically. The total required numbers for every housing scheme were based on minimum 20% response rate so the total required population size will increased to 2000 houses.

The study was self-administrated questionnaire survey. The questionnaire will be distributed based on the selected housing sample. The questionnaire was placed in each resident's post box with an addressed prepaid reply envelope to researcher's address. To encourage the potential residents to reply to the questionnaire within the time frame given, an incentive in the form of a souvenir was given. One month after the questionnaires were sent, the researcher gave a note to all the potential respondent residents to remind them about completing and returning the questionnaires. If the return rate exceeded after two months and did not meet the target of the sample size, the researcher would need to meet the residents personally for a face-to-face survey. Total final numbers of respondents are 421. There are three types of analysis were used

to get the results. First analysis used descriptive analysis to get the overall socio demographic residents background. Second analysed employed one-sample T-Test analysis differentiate between genders. Lastly the fourth analysed utilised ANOVA one-way test distinguished the different for other socio demographic of residents' background.
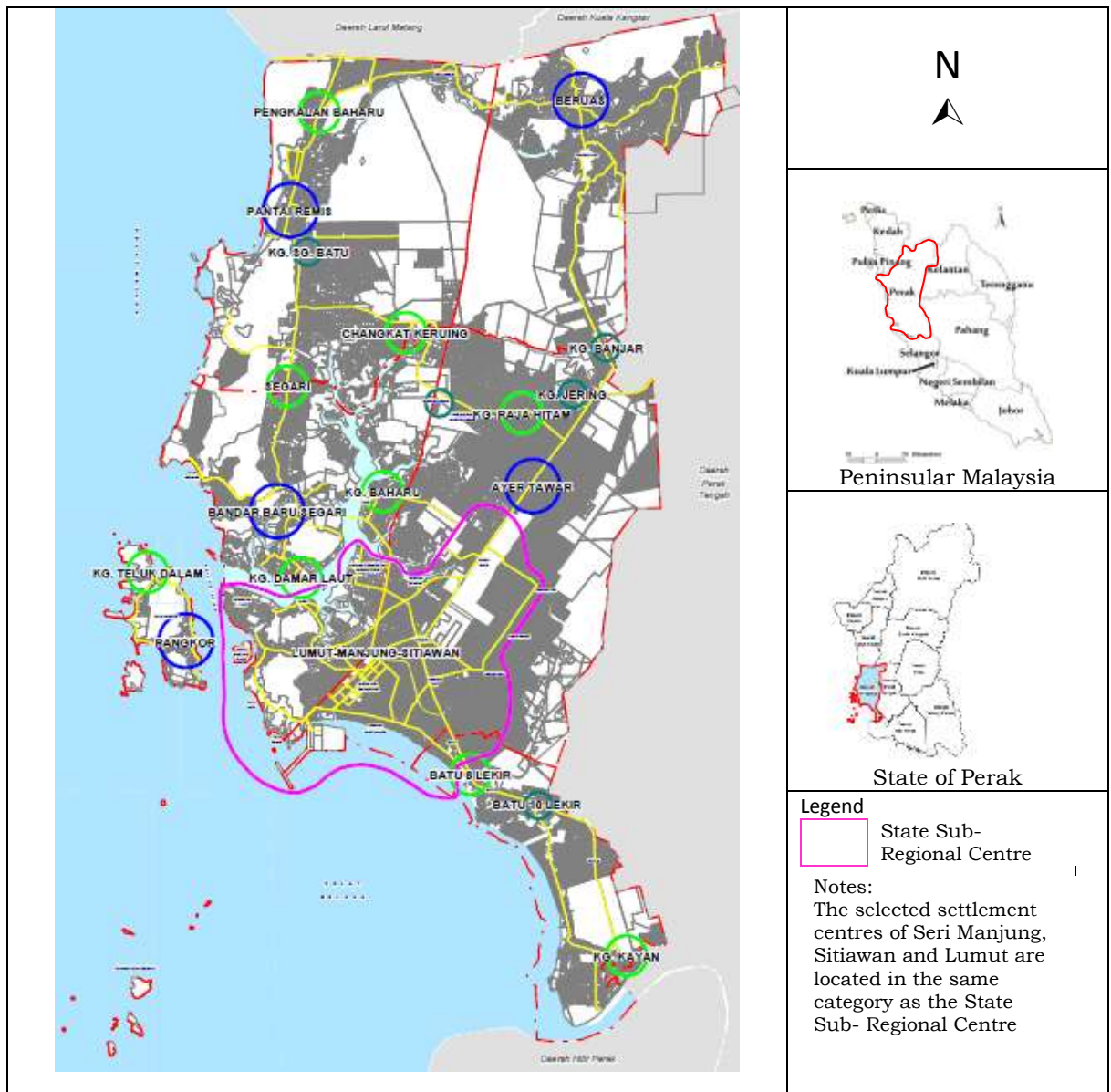

