



{ MUDIMA }



The Influence of Building Quality, Facilities and Location of Flats on the Level of Occupant Satisfaction in Islamic Boarding School Flats in the Jambi Region

Sujono^{1*}, Firdaus²

Universitas Bina Darma

Corresponding Author: Sujono sujono.rajendra@yahoo.com

ARTICLE INFO

Keywords: Resident Satisfaction, Building Quality, Facilities, Location

Received : 11 September

Revised : 14 October

Accepted : 19 November

©2024 Sujono, Firdaus: This is an open-access article distributed under the terms of the [Creative Commons Atribusi 4.0 Internasional](https://creativecommons.org/licenses/by/4.0/).



ABSTRACT

The aim of this research is to determine the quality of buildings, facilities and location of flats on the level of satisfaction of flats residents in the area, namely the As'ad Islamic Boarding School and Sa'adatuddaren Flats. The sample in this study is the residents of the As'ad Islamic Boarding School and Sa'adatuddaren Islamic Boarding School Flats, the method used is a quantitative method with SEM-Smart-PLS analysis techniques, the data used is primary and secondary data. Hypothesis testing uses weight relationships. The results of the research are that Building Quality does not have a significant effect on Resident Satisfaction, Facilities do not have a significant effect on Resident Satisfaction, Location Bepengaru has a significant effect on Resident Satisfaction, and Building Quality, Facilities and Location do not have a significant effect on Resident Satisfaction

INTRODUCTION

A house is one of the important things for humans, which enables education, family and helps improve the quality of life of future generations (Guida & Sacco, 2019). One of the biggest problems in the development of urban populations is the increasing need for housing (Brahmannanda & Dewi, 2020). The biggest problem that occurs in developing countries including Indonesia is the problem of housing areas, specifically in big cities such as Jambi (Haskett, Armstrong, & Tisdale, 2016; Yap, Goay, Woon, & Skitmore, 2021). The obstacle is the limited number of urban communities (Spaans & Waterhout, 2017). One way to meet housing needs is to build multi-family housing, especially in areas where development has just begun. The design of a housing development cannot be separated from the selection of a location determined by the parties involved in the management of the house. In determining the location of the house based on simple housing environmental facility planning procedures, topography, access to public facilities, pollution prevention, building density, avoidance of disaster-prone areas, and others must be considered (Atmoko, 2018; Tuswoyo; Nurachman, 2020). The development challenges faced in the Indonesian region are getting stronger. The high birth rate and mobility of residents are influenced by the increasingly limited land area in urban areas and the increasing value of land. In addition, most of the population comes from poor backgrounds. At the economic level, dense metropolitan areas are being formed in city centers, industrial areas, and universities. The development option that best meets the above criteria is vertical development, in this case apartments. The construction of apartments is a common occurrence in big cities, especially in areas that are centers of economic activity, such as the city of Jambi. Even in Jambi itself, the availability of land for housing seems to be increasingly limited. This is due to the increasing development of residential and urban areas. Satisfaction with living in an apartment cannot be measured statistically, because satisfaction is often based on observations and experiences regarding the imperfections and perfection of housing services. Solutions to housing problems are often resolved through complaints from residents. Life satisfaction is achieved when the quality of the

apartment meets the needs and expectations of its residents, thus having a positive impact on improving the quality of life.

Building quality is the conformity with the characteristics of the building in the interests of the occupants. Project quality is the similarity of the performance characteristics of a building to the project owner (Alauddin, 2019). Building quality indicators are durability, suitability, availability and brand types (Fashina, Omar, Sheikh, & Fakunle, 2021; Nurliza & Oktoriana, 2021). Facilities are something that can facilitate and accelerate the running of a business. In other words, equipment can be said to be a means that bridges the realization of a person's desires (Cheng, Zhao, Ge, Dong, & Peng, 2024). Facility indicators according to (Putri & Dona, 2019) are comfort, condition of facilities, pleasure and safety and environmental conditions.

Location or place is a distribution method, the path taken by product goods from producers to customers. Location refers to the company's decision regarding the location of its jobs and employees. Factors related to location include easy access location factors, proximity to shopping centers, proximity to residential areas, customer safety and comfort, and the existence of supporting facilities such as parking (Nunkoo, Teeroovengadum, Ringle, & Sunnassee, 2020). According to (Yeni Muthiyatul Khasnah, 2020). There are several location indicators, namely access, visibility, parking facilities and the environment.

Satisfaction is a feeling of pleasure or disappointment when the perceived performance of a product is compared to expectations (Asgharimehr & Azar, 2023). Consumers become dissatisfied when performance does not meet their desires (AM et al., 2022; Dam & Dam, 2021). Consumers are satisfied when performance meets their desires (Ali, Sherwani, Ali, Ali, & Sherwani, 2020; Shakil & Majeed, 2018). Consumers feel very satisfied when performance exceeds their desires (Meesala & Paul, 2018). According to (Rita, Oliveira, & Farisa, 2019; Shakil & Majeed, 2018) indicators of customer satisfaction are conditions of expectation, intention to repurchase, willingness to recommend.

METHODS

The research method is a way used to obtain data that aims to determine the answer to the problem being tested (Creswell, 2022). The data collection method in this study uses a quantitative method, namely a form of research based on systematic data collection on the subject being studied to combine related variables (Am & Setiawati, 2023; AM, Setiawati, Hadi, & Istiyono, 2023). Primary data sources with questionnaire data collection methods, while secondary data are collected by researchers through literature studies (AM & Purnama, 2024). The location of this research was carried out at the Sa'ad Islamic Boarding School Flats and the Sa'adatuddaren Islamic Boarding School Flats in the Jambi area. The operational variables in this study function as guidelines for measuring variables, making them variables that can be observed and measured by determining what is desired in achieving a certain

goal. The study was conducted to determine the effect of the level of satisfaction using three independent variables and one dependent variable. The independent variables are building quality, facilities, and location, the dependent variable is the level of satisfaction. This study uses the Smart PLS 4.0 data analysis technique. Hypothesis testing uses, inner model and weight relation.

RESULTS AND DISCUSSION

Inner Model

In this study, the researcher used primary data and secondary data, the results of which were obtained from the research location. In this study, the researcher collected data by distributing questionnaires to the As'ad Islamic Boarding School Flats and the Sa'adatuddaren Islamic Boarding School Flats. Next, the researcher will describe the data obtained from the respondents.

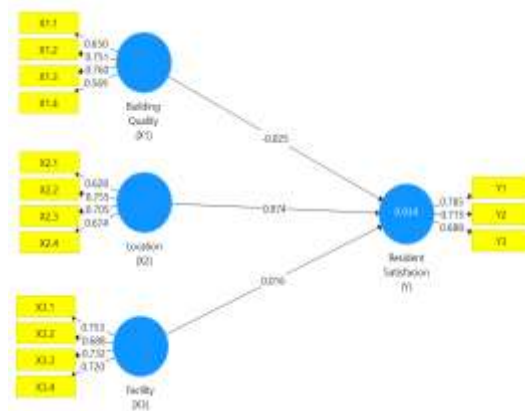


Figure 1. Initial Model

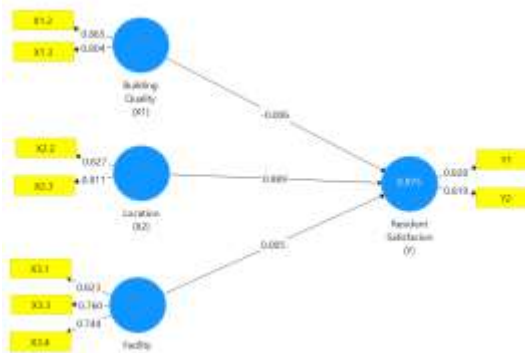


Figure 2. Final Model

Building Quality-> Resident Satisfaction

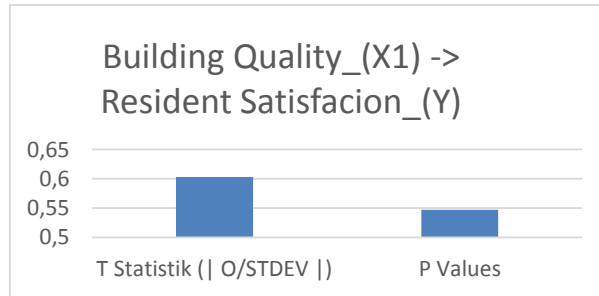


Figure 3. Graph of the Influence of Building Quality on Resident Satisfaction

From the results above, it shows that the influence of Building Quality on Resident Satisfaction. From the results of the analysis carried out above, it shows P Value > 0.05, meaning that this research model between Building Quality and Resident Satisfaction is positive but does not significantly reject the null hypothesis. It can be seen from the coefficient path of 0.603 with a P Value of 0.547. So, it can be interpreted that

Building Quality does not have a significant effect on Resident Satisfaction in this study. It can be concluded that Building Quality in the Sa'adatuddaren boarding house, and the As'ad Islamic boarding school needs to be improved again because building quality is very important to consider so that residents feel satisfied and comfortable living in the flats.

Facility->Resident Satisfaction

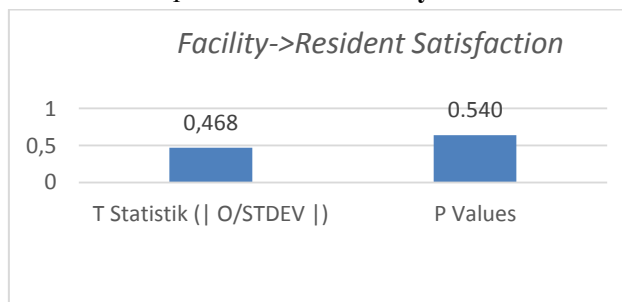


Figure 4. Graph of the Influence of Facilities on Resident Satisfaction

From the results of the analysis conducted showed P Value > 0.05 which means that the research model between Facility and Resident Satisfaction is positive but not significant, we can conclude that there is no sufficient statistical evidence to reject the null hypothesis. It can be seen from the path coefficient of 0.468 with a P Value of 0.640. Therefore, it cannot be recognized that the relationship between Facility and Resident

Satisfaction has no significant effect. It can be concluded that the Facilities in the Sa'adatuddaren boarding house and the As'ad Islamic boarding school need to be improved again, such as facilities that do not yet exist need to be added such as building facilities, rooms and others so that residents feel worthy and satisfied living in the flats.

Location-> Resident Satisfaction

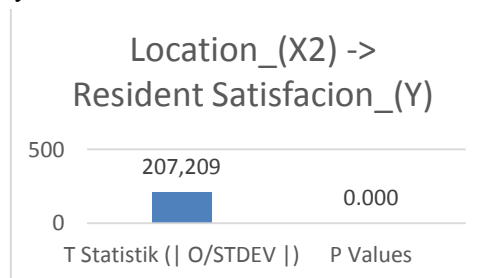


Figure 5. Graph of the Influence of Location on Resident Satisfaction

From the results of the analysis conducted above, it shows the results of P Value <0.05 , meaning that this research model between Location and Resident Satisfaction is positive and has a significant effect. It can be seen from the path coefficient of 207.209 with a P Value of 0.000. Therefore, it can be recognized that the relationship

between Location and Resident Satisfaction has a significant effect. It can be concluded that Location plays a very important role in increasing resident satisfaction. The better the location, the more the resident satisfaction will increase.

Building Quality->Location->Facilities->Resident Satisfaction

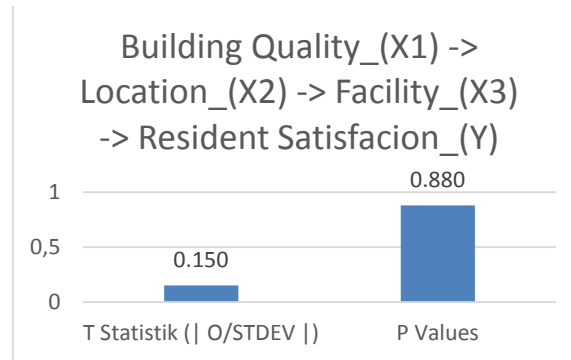


Figure 6. Graph of the Influence of Building Quality on Resident Satisfaction mediated by Location and Facilities

From the results of the analysis conducted above, it shows that the P Value > 0.05 means that this research model between Building Quality, Location and Facilities is positive but has no significant effect. It can be seen from the coefficient path of 0.150 with a P Value of 0.880. Therefore, we do not have sufficient statistical evidence to reject the null hypothesis. This means that the relationship between Building Quality, Location and facilities does not have a significant effect on Resident Satisfaction. It can be concluded that the Building Quality, Location and Facilities of the Sa'adatuddaren boarding house, and the As'ad Islamic boarding school need to be improved again so that the quality of the building, location and facilities can make residents feel comfortable with the flats they occupy. And it is necessary to add facilities that are not yet available and pay attention to the quality of the building so that residents can be satisfied with the flats. Thus, the graph above provides critical knowledge regarding the validity of certain hypotheses in the context of the relationship between research variables. This information can help researchers easily understand the relative influence of each independent variable on Resident Satisfaction and provide a basis for more targeted policies and strategies in supporting the growth of resident satisfaction.

This study examines the influence of Building Quality, Facility, and Location on Resident Satisfaction in flats. The results of the study indicate that Building Quality and Facility do not have a significant influence on resident satisfaction. This can be interpreted that although building quality and facilities are important elements in housing construction, they may not always be the main determinants of resident satisfaction in the context of flats.

This finding is in line with several previous studies showing that the physical quality of buildings is often considered a basic requirement, but not sufficient to increase overall resident satisfaction (e.g., the study by (Park et al., 2021). Other factors, such as service management, community, and social interaction, often play a more important role in determining the level of satisfaction in structured housing environments such as flats (Andayani & Tirtayasa, 2019).

Facility, as a major component in housing, also shows similar results. Previous research by (Hemsley-Brown & Alnawas, 2016) showed that adequate facilities can improve comfort, but if not integrated with good management and adequate accessibility, these facilities will not reach their full potential in improving occupant satisfaction. In this context, the findings of this study confirm that

occupants may feel that existing facilities are inadequate or irrelevant to their daily needs.

In contrast, Location was found to have a significant effect on Resident Satisfaction. This finding is consistent with the literature that emphasizes the importance of location as a key factor in housing satisfaction. A strategic location not only provides better access to public facilities and transportation, but can also increase the social and economic value of the residence (Alimohammadi, Schaefer, Zheng, & Li, 2021). Residents tend to feel more satisfied when they live in a location that supports their lifestyle, which includes proximity to work, schools, health services, and other facilities. In this study, good location appears to be a major factor that compensates for deficiencies in building quality and facilities and contributes greatly to resident satisfaction.

The finding that the combination of Building Quality, Facilities, and Location as a whole did not have a significant effect on Resident Satisfaction suggests the possibility of other more dominant factors, such as psychological or social aspects that were not measured in this study. For example, research by (Goolsarran, Hamo, & Lu, 2020) shows that residents' perceptions of safety, community, and social environment can have a greater impact than the physical quality or facilities of a building.

Overall, this discussion underscores the importance of understanding occupant satisfaction in a broader framework, involving more than just an assessment of the physical aspects of housing. Condominium managers need to consider a more comprehensive approach, including service management, community management, and appropriate location selection, to effectively improve occupant satisfaction. Further studies are expected to examine additional factors such as social interaction, environmental management, and occupant perceptions of security, which may provide deeper insights into the elements that truly influence occupant satisfaction in the context of structured housing such as condominiums.

CONCLUSION

Building Quality does not significantly affect Resident Satisfaction, with a path coefficient of 0.603 and P Value of 0.547. This shows that low building quality does not increase occupant satisfaction, so efforts are needed to improve building quality so that occupants feel more comfortable living in the flat. Second, Facility also does not significantly affect Resident Satisfaction, with a path coefficient of 0.468 and P Value of 0.640. This means that the existing facilities are not adequate to increase occupant satisfaction, so these facilities need to be repaired and improved so that occupants can enjoy better services. Third, Location has a significant effect on Resident Satisfaction, with a path coefficient of 0.209 and P Value of 0.000. It can be concluded that the location of the flat plays a very important role in increasing occupant satisfaction. The more strategic the location, the higher the satisfaction felt by the occupants. Finally, the combination of Building Quality, Location, and Facilities as a whole does not have a significant effect on Resident Satisfaction, with a path coefficient of 0.150 and a P Value of 0.880, so it is necessary to improve the quality of buildings, locations, and facilities so that residents feel more comfortable and satisfied.

This study has several limitations that need to be considered. The main limitation is the limited sample used, which may not fully represent the overall population of flat residents. In addition, this study only focuses on three main variables, namely Building Quality, Facility, and Location without considering other factors that may also affect resident satisfaction, such as social and economic factors, and flat management.

Based on these limitations, this study recommends that further research can expand the scope of the sample to obtain more general results and consider other variables that may affect Resident Satisfaction. Future research is also recommended to use different research methods, such as a qualitative approach, to gain deeper insight into the factors that affect the satisfaction of flat residents. In addition, comparative studies between different types of flats in different locations can also provide a clearer picture of the factors that most influence resident satisfaction.

REFERENCES

- Alauddin, M. (2019). Investigating the Relationship between Service Quality, Customer Satisfaction and Customer Loyalty in Hotel Industry: Bangladesh Perspective I Islamic Capital Market View project. *CERTIFICATESS View project. Global Journal of Management and Business Research, 19*(1), 1–7. Retrieved from <https://www.researchgate.net/publication/336133744>
- Ali, A., Sherwani, M., Ali, A., Ali, Z., & Sherwani, M. (2020). Investigating the antecedents of halal brand product purchase intention: an empirical investigation. *Journal of Islamic Marketing, 12*(7), 1339–1362. <https://doi.org/10.1108/JIMA-03-2019-0063>
- Alimohammadi, H., Schaefer, V. R., Zheng, J., & Li, H. (2021). Performance evaluation of geosynthetic reinforced flexible pavement: a review of full-scale field studies. *International Journal of Pavement Research and Technology, 14*(1), 30–42. <https://doi.org/10.1007/s42947-020-0019-y>
- AM, M. A., Helmi, S., Kassymova, G. K., Retnawati, H., Hadi, S., & Istiyono, E. (2022). Effect of job satisfaction on service quality mediated by lecturer performance at state universities. *Materials of International Practical Internet Conference "Challenges of Science,"* (V), 62–71. <https://doi.org/10.31643/2022.08>
- AM, M. A., & Purnama, E. (2024). Exploring innovative approaches and evaluation techniques in physics education at Madrasah Aliyah Negeri. *Proceedings of the 6th International Conference on Current Issues in Education (ICCIE) 2023, Advances in Social Science, Education and Humanities Research, 20–29.* Atlantis Press SARL. https://doi.org/10.2991/978-2-38476-245-3_4
- Am, M. A., & Setiawati, F. A. (2023). Examining the psychometric properties of the career commitment instrument through classical test theory and the graded response model. *Journal of Educational Research and Evaluation, 7*(3), 455–468. <https://doi.org/10.23887/jere.v7i3.59619>
- AM, M. A., Setiawati, F. A., Hadi, S., & Istiyono, E. (2023). Psychometric properties career of commitment instrument using classical test theory and graded response model. *Journal of Pedagogical Sociology and Psychology, 5*(2), 26–40. <https://doi.org/10.33902/jpsp.202320018>
- Andayani, I., & Tirtayasa, S. (2019). The Influence of Leadership, Organizational Culture, and Motivation on Employee Performance. *Maneggio: Jurnal Ilmiah Magister Manajemen, 2*(1), 45–54. <https://doi.org/10.30596/maneggio.v2i1.3367>
- Asgharimehr, F. S., & Azar, A. E. (2023). Use Seligman's Positivism Theory method to obtain satisfaction in Rumi's Masnavi. *Literary Interdisciplinary Research, Institute for Humanities and Cultural Studies (IHCS) Biannual Journal, 4*(8), 1–29.
- Atmoko, T. P. H. (2018). Strategi pemasaran untuk meningkatkan volume penjualan di Cavinton Hotel Yogyakarta. *Journal of Indonesian Tourism, Hospitality and Recreation, 1*(2), 83–96. <https://doi.org/10.17509/jithor.v1i2.13769>
- Brahmannanda, S., & Dewi, I. G. A. M. D. (2020). Work Insecurity and Compensation on Turnover Intention Mediated by The Job Satisfaction of Employees. *International Research Journal of Management, IT & Social Sciences, 7*(5), 89–98.
- Cheng, X. X., Zhao, L., Ge, Y. J., Dong, J., & Peng, Y. (2024). Full-Scale/Model Test Comparisons to Validate the Traditional Atmospheric Boundary Layer Wind Tunnel Tests: Literature Review and Personal Perspectives. *Applied Sciences (Switzerland), 14*(2), 1–17. <https://doi.org/10.3390/app14020782>
- Creswell, J. W. (2022). *Research design: Qualitative, quantitative, and mixed methods approaches* (Six). California: SAGE

- Publications.
- Dam, S. M., & Dam, T. C. (2021). Relationships between service quality, brand image, customer satisfaction, and customer loyalty. *Journal of Asian Finance, Economics and Business*, 8(3), 585–593. <https://doi.org/10.13106/jafeb.2021.vol8.no3.0585>
- Fashina, A. A., Omar, M. A., Sheikh, A. A., & Fakunle, F. F. (2021). Exploring the significant factors that influence delays in construction projects in Hargeisa. *Heliyon*, 7(4), 1–9. <https://doi.org/10.1016/j.heliyon.2021.e06826>
- Goolsarran, N., Hamo, C. E., & Lu, W. H. (2020). Using the jigsaw technique to teach patient safety. *Medical Education Online*, 25(1), 1–6. <https://doi.org/10.1080/10872981.2019.1710325>
- Guida, P. L., & Sacco, G. (2019). A method for project schedule delay analysis. *Computers and Industrial Engineering*, 128(December 2018), 346–357. <https://doi.org/10.1016/j.cie.2018.12.046>
- Haskett, M. E., Armstrong, J. M., & Tisdale, J. (2016). Developmental Status and Social–Emotional Functioning of Young Children Experiencing Homelessness. *Early Childhood Education Journal*, 44(2), 119–125. <https://doi.org/10.1007/s10643-015-0691-8>
- Hemsley-Brown, J., & Alnawas, I. (2016). Service quality and brand loyalty: The mediation effect of brand passion, brand affection and self-brand connection. *International Journal of Contemporary Hospitality Management*, 28(12), 2771–2794. <https://doi.org/10.1108/IJCHM-09-2015-0466>
- Meesala, A., & Paul, J. (2018). Service quality, consumer satisfaction and loyalty in hospitals: Thinking for the future. *Journal of Retailing and Consumer Services*, 40(6), 261–269. <https://doi.org/10.1016/j.jretconser.2016.10.011>
- Nunkoo, R., Teeroovengadam, V., Ringle, C. M., & Sunnassee, V. (2020). Service quality and customer satisfaction: The moderating effects of hotel star rating. *International Journal of Hospitality Management*, 91(11), 1–15. <https://doi.org/10.1016/j.ijhm.2019.102414>
- Nurliza, & Oktoriana, S. (2021). Perceived benefits of social media networks’ impact on the competitive behavior of Indonesian SMEs in food and beverage sector. *Economics and Sociology*, 14(3), 146–162. <https://doi.org/10.14254/2071-789X.2021/14-3/8>
- Park, S., Park, G., Lee, S. M., Kim, W., Park, H., Jung, K., & Seo, J. B. (2021). Deep learning–based differentiation of invasive adenocarcinomas from preinvasive or minimally invasive lesions among pulmonary subsolid nodules. *European Radiology*, 31(8), 6239–6247. <https://doi.org/10.1007/s00330-020-07620-z>
- Putri, N. T., & Dona, L. S. (2019). Application of lean manufacturing concept for redesigning facilities layout in Indonesian home-food industry: A case study. *TQM Journal*, 31(5), 815–830. <https://doi.org/10.1108/TQM-02-2019-0033>
- Rita, P., Oliveira, T., & Farisa, A. (2019). The impact of e-service quality and customer satisfaction on customer behavior in online shopping. *Heliyon*, 5(10), e02690. <https://doi.org/10.1016/j.heliyon.2019.e02690>
- Shakil, S., & Majeed, S. (2018). Brand purchase intention and brand purchase behavior in halal meat brand. *Journal of Marketing and Logistics*, 1(8), 152–171.
- Spaans, M., & Waterhout, B. (2017). Building up resilience in cities worldwide – Rotterdam as participant in the 100 resilient cities programme. *Cities*, 61, 109–116. <https://doi.org/10.1016/j.cities.2016.05.011>
- Tuswoyo; Nurachman, A. B. (2020). Analysis of the effectiveness of the policy implementation program for handling infrastructure and public facilities (PPSU) of cleaning services in Gondangdia village in 2019. *Journal Indonesia Law & Policy Review*, 1(1), 121–

127.

Yap, J. B. H., Goay, P. L., Woon, Y. B., & Skitmore, M. (2021). Revisiting critical delay factors for construction: Analysing projects in Malaysia. *Alexandria Engineering Journal*, *60*(1), 1717–1729.
<https://doi.org/10.1016/j.aej.2020.11.021>