



St. MARY UNIVERSITY

SCHOOL OF GRADUATES STUDIES

**ASSESSMENT OF RESIDENTIAL SATISFACTION WITH
CONDOMINIUM HOUSING: THE CASE OF NEFAS SILK LAFTO
SUB-CITY ADMINISTRATION**

BY

LISANWORK KELELEW

MAY, 2015

ADDIS ABABA, ETHIOPIA

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BY

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DECLARATION

I, the undersigned, declare that this thesis is my original work, prepared under the guidance of Dr. Temesgen Belayneh. All sources of materials used for the thesis have been duly acknowledged. I further confirm that the thesis has not been submitted either in part or in full to any other higher learning institution for the purpose of earning any degree.

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ENDORSEMENT

This thesis, titled “Assessment of Residential Satisfaction with Condominium Housing: the case of Nefas Silk Lafto sub-city Administration” has been submitted to St. Mary’s University, School of Graduate Studies for Masters of Business Administration program with my approval as a university advisor.

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List of Acronyms

A.A	Addis Ababa
LCH	Low Cost Housing
AAHAA	Addis Ababa Housing Administration Agency
UN	United Nation
SPSS	Statistical Package for Social Sciences
MS	Mean Satisfaction
STD	Standard Deviation
CSA	Central Statistics Authority

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Abstract

This paper presents the result of housing satisfaction level with condominium residential apartment in Addis Ababa: the case of Nefas Silk Lafto sub-city. Four major Housing satisfaction components identified and measured includes: Physical feature of housing unit, Service provided within the housing area, Public facilities provided within the housing area and Social environment within the housing area. Data came from a structured questionnaire administered through a stratified systematic sampling technique to 394. Three hundred twelve (312) questionnaires were successfully returned & used for analysis, yielding about 79.2% response rates. Data were feed to version 20.00 SPSS computer program and analyzed using descriptive statistics of the mean scores of satisfaction based on a five -point Likert scale. Result of the analysis indicates that residents have generally express nearest to moderate satisfaction with their physical features of the Housing unit, low satisfaction with the service & the public facilities provided, slightly above moderate satisfaction with social environment within the housing area . However, they are dissatisfied with the overall housing environment. Correlation analysis was used to examine statistical significance of the relationship between the overall residential satisfaction with condominium housing unit & the variables. Statistically significantly high and positive relationships were found between the four Variables and overall residential satisfaction. Therefore, studies with big sample size, which encompasses other measuring variables that affect residential satisfaction, were opened to further interested researchers.

Key words: *Residential satisfaction; physical features; service provision; public facilities; social environment*

CHAPTER ONE

INTRODUCTION

This chapter is dedicated to give a brief insight about the background of the study whereby a foundation is made. It has also covered the statement of the problem in which the rationale of doing the research is touched upon. In addition to these, the research questions, research objectives, research significance, research scope and organization of the study has been covered.

1.1 BACKGROUND OF THE STUDY

Housing has been universally acknowledged as one of the most essential necessities of human life and it is a major economic asset in every nation (Jiboye, 2010). According to Oladapo (2006) explanation, adequate housing provides the foundation for stable communities and social inclusion. In this regard many studies confirmed that People's right to shelter is a basic one and the provision of decent housing to all requiring them should be the characteristic of every civilized society and one of the criteria for gauging development. Since housing is no doubt, an important national investment and a right of every individual, the ultimate aim of any housing program is to improve its adequacy in order to satisfy the needs of its owners.

There are quality, comfort, social and community amenity aspects which go with housing. Housing embraces all the social services and utilities that go to make a community or neighborhood a livable environment (Godwin, J. (1997).

Furthermore, Onibokun (1985) sees housing as a unit of the environment with a profound influence on the health, efficiency, social behavior, satisfaction and general welfare of the community. However, housing in the contemporary period can be defined as shelter with

other essential facilities like water supply, electricity, sewerage, bathroom, toilet, kitchen, which permit sufficient comfort, convenience and safety (Akinola,1998).

The issue of livability, among other things, suggests that a house too have basic facilities that would make it function properly. In this sense, a house being occupied may not necessarily be livable, if it lacks the basic facilities required.

As housing is one of the basic human needs, which comprises much more than physical shelter and that it especially encompasses the broader residential setting. However, housing problem is an inevitable feature of our modern industrial civilization and does not tend to solve itself, needing an extra efforts and financial capability. Housing supply and demand do not match because the cost of new housing and the distribution of income are approximately two-third of the population those cannot present an effective demand for new housing. For example, from the total housing stock of Addis Ababa only 21% are acceptable while 79% are unacceptable (household survey, 1996) as cited in housing construction & infrastructure feasibility study (2013).

The condominium housing construction is proceeding on the basis of Low Cost Housing (LCH), simple technology with prefabricated component. According to the program won popular support and more than 900,000 applications were made by Addis Ababa residents to buy the low cost apartment to be constructed under the housing development program (A.A City Government official report, 2005).

According to A.A Construction & Housing Development Bureau Housing construction & infrastructure feasibility study (2013), the Housing Problem in Addis Ababa can be characterized as:-

- Housing shortage especially for low income group.
- Lack of basic infrastructure such as water, road, sanitation, etc
- Poor quality of housing and old houses.

- Poor living and working environment, which contributed to low productivity.
- Limited access of land.
- Lack of housing finance and affordable housing policy.
 - Dense and complex settlement pattern.
 - Lack of emergency warning planning.
 - Very poor liquid and solid waste disposal system.
 - In general the majority of urban centers of the country lack amenities and facilities.

Because of the above reasons and others the Government has been intensively working to satisfy the demand for housing in the capital city- Addis Ababa.

The roles of Housing Development for Urban Development are

- Executing decent & affordable housing development activities by avoiding dilapidated, crowded and slum areas.
- Promoting saving culture.
- Constructing cost efficient houses so as to make low and middle income groups owners of their houses.
- Increasing the capacity of construction materials supply and strengthening the construction industry; spreading the technology of constructing low cost houses.
- Improving professional training system and developing professional skill.
- Changing and improving slum and dilapidated areas of the city.
- Establishing fair and transparent system in transferring constructed houses to beneficiaries.
- Creating job opportunities through Micro & Small business Enterprises.

The above stated policy directions mainly involve government, individuals and real estate developers as actors of Housing Development Program implementers. Government intervention as an actor of implementer mainly targets low and medium income groups.

1.2 STATEMENT OF THE PROBLEM

There have been established a strong correlation between housing, good health, productivity and socio-economic development. Also, it has been observed that there is a significant association between housing conditions and physical and mental health of an individual (Gilbertson, 2008). People's right to shelter is a basic one and the provision of decent housing to all requiring them should be the characteristic of every civilized society and one of the criteria for gauging development.

It has been established that housing has a profound influence on the health, efficiency, social behavior, satisfaction and general welfare (Onibokun, 1985).

In order to tackle cities problems of the country the Ethiopian Government has introduced urban development policy since 2005. In its urban development policy in addition to other critical issues the government clearly indicated the housing development directions.

With this urban development policy, the city government of Addis Ababa has been started the new housing policy, which is based on two intermingled principles, physical and juridical aiming at the densification of the city: "high building" and "condominium" multistory housing in different parts of the city. This housing provision approach has got different perceptual obstacles and attitudes from different government organs, city residents and condominium dwellers as information and cultural office, housing project office and housing agency (December 2005 "Amharic" version) report.

In Addis Ababa city government, the cause for major prevailing complaints was unfulfilled needs or the existence of housing deficit among households. The high

complaint rate towards housing will pose a negative impact on the well-being of a family (Husna & Nurizan, 1987).

A good building structure is an important indicator in determining the quality of housing and the value of a dwelling (Kutty, 1999). Three dimensions of housing quality are viewed from the internal aspects of a dwelling unit, its external aspects as well as its surrounding area aspects on the whole (Ramdane and Abdullah, 2000) by implication this implies that the higher quality a dwelling is the higher the residential' satisfaction is towards it.

Thus an effort is exerted by A.A city government in resolving housing problem; till this research is conducted more than two hundred thousand of condominium housing units have been constructed of which above one hundred thirty five thousand housing units have been delivered to the homeless of the city to date (A.A City Construction & Housing Dev't Bureau official Report, 2007).

Nevertheless, there are complaints raised by condominium housing owners (residents) regarding the design, the situations of physical feature of housing unit, the services provided within the housing area, the public facilities provided within the housing area and security of the social environment within the housing area (Addis Ababa Housing Development & Administration Agency Annual, 2013/2014). Therefore, this study is designed to assess the causes of condominium residents' (owners') complaint and to measure their levels of satisfaction towards their condominium housing unit, thereby determining the types of improvements that are required in existing and future condominium housing development program in Addis Ababa.

1.3 RESEARCH QUESTIONS

Based on the statement of the problem the following research questions have been formulated:

- What is the extent of the residents' involvement in condominium housing design selection?
- What is the extent of the residents' perception of the physical features of condominium housing situations
- How much the residents perceived the availability of Service to satisfy their daily requirements?
- How much the residents perceived the availability of Public facilities to satisfy their daily requirements?
- To what extent the neighborhoods of condominium housing residents are socially interacted?
- How much the condominium housing surrounding environments is conducive for living?

1.4 OBJECTIVES OF THE STUDY

The research is intended to assess “residential levels of satisfaction with condominium housing unit they own”. On the basis of this general objective, the research will have the following specific objectives:

- To assess the extent of the residents involvement in condominium housing design selection.
- To assess the residents’ perception of the physical features of condominium housing unit situation.
- To investigate the residents’ view with availability Service & Public facilities to satisfy their daily requirements.
- To examine how the neighborhoods of condominium housing residents are socially interacted.
- To assess how much the condominium housing surrounding environments are conducive for living.

Finally to come up with conclusions and recommendations with possible solutions to the problem that might be raised in the study.

1.5 SCOPE OF THE STUDY

It is impossible to cover all the condominium sites those built and habitable to beneficiaries in Addis Ababa city due to various reasons. Therefore, the study is limited to assessing residential’ level of satisfaction of condominium housing units’ beneficiaries in Addis Ababa: the case of Nefas Silk Lafto sub-city Administration. Why the sub-city is selected because one-third of the total condominium dwellers of the A.A are living there and a case study of this area is a representative of the whole population.

1.6 SIGNIFICANCE OF THE STUDY

The findings of this study is believed to be useful to city planners, policy makers, city municipality, private housing developers and other interested stakeholders in the area of study. It can be also helpful to practitioners for those who conduct similar studies.

1.7 ORGANIZATION OF THE RESEARCH PAPER

The research report was organized in five chapters. The first chapter contains introduction, background of the study, statement of the problem, the research questions, objectives of the study, significance of the study, and scope of the study. Chapter two related literature review that dealt with residential' satisfaction with the physical features their condominium housing unit, the service provided within the housing area, the public facilities provided and the social - environmental conditions.

Chapter three deal with the research approach and methods, sample and sampling technique, source and tools for data collection and methods of data analysis.

Chapter four covers the results of the study, interpretation of the result and discussion of the result by comparing with the existing related literature. The last chapter covers the summary of the findings, conclusions, recommendations and limitations of the study.

CHAPTER TWO

REVIEW OF RELATED LITRATURES

This chapter presents a brief review of literature related to the research topic. It covers previous studies on housing situations, satisfaction, residential' satisfaction, residential' satisfaction measuring models and service & facility related aspects in concise manner.

2.1 CONCEPTUAL REVIEW

2.1.1 DEFENITIONS

2.1.1.1 RESIDENT

According to the Macmillan English dictionary definition, resident is someone who lives in a particular place, living in a particular place (Macmillan Publishers Limited, 2002).

2.1.1.2 SATISFACTION

Oliver (1981) defined satisfaction as “a summary of psychological state resulting when the emotion surrounding disconfirmed expectations is coupled with the consumer’s prior feelings about the consumption experience” (p. 24), as cited in Meaza (2013). Kotler (2000) defined satisfaction “as a person’s feelings of pleasure or disappointment resulting from comparing a product perceived performance (outcome) in relation to his or her expectations” as cited in Meaza (2013). According to Hansemark and Alibinsson (2004) cited in Meaza (2013) “satisfaction is an overall customer attitude towards a service provider, or an emotional reaction to the difference between what customers anticipate and what they receive, regarding the fulfillment of some need, goal or desires”.

Satisfaction with housing situations indicated that lack of complaints and an extent of a match between actual and desired situations, while a mismatch between current housing and desired conditions could lead to dissatisfaction (Mohit, M.A., Ibrahim, M., & Rashid, Y.R.,2010). Thus, individual becomes dissatisfied; if it does not achieve its desired

housing situation and it influences housing adjustment (Morris and Winter, 1975) as cited in Ado A., Ahmad H., Asnarulkhadi A., and Azizah S.(2014).

2.1.1.3 HOUSING

As many scholars have defined housing to mean several things and most especially to suit their understanding. For instance, housing has been defined as a permanent structure for human habitation (Wahab, 1983). It is also referred to as the house and defined as a home, building or structure that is a dwelling or place for habitation by human beings. According to Jiboye (2010), housing is any type of permanent shelter for man, which gives him an identity.

As defined in UN-Habitat Global Housing Strategy Framework Document the term “housing” is used at a number of levels and is a multi-dimensional concept. It refers to the activity, a process of residing, as well as to the objects of dwellings and their environment. The main attributes of housing as a dwelling are its location (determining access to livelihood), tenure arrangements, cost and physical structure. Housing is a physical structure as well as social structure, functioning at different spatial scales (homes, neighborhoods, cities and other settlements, regions and countries). It is also a sector of the economy and an important category of land use in cities and in other settlements. Linkages with the national economy and with the overall urban system are an integral part of the understanding of the concept of housing. The meaning of housing is similar to, but broader than, the meaning of the word shelter as used in the Habitat Agenda and in the Global Strategy for Shelter to the Year 2000.

Housing defined as “the space that we can call our own, that gives us privacy and shelters us from the weather and intrusions of unwanted people (Godwin, 1997)”. It embraces all the social services and utility that goes to make a community or neighborhood a livable environment.

2.1.1.4 THE MEANING OF ADEQUATE SHELTER

The definition of “adequate shelter” means more than a roof over one’s head. It also means adequate privacy; adequate space; physical accessibility; adequate security; security of tenure; structural stability and durability; adequate lighting, heating and ventilation; adequate basic infrastructure, such as water-supply, sanitation and waste-management facilities; suitable environmental quality and health-related factors; and adequate and accessible location with regard to work and basic facilities: all of which should be available at an affordable cost. Adequacy should be determined together with the people concerned, bearing in mind the prospect for gradual development. Adequacy often varies from country to country, since it depends on specific cultural, social, environmental and economic factors. This definition applies equally to “affordable housing” (UN-Habitat, 2012). The right to adequate housing as stated on the Universal Declaration of Human Rights in Article 25(1), “Everyone has the right to a standard of living adequate for health and well being of himself/ herself and his /her family, including food, clothing, housing and medical care and necessary social services . . .” (1948). Housing rights are critical and fundamental for individuals to live a full life and to enjoy and benefit from all other human rights.

As referred to UN-HABITAT (2011) the access to adequate and affordable housing is a current and growing problem in all countries in Africa. Which mean housing problems are largely to do with affordability: housing is expensive and incomes are too low.

UN-HABITAT (2011) predicted that the urbanization growth rates of Ethiopia are above 3.76 per cent in 15 years period (2010-2025). Such growth will place additional housing pressure on Ethiopian cities, such as Addis Ababa; the city that already has serious housing problems, evidenced by the current high proportion of urban slum dwellers, 79.1 percent.

The quality of the existing housing stock in Africa is low, as the majority of the populations live in conditions categorized as slums. As UN-HABITAT defined slums in terms of five measurable indicators at household level are physical expressions of slum conditions: nondurable housing structures; lack of water; lack of sanitation; overcrowding and security of residence.

2.1.1.5 HOUSING DURABILITY

According to UN-HABITAT (2011) definition; Housing durability, the permanence of residential structures, is directly associated with accessibility and affordability. Global figures on housing durability are based primarily on permanence of individual structures, not on location or compliance with building codes. They also only take into account the nature of the floor material as very few countries collect information on wall and roof materials.

Overcrowding is a manifestation of housing inequality that results from a combination of factors, the most prominent of which are perhaps insufficient housing stock and lack of affordable housing. According to UN-HABITAT estimates in Addis Ababa, Ethiopia; Kampala, Uganda; Luanda, Angola; and Lagos and Ibadan, Nigeria, more than 40 per cent of the urban population lives in overcrowded houses.

The high population growth and rapid urbanization in major cities in developing countries increased demand for infrastructure and essential services including housing (Ado A., Ahmad H., Asnarulkhadi A. and Azizah S., 2014). Provision of housing in urban areas has been one of the serious challenges facing public authorities in developing countries like Ethiopia. Successive governments in Ethiopia have made attempts through various programs and policies to overcome housing problems through slum clearance and public housing in the country.

2.2 EMPIRICAL REVIEW

2.2.1 RESIDENTIAL SATISFACTION

Housing providers often assume that house seekers, especially in the developing countries, are usually desperately in need of housing. It becomes difficult to understand whose interest is being provided for by most policy decisions on housing planning and development program which do not entail a comprehensive assessment of a household within its residential condition (Olatubara, 1996).

Residential satisfaction is a measure of differences between households' current and preferred housing and neighborhood situations (Galster and Hesser, 1981; Galster, 1987). It is the emotional response to a person's dwelling; the positive or negative feeling that the residents have for where they reside (Francescato, G., Weidemann, S., & Anderson, J. R., 1979). It is also a concept that can be influenced by both objective and subjective measures of housing attributes which includes physical, social, and psychological and management attributes and the demographic characteristics of the residents (Amole, 2009).

As Onibokun (1974) asserted that social, cultural and behavioral elements within the entire societal environment influenced the habitability of a house. Other factors includes age, income, education, employment, and welfare, number of children and family size, social participation and interaction (Varady and preiser, 1998), marital status, past living condition as well as residential mobility and future intention to move (Jiboye, 2012).

According to previous studies of residential satisfaction are basically of two types; (1) residential satisfaction as a predictor of behavior (intention to stay/move from existing housing), (2) residential satisfaction as a criterion of housing quality (Weidemann and Anderson 1985). Based on residential satisfaction as a predictor of behavior assume that

satisfaction with existing housing determines behavior of the resident in terms of making changes to the housing unit or the decision to move to another housing unit. The assumption basis is differences in the existing housing and the actual housing needs and preferences of the dwellers will result in either making changes to existing housing or move to a housing unit that meets their actual housing needs and preferences.

The level of income earning of the housing consumer is strongly related to the satisfaction of the housing environment. The study of Adriaanse, (2007) indicated that higher income households are generally satisfied with their housing.

Existing literature suggests that housing satisfaction is a function of a whole series of factors related to the resident's house, services within the housing area, relationship with neighbors and the location of the housing unit. For example, Morris (1978) found that satisfaction depends on a whole system of beliefs and opinions that the resident entertains in respect to the housing unit and which are not connected with its physical characteristics. Galster (1987) measured housing well-being using a composite sum of satisfaction with housing unit features, for e.g., the number of rooms per family and the possession of a private bathroom and kitchen. On the other hand Clarke (2008) identified housing types, property size, internal and outdoor space, kitchens and bathrooms, neighborhood parking and external appearance as factors important to today's households. Varady and Carrozza (2000) stress that housing satisfaction is related to satisfaction with housing unit, satisfaction with services provided, and satisfaction with the neighborhood and area, which also covers the location specific aspects.

Nor Aini Salleh, Nor'Aini Yusof, Abdul Ghani Salleh, & Noraini Johari (2011) advanced that previous research findings on residential satisfaction has provided a basis for measuring housing satisfaction which includes; Housing units satisfaction,

Neighborhoods quality satisfaction, satisfaction with the facilities and amenities within the building structure and its surroundings.

Research findings indicates residential satisfaction with their residential environment have shown complex patterns of relationship. That is the relationship between rated satisfaction and individual, physical and social characteristics (Rioux and Werner, 2011). Socioeconomic backgrounds have different level of aspiration, tolerance and psychology on satisfaction towards housing (Galster, 1987).

An empirical study indicates that, demographic determinants of residential satisfaction to include age, education, family composition and life circle changes. Age is an influencing variable in the study of residential satisfaction as people of different age expresses different satisfaction level, Galster (1987) found that older resident have a lower level of aspirations but higher level of tolerance towards any short comings regarding the residence. Mohit et al., (2010), however discover negative influence of age over satisfaction. The number of residents in a given unit can be an influencing factor of residential satisfaction. Single and two person's household might be expected to be more positive with their housing and the estate than the household with children (Dekker, 2007). Ethnic affiliation is equally a factor in shaping individual satisfaction level, as each tribe has their own genetically inclined housing norms which could influence their attitude over their residential settings. This is attested by the study of Husna and Nurizan (1987) on residents' satisfaction of low income public housing and discovers differences in satisfaction level between Malaysia, Chinese and Indians. Educational status also contributes towards satisfaction with housing as better educated household tends to express low level of satisfaction compared to less educate.

In their studies of satisfaction with public core housing in Abeokuta, Nigeria, Ibem and Amole (2012) found that educational background, employment sector, age and sex have significant contribution towards residential satisfaction.

Structural attributes is a considered factor in the studies of residential satisfaction, which includes objective physical of housing such as kitchen space, laundry and washing areas, size of living area and dining area, number and level of sockets, number of bed rooms and bath rooms, and other aspect of housing (Teck-Hong, 2012).

Building features such as number of bed rooms, size and location of kitchen are strongly related to residential satisfaction (Salleh, 2008). Karadag et al., (2012) as cited in (Ozgun, 2009; Koc, 2009) which observe thus, size of housing and the number of its rooms,; the efficiency of the housing usable spaces and their usefulness (plan); the physical condition of the house and the building; the building being new, durable and well-kept; the efficiency of substructure (electricity, water, cable TV, telephone etc); the condition of light; the condition of insulation and heating; the availability of elevator in the multi storey buildings; environmental arrangements; accessibility; sufficient security; the comfort of house and buildings; its having environmental quality factors affect the satisfaction in a positive way. Ogu (2002) reveals that, most housing components generally indicates positive to residential satisfaction, while environmental variable received negative feedback.

In his studies of housing satisfaction in private low cost, Salleh (2008) examine two influencing factor of quality of life to includes satisfaction towards housing and the surroundings; and the findings reveals neighborhood factors as the most significant on housing satisfaction. The factors contributing to a low level of satisfaction were related to neighborhood facilities and surrounding areas; which are poor public transportation, lack

of children's playground, multi-purpose hall, parking areas, safety and facilities for the disabled.

Ramdane and Abdullah, 2000, as cited in Salleh, et al.,(2011) discovers three factors affecting satisfaction towards housing; housing units, neighborhood and community services factors. Neighborhood factors recorded high significance regarding housing satisfaction variables.

Baker (2002) as cited in Mohit et al., (2010) has observed that location characteristics are important considerations for understanding the formation of residential satisfaction among public housing tenants. In their studies on public housing provision and user satisfaction in three selected housing estate developed by Ondo State Property Development Corporation, South West Nigeria, Clement and Kayode (2012) discover that there was high rate of satisfaction with factors such as proximity to religious centre and adequate size of the living room. Location attributes can be a source of satisfaction or dissatisfaction particularly in relation to specific activity of the residents. Favorable location attributes generally refer to accessibility in relation to central business district, local amenities such as shopping centers, schools and transportation centers (Tan, 2011). Housing development within a functional neighborhood location reasonably enough to provide the residents with access to their requirements is indeed satisfactory.

Lui (1999) discovers a high level of dissatisfaction with the public housing residents lie in the areas of maintenance and cleanliness of the building estate, integrity of the building fabric and ease of access by public transport while the major concerns of the private housing residents lie in the lack of facilities for the disabled as well as for recreational, elderly and childcare facilities. The concept of residential satisfaction was developed based on the premise that the gap in between the actual desired housing by residents and the exact neighborhoods conditions is determined (Galster and Hesser, 1981; Mohit et al.

2010). Residential decisions by the house hold are being made based on their needs and aspirations. Absence of complains suggest residential satisfaction at equilibrium point of needs and aspirations, and would likely feel dissatisfied if their housing and neighborhood do not meet their needs and aspiration (Ghani Salleh, 2008).

Once their dissatisfaction with the current housing surpasses a certain level, they are likely to consider some form of housing adjustment (Salleh, 2008; Hui and Yu, 2009).

This is particularly true when housing is acquired with the expectations that it meets the household specific and diverse needs (Ibem and Amole, 2012). However, the concept of residential satisfaction is generally linked with the quality of life as indicated in various satisfaction researches (Galster and Hesser, 1981; Galster, 1987; Ibem and Amole, 2012).

In view of the foregoing two aspect of residential satisfaction should be considered for a meaningful research outcome, and these are subjective analysis based on certain bench mark as influenced by the house hold characteristics; and objective as determine by the overall housing components. Galster (1985) and Amole (2009) contend that, the subjective measure is associated with the psychological aspects of human beings and measures perception, emotions, attitude and aspirations.

The preceding review of existing literature and studies on residential satisfaction highlighted that physical characteristics of housing, the neighborhood environment and the public facilities provided determine the level of residential satisfaction, however, these may vary by the type of housing, the locale, the community, the cultural backgrounds as well as the nationality. This suggests that studies to determine the residential satisfaction of housing types is specific to the housing area, type of housing provided, community, housing policies and the country itself. As such, in order to assess the level of residential satisfaction with condominium housing in Addis Ababa, the criteria used should be specific to the city, but based on or adopted from the main definitions and

concepts of residential satisfaction globally and on lesson learnt through existing studies in other countries. Due to the lack of adequate studies in Addis Ababa, this study aims to fill the existing gap and contribute towards the development and growth of the housing sector, through amending existing housing policies, strategies and contributing to the development of future housing projects and policies.

2.2.2 WHAT DETERMINES RESIDENTIAL DISSATISFACTION

As when realizing the importance of resident satisfaction, the impact of resident satisfaction on housing development programs has become a widely discussed topic (Matzler et al., 1996) and resident satisfaction is being highly prioritized (Johnson & Fornell, 1991). Yet, reports on abandoned housing projects, late delivery and poor quality are frequently highlighted. This may be attributed to several reasons such as unskilled construction workers, inexperienced site supervisors, substandard materials, disorganized and labor intensive construction works, rushed construction job and huge demand for the properties (Elias, 2003).

Additionally, Ozaki (2002) reports that poor communication between buyers and developers prevent the flow of necessary information on services and products; and this leaves the residents dissatisfied. Weidemann, S., Anderson, J. R., Butterfield, D. I., & O'Donnell, P. A. (1982) add that many social housing projects fail to meet house buyers' needs due to lack of knowledge about the physical aspects of housing quality and design criteria.

As envisaged by researchers, the concept of housing is a combination of the overall physical and social components that make up the housing system. Morris and Winter, (1978) explain housing satisfaction as "a state of the level of pleasure with current housing conditions". From the perspective of the actual-aspiration gap approach, housing satisfaction can be a standard for evaluating the quality of the residential environment, by

measuring the effect of perceptions and assessments of the objective environment (Weidemann & Anderson, 1985). Most individuals evaluate their homes not only by their actual conditions, but also according to their desires for the future (Varady & Preiser, 1998).

Building features are strongly related to housing satisfaction or dissatisfaction (Kaitilla, 1993). The number of bedrooms, privacy, and the location of the kitchen contribute to the level of dissatisfaction among residents of the core housing program (Ozo, 1990). Moreover, poor housing conditions are generated by problems posed by inadequacy of internal facilities (Ozo, 1986). This was verified by various studies related to housing quality condition and services (Varady & Preiser, 1998).

Neighborhood dissatisfaction occurs with regard to distances to school, to employment and medical centers and the geographical location of housing (Awotona, 1991). Also, accessibility of public transportation, community and shopping facilities and physical environment variables had been identified as predictors of neighborhood satisfaction (Ozo, 1990). Satisfaction with neighborhood has been noted as an important factor of housing satisfaction (Vrbka & Combs, 1991) to the extent that residents may ignore inadequacies in the housing when they are satisfied with the neighborhood.

To conclude, while product and service quality are the main factors that contribute to customer satisfaction in the housing market, residential environments and neighborhoods are sometimes not perfect and may influence customer dissatisfaction. As such, it is extremely difficult to predict customer satisfaction as product and service quality alone may not always guarantee it.

2.3 CONCEPTUAL MODEL

This study with some modification adopted the conceptual model developed by Mohit et al., (2010) and Mohit & Nazyddah (2011), used it in their study of residential satisfaction

in Malaysia. Though various approaches and concepts have been used in evaluating housing satisfaction worldwide, this conceptual model most closely applies to the Ethiopian context. The model shows the inter-relationship between the descriptive and research variables (residential' satisfaction). The model shows the level of residential satisfaction as perceived by the residents in terms of the influence of the physical features of the housing unit, services provided within the housing area, the social environment within the housing areas and quality of public facilities provided.

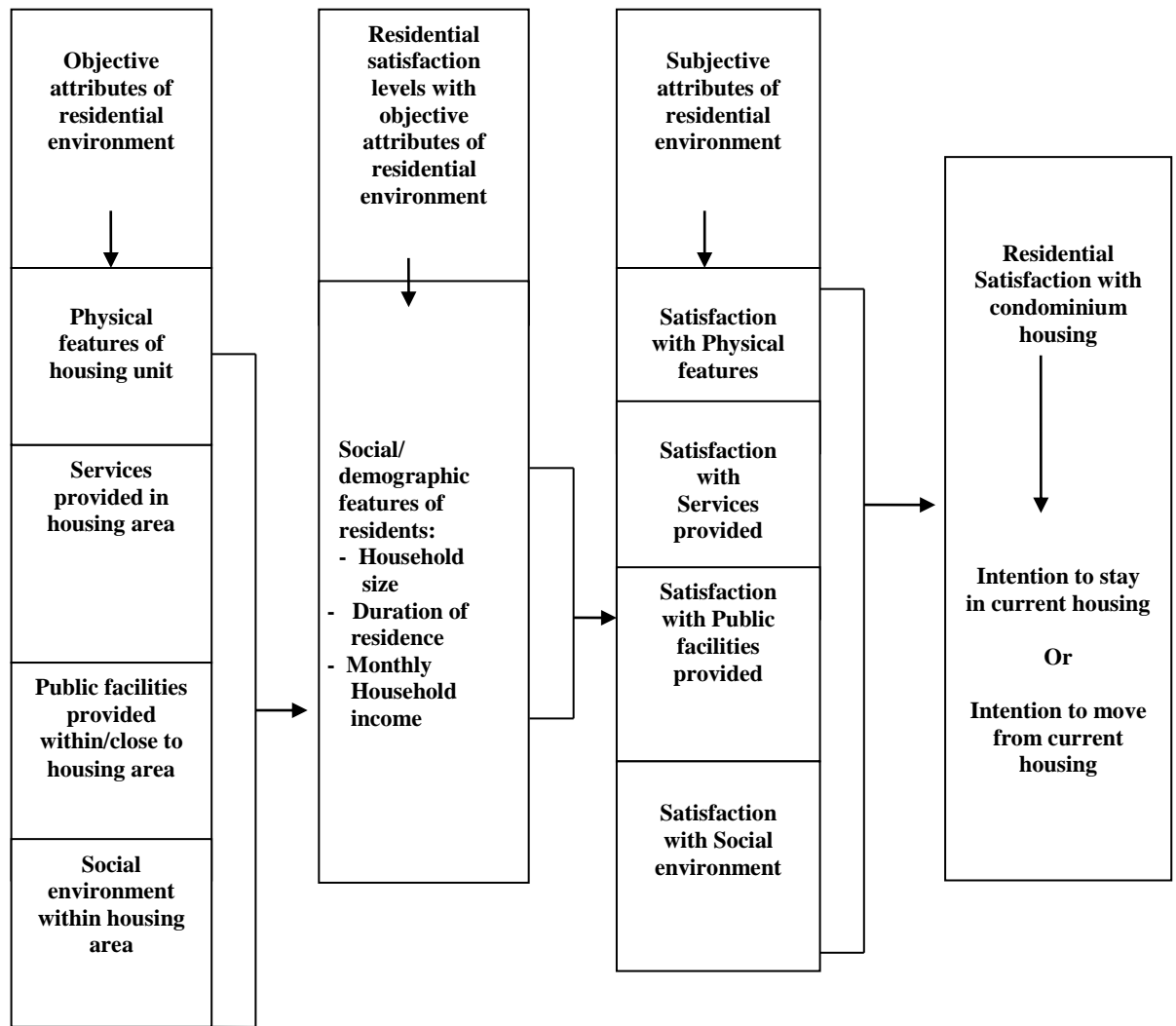


Fig.1. Conceptual model of residential satisfaction adopted with modification from (Mohit et al, 2010)

CHAPTER THREE

RESEARCH METHODOLOGY

This chapter gives a brief illustration about the basic framework of the research approach & methods, sources of research data, the sampling design, and sampling aspects. In addition, it presents a highlight as to the method used to analyze the data.

3.1 THE RESEARCH APPROACH & METHODS

The fundamental research approach used in this study was qualitative. It involved a descriptive research method to analyze the current residents' involvement in condominium housing design preparation or selection, residents' quality perception of their housing units, and availability of public facility and service, infrastructure and environments in providing housing for low and middle income residents.

3.2 SOURCES OF DATA

To gather adequate and relevant information and having to reliable source of data, the tools of data gathering for this study were both primary and secondary sources of information.

Primary data on these measures was collected where recent, reliable data is not already available through scientifically developed questionnaires.

For the secondary source of information, organization's relevant documents, journals and various websites that have previous research studies were employed in order to:

- Provide a theoretical framework for analysis of residential satisfaction levels,
- Provide background and perspectives on the Addis Ababa context through recent documents,
- Discuss strategies of meeting residential requirements to be implemented.

3.3 THE SAMPLING DESIGN

3.3.1 POPULATION OF THE STUDY

The population of the study was all condominium housing residents in Addis Ababa, but the numbers is very large. As of February 2015, the condominium housing beneficiaries' of Addis Ababa reached at 105 thousands. Although such residents had been living in condominium housing, the units of analysis was employed in this case study were condominium residents' of Nefas Silk Lafto sub-city. The sub-city has eighteen sites in which 25,000 residents are living.

Table 3.1 Sample Size Determination

S.No.	Sites	N	Sample size taken
1	Jemo 1, 2 & 3	13,600	214
2	Lebu 2 & 3	618	10
3	Lafto 1, 2 & Lafto genet	2,800	44
4	Gofa Camp	4,500	71
5	Mekanissa 1 & 2	362	6
6	Mekanissa Kore	1,400	22
7	Batu 1, 2,3,4 & 5	1,550	24
8	Nefas Silk Shell	170	3
Total		25,000	394

Source: A.A Housing Development & Administration Agency (2007 E.C)

3.3.2 SAMPLING TECHNIQUES

The population of study consisted of all household heads in the housing units of the identified sub-city. The sampling technique employed in this study was probability sampling, particularly stratified systematic sampling technique. According to Saunders

(2009), the population divided into a series of relevant strata means the sample is more likely to be representative, to ensure that each of the strata is represented proportionally within the sample. The researcher took the condominium site as strata of the sampling frame, and then the systematic sampling procedure was employed in each stratum to draw appropriate samples. The systematic sampling would work equally well with a small or large number of cases as well as it is suitable for geographically dispersed cases without requiring face-to-face contact when collecting data. In addition to this, the reason why this sampling technique preferred was that, it is fast to achieve the primary objectives of the study.

3.3.3 SAMPLE SIZE

A sample of 394 residents ($n=394$) were selected from a total population of 25,000 housing residents ($N=25,000$), within the condominium housing area of 'Nefas Silk Lafto sub-city' in nineteen sites.

Yamane Taro (1967) provides a simplified formula to calculate the sample size. This formula was used to obtain manageable sample size from such large population taking into account 95 percent confidence level. Thus, the sample size was computed using the following formula:

$$n = \frac{N}{1 + N(e)^2}$$

Where, n = Sample size, N = Total population of the case study ($N=25,000$)

e = the researcher will use maximum tolerable sampling errors = 5% (0.05) and 95% confidence level.

Therefore, $n = \frac{25000}{1 + 25000(0.05)^2} = \frac{25000}{63.5} = 393.7008 = 394$

3.3.4 VARIABLES & TOOLS FOR DATA COLLECTION

3.3.4.1 MEASURING VARIABLES OF RESIDENTS' SATISFACTION

The study conceived residential satisfaction as a multidimensional concept, a measure of people's attitudes towards certain aspects of their residential environment. According to Mohit et al. (2011) classification, there are four components that measures residential satisfaction with their housing units. The 1st Component has 7 variables that describe the physical features of housing unit; these measure the satisfaction within the housing unit. The 2nd Component has 8 variables that describe the services provided within housing unit; these measure the satisfaction within the housing area. The 3rd Component has 20 variables that describe the public facilities; these measures the Satisfaction with public facilities within/close to housing area. The 4th Component has 4 variables that describe the Social environment within housing area; these measures the Satisfaction with social environment within housing area.

3.3.4.2 TOOLS FOR DATA COLLECTION

The questionnaire, interview and observation were used as tools for data collection.

The questionnaire contained open- and close-ended questions, covering all aspects of the research objectives. These included items on the respondents' socio-economic characteristics; physical features housing unit; the services provided within housing area; the public facilities; the Social environment within housing area.

The questionnaires were distributed to residents that are volunteers to fill up the questionnaires. In order to ensure maximum responses to the questionnaires, respondents were briefed regarding the purpose of the survey and reassured that the information provided would be kept confidential and used for research purposes only. The total

number of questionnaires administered during the survey was 394. Residents would be expected to respond to items (on a five-point Likert scale), with regard to their perception of the degree, adequacy or otherwise of the listed measures.

The interview would be conducted in order to cross-check and enrich uncover portion of the information collected through questionnaires. Since the interview questions had been chosen from the questionnaires, it gave an opportunity to the researcher to raise other related questions on the residents' response verification.

The researcher used observation check method in order to make the study realistic and structured. The observation check list was prepared to know to what extent residents satisfied while they owned the condominium housing.

3.3.5 RELIABILITY & VALIDITY

The accuracy in which things are measured in a research is expressed in terms of validity and reliability. These two terms are related because if a measure is valid then it is reliable.

3.3.5.1 RELIABILITY

The research questionnaire was tested for reliability, referring to its precision, dependability and predictability (Bernard, 2000). As Miles and Huberman (1994) recommends the consistency of the coding be in agreement at least 80 percent for good qualitative reliability. In this research, the internal consistency (single test administration) method was used for estimating reliabilities. Cronbach's Alpha method was used to assess internal consistency.

The result of 0.7 and above implies an acceptable level of internal reliability. In this research the value of Alpha was 0.929 which is higher than 0.7 showing that questionnaires have excellent internal consistency reliability. Thus, the result signifying that the data deemed acceptable and all items were retained for subsequent analysis.

3.3.5.2 VALIDITY

Validity is one of the strengths of qualitative research, and it is based on determining whether the findings are accurate from the standpoint of the researcher, the participant, or the readers (Creswell & Miller, 2000).

The research questionnaire was validated in order to ensure that it measures what it was designed for. To ensure Content validity in this study, a thorough examination was made of the related literature. Finally with the advisor consultation, the final version of questionnaire was developed and distributed to respondents.

3.3.6 DATA ANALYSIS TECHNIQUES

The data which were obtained through questionnaires, interview and observation were analyzed by using qualitative approach and descriptive technique.

For the data analysis a five-point Likert scale, that ranges from “1”=highly dissatisfied, “2”=dissatisfied, “3”=Neutral, “4”=satisfied and “5”=highly satisfied, was used to measure residents’ level of satisfaction on various housing components. The overall satisfaction for each feature of residential satisfaction was analyzed based on a mean score of 3.00 as positive indication of satisfaction, and values below 3.00 indicating dissatisfaction. The data collected were analyzed using Statistical Package for Social Sciences (SPSS version 20.0), for frequency distribution of the variables under study, including mean, standard deviation and percentage scores of satisfaction. Further analysis was carried out using correlation analysis of variables. Moreover, interview and personal observation results were written in the form of essay next to responses of residents.

3.3.7 ETHICAL CONSIDERATIONS

Respondents are assured that the information they provide is confidential and used for only academic purpose. Moreover statement confirms the prohibition of including any identity details or personal reference of the respondents in the questionnaire forms. This was to avoid biased response or forged data provided by the residents.

Request for names and house numbers or site was prohibited at any part of the data collection so that participants were certain that he/she cannot be traced by anyone else. This would offer them enough room to express their ideas and point out their response freely and safely.

Data gathered in process of the study was kept confidential and would not be used for any personal interest and the whole process of the study was controlled to be within acceptable professional ethic.

CHAPTER FOUR

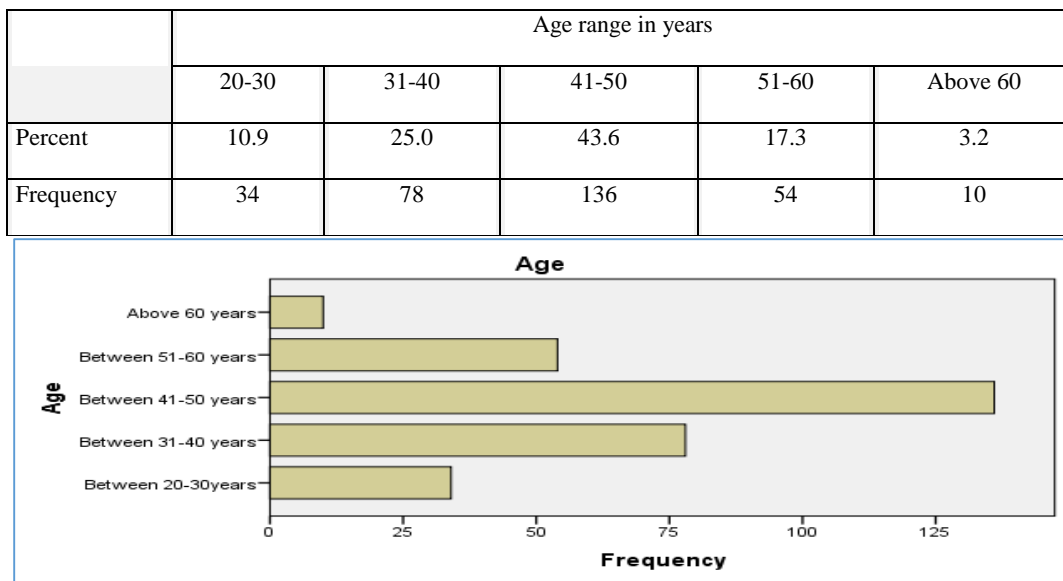
DATA ANALYSIS, INTERPRETATIONS AND DISCUSSIONS

This chapter deals with a brief illustration about the data analysis, the results of close-ended questions, correlation analysis, the results of open-ended questions and the results of interview. Finally it presents a discussion on the research results.

4.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

In this study the following socio-economic and demographic characteristics of the respondents deserve careful considerations:

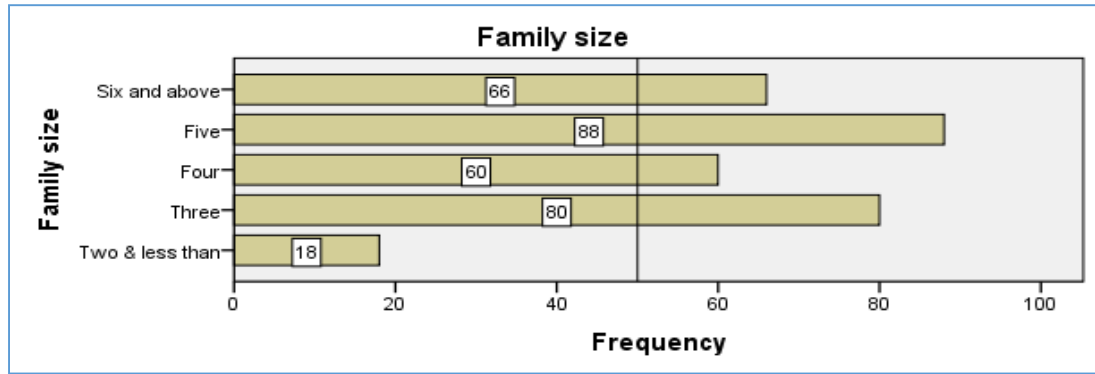
Figure 4.1 Age Distribution of the Respondents



Source: SPSS analysis output Version 20.0, 2015

- Analysis of the respondents' characteristics indicates that majority (63.8%) of the respondents is male and the remaining 36.2% are female. Regarding their age composition, all the respondents are above 20 years, while 43.6% are between the ages of 41-50 years, 25% between 31-40 years, 17.3% between 51-60 years, 10.9% between 20-30 years & those above 60 years constitutes about 3.2%.

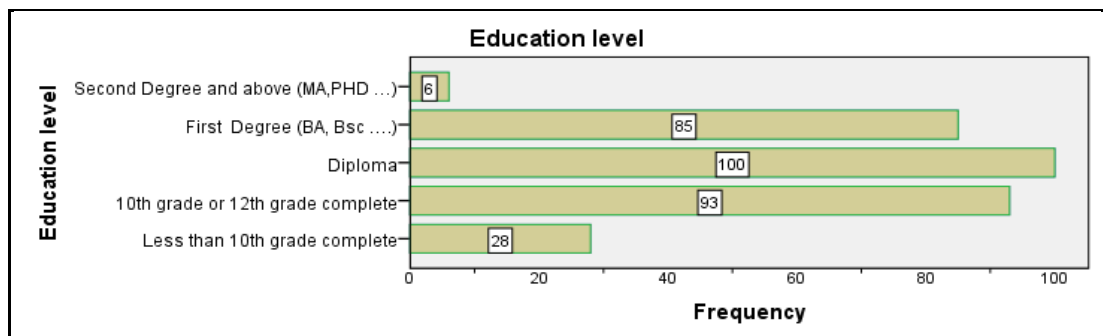
Figure 4.2 Family size Distribution of Respondents



Source: SPSS analysis output Version 20.0, 2015

- Most (70.2%) of the respondents were married and have children, while 23.7% of the respondents were identified as married & have no children, and the remaining 6.1% of the respondents were identified as single.
- When we look at Fig. 4.2 above, one can observe that the respondents family size is varied with, 28.2% of the respondents reported have five members in their family; 25.6% reported have three members in their family, 21.2% reported family size as six & above members, 19.2% reported family size as four, and 5.8% reported family size two & less than two members. Average family size is four members, which is less the national average of five members (CSA, 2007).

Figure 4.3 Education level Distribution of Respondents



Source: SPSS analysis output Version 20.0, 2015

- Figure 4.3 above shows the respondents' education level, out of them 100(32.1%) are at diploma level, 93(29.9%) are grade 10th or 12th complete, 85(27.2%) are at first

degree level, 28(9%) are less than grade 10th and only 6(1.9%) are at second degree or above level. From the description we have seen that 212(67.95%) of the respondents are at grade 10th and above education level, this indicates that majority of the respondents can have the ability to understand the research questionnaires & able to fill as instructed.

Table 4.1 General Information

S.No.	Items	Intervals	Frequency	Percent
1	Duration of living in condominium housing	Less than 2 years	24	7.7
		Between 2 – 5 years	187	59.9
		6 and above years	101	32.4
		Total	312	100
2	Employment condition of respondents	Government employed	108	34.6
		Private employed	86	27.6
		Self-employed	98	31.4
		Unemployed	20	6.4
		Total	312	100
3	Monthly earnings of respondents	Less than 1200 Birr	49	15.9
		Between 1200 – 2500 Birr	77	24.9
		Between 2500 – 3500 Birr	76	24.6
		Between 5000 – 10,000 Birr	53	17.2
		10,000 & above	54	17.5
		Valid Total	309	100
		Missing	3	
		Total	312	

Source: Field Survey, April- May (2015)

- The respondents' duration of residence in the housing area varied from one year to ten years period, with 59.9% resided for between 2-5 years, whereas 32.4% have resided for six & above six years, and the remaining 7.7% have been there for less than two years.

- Regarding employment condition of respondents, with 34.6% reporting as government employed, 31.4% reported as self employed, 27.6% reported as working in the private sector and 6.4% reported as unemployed.
- Income levels of the respondents had varied from less than birr 1,200 to birr 10,000 & above per month; 24.9% of respondents reported as their earning fall between birr 1,200 to birr 2,500 per month, 24.6% of respondents earned between birr 2,501 to birr 5,000 per month, 17.5% of respondents reported as earning between birr 10,000 & above per month, 17.2% of respondents reported as earning between birr 5,001 to birr 10,000 per month and 15.9% earning less than birr 1,200 per month.

Table 4.2 Respondents' Response about Payment Modality

4	Payment modality	Full payment	57	18.3
		Down payment & long-term bank loan	255	81.7
		Total	312	100
	Ability to pay monthly	Affordable	178	57.4
		Unaffordable	72	23.2
		Indifferent	60	19.4
		Valid total	310	100
			Missing	2
		Total	312	

Source: Field Survey, April- May (2015)

- Concerning payment settlement of owning the housing unit, out of the respondents 255(81.7%) are owned their house through down payment & long-term bank loan and the remaining 57(18.3%) settle full payment at the time of contractual agreement. Most (57.4%) of the respondents can afford to pay their monthly bank repayment accordingly where as 72(23.2%) of the respondents can't afford to pay their monthly bank loan repayment as scheduled. This implies that there is an issue of affordability of condominium housing price with regard to the program designed to solve the

shelter problem of the lower income & middle income groups. This indicates that the need of an independent research with regard to condominium housing affordability in particular Addis Ababa city.

4.2 DATA ANALYSIS & INTERPRETATIONS

Descriptive statistics and correlation methods were used to analyze the collected data. SPSS version 20.0 was used to analyze and interpret the data to come up with dependable conclusion and implications.

In this study 394 questionnaires were distributed to the residents. All questionnaires were self administered and distributed to respondents by the researcher. From the 394 questionnaires 312 were returned and the remaining 82 uncollected. This shows that the response rate was 79.20 percent.

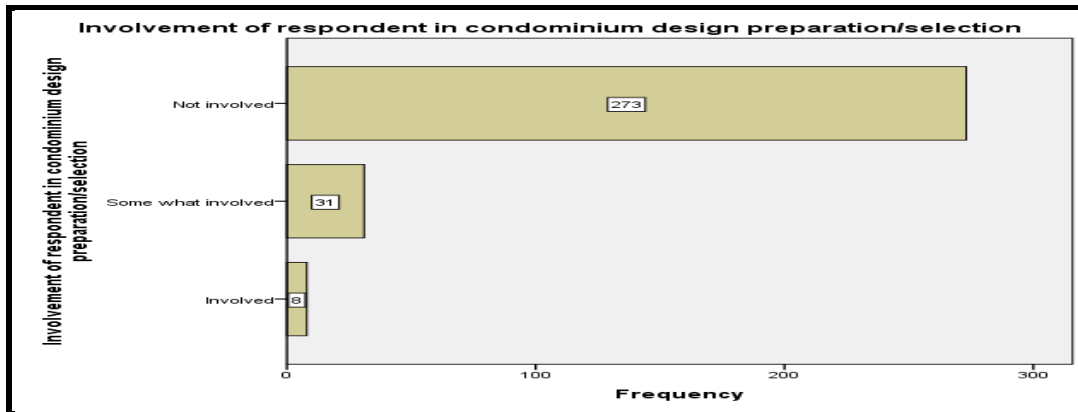
Table 4.3 Numbers of Questionnaires Distributed and Returned

S.no.	Items	Total
1.	No. of Distributed Questionnaires	394
2.	No. of Returned Questionnaires	312
3	No. of Uncollected Questionnaires	82
Response Rate		79.2%

Source: Field Survey, April- May (2015)

4.2.1 THE RESULTS OF CLOSE-ENDED QUESTIONS

Figure 4.4 Respondents' response about their involvement condominium design selection

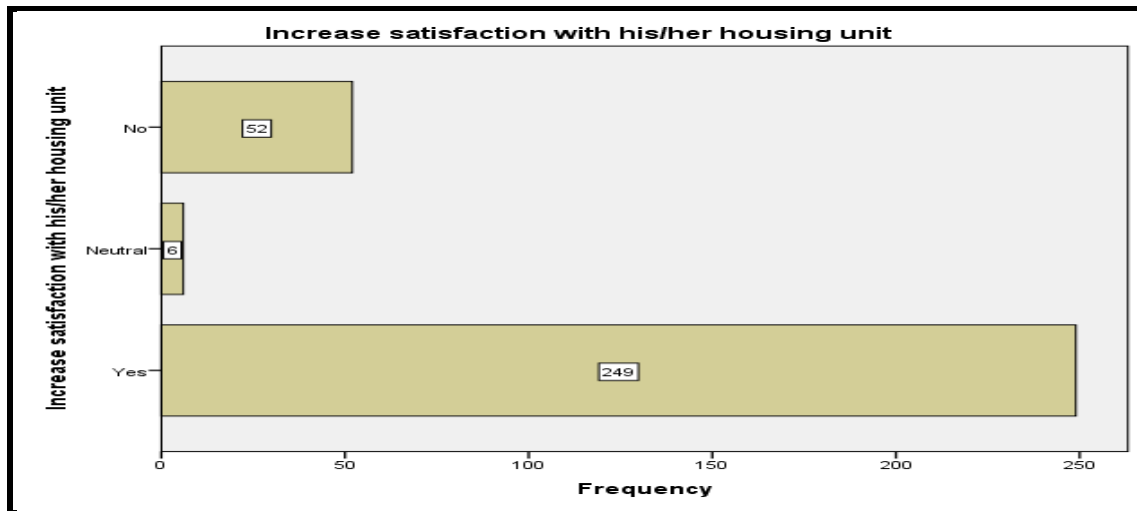


	Frequency	Percent
Involved	8	2.6
Somewhat involved	31	9.9
Not involved	273	87.5
Total	312	100.0

Source: SPSS Analysis output version 20.0,2015

- The analysis of the respondents' involvement in condominium design selection (Fig. 4.4 below) indicated that most (87.5%) of them had no involvement and only 9.9%, 2.6% had somewhat involved and fully involved respectively. From this research result it can be inferred that almost all of the condominium owners had owned their house regardless of their design preferences.

Figure 4.5 Respondents' response on satisfaction increment with design selection



Items		Frequency	Percent
	Yes	249	81.1
	Neutral	6	2.0
	No	52	16.9
	Valid total	307	100.0
	Missing	5	
	Total	312	

Source: SPSS Analysis output version 20.0, 2015

- When the respondents asked whether involvement in condominium design selection increase satisfaction or not (Fig. 4.5 above), 249 (81.1%) of the respondents believed that involvement had positive impact on overall housing satisfaction. While 16.9% of them said no impact on their housing satisfaction. From this result we can understand that had it been the residents involved design selection, it would have its own contribution to the overall housing satisfaction.

Table 4.4 Residents' response about the physical features of the housing unit

Highly Dissatisfied=1, Dissatisfied=2, Neutral=3, Satisfied=4, Highly Satisfied=5

Variables	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	N	Missing	Mean	Std.	Var.
Bedroom - size & condition	16.1	19.6	22.8	26.4	15.1	311	1	3.05	1.308	1.711
No. of Toilets	11.9	21.2	24.1	27.7	15.1	311	1	3.13	1.248	1.558
Size & condition of Toilets	16.5	19.4	23.9	26.8	13.5	310	2	3.02	1.291	1.666
Dining Area - size & condition	17.2	20.7	45.0	17.2	0.0	309	3	2.62	0.961	0.924
Kitchen - size & condition	16.1	21.6	52.6	9.7	0.0	310	2	2.56	0.875	0.765
Living Room - size & condition	16.9	18.8	23.7	27.6	13.0	308	4	3.01	1.29	1.664
No. of electrical sockets provided	16.8	19.4	22.9	25.8	15.2	310	2	3.03	1.317	1.734
Overall Physical Features of the Housing unit	16	20	31	23	10	310	2	2.92	1.184	1.432

Source: Field Survey, April- May (2015)

- The physical feature of the housing unit in this study comprises of seven (7) items which includes; Living room, Kitchen, Dining area, Bedroom, no. of toilets, size & condition of toilet and no. of electrical sockets provided.
- As table 4.4 indicates that the respondents have conveyed the highest level of satisfaction with the No. of Toilets with Mean Satisfaction (MS=3.13), followed by Bedroom - size & condition (MS=3.05), No. of electrical sockets provided (MS=3.03), Size & condition of Toilets (MS=3.02), Living Room - size & condition (MS=3.01), Dining Area - size & condition (MS=2.62), and Kitchen - size & condition which has the lowest level of satisfaction (MS=2.52).
- The residential satisfaction levels were spread across the variables, with 15.5% of the respondents most satisfied with the no. of Toilets in the housing unit, 15.11% most satisfied with the Bedroom - size & condition, 15.01% most satisfied with the No. of electrical sockets provided, 14.96% most satisfied with the Size & condition of Toilets, 14.91% most satisfied with the Living Room - size & condition, 12.98% most

satisfied with Dining Area - size & condition followed by 12.68% of respondents reporting satisfaction with Kitchen - size & condition.

- The above analysis indicates that the respondents were most satisfied with the no. of toilets and least satisfied with the Kitchen - size & condition in the housing unit. Similarly, the Dining Area- size & condition score low mean value, which indicating dissatisfaction compared to the rest of the spaces in the housing unit. These generally coincide with the findings of Salleh (2008) where it was discovered that, the residents were particularly dissatisfied with kitchen and Dining area.
- 37.90% of the respondents were not satisfied with the Dining Area - size & condition provided in the housing unit. The physical features of the housing unit most satisfied were the no. of toilets (66.90% reporting as satisfied), followed by Bedroom - size & conditions (64.30% satisfied) and Size & condition of Toilets (64.20% satisfied).
- The overall residential' satisfaction with the physical features of housing unit shows that 36% of the respondents reported as highly dissatisfied or dissatisfied, while 33% were satisfied or highly satisfied. Even though the overall residential satisfaction (MS=2.92) is nearest the moderate level (MS=3.00), in future condominium housing construction, still needs a considerable improvement with regard to the physical features of the housing unit to be constructed. Based on the observation check list, most residents have frequently complained about the housing size deviations from contractual agreement. Few residents have seldom complained about the Dining area and Kitchen size & conditions.

Table 4.5 Residents’ response about the services provided within the housing area.

Highly Dissatisfied=1, Dissatisfied=2, Neutral=3, Satisfied=4, Highly Satisfied=5

Variables	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	N	Missing	Mean	Std.	Var.
Corridor Size & condition	18	21	52	9	0	303	9	2.51	.883	.780
Corridor lighting	1	18	60	18	4	305	7	3.06	.728	.529
Staircase - location & condition	16	16	56	13	0	311	1	2.65	.892	.796
Cleaning – corridor & staircase	17	36	22	19	6	299	13	2.63	1.158	1.342
Sewerage line & condition	28	34	32	6	0	309	3	2.17	.910	.829
Common area – maintenance	36	39	23	1	1	303	9	1.91	.827	.684
Street lighting	3	23	48	17	9	309	3	3.07	.935	.874
Garbage collection & disposal	4	21	46	17	12	305	7	3.13	1.001	1.002
Overall Service Provided within the housing area	15	26	42	13	4	306	6	2.64	0.917	0.855

Source: Field Survey, April - May (2015)

- In Table 4.5 above depicted with regard to the satisfaction levels on the services provided in the housing unit(area), the respondents were mostly satisfied with the condition of Garbage collection & disposal (MS=3.13), Street lighting (MS=3.07), condition of Corridor lighting (MS=3.06), while they expressed dissatisfaction with Staircase - location & condition (MS=2.65), Cleaning – corridor & staircase (MS=2.63), Corridor Size & condition (MS=2.51) Sewerage line & condition (MS=2.17) and (MS=1.91) for common area – maintenance.
- The overall satisfaction with the services provided within the housing unit (area) shows that 41% of the respondents are highly dissatisfied or dissatisfied and 17% are reported as satisfied or highly satisfied. Maintenance of common areas & staircase, Sewerage line condition, Corridor Size & condition had the low mean satisfaction levels which indicating that there is a paramount need to reassess the provision of

these services and making necessary adjustments for future sustainable housing development program.

- From the observation check list, we can understand that most residents have frequently complained about the sewerage line & condition. Few residents have seldom complained about the staircase condition and common area unfair use.

Table 4.6 Residents’ response about the public facilities provided

Highly Dissatisfied=1, Dissatisfied=2, Neutral=3, Satisfied=4, Highly Satisfied=5

Variables	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	N	Missing	Mean	Std.	Var.
Place of worship (Church, Mosque...)	17.9	13.0	25.1	31.6	12.4	307	5	3.07	1.288	1.658
School	24.3	19.4	55.0	1.3	0.0	309	3	2.33	.858	.736
Parking area	10.4	22.3	67.3	0.0	0.0	309	3	2.57	.674	.454
Children’s play area	23.3	50.5	26.2	0.0	0.0	309	3	2.03	.704	.496
Recreational area	27.2	43.0	14.6	9.4	5.8	309	3	2.24	1.125	1.265
Pedestrian walkways	0.6	29.4	33.0	25.2	11.7	309	3	3.18	1.005	1.010
Local shops	3.9	28.8	36.9	22.7	7.8	309	3	3.02	.992	.984
Water supply	39.5	26.9	33.7	0.0	0.0	309	3	1.94	.855	.730
Electricity supply	38.8	37.5	23.6	0.0	0.0	309	3	1.85	.777	.603
Overall Public Facilities Provided in housing area	20.7	30.1	35.0	10.0	4.2	309	3	2.47	0.920	0.882

Source: Field Survey, April - May (2015)

- The residential’ satisfaction with public facilities (Table 4.6) within the housing area show means values of 3.18, 3.07, 3.02, 2.57, 2.33, 2.24, 2.03, 1.94 and 1.85, for pedestrian walkways, place of worship, local shops, parking area, school, recreational areas, children play areas, water supply and electricity supply facilities), respectively.
- From the observation check list, we can understand that most residents have frequently complained about the parking areas, school, and children play areas, water supply and electricity supply facilities.

Table 4.7 Residents’ response about public facilities provider closeness’

Highly Dissatisfied=1, Dissatisfied=2, Neutral=3, Satisfied=4, Highly Satisfied=5

Variables	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	N	Missing	Mean	Std. Dev.	Var.
Distance to city center	1.3	14.6	63.6	20.5	0.0	308	4	3.03	.635	.403
Distance to school	17.2	31.7	50.8	0.0	0.3	303	9	2.35	.769	.591
Distance to Police station	1.0	29.0	37.1	22.5	10.4	307	5	3.12	.979	.958
Distance to Fire station	51.8	46.9	1.3	0.0	0.0	305	7	1.50	.526	.277
Distance to Hospital	47.9	51.8	.3	0.0	0.0	307	5	1.52	.507	.257
Distance to Health clinics	0.7	26.1	45.9	15.3	12.1	307	5	3.12	.954	.910
Distance to place of Worship	5.2	27.7	22.5	25.7	18.9	307	5	3.25	1.199	1.439
Distance to Bus stops	26.7	72.3	0.3	0.7	0.0	307	5	1.75	.484	.234
Distance to Shopping centers	3.6	30.0	34.9	23.5	8.1	307	5	3.03	1.003	1.006
Distance to transport services	5.9	20.5	45.9	19.9	7.8	307	5	3.03	.976	.953
Transport service quality	23.5	40.1	36.5	0.0	0.0	307	5	2.13	.764	.584
Overall public facilities provider closeness’ to the housing area	16.8	35.5	30.8	11.6	5.2	307	5	2.53	0.800	0.692

Source: Field Survey, April - May (2015)

- The residential’ satisfaction with public facilities (Table 4.7) closeness’ to the housing area show means values of 3.25, 3.12,3.12, 3.03, 3.03, 3.03, 2.35, 1.75 1.52 and 1.50, for distance from place of worship, health clinics, police station, city center, shopping center, transport service, school, bus stops, hospital and fire station respectively.
- The Mean satisfaction level with public facilities shows that the respondents are most satisfied with the pedestrian walkways and are satisfied with the distance of the place of worship, health clinics, police station, city center, shopping areas and transport service respectively. Lower level of satisfactions were reported by the respondents with the distance from housing unit to the school , followed by the distance to the bus stops, the hospital and the fire station services.
- Based on the data analysis in tables 4.6 & 4.7, it can be inferred that the respondents are satisfied with the distance they have to travel to use the transport services but they

are not satisfied with the transport services provided as the majority (63.6%) of respondents were highly dissatisfied or dissatisfied.

- The overall satisfaction with the public facilities provided within the housing area indicated that 52.3% of the respondents were highly dissatisfied or dissatisfied whereas 16.8% of the respondents were reported as satisfied or highly satisfied, which indicating that the quality of services provided within the housing area still need a considerable improvement to enhance the residential satisfaction with the service to be provided.
- From the observation check list, we can understand that most residents have frequently complained about proximity to city center, shopping center, school, and hospital and city government administration organs.

Table 4.8 Residents’ response about social environment within the housing area
Highly Dissatisfied=1, Dissatisfied=2, Neutral=3, Satisfied=4, Highly Satisfied=5

Variables	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	N	Missing	Mean	Std.	Var.
Level of security within housing area	11.5	10.9	77.6	0.0	0.0	312	0	2.66	.676	.457
Level of crime within housing area	11.6	13.9	74.2	0.0	0.3	310	2	2.64	.696	.485
Relationship with neighbors	8.0	11.2	27.2	36.2	17.3	312	0	3.44	1.141	1.301
Relationship with community	7.7	16.0	24.4	32.4	19.6	312	0	3.40	1.191	1.418
Overall social environment within the housing area	9.7	13.0	50.8	17.1	9.3	312	0	3.03	0.926	0.915

Source: Field Survey, April - May (2015)

- As table 4.8 above shows that the majority of the respondents was highly satisfied with the level of relationship with neighbors (28.3%) and was satisfied with the level of relationship with community within the housing area (28 %).
- Ranking the social environment features by mean satisfaction level shows that the respondents are most satisfied with their relationship with their neighbors (MS=3.44) and with the relationship with community (MS= 3.40). The respondents have conveyed lower satisfaction levels with security within housing area (MS=2.66) and

crime within housing area (MS= 2.64). Activities such as house break-ins and drug addiction, robbery, sexual harassment & similar others have been reported as frequently happening which indicating that a need to improve security by increasing police patrols within the housing area and by mobilizing the residents to safeguard themselves from such illegal attempts .

- Although 23.7% of the respondents reported actual dissatisfaction, 26.4% of the respondents also reported satisfied or highly satisfied with the social environment. Hence, the overall mean satisfaction (MS=3.03) with the social environment within the housing area indicates that the respondents are generally satisfied with the social environment within the housing area.
- As table 4.8 illustrated the analysis of overall satisfaction with condominium housing unit shows that the respondents are in general, dissatisfied with the condominium housing ,40.5% reporting as highly dissatisfied or dissatisfied where as 21.5% reporting as satisfied or highly satisfied. Overall satisfaction with condominium housing is achieved from the aggregate level as provided by all the four residential satisfaction components. The summation of the total mean score of the various components of housing satisfaction within this context provides 2.72. This indicates generally, that, the residents maintain a low satisfaction level. They are dissatisfied with their overall housing unit situations.
- From the observation check list, we can understand that most residents have frequently complained about security, criminal issues and neighbors' relationships.

Table 4.9 Residents’ response about the overall condominium housing

Highly Dissatisfied=1, Dissatisfied=2, Neutral=3, Satisfied=4, Highly Satisfied=5

Variables	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	N	Missing	Mean	Std.	Var.
Physical Features of the Housing unit	16.0	20.0	31.0	23.0	10.0	308	4	2.92	1.148	1.319
Service Provided within the housing area	15.0	26.0	42.0	13.0	4.0	280	32	2.65	.607	.369
Public Facilities Provided within the housing area	20.7	30.1	35.0	10.0	4.2	307	5	2.47	.513	.264
public facilities provided close to the housing area	16.8	35.5	30.8	11.6	5.2	301	11	2.53	.440	.193
Social environment within the housing area	9.7	13.0	50.8	17.1	9.3	310	2	3.03	.775	.601
Condominium Housing	15.6	24.9	37.9	14.9	6.6	270	42	2.72	.542	.293

Source: Field Survey, April - May (2015)

- 40.5% of the respondents reported actual dissatisfaction with condominium housing provided given that the overall satisfaction is below the moderate level; which tells us still there is a need for further improvement in the condominium housing development program in order to provide affordable housing that will meet the housing applicant (residents) requirements through enhancing their satisfaction.
- Overall housing satisfaction is achieved from the aggregate level as provided by all the four residential satisfaction constructs. The summation of the total mean score of the various components of housing satisfaction within this context provides 2.72. This indicates generally, that, the respondents maintain below the average satisfaction level. They have showed dissatisfaction with the overall housing situations.

4.2.2 CORRELATION ANALYSIS

According to Rubin, Palmgreen, Sypher, (1994) cited in Gezahagn (2014) a Pearson correlation coefficients between 0.00 - 0.19, 0.20 - 0.39, 0.40 - 0.69, 0.70 - 0.89, 0.90 - 1.00 shows slight or negligible correlation, quite small correlation, moderate correlation, high correlation, and very high correlation respectively.

Table 4.10 Description of Pearson correlation coefficients

S.No	Ranges	Results
1	0.90 - 1.00	very high correlation
2	0.70 - 0.89	high correlation
3	0.40 - 0.69	moderate correlation
4	0.20 - 0.39	quite small correlation
5	0.00 - 0.19	slight or negligible correlation

Correlation analysis determines the strength of the relationship as well as the extent of association between variables. First the relationship among the four variables of the condominium housing environment and their respective relationship with residential satisfaction have been examined. The results are demonstrated on table 4.9 below.

Table 4.11 Correlation analysis between residential satisfaction variables and relative contribution to overall residential satisfaction.

		physical features of the housing unit	service provided within the housing unit(area)	public facilities provided within the housing area	public facilities provider closeness' to the housing area	social environment within the housing area	Overall Satisfaction with housing
physical features of the housing unit	Pearson Correlation	1	.564**	.420**	.274**	.550**	.844**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	308	277	303	298	306	270
service provided within the housing area	Pearson Correlation		1	.572**	.412**	.541**	.794**
	Sig. (2-tailed)			.000	.000	.000	.000
	N			277	275	278	270
public facilities provided within the housing area	Pearson Correlation			1	.479**	.456**	.700**
	Sig. (2-tailed)				.000	.000	.000
	N				299	305	270
public facilities provider closeness' to the housing area	Pearson Correlation				1	.451**	.621**
	Sig. (2-tailed)					.000	.000
	N					299	270
social environment within the housing area	Pearson Correlation					1	.814**
	Sig. (2-tailed)						.000
	N						270
Overall Satisfaction with housing	Pearson Correlation						1
	Sig. (2-tailed)						
	N						270

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

Source: SPSS analysis output Version 20.0, 2015

- The correlation procedure has been subject to 2-tailed test of statistical significance at two different levels – highly significant ($p < .01$) and significant ($p < .05$). Correlation matrix presented in table 4.10 above supports all positive relationships among the studied variables with statistical significance. The variables significantly (statistically) and positively correlated with physical features of housing unit were residential satisfaction ($r = 0.844$, $p < .01$) and residential satisfaction with social environment ($r = 0.814$, $p < .01$).

- Although all the components show significant correlation with overall residential' satisfaction, residential' satisfaction with physical features of housing unit (0.844**) and residential' satisfaction with the social environment within the housing area (0.814**) show significantly higher correlation which indicating that these components play a key role in the overall satisfaction level with condominium housing unit. Residential' Satisfaction with the services provided within housing unit/area (0.794**) and residential' satisfaction with public facilities provided within the housing area (0.700**) still too have significantly high impacts on the overall residential' satisfaction levels.
- From Socio-economic & demographic characteristics point of view, the correlation analysis of the social, economic and demographic features of the respondents with the overall satisfaction and the household income (0.045), duration of residence (0.033) & age (0.003) have positive correlation, while the family size (-0.151) & gender (-0.024) have negative correlation with overall satisfaction on housing unit. This result tells us the household income, duration of residence & age has slight or negligible impact on overall residential satisfaction of condominium house. While the family size & gender has no significance at all. Generally, the Socio-economic & demographic characteristics respondents have no significant impact on overall residential satisfaction of condominium house.

Table 4.12 Description of Correlation between overall satisfaction and socio-economic & demographic features

		Overall Satisfaction with the condominium housing	Gender	Age	Family size	Household income	Duration of residence in condominium housing
Overall Satisfaction with the condominium housing	Pearson Correlation	1	-.024	.003	-.151*	.045	.033
	Sig. (2-tailed)		.691	.956	.014	.468	.593
Gender	Pearson Correlation		1	-.412**	-.433**	-.232**	-.103
	Sig. (2-tailed)			.000	.000	.000	.093
Age	Pearson Correlation			1	.379**	.025	.108
	Sig. (2-tailed)				.000	.685	.078
Family size	Pearson Correlation				1	.270**	.315**
	Sig. (2-tailed)					.000	.000
Household income	Pearson Correlation					1	.050
	Sig. (2-tailed)						.413
Duration of residence in condominium housing	Pearson Correlation						1
	Sig. (2-tailed)						

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

** . Correlation is significant at the 0.01 level (2-tailed). c. List wise N=267

Source: SPSS Analysis output Version 20.0,2015

4.2.3 THE RESULTS OF OPEN-ENDED QUESTIONS

When respondents are asked about additional variables that might contribute to residential dissatisfaction in open-ended question, residents added some points that contribute to residential dissatisfaction with the housing environment. The points are described as follows:

- Unfair use of common areas especially commercial house owner use large portion of the common area and corridor for their personal commercial purposes.
- Lack of sense of ownership due to the absence of certificate of common land demarcation provided by the respective government organs.
- Frequent unknown comers to residential areas, which become sources of residents' social insecurity, Lack of privacy due to neighborhoods trouble like excessive sounds pollution, robbery, criminal issues, chewing chat, sexual harassment and the like.
- Unfinished constructions of communal building, roads, common pedestrian walkways. Unfair distributions of communal buildings.
- Lack of access to appropriate government organs for the complaints raised by the residents. Even the accessible government officials, they are not willing to solve the problems rather pushing the problem to other functioning government organs.

Finally residents gave comments with regard to enhancing residents' satisfaction with their housing environment as a whole; their responses are summarized as:

- Most respondents emphasized on the provision of adequate and quality infrastructures to their residential places. Prevailing transport service due considerable attentions. They also underlined on taking appropriate legal measures on illegal construction, illegal use of common areas, illegal house renters and criminal practices.

- The respondents indicated that appropriate government interference to settle disputes between the residents and residents' cooperatives leaders are very important. Thereby creating suitable and sustainable experience sharing programs with other similar bodies will enhance residents' participation in all rounds of their concerns.
- Most respondents believed that lack co-ordination efforts of upper –lower government organs will be 'good governance' problems. Giving active- ear to residents' complaints wisely can minimizing or reversing rent seeking thought of employees or officials from the down structure of the government organs.

4.2.4 THE RESULTS OF INTERVIEW QUESTIONS

Concerning bank loan repayment

Interviewees explained that primarily the principal price of housing unit is unaffordable to most of lower and middle income earners. Then it is followed by the high bank loan interest rate. And hence, they concluded that the monthly bank loan repayment is unaffordable too. They supported their answers by saying “Constructing low-cost housing for the lower and middle income homeless city dwellers is one thing. There should be a major political will as well as favorable policies to respond to the current condominium housing residents' bank loan repayment inability.

Physical features of housing unit

- Physical feature of housing unit like living room – size & condition, kitchen size, dining area, toilet rooms – size & condition, corridors for private use, etc. are not enough and suitable for modern living style.
- Low quality of construction finishing like installation of plumbing lines, electrical lines and sewerage lines and poor sanitary materials fittings, partition boards.

Services provided within the housing area

In relation to the service provided within the housing area, interviewees raised and discussed many points and forwards comments too.

Water supply, sanitation systems and electricity should be the major infrastructure service provisions need improvements. Provision of water and sanitation lines in the condominium housing area will have to be well integrated. Water pressure going up the apartment blocks could be problem which will have a major impact on the upkeep of the apartment.

Sewer lines are a major problems in the condominium sites, it needs due attention promptly to solve the residents problems in this regard. It will be a major problem in the city of Addis Ababa in the future that the site does not have proper sewerage system but rather is using septic tanks which causes major damage to the environment. So that the problem of sewerage should soon be addressed so as to rescue the city at large from more damage in the future.

Public facilities provided within the housing area

With regard to the provision of public facilities, the interviewees dealt with many points including lack of good governance. For the readers' convenience, the researcher tries to condense the points as follows;

Health centers, government schools and transport service provision need due attention. Public Service providing organizations should be built at the same time with housing unit construction. Some respondents argued that the vicinity of public facilities do not matters, what matters a lot is good governance and provision of quality service delivery.

Hospital, fire station & school such public facilities need special attention during condominium housing construction. Children play grounds, youth academy centers and adequate parking areas should be important internal service facilities to be considered.

Generally, it is believed that Infrastructure development need equal attention to the housing unit construction. Public facilities should be fulfilled as soon as the housing constructed. But it didn't, due to this reason we suffer a lot, for instances; our children attend school far away from the residence.

Social environment conditions within the housing area

As the interviewees explained the community relationships very limited when it compared with previous dwelling living environment. Renting house also blocks communication with housing owners, it needs long time to build relationships with neighborhoods. Condominium housing residents still need awareness in regard to the way of living in such compounds.

Involvement condominium housing design selection

As regard to the housing design the interviewees comment forward the following points.

Housing design, finishing and external paint selection should be revised for the future housing development. The condominium house should not be built for the sake of fulfilling shelter requirements. The physical features of the housing unit should meet the minimal housing standards and meet the current demand of the society.

- It is clear that residents' involvement in their concern such design selection, is vital which increases residential' satisfaction & minimize post transferring complaints.

4.3 DISCUSSIONS

Residential satisfaction is considered as either a predictor of behavior or a criterion of housing quality (Weidmann and Anderson 1985). There is a substantial body of empirical literature that establishes the situations of residential satisfaction. Housing satisfaction is a function of a whole series of factors related to the resident's house, services within the housing area, relationship with neighbors and the location of the housing unit. Such as, Morris (1978) found that satisfaction depends on a whole system of beliefs and opinions that the resident entertains in respect to the housing unit and which are not connected with its physical characteristics; Galster (1987) measured housing well-being using a composite sum of satisfaction with housing unit features.

This research finding showed that residents are not satisfied with the situations of physical feature of the housing unit, service provided within the housing area and facilities provided within the housing area. The research result is coincided with the finding of Salleh (2008) who asserted the factors contributing to a low level of satisfaction were related to neighborhood facilities and surrounding areas; which are poor public transportation, lack of children's playground, multi-purpose hall, parking areas, safety and facilities for the disabled. The overall general assessment of residential satisfaction shows also a scenario in which the majority of the residents are totally inclined to a total dissatisfaction.

This research finding with regard to the services provisions within the housing area like maintenance of common areas & staircase, sewerage line condition, Corridor Size & condition illustrated that the respondents have dissatisfaction. The research result related with public facilities provided within the housing area such as parking area, school, recreational areas, children play areas, water supply and electricity supply indicated that respondents have dissatisfaction. Lower level of satisfactions was indicated with the

distance from housing unit to the school, bus stops, the hospital and the fire station services. This research result concurred with the findings of Clement and Kayode (2012) that discovered that there was high rate of satisfaction with factors such as proximity to religious centre and adequate size of the living room; favorable location attributes generally refer to accessibility in relation to central business district, local amenities such as shopping centers, schools and transportation centers. Accessibility of public transportation, community and shopping facilities and physical environment variables had been identified as predictors of neighborhood satisfaction (Ozo, 1990).

The findings of this research also complained that residents have complaints on sewerage line, unfinished constructions, unfair distributions of communal buildings, unfair use of common areas, lack of sense of ownership, insecurity, privacy, sounds pollution, robbery, criminal issues etc. This research result declared that the findings of previous researchers such as Ghani Salleh, (2008) who confirmed that absence of complains suggest residential satisfaction at equilibrium point of needs and aspirations, and would likely feel dissatisfied if their housing and neighborhood do not meet their needs and aspiration.

Previous researchers such as Mohit et al., (2010) discovered that age has a negative influence over satisfaction; Amole (2012) found that educational background, employment sector, age and sex to have significant contribution towards residential satisfaction. On the contrary, this research finding revealed that the household income, duration of residence, age, the family size & gender have insignificant correlation with the overall satisfaction.

The research result indicated that the physical features of housing unit, the social environment, services and public facilities provided show significantly higher correlation with overall residential satisfaction with the housing unit.

Finally satisfaction is a complex result that is brought about by a composition of many factors in addition to the aforementioned residential satisfaction measuring variables. Thus, it should be noted accordingly that the findings of this research suggests issues related with the four basic researched variables contributing for the overall residential dissatisfaction that is exhibited or witnessed by residents.

CHAPTER FIVE

SUMMARY, CONCLUSIONS & RECOMMENDATIONS

This chapter presents conclusion made and possible recommendation based on the findings. In the previous chapter a discussion has been made regarding the main residential satisfaction measurements variables. Accordingly this chapter is dedicated to the overall conclusion of the findings and on the way forwards.

5.1 SUMMARY OF THE MAJOR FINDINGS

- The analysis of the respondents' involvement in condominium design selection indicated that most (87.5%) of them had no involvement. From this result it can be inferred that almost all of the condominium owners had owned their house regardless of their design preferences.
- When the respondents asked whether involvement in condominium design selection increase satisfaction or not, out of 307 respondents 81.1% of them believed that involvement had positive impact on overall housing satisfaction. From this result we can understand that had it been the residents involved in design selection it would have its own contribution to the overall housing satisfaction.
- Concerning housing entitlement, out of 312 the respondents 81.7% of them are owned their house by paying down payment & taking long-term bank loan.
- From 255 respondents those owned their house through long term bank loan, 57.4% of them asserted that they can afford to pay their monthly bank loan repayment accordingly but 23.2% of them can't afford to pay it as scheduled.
- From the research finding as we can observe, the overall residential' satisfaction with the physical features of housing unit shows that 36% of the respondents reported as highly dissatisfied or dissatisfied, while 33% were satisfied or highly satisfied.

However, about 38% of the respondents express dissatisfaction with the Dining Area - size & condition.

- From the analysis, the overall satisfaction with the services provided within housing area illustrates that 41% of the respondents are highly dissatisfied or dissatisfied and 17% are reported as satisfied or highly satisfied. The finding indicates that Maintenance of common areas & staircase, Sewerage line condition, Corridor Size & condition had the low mean satisfaction levels.
- From the data analysis, it can be inferred that the respondents are satisfied with the distance they have to travel to use the transport services but they are not satisfied with the transport services provided as the majority (63.6%) of respondents have showed their actual dissatisfaction levels.
- The results of the research with regard to the overall satisfaction with the public facilities provided within the housing area indicated that 52.3% of the respondents had dissatisfaction whereas only 16.8% of the respondents reported as satisfied.
- As the research finding has been ranking in regard to the social environment features by mean satisfaction level shows that the respondents are most satisfied with their relationship with their neighbors (MS=3.44) and with the relationship with community (MS= 3.40). While the respondents have conveyed lower satisfaction levels with security within housing area (MS=2.66) and crime within housing area (MS= 2.64).
- Although 23.7% of the respondents have reported actual dissatisfaction, 26.4% of the respondents have also reported as satisfied with the social environment. The overall satisfaction level is merely moderate mean satisfaction (MS=3.03) with the social environment within the housing area.

- From the research finding as we can see, generally, the overall satisfaction with condominium housing unit shows that the respondents (40.5%) are reporting as dissatisfied with the condominium housing whereas 21.5% of them are reporting as satisfied.
- As the finding indicated that majority (40.5%) of the respondents have reported actual dissatisfaction with condominium housing provided, given that the overall satisfaction mean (MS=2.72) is below the moderate mean satisfaction (MS=3.00).
- From the correlation analysis as we can see, overall satisfaction with physical features of housing unit and the social environment within the housing area show significantly higher correlation. Similarly, the services and the public facilities provided within the housing area indicate still too have significantly high impacts on the overall residential' satisfaction levels.
- From Socio-economic & demographic characteristics point of view, the correlation analysis of the social, economic and demographic features of the respondents: such as household income, duration of residence, age, the family size & gender have negligible or no significance impact on overall residential satisfaction of condominium housing unit.

5.2 CONCLUSIONS

From the findings of the study, the following conclusion can be made:

- From the analysis of the respondents' involvement in condominium design selection, it can be inferred that almost all of the condominium owners had owned their house regardless of their design preferences.
- From the research finding even though only some respondents asserted that they couldn't afford to pay the bank loan repayment as it scheduled, the interview result showed the reverse side. Meaning Interviewees explained that primarily the principal price of the housing unit is unaffordable to most of lower and middle income earners. Then it is followed by the high bank loan interest rate. And hence, they concluded that the monthly bank loan repayment is unaffordable too. This implies that there is an issue of affordability of condominium housing price with regard to the program designed to solve the shelter problem of the lower income & middle income groups. This indicates that the need of an independent research with regard to condominium housing affordability in Addis Ababa city.
- From the study finding with regard to the physical features of housing unit, respondents are generally, satisfied with the no. of toilets, Bedroom - size & conditions and Size & condition of Toilets except with the Dining Area - size & condition and the kitchen size & condition.
- The research finding with regard to overall satisfaction with the services provided within the housing area indicates that majority of the respondents have actual dissatisfaction. Maintenance of common areas & staircase, sewerage line condition, corridor Size & condition had the low mean satisfaction levels. From the data analysis, it can be inferred that the respondents are satisfied with the distance they

have to travel to use the transport services but they are not satisfied with the transport services provided as the majority of respondents have dissatisfaction.

- From the research finding it can be seen the overall satisfaction with the public facilities provided within the housing area indicated that most of the respondents had actual dissatisfaction.
- Although the percentage of the respondents who have reported actual dissatisfaction is less than those who reported as satisfied with the social environment, the overall satisfaction level is merely moderate mean satisfaction with the social environment within the housing area.
- As the finding indicated that the majority of respondents have reported actual dissatisfaction with condominium housing provided, the overall mean satisfaction is below the moderate mean satisfaction. This implies the respondents are dissatisfied with the condominium house they have provided.
- From the correlation analysis it can be deduced that the physical features of housing unit, social environment, services and public facilities provided within the housing area have significantly higher importance in measuring the overall residential satisfaction with the condominium house. But the correlation analyses of the socio - economic & demographic features of the respondents have no significant impact on overall residential satisfaction of condominium house.

5.3 RECOMMENDATIONS

Based on the summary of the findings obtained, the researcher has put forward the following recommendations.

- ❖ With regard to the components of physical feature of Housing unit, improvements are necessary to enhance overall residential' satisfaction with condominium housing. The results of the study have indicated that some housing components are below residents' requirements. Hence, it needs to increase the size & condition of the Toilet room; the size of Dining area and the size & condition of the Kitchen.
- ❖ Provision of services within the housing area is one of the basic components that should be fulfilled to have favorable living environment. The research finding showed that residents are not satisfied with the most services provided within the housing area. Thus, it is vital to increase the size and condition of corridor; improve location and condition of staircase; corridor and staircase cleaning; sewerage line and condition within the housing area and provide common area & staircase maintenance service.
- ❖ As pointed in the research finding some public facilities need due attention to create suitable and sustainable social environment to residences. Hence it is important to re-assess and make adjustments to improve School, Hospital, Bus stops availability & accessibility; parking area size and condition; Children's play areas; Recreational areas; Water & Electricity supplies and establish Fire station;
- ❖ From the data analysis, it is inferred that the respondents are satisfied with the distance between their residence & the transport services place of access but they are not satisfied with the transport services provided in terms of time & quality. So that

improvement of the quality of transport services delivery between the condominium sites & other parts of the city needs due attention.

- ❖ The results the findings have complained that almost all of the condominium owners had owned their house regardless of their design preferences. Therefore, the study recommends that residents participation in design selection will contribute for the success of future housing development program thereby minimize post housing transfer residential complaints & increases their satisfaction with their housing unit.
- ❖ In general, the study infers that merely providing housing does not indicate success of housing development programs and policies, but meeting the actual housing needs and preferences of the residents will determine whether the government can achieve the goal of providing adequate and affordable housing for all citizens as stipulated under the Ethiopian constitution & housing development proclamations.

5.4 LIMITATIONS OF THE STUDY

The study was solely focused on a case study, which in turn made it insufficient for further studies that focus to generalize about residents of all condominium housing units. But such study would have been a great significance if it had been studied for wider range of population. In our country, such housing policy is new in its kind so that lack of in depth literature in the area of study is common, the researcher may fail to triangulate different data sources of information will be sited as limitations of this study.

5.5 FUTURE RESEARCH DIRECTION

- ❖ As indicated in the research findings the principal price, followed by the high bank loan interest rate, makes the housing unit is unaffordable to lower and middle income earners. And hence, it is deduced that the monthly bank loan repayment is unaffordable too. As quoted by the respondents “Constructing low-cost housing for the lower and middle income homeless city dwellers is one thing. There should be favorable policies to respond to the current condominium housing residents’ bank loan repayment inability.” This implication asserted that there is an issue of affordability of condominium housing price with regard to the program designed to solve the shelter problem of the target groups. Therefore it calls interested researchers attention to conduct an independent research with regard to condominium housing affordability in particular Addis Ababa.

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ANNEXES

**ST. MARY'S UNIVERSITY SCHOOL OF POST GRADUATES STUDIES
MASTERS OF BUSINESS ADMINISTRATION PROGRAM (MBA)**

QUESTIONNAIRES PREPARED for CONDOMINIUM HOUSING RESIDENTS (OWNERS)

Dear Residents;

The purpose of this survey is to assess 'Residential' satisfaction level with condominium housing in Addis Ababa (the case Nefas Silk Lafto sub-city Administration) condominium sites.

This questionnaire has been designed to collect data for Academic purposes (the partial fulfillment of Masters of Business Administration) only. Any information provided will be treated with the strictest confidence it deserves. Your contribution to this research is very greatly appreciated. I would like to thank in advance.

Notes:

- Please don't write your name or any personal address
- Please give complete answers to all questions according to the instruction given.

Respectfully yours,

LISANWORK KELELEW
SMU MBA CANDIDATE

PART II
OPINIONS SURVEY

Indicate your levels of satisfaction for the following questions by putting a ✓ mark in space provided accordingly with the items listed

1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4= Satisfied, 5=Very Satisfied

S.no.	Variables or Items	1	2	3	4	5
1	physical features of your condominium housing unit living in (Objective 2)					
1.1	Bedroom 1 - size & condition					
1.2	No. of Toilets					
1.3	Size & condition of Toilets					
1.4	Dining Area - size & condition					
1.5	Kitchen - size & condition					
1.6	Living Room - size & condition					
1.7	No. of electrical sockets provided					
	Overall Satisfaction with Physical Features					
2	services provided within the condominium housing area living in (Objective 3)					
2.1	Corridor Size					
2.2	Corridor lighting					
2.3	Staircase – location & condition					
2.4	Cleaning – corridor & staircase					
2.5	Plumbing – condition					
2.6	Electrical repair services					
2.7	Common area - maintenance					
2.8	Street lighting					
2.9	Garbage collection & disposal					
	Overall Satisfaction with services provided within condominium housing area					

S.no.	Variables or Items	1	2	3	4	5
3	Public facilities provided within the condominium housing area? (Objective 3)					
3.1	Place of worship (Church, Mosque...)					
3.2	School					
3.3	Parking area					
3.4	Children's play area					
3.5	Recreational area					
3.6	Pedestrian walkways					
3.7	Local shops					
3.8	Water supply					
3.9	Electricity supply					
	Overall Satisfaction with Public facilities provided within condominium housing area					
4	Public facilities provided close to the condominium housing area? (Objective 3)					
4.1	Distance to city centre					
4.2	Distance to school					
4.3	Distance to Police station					
4.4	Distance to Fire station					
4.5	Distance to Hospital					
4.6	Distance to Health clinics					
4.7	Distance to Place of worship (Church, Mosque...)					
4.8	Distance to Bus station					
4.9	Distance to Shopping centers					
4.10	Distance to transport services					
4.11	Transport service quality					
	Overall Satisfaction with Public facilities provided close to the condominium housing area					
S.no.	Variables or Items	1	2	3	4	5

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ST. MARY UNIVERSITY SCHOOL OF GRADUATES STUDIES
MASTERS OF BUSINESS ADMINISTRATION PROGRAM (MBA)

Interview Questions for Residents & Residential Cooperatives Leaders

1. If your house entitlement is based on long term bank loan, what is your reflection on your ability to pay monthly payment of the bank loan? Explain.

2. Are you dissatisfied with physical features of your condominium housing unit? Discuss.

3. What is your suggestion(s) relation with services provided within the condominium housing area you are living in?

4. Explain the public facilities provided within the condominium housing area?

5. Express social environment conditions within the condominium housing area.

6. What if you have involved in condominium housing design preparation/selection?

7. Any Comments or suggestions you can forward regarding your condominium housing area

Thank you very much

**ST. MARY'S UNIVERSITY SCHOOL OF POST GRADUATES STUDIES
 MASTERS OF BUSINESS ADMINISTRATION PROGRAM (MBA)
Observation Check List**

1. Complaints raised by Residents about physical features of condominium housing unit			
Variables or Items	Frequent	Seldom	Never
Bedroom 1 - size & condition			
No. of Toilets			
Size & condition of Toilets			
Dining Area - size & condition			
Kitchen - size & condition			
Living Room - size & condition			
No. of electrical sockets provided			
2. Complaints raised by Residents about Services Provision within the condominium housing area			
Variables or Items	Frequent	Seldom	Never
Corridor Size			
Corridor lighting			
Staircase – location & condition			
Cleaning – corridor & staircase			
Sewerage Line & condition			
Common area - maintenance			
Street lighting			
Garbage collection & disposal			

3. Complaints raised by Residents about Public facilities Provision within the condominium housing area			
Variables or Items	Frequent	Seldom	Never
Place of worship (Church, Mosque...)			
School			
Parking area			
Children's play area			
Recreational area			
Pedestrian walkways			
Local shops			
Water supply			
Electricity supply			
4. Complaints raised by Residents about Public facilities Provider closeness' to the condominium housing area			
Variables or Items	Frequent	Seldom	Never
Distance to city centre			
Distance to school			
Distance to Police station			
Distance to Fire station			
Distance to Hospital			
Distance to Health clinics			
Distance to Place of worship (Church, Mosque...)			
Distance to Bus station			
5. Complaints raised by Residents about Social environment Conditions within the condominium housing area			
Variables or Items	Frequent	Seldom	Never
Conditions of Security within housing area			
Conditions of Crime within housing area			
Relationship between neighbors			
Relationship with community			