Figure 1: Three Settlement Centres Selected are Located in the Same Category in the State Sub-Regional Centre
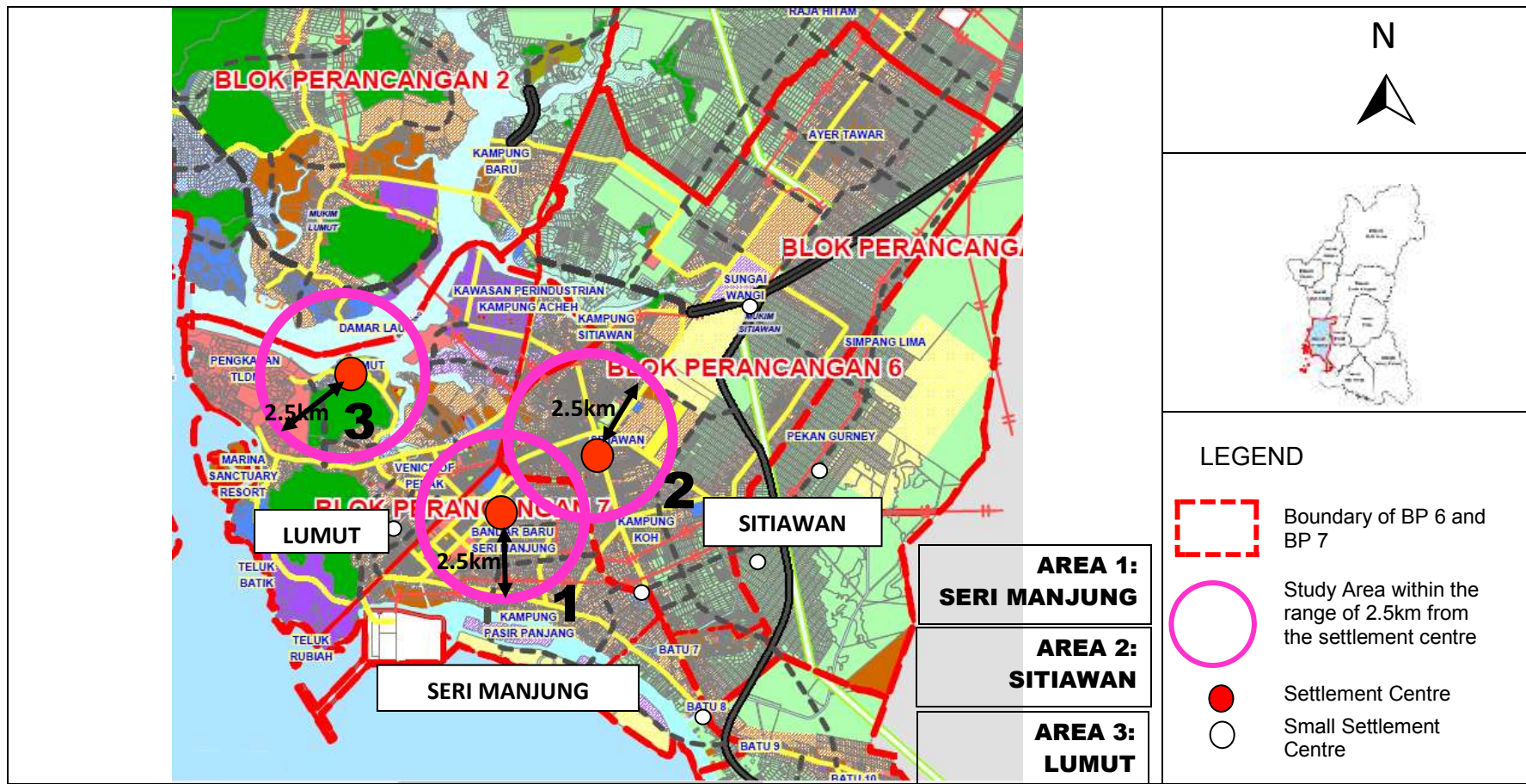Note: Adopted from Manjung Municipal Council (2011)

Figure 2: Selected Three Neighbourhood Area as a Study Area
Note: Adapted from Manjung Municipal Council (2011)

RESULTS AND DISCUSSION

Socio Demographic Profile

Overall the socio economic background involve for the study in neighbourhood in three settlements centre in Manjung District Perak Malaysia are housing location, gender, age, race, religion, education, household members, household size and number of years staying at the residence. The summary of the residents' socio demographic background is shown in Table 2. From the study shows that the housing location involved in neighbourhood in urban area are in Seri Manjung, Sitiawan and Lumut. The total of residents involve participated in this study are 421. The study found a total of 54.6% residents from Seri Manjung, 41.1% residents from Sitiawan, and 4.3% residents from Lumut.

There were 74.3% male and 25.7% female of household residents participated. The highest of the household residents' age was in the range of 41-50 years, which constituted 32.3% of the total residents participated. The lowest is 20 years and below at 0.2%. Most of the residents who returned the questionnaire were Malays at 78.9%. Next were Chinese at 11.4%, Indians at 8.6%, and others at 1.1%. The majority of the religious backgrounds of the residents were Muslims at 79.1%. Next were Christians at 7.1%, Buddhists at 7.1%, Hindus at 6.0%, and others at 0.7%.

Most of the residents' educational backgrounds were secondary school level at 43.7%. This is followed by university level at 34.0% and college level at 19.2%. Whereas a minority of the residents have education up until primary school, at 2.6%, and other was 0.5%. The highest number of household members among there residents was 4 – 6 people at 67.0%, followed by 1 - 2 people at 22.1%, 7 – 10 people at 10.4%, and the lowest number was residents with household members of more than 10 people at 0.5%. Basically, the household size of residents was one family at 94.4% (398), two families at 2.9%, and more than three families at 2.6%. Most of the residents have stayed there for more than 10 years at 49.1%. Those staying less than 10 years were 50.9%.

was performed to investigate any difference male and female level of satisfaction of facilities and services in their neighbourhood area. Referring to the overall result in Table 3 the total average mean by gender is below 3.00 for male is M=2.77 and Female M is 2.79. Table 3 below shows the overall result by different genders. Basically the level of satisfaction by different gender of neighbourhood facilities and services in their neighbourhood area are shown no different and which is at below moderate satisfaction.

This demonstrates that the facilities and services have not achieved the satisfaction standard by both genders.

Table 2:
Residents' Socio Demographic Profile

Variables	Sub-Variables	Frequency	Percentage
1. Area / Location	**Seri Manjung**	**230**	**54.6**
	Sitiawan	173	41.1
	Lumut	18	4.3
	Total	**421**	**100.0**
2. Gender	**Male**	**313**	**74.3**
	Female	108	25.7
	Total	**421**	**100.0**
3. Age	20 years & Below	1	0.2
	21-30 years	47	11.2
	31-40 years	104	24.7
	41-50 years	**136**	**32.3**
	51-60 years	110	26.1
	61 years & above	23	5.5
	Total	**421**	**100.0**
4. Race	**Malay**	**332**	**78.9**
	Chinese	48	11.4
	Indian	36	8.6
	Others	5	1.1
	Total	**421**	**100.0**
5. Religion	**Muslim**	**333**	**79.1**
	Christian	30	7.1
	Buddhist	30	7.1
	Hinduism	25	6.0
	Others	3	0.7
	Total	**421**	**100.0**
6. Education	Primary School	11	2.6
	Secondary School	**184**	**43.7**
	College	81	19.2
	University	143	34.0
	Others	2	0.5
	Total	**421**	**100.0**
7. Household Members	1 – 3 peoples	93	22.1
	4 – 6 peoples	**282**	**67.0**
	7 – 10 peoples	44	10.4
	Others	2	0.5
	Total	**421**	**100.0**
8. Household Size	**1 Family**	**398**	**94.5**
	2 Families	12	2.9
	3 Families	6	1.4
	Others	5	1.2
	Total	**421**	**100.0**
		Frequency	**Percentage**
9. Number of Years Staying	Less than 1 year	16	3.8
	1 – 5 years	92	21.9
	6 – 10 years	106	25.2
	11 – 15 years	**134**	**31.8**
	15 years and above	73	17.3
	Total	**421**	**100.0**

Level of Satisfaction of Neighbourhood Facilities and Services with Different Genders

The different gender analysis is very important to distinguish the desires between males and females in evaluating the facilities

and services in their neighbourhood area. The one-sample t-test This also shows that their needs and requirement for both genders of neighbourhood and facilities are the same.

By referring in detail the findings of neighbourhood facilities and services by category and item the result can be ranked by means score. The means score ranked is to show the highest and lowest level of satisfaction by different gender male and female. By comparing both gender level of satisfaction with their neighbourhood facilities and services, it shows that for the Male the highest is Public Institution (Facilities) with M=3.79 which is same highest ranked with the male, second with two categories sharing the ranking are Infrastructure and Utilities (Facilities and Services) and Central Business District (Facilities and Services) with M=3.64, third is Public Transportation (Services) with M=3.33 and lastly Public Institution (Services) with M=3.24. Whereas the female level of satisfaction the results show a bit different. The highest residents' satisfaction is still Public Institution (Facilities) with M=3.81 but the rest of the results are different. The second rank is Central Business District (Facilities and Services) with M=3.69. The third rank is Infrastructure and Utilities (Facilities and Services) with M=3.65. The Forth rank is Public Institution (Services) with M=3.35. Lastly the fifth rank is Public Transportation (Services) with M=3.24.

With these results it can be resolved for the male they required more attention to be focused and upgraded for Public Institution (Services) which includes services on public library, public hall and open space and recreational area. While the female they essentially wanted to be improved for the Public Transportation (Services) which includes the public bus and public taxi. Basically the findings cannot interpret more the requirement from the male and female but the overall result show the existing situation the provision of neighbourhood facilities and services in their housing and neighbourhood area. In general the male are less satisfied then the female. These result are very important to verify the neighbourhood quality in terms of gender requirement and perception.

Table 3:
Level of Satisfaction of Neighbourhood Facilities and Services with Different Gender

Neighbourhood Facilities and Services Category	Neighbourhood Facilities and Services Items	Male				Female			
		Rank	N	M	SD	Rank	N	M	SD
Public Institution (Facilities)	Health		308	3.64	.702		107	3.67	.711
	Educational		262	3.80	.662		96	3.86	.675
	Police and Security		280	3.78	.644		89	3.82	.614
	Fire and Rescue		233	3.89	.588		73	3.89	.657
	Post Office		310	3.54	.811		108	3.52	.742
	Worship Place		313	4.13	.702		107	4.04	.739
	Cemetery		248	3.69	.851		81	3.59	.848
	Average	**1**	**313**	**3.79**	**.587**	**1**	**108**	**3.81**	**.587**
Public Institution (Services)	Public Library		275	3.24	.899		92	3.30	.935
	Public Hall		123	3.39	.806		43	3.60	.760
	Open Space and Recreational		275	3.24	.896		92	3.32	.948
	Average	**5**	**279**	**3.24**	**.890**	**4**	**94**	**3.35**	**.876**
Infrastructure and Utilities (Facilities and Services)	Water Supply		313	3.98	.704		108	3.92	.799
	Electrical Supply		313	3.87	.794		108	3.92	.699
	Telecommunication		313	3.46	1.006		108	3.51	.962
	Sewerage		313	3.55	.819		108	3.56	.824
	Drainage		313	3.21	1.028		108	3.27	.992
	Solid Waste		313	3.40	.935		108	3.50	1.009
	Average	**2**	**313**	**3.64**	**.661**	**3**	**108**	**3.65**	**.727**
Central Business District (Facilities and Services)	Commercial Activities		313	3.88	.624		108	4.02	.611
	Services Activities		310	3.88	.596		107	4.02	.658
	Road		313	3.68	.716		108	3.83	.634
	Pedestrian Walkways		238	3.42	.795		77	3.44	.851
	Street Lighting		313	3.59	.711		108	3.62	.745
	Parking Lot		313	3.36	.788		108	3.47	.729
	Average	**3**	**313**	**3.64**	**.652**	**2**	**108**	**3.69**	**.603**
Public Transportation (Services)	Public Bus		212	3.30	.910		63	3.24	.856
	Public Taxi		131	3.28	.879		34	3.12	.880
	Average	**4**	**216**	**3.33**	**.846**	**5**	**63**	**3.24**	**.817**
	Total Average		**224**	**2.77 (2)**	**0.610**		**75**	**2.79 (1)**	**0.605**

Note: 1 = Strongly Not Satisfied, 2 = Not Satisfied, 3 = Moderate, 4 = Satisfied, 5 = Strongly Satisfied, N= Sample, M=Mean, SD= Standard Deviation, Ranking in Bracket

Level of Satisfaction of Neighbourhood Facilities and Services with Different Religions

The analysis of ANOVA one-way analyses have been use to a test the level of satisfaction the neighbourhood facilities and services with different religions. The information with different religions is very important to recognise the requirements to full fill different religions. The different religions in the neighbourhood of the study have been tested for the Muslims, Hindus, Buddhists.

Christians, and other religions. The findings have been shown in Table 4. The overall results show that the average means of satisfaction is below 4.00. As a general the findings show that there is no difference between the averages means score for

different religions for facilities and services for their neighbourhood area. This shows that the residents with different religions have not achieved the satisfied level with the facilities and services provided in their neighbourhood area for the neighbourhood quality.

The detail results show that the highest rank of residents' satisfaction is Muslim with M=3.58, second is Hinduism with M=3.57, third is Buddhist with M=3.32, forth is Christian with M=3.19 and lastly is other religion with M=2.60. The level of satisfaction will guide to provide better quality facilities and services in the study area. Even though all the results are about the same at moderate to not satisfy level with the neighbourhood facilities and services provided for them but the results can be ranked by comparing average total Mean Score of different religions. These show that different religions have different perception of neighbourhood facilities and services provided for them even though they were using the same facilities and services provided for them. The ranking of each facilities and services categories by different religion has shown in bracket in Table 4. These result can be used to rectify the neighbourhood quality element.

As for this result, if focus on the religious facilities especially on worship place and cemetery for each religion. The highest rank level of satisfaction for worship place is for Muslim and the lowest rank is for Buddhist. The highest rank level of satisfaction for cemetery is Muslim and the lowest is others religion. The action should be taken based on the lowest rank of satisfaction. These results have shown that the different religions evaluations are very valuable for the religious requirements. The findings show that all religious requirements for neighbourhood facilities and services are although at the results are at moderate level of satisfaction.

Table 4. *Residents' Satisfaction with Different Religions*

Neighbourhood Facilities and Services Category	Neighbourhood Facilities and Services Item	Muslim			Christian			Buddhist			Hinduism			Others		
		N	M	SD	N	M	SD	N	M	SD	N	M	SD	N	M	SD
Public Institution (Facilities)	Health	328	3.67	.682	30	3.43	.858	29	3.45	.783	25	3.80	.645	3	3.33	.577
	Educational	288	3.83	.652	25	3.80	.764	24	3.67	.565	18	3.83	.857	3	3.33	.577
	Police and Security	298	3.83	.617	22	3.64	.658	24	3.54	.588	22	3.82	.853	3	3.33	.577
	Fire and Rescue	250	3.90	.566	19	3.84	.834	15	3.60	.737	19	4.11	.658	3	3.33	.577
	Post Office	330	3.57	.758	30	3.43	.935	30	3.30	.702	25	3.60	1.041	3	2.67	1.155
	Worship Place	**333**	**4.20 (1)**	**.659**	**30**	**3.87 (3)**	**.860**	**30**	**3.43 (5)**	**.774**	**25**	**4.08 (2)**	**.640**	**2**	**3.50 (4)**	**.707**
	Cemetery	**254**	**3.77 (1)**	**.817**	**27**	**3.26 (4)**	**.764**	**25**	**3.36 (3)**	**.810**	**21**	**3.38 (2)**	**1.071**	**2**	**3.00 (5)**	**1.414**
	Average	**333**	**3.84 (1)**	**.548**	**30**	**3.63 (3)**	**.809**	**30**	**3.43 (4)**	**.504**	**25**	**3.84 (2)**	**.688**	**3**	**3.33 (5)**	**.577**
Public Institution (Services)	Public Library	293	3.29	.877	24	2.92	1.100	25	3.00	.816	22	3.45	1.101	3	3.00	1.000
	Public Hall	139	3.47	.774	9	3.00	1.225	6	3.17	.753	11	3.64	.674	1	4.00	.
	Open Space and Recreational	293	3.30	.878	24	2.92	1.100	25	3.00	.816	22	3.45	1.101	3	3.00	1.000
	Average	**298**	**3.31 (2)**	**.859**	**25**	**2.96 (5)**	**1.060**	**25**	**3.00 (3)**	**.816**	**22**	**3.41 (1)**	**1.054**	**3**	**3.00 (4)**	**1.000**
Infrastructure and Utilities (Facilities and Services)	Water Supply	333	3.96	.735	30	3.87	.629	30	3.80	.805	25	4.32	.557	3	3.33	.577
	Electrical Supply	333	3.92	.756	30	3.57	.898	30	3.53	.776	25	4.32	.476	3	3.33	.577
	Telecommunication	333	3.47	1.028	30	3.43	.935	30	3.40	.675	25	3.64	.995	3	3.67	.577
	Sewerage	333	3.62	.777	30	3.13	1.008	30	3.17	.791	25	3.64	.952	3	3.33	.577
	Drainage	333	3.24	1.018	30	3.27	.980	30	3.07	.907	25	3.16	1.248	3	3.33	.577
	Solid Waste	333	3.41	.989	30	3.37	.890	30	3.40	.770	25	3.64	.757	3	3.33	1.155
	Average	**333**	**3.66 (2)**	**.679**	**30**	**3.50 (3)**	**.682**	**30**	**3.50 (4)**	**.731**	**25**	**3.76 (1)**	**.597**	**3**	**3.33 (5)**	**.577**
Central Business District (Facilities and Services)	Commercial Activities	333	3.91	.614	30	3.90	.759	30	3.87	.571	25	4.08	.640	3	3.67	.577
	Services Activities	329	3.94	.609	30	3.80	.761	30	3.87	.571	25	3.92	.572	3	3.67	.577
	Road	333	3.74	.675	30	3.60	.855	30	3.60	.621	25	3.76	.831	3	3.00	1.000
	Pedestrian Walkways	247	3.46	.769	23	3.00	1.000	23	3.43	.945	21	3.48	.814	1	3.00	.
	Street Lighting	333	3.64	.692	30	3.53	.860	30	3.20	.714	25	3.64	.757	3	3.00	1.000
	Parking Lot	333	3.43	.764	30	3.20	.847	30	3.07	.785	25	3.48	.714	3	3.00	1.000
	Average	**333**	**3.68 (2)**	**.623**	**30**	**3.43 (4)**	**.774**	**30**	**3.53 (3)**	**.629**	**25**	**3.76 (1)**	**.663**	**3**	**3.33 (5)**	**.577**
Public Transportation (Services)	Public Bus	226	3.40	.800	17	2.41	1.064	19	3.16	.834	13	2.69	1.437	0	0	0
	Public Taxi	130	3.35	.842	12	2.42	.900	9	3.00	.500	14	3.21	1.051	0	0	0
	Average	**229**	**3.41 (1)**	**.781**	**17**	**2.41 (4)**	**.939**	**19**	**3.16 (2)**	**.688**	**14**	**3.07 (3)**	**1.141**	**0**	**0 (Nil)**	**0**
	Total Average	**305**	**3.58 (1)**	**0.698**	**26**	**3.19 (3)**	**0.853**	**27**	**3.32 (4)**	**0.674**	**22**	**3.57 (2)**	**0.829**	**2**	**2.60 (5)**	**0.546**

Note: 1 = Strongly Not Satisfied, 2 = Not Satisfied, 3 = Moderate, 4 = Satisfied, 5 = Strongly Satisfied N= Sample, M=Mean, SD= Standard Deviation, Ranking in Bracket

Level of Satisfaction of Neighbourhood Facilities and Services with Different Housing Locations

There are three locations have tested in this study which are Sitiawan, Seri Manjung and Lumut. The residents who stay in this area have evaluated the facilities and services in their neighbourhood area. Data on the different housing locations is required in order to identify the distance from the facilities and services provided in their neighbourhood area. The near or far of the facilities and services provision are very important to the resident satisfaction. The ANOVA one-way analysis has been used to test on the three different locations. The test is to examine whether the different locations affect the residents' evaluation towards neighbourhood facilities and services in their area.

The overall results are shown in Table 5. By comparing the average mean of all categories and different locations, the result shows that the residents' levels of satisfaction are still below 4.00 or at the moderate satisfaction. The facilities and services provided at all three areas are still have not achieved the satisfied standards demanded by the residents at different housing locations. While for the detailed results of the residents' different housing locations with the satisfaction of neighbourhood facilities and services are shown in Table 5. Even though all results shows the neighbourhood facilities and services are below 4.00 or at moderate level but these result can be ranked. The ranked result is to obtain the highest and lowest residents' level of satisfaction of neighbourhood facilities and services provided in their neighbourhood area. Based on the detail results the highest rank is Lumut with M=3.89, second is Seri Manjung with M=3.88 and lastly is Sitiawan with M=3.68. These results show that the residents with different location demonstrate the different satisfaction of the residents of neighbourhood facilities and services provided in their neighbourhood area. The ranking of each facilities and services categories by different housing location has shown in bracket in Table 5.

By comparing the distance of three locations with town centre, Seri Manjung is the town centre and Sitiawan is more nearer to Seri Manjung compared with Lumut. Seri Manjung as a town centre which has more facilities and services compared with Sitiawan and Lumut. The distance of neighbourhood facilities and services with the housing location is part of the element for the neighbourhood quality.

Table 5:
Residents' Satisfaction with Different Housing Locations

Neighbourhood Facilities and Services Category	Neighbourhood Facilities and Services Item	Seri Manjung			Sitiawan			Lumut		
		N	M	SD	N	M	SD	N	M	SD
Public Institution (Facilities)	Health	228	3.73	.667	169	3.53	.748	18	3.67	.594
	Educational	197	3.84	.686	150	3.76	.642	11	4.09	.539
	Police and Security	208	3.84	.644	145	3.70	.627	16	4.00	.516
	Fire and Rescue	172	3.91	.620	122	3.85	.585	12	4.00	.603
	Post Office	229	3.54	.781	171	3.55	.783	18	3.33	1.029
	Worship Place	229	4.22	.687	173	3.95	.741	18	4.17	.383
	Cemetery	169	3.76	.820	149	3.57	.872	11	3.64	.924
	Average	**229**	**3.88 (2)**	**0.578**	**173**	**3.68 (3)**	**0.590**	**18**	**3.89 (1)**	**0.471**
Public Institution (Services)	Public Library	205	3.35	.915	148	3.08	.861	14	3.64	1.008
	Public Hall	102	3.53	.767	58	3.31	.799	6	3.33	1.211
	Open Space and Recreational	205	3.36	.921	148	3.09	.857	14	3.64	1.008
	Average	**205**	**3.36 (2)**	**0.918**	**152**	**3.10 (3)**	**0.812**	**14**	**3.71 (1)**	**0.914**
Infrastructure and Utilities (Facilities and Services)	Water Supply	230	4.06	.703	173	3.83	.755	18	3.94	.639
	Electrical Supply	230	3.98	.744	173	3.82	.778	18	3.33	.767
	Telecommunication	230	3.50	1.035	173	3.42	.928	18	3.50	1.098
	Sewerage	230	3.74	.743	173	3.28	.865	18	3.78	.548
	Drainage	230	3.32	1.036	173	3.05	.975	18	3.72	.895
	Solid Waste	230	3.58	.872	173	3.22	1.005	18	3.33	1.138
	Average	**230**	**3.77 (1)**	**0.657**	**173**	**3.47 (2)**	**0.678**	**18**	**3.56 (2)**	**0.616**
Central Business District (Facilities and Services)	Commercial Activities	230	3.94	.635	173	3.87	.619	18	4.00	.485
	Services Activities	228	3.97	.593	171	3.83	.642	18	4.06	.539
	Road	230	3.80	.637	173	3.58	.740	18	4.06	.802
	Pedestrian Walkways	171	3.52	.777	128	3.27	.828	16	3.63	.806
	Street Lighting	230	3.67	.670	173	3.49	.775	18	3.72	.669
	Parking Lot	230	3.45	.762	173	3.27	.777	18	3.72	.752
	Average	**230**	**3.72 (1)**	**0.634**	**173**	**3.55 (3)**	**0.642**	**18**	**3.72 (2)**	**0.575**
Public Transportation (Services)	Public Bus	165	3.52	.762	93	2.83	.928	17	3.59	1.004
	Public Taxi	90	3.46	.706	65	2.92	.907	10	3.50	1.434
	Average	**165**	**3.52 (2)**	**0.746**	**97**	**2.93 (3)**	**0.832**	**17**	**3.53 (1)**	**1.007**
	Total Average	**212**	**3.65 (2)**	**0.707**	**154**	**3.35 (3)**	**0.711**	**17**	**3.68 (1)**	**0.717**

Note: 1 = Strongly Not Satisfied, 2 = Not Satisfied, 3 = Moderate, 4 = Satisfied, 5 = Strongly Satisfied N= Sample, M=Mean, SD= Standard Deviation, Ranking in Bracket

By comparing with the total population of three locations, the highest population is Seri Manjung (42,058), second is Sitiawan (32,176) and lastly Lumut (16,648). But based on the ranked result the highest level of satisfaction was Lumut, second is Seri Manjung and lastly is Sitiawan. These results can be concluded that the peoples are very satisfied with less population in their area even though the area is less neighbourhood facilities and services. The peoples are also moderate satisfied with the place more populated and more neighbourhood facilities. The peoples are less satisfied with moderate populated and moderate neighbourhood facilities and services. The number of population influenced the provision of neighbourhood facilities and services. The number of population is also section of neighbourhood quality element.

RECOMMENDATION AND CONCLUSION

The level of satisfaction evaluation has been commonly used for many other fields. In every research the socio demographic information is very important variable must be included. This study has been used the different of socio demographic background to evaluate the neighbourhood facilities and services. The socio demographic used were genders, religions and location. The findings have shown of all three elements of socio demographic are below level of satisfaction with Mean below 4.00 level of satisfaction of neighbourhood facilities and services. Even though the overall result are below satisfaction but the detail result can be ranked to get to know the highest and lowest satisfaction of neighbourhood facilities and services. For different genders generally the results have shown Mean below 3.00 level of satisfaction. The female Mean 2.79 are more satisfied then the male Mean 2.77 level of satisfaction. In general for different religions the findings have revealed that the Mean below 4.00 level of satisfaction. The highest satisfaction are the Muslim with Mean 3.58 while the lowest satisfaction are other religion with Mean 2.60. Mainly for different location of residents' house have shown that the highest satisfactions are the residents who are staying at Lumut and the lowest satisfaction are the residents who are staying at Sitiawan.

The findings of different socio demographic of the study can be simultaneous to the physical influences. This study is more focusing on the physical aspect and for the social influences further study must be focus on too. For different genders nothing much can we do with the physical influences it only overall perception of neighbourhood facilities and services from both of them. For different religions the main physical influences in terms of the religious neighbourhood facilities and services. The lowest satisfied is other religions and the second lowest is the Christian. The relevant bodies regarding the Christian and other religion must take into consideration in upgrading, improving and enhancing the facilities and services related. For different housing location the lowest neighbourhood facilities and services satisfaction is Sitiawan and the

highiest is Lumut. This shows that the local authority the Manjung Municipal Council and others related agencies are the responsible bodies to improves and upgrade the neighbourhood facilities and services at their area. With this result the relevant agencies, bodies or local government will tackle and can solve the problems accurately to the target groups.

The socio economic preferences are very important to be clarified and rectified in determining the neighbourhood quality with neighbourhood facilities and services item. For this study the socio economic background focus only on genders, religions and housing locations. With different gender the requirements for neighbourhood facilities and services are a bit different. For different religion their necessity and expectation are very different of neighbourhood facilities and services. For different house locations also very much influenced by the provision of neighbourhood facilities and services near with the residents.

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