

## Critical Elements in Determining Housing Satisfaction among Households: A Systematic Literature Review

Baihaki Abdullah<sup>1</sup> and Azreen Hamiza Abdul Aziz<sup>1</sup>

<sup>1</sup>Centre for Islamic Development Management Studies (ISDEV),  
Universiti Sains Malaysia

**Abstract:** *Over the past decade most of the research in housing has emphasized that, home is one of the most important basic needs of human beings. Traditionally, preferred high quality housing unit among households have been increased high satisfaction, may also improve social, economic and political. However, research has consistently shown that, lacking preferred housing unit facing poor satisfaction among households. This debate about poor satisfaction been demonstrating that showed negative impact, unoccupied housing units, high maintenance costs, high labour costs and will increase in unsold housing. This aim of this study is to investigate the determinant critical elements in housing satisfaction among households. This study systematically review articles by numerous authors in housing satisfaction, aiming to provide a better understanding about elements affected among households. This study will describe the methods used to analyse housing satisfaction papers among households. Researchers used the PRISMA Statement (Preferred Reporting Items for Systematic Reviews and Meta-Analyses). The aim is to focus more on this study to identify housing satisfaction papers by making a paper search source that only involves Scopus database. Interestingly, 32 out of 282 articles have been observed, identified and qualitative was used. A further study with more focus on method qualitative design are recommended.*

**Keywords:** *Housing Satisfaction, Customer Satisfaction, Households Satisfaction, Housing Planing, Social Housing, Housing Unit and Social Environment*

### Introduction

In the history of development science social, housing satisfaction has been thought as a concept that reflects the emotions and perceptions of individuals about housing. Investigating housing satisfaction is a continuing has narrated behaviour towards the selection and transfer of individuals to housing. One the most significant current discussion in housing satisfaction is environment that provides an individual bond increased the individual's satisfaction in moving from housing to housing. (Choi et al., 2011; Shenk et al., 2004).

Along with this growth in housing satisfaction, however, there is increasing concern over the developers and planners have been paid little attention to critical criteria and provide housing that increases households' satisfaction (Olanrewaju and Tan, 2018). This scenario has been debated within the researcher community that, the decline in houses sales revenue has had a negative impact on the turnover of investors in developing housing. The causes impact, unoccupied housing units, high maintenance costs, high labour costs and will increase in unsold housing (Abdul-Rahman et al., 2014; Mohit et al., 2010). The issue has grown that developer's management taking considered new services that need to be provided, such as security and excessive marketing for reseller houses. On other hand, unit overhangs of property and therefore the abandonment of residential realty. Surprising, recently some housing failure be completed within the allocated time due to lack of knowledge of the location, strategy, appropriate methods of housing development according to the demand of homebuyers and households (J. Lind, 2015).

However, to ensure the efficiency and convenience of housing development, a certain arrangement oh housing satisfactions among households were different perceptions on the based different needs and want. (Teck-Hong, 2011). Numerous authors have been identified that households and homebuyers have differences in needs and resulted in different needs for housing satisfaction. Despite the utility of those contributions, the controversy

about for many years concern of poor satisfaction, property overhang, poor housing performance and frequent cases of discontent among households are still increasing intense (Abdul-Rahman et al., 2014). In order to achieve sustainability in the housing sector, developers, planners and governments need to have a better understanding in critical elements in determining housing satisfaction among households.

### 1.1. Towards a systematic review framework on element in determining buyers housing satisfaction

One of the most important studies of literature using survey methods gives researchers the results to see the intellectual knowledge that exists (Weed, 2006). However, systematic review is a method that uses constructed questions to identify, select and criticize appropriate research by collecting and scientifically analysing data. One major issue researchers concerned, the old method of literature review used has several limitations, including not being very detailed in the description of the available scientific data (Noblit and Hare, 2018). The basis that distinguishes systematic review from other literature review methods relates to the methodology involved, which is not biased, and the level of efficiency and quality is at a high level (Liberati et al., 2009; Mulrow, 1994). Other regular review studies do not use and may also use systematic methods to analyse the results of the study (Higgins et al., 2011). Therefore, by using of a systemic literature review, the author can make indicators and justifications for the field in the research being studied and to make recommendations for future researchers.

Housing satisfaction studies are being conducted by various researchers around the world today. However, the study carried out in the form of a systematic literature review is still under-implemented, in particular about the elements that affect housing satisfaction. Therefore, the aim of this paper to fill the gaps that exist to understand, identify and classify the elements identified by past researchers across the country. This paper uses past studies that have only been published and analysed using the PRISMA Statement (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) to produce in general the basics that determine housing satisfaction among households. What is not yet clear is, so far no one has classified the important basis of satisfaction among households. However, there is increasing concern over mental health problems due to housing failure are on the rise among the homeless and households have not been explored and studied (Newman and Goldman, 2008). The priority of this paper is to create opportunities for understanding which need to be emphasized and which need to be replaced by researchers.

To ensure the relevance of systematic literature, the central question in this paper asks - What are the critical elements in determining housing satisfaction among households? This paper seeks remedy these problems by analysing the articles conducted by numerous authors in housing satisfaction. The major objective of this study was to investigate the critical elements determining housing satisfaction among households. Therefore, this study analyses the satisfaction of individuals with housing to make a choice to own a dwelling. This paper will begin with the methodology used in the PRISMA Statement. Followed by a discussion of systematic reviews and synthesizes with the aim of identifying, selecting, and citing studies relevant to housing satisfaction studies. This study provides an exciting opportunity to advance our knowledge and will conclude with future studies which may be given priority.

## 2. Methodology

This section will describe the methods used to analyse housing satisfaction papers among households. Researchers used the PRISMA Statement (Preferred Reporting Items for Systematic Reviews and Meta-Analyses; Liberati et al. 2009). The aim is to focus more on this study in order to identify housing satisfaction papers by making a paper search source that only involves Scopus database.

## 2.1. PRISMA

This paper is guided by PRISMA. The selection process uses this PRISMA protocol because the methods used are comprehensive and transparent. This method has been used in various fields around the world, including in the field of medicine, which has the potential to increase consistency in the conduct of the Systematic Literature Review (Pahlevan-Sharif et al., 2019).

## 2.2. Resources

Researchers have used only one database of journals, namely Scopus. Scopus is one of the largest databases in academic science, with more than 22,800 journals published by 5,000 publishers worldwide. Therefore, the chosen database Scopus provides an opportunity for researchers to study the subjects of social sciences, economics, humanities, and business management.

## 2.3 Eligibility and exclusion criteria

Several conditions for eligibility and exclusion have been determined. Regarding the form of literature, only journal is chosen, which means analysis article, book series, book, book chapter both processes and conference hearings are exempt. The search efforts removed the non-English publication and concentrated on any misunderstanding and difficulty in translating. Thirdly, a period of time, with regard to the timeline, of 21 years are chosen (between 2000 and 2020), an sufficient period of time to see studies and related publications emerging. As for the review process focused on housing satisfaction, articles indexed in social science-based that are selected. Finally, in line with its objective focusing on housing satisfaction was selected.

**Table 1**

The identification and screening criteria

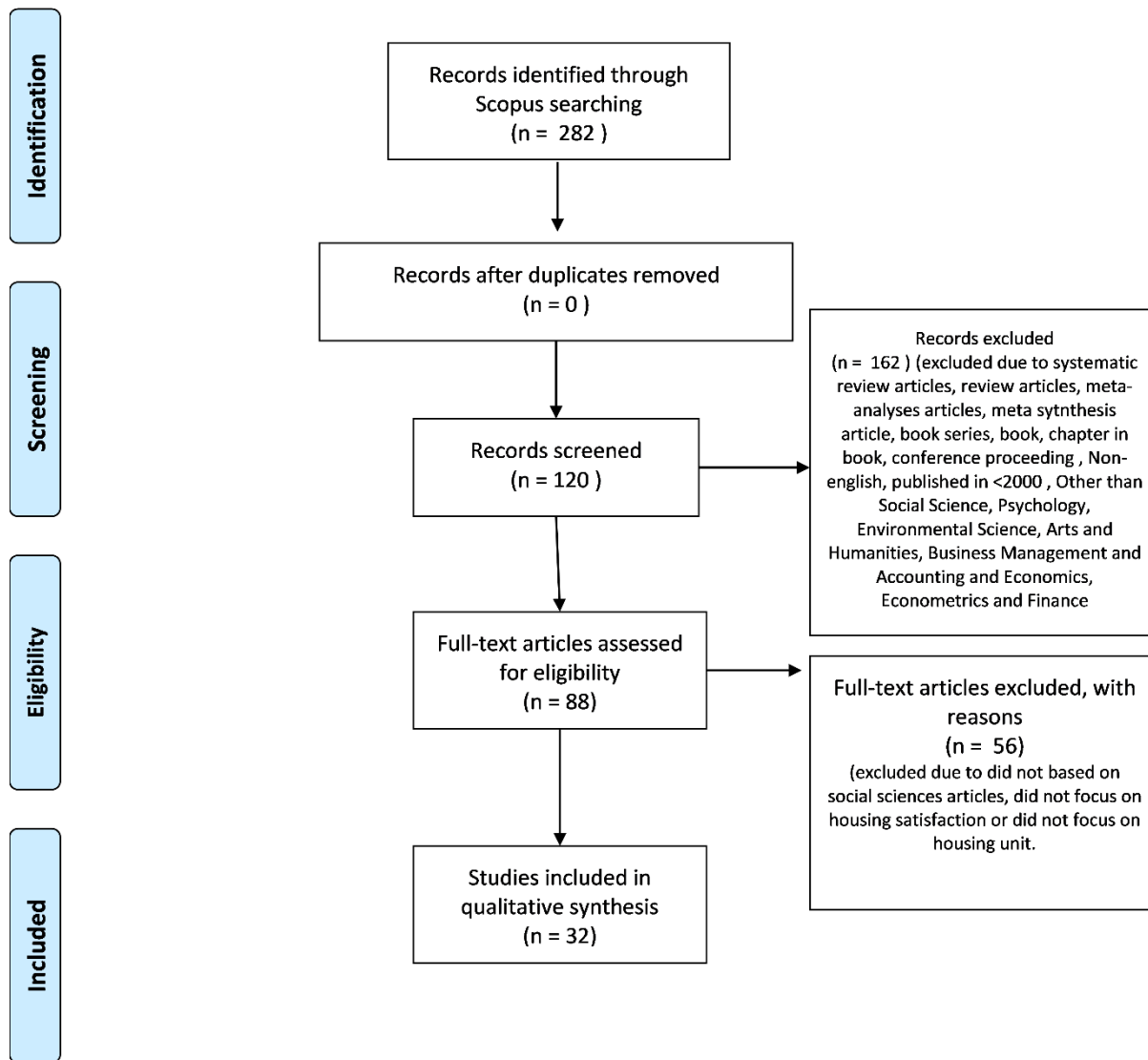
Database	Search string
Scopus	TITLE-ABS-KEY ("housing satisfaction" OR "homebuyers satisfaction" OR "households satisfaction" )

## Screening

Criteria	Inclusion	Exclusion
Publication timeline	2000-2020	1999 and before
Document type	Article (with empirical data) and review	Conference proceeding, chapters in book, book series, books etc
Language	English	Non-English
Nature of the study	Focus on methodology	Not focus on methodology

## 2.4 Systematic review process

There were four stages concerned within the systematic review process. The review process was dole out in January 2021. The primary part knows the keywords search process. Keywords are used in the search process similar keywords (housing satisfaction and homebuyers' satisfaction). Screening was the second stage. At this part, a total of 162 articles out of the 282 articles eligible for review have been deleted. The third one the stage is eligibility, where full articles have been accessed. After careful examination, a total of 56 articles were excluded as some did not focus on them. Where there were no focusing housing satisfaction, did not focusing on element housing satisfaction or articles can't accessed. The last part of the review resulted in a total 32 articles (Figure 1). Qualitative analysis was used.



**Figure 1.** The flow Diagram of the study. (Adapted from Moher et al., 2009)

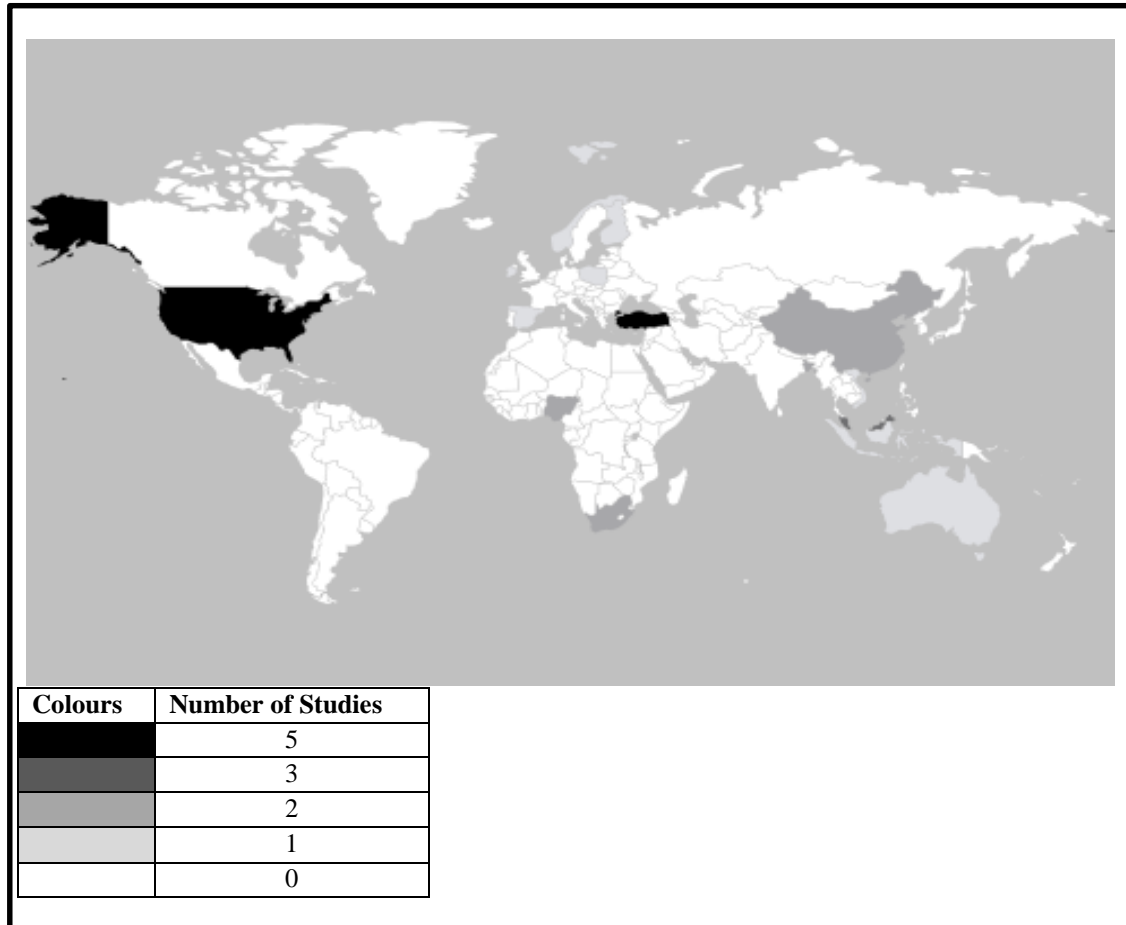
### 2.5 Data abstraction and analysis

The remaining articles have been assessed and analysed. The efforts have been concentrated on specific studies that responded to the questions put forward. First, the data was extracted by reading through abstracts. Then full articles (in-depth) to identify the relevant themes and its sub-themes. Qualitative analysis was carried out using content analysis to identify topics related to housing satisfaction. The authors used typology to organized sub-themes on the themes by the authors.

## 3. Results

The review resulted in four themes and 12 sub-themes connected to housing satisfaction. The four main themes

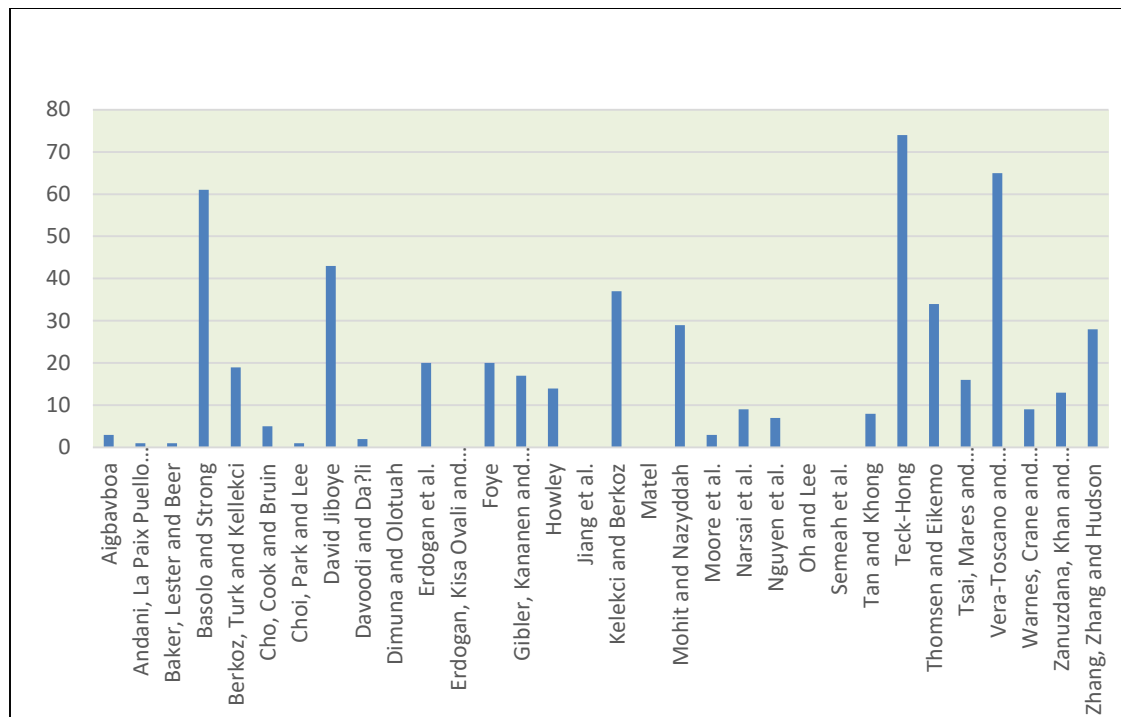
are demographic (six sub-themes), neighbourhood (two sub-themes), housing characteristics (two sub-themes) and management and services (two sub-themes). The results have shown a comprehensive and provided the current situation of housing satisfaction. Housing satisfaction carried out by worldwide.



**Figure 2.** Housing Satisfaction areas selected studies.

Total five studies targeted on Turkey housing satisfaction (Erdogan, Kisa Ovali and Kayapinar, 2019; Davoodi and Dali, 2019; Erdogan et al., 2007; Kellekci and Berköz, 2007; Berköz, Turk and Kellekci, 2009), five studies targeted on United States housing satisfaction (Semeah et al., 2019; Cho et al., 2012; Moore et al., 2019; Basolo and Strong, 2002; Tsai, Mares and Rosenheck, 2011), three studies focused on Malaysia housing satisfaction (Tan and Khong, 2012; Mohit and Nazyddah, 2011; Teck-Hong, 2012), two studies concentrated on South African housing satisfaction (Narsai et al., 2013; Aigbavboa, 2016) two studies concentrated on England housing satisfaction (Foye, 2015; Warnes, Crane and Coward, 2013), two studies targeted on China housing satisfaction (Zhang, Zhang and Hudson, 2018; Jiang et al., 2019), two studies targeted on South Korean housing satisfaction (Choi, Park and Lee, 2016; Oh and Lee, 2003), two studies concentrated on Nigeria housing satisfaction (David Jiboye, 2012; Dimuna and Olotuah, 2019). Additionally, one study concentrated on Spain housing satisfaction (Vera-Toscano and Ateca-Amestoy, 2008), one study targeted Finland households (Gibler, Kananen and Tyvimaa, 2014), one study focused on Ireland households (Howley, 2010), one study concentrated on Bangladesh households (Zanuzdana, Khan and Kraemer, 2013), one study focused on Australia households (Baker, Lester and Beer, 2013), one study concentrated on Vietnam households (Nguyen et al., 2018), one study concentrated on Indonesia households (Andani, La Paix Puello and Geurs, 2020), one study targeted on Norway households (Thomsen and Eikemo, 2010) and (Matel, 2020)

concentrated among Poland households (Figure 2).



**Figure 3.** Cited by others articles Scopus Index

Total three studies had more than 60 citations (Vera-Toscano and Ateca-Amestoy, 2008; Teck-Hong, 2012; Basolo and Strong, 2002), one study had more than 40 citations (David Jiboye, 2012), two studies had more than 30 citations (Kellekci and Berkoz, 2007), four studies had more than 20 citations (Erdogan et al., 2007; Foye, 2017; Mohit and Nazyddah, 2011; Zhang, Zhang and Hudson, 2018), five studies had more than 10 citations (Berkoz, Turk and Kellekci, 2009; Gibler, Kananen and Tyvimaa, 2014; Howley, 2010; Tsai, Mares and Rosenheck, 2012; Zanuzdana, Khan and Kraemer, 2013), 11 studies had more than one citations (Aigbavboa, 2016; Andani, La Pix Puello and Geurs, 2020; Baker, Lester and Beer, 2013; Cho, Cook and Bruin, 2012; Choi, Park and Lee, 2016; Davoodi and Da?li, 2019; Moore et al., 2019; Narsai et al., 2013; Nguyen et al., 2018; Tan and Khong, 2012; Warnes, Crane and Coward, 2013) and six studies had zero citation (Dimuna and Olotuah, 2019; Erdogan, Kisa Ovali and Kayapinar, 2019; Semeah et al., 2019; Jiang et al., 2019; Matel, 2020; Oh and Lee, 2003).

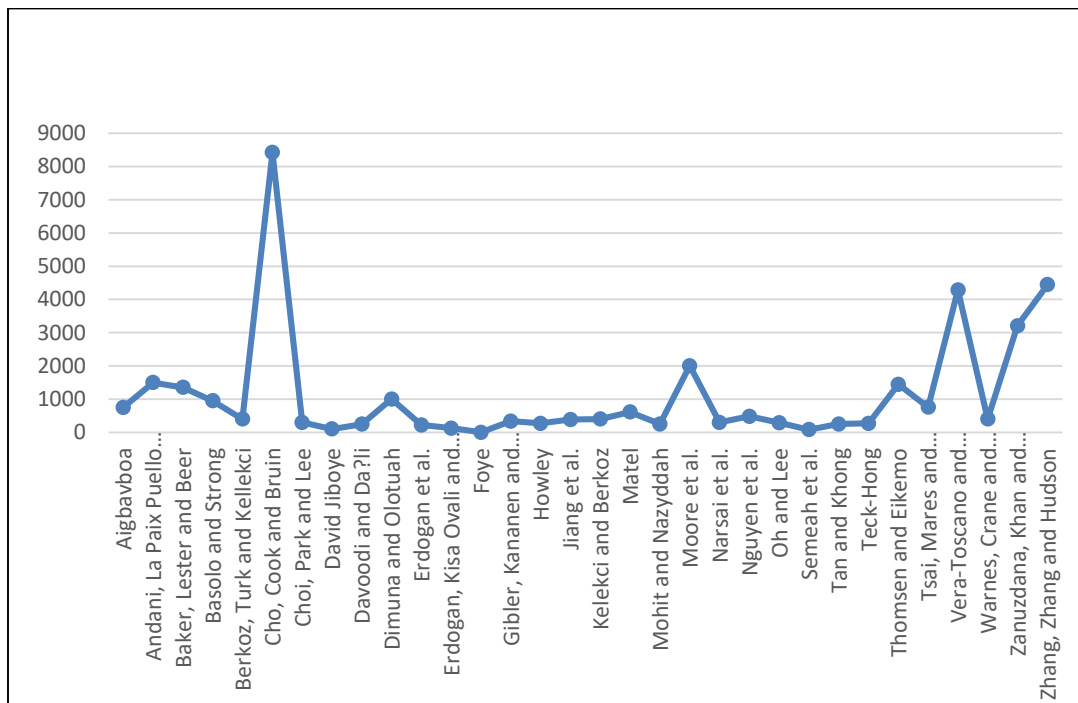
**Table 2:** The Findings

Authors	Method	Sample size	Citation	Country	Publication Year
Vera-Toscano and Ateca-Amestoy (2008)	Quantitative	4285	65	Spain	2008
Howley (2010)	Quantitative	270	14	Ireland	2010
Tan and Khong (2012)	Quantitative	250	8	Malaysia	2012
Tsai, Mares and Rosenheck (2012)	Quantitative	756	16	United States	2012
Narsai et al. (2013)	Quantitative	300	9	South Africa	2013



Gibler, Kananen and Tyvimaa (2014)	Quantitative	338	17	Finland	2014
Choi, Park and Lee (2016)	Quantitative	301	1	Korea	2016
Foye (2017)	Quantitative	0	20	England	2017
Semeah et al. (2019)	Quantitative	83	0	United States	2019
Mohit and Nazyddah (2011)	Quantitative	250	29	Malaysia	2011
Zanuzdana, Khan and Kraemer (2013)	Quantitative	3207	13	Bangladesh	2013
Teck-Hong (2012)	Quantitative	269	74	Malaysia	2012
Cho, Cook and Bruin (2012)	Quantitative	8419	5	United States	2012
David Jiboye (2012)	Quantitative	100	43	Nigeria	2012
Baker, Lester and Beer (2013)	Quantitative	1353	1	Australia	2012
Warnes, Crane and Coward (2013)	Quantitative	400	9	England	2013
Zhang, Zhang and Hudson (2018)	Quantitative	4442	28	China	2018
Aigbayboa (2016)	Mixed Method	751	3	South Africa	2018
Nguyen et al. (2018)	Quantitative	480	7	Vietnam	2016
Jiang et al. (2019)	Quantitative	384	0	China	2018
Moore et al. (2019)	Quantitative	2005	3	United States	2019
Erdogan, Kisa Ovali and Kayapinar (2019)	Quantitative	124	0	Turkey	2019
Dimuna and Olotuah (2019)	Quantitative	1000	0	Nigeria	2019
Davoodi and Da?li (2019)	Quantitative	245	2	Turkey	2019
Andani, La Paix Puello and Geurs (2020)	Quantitative	1500	1	Indonesia	2020
Basolo and Strong (2002)	Quantitative	950	61	United States	2002
Erdogn et al. (2007)	Quantitative	224	20	Turkey	2007
Oh and Lee (2003)	Quantitative	289	0	South Korean	2003
Kellekci and Berkocz (2007)	Quantitative	401	37	Turkey	2007
Berkocz, Turk and Kellekci (2009)	Quantitative	400	19	Turkey	2009
Thomsen and Eikemo (2010)	Quantitative	1444	34	Norway	2010
Matel (2020)	Quantitative	612	0	Poland	2020

Additionally, 31 studies have been applied quantitative methods on research. Whereas the remaining one study applied mixed methods approach which is qualitative combine quantitative. Furthermore, one article was published years 2017, 2014, 2011, 2009, 2008, 2003 and 2002. Two article was published years 2020, 2016, 2010 and 2007. Three article was published years 2018, four articles published in 2013. Five studies were published in years 2019, six studies were published in years 2012.



**Figure 4.** Sample size of selected studies

Total one study had more than 8000 sample sizes (Cho, Cook and Bruin, 2012), two studies had more than 4000 sample sizes (Vera-Toscano and Ateca-Amestoy, 2008; Zhang, Zhang and Hudson, 2018) one study had more than 3000 sample sizes (Zanuzdana, Khan and Kraemer, 2013), one study had more than 2000 sample size (Moore et al., 2019), five studies had more than 1000 sample sizes (Andani, La Pix Puello and Geurs, 2020; Baker, Lester and Beer, 2013; Basolo and Strong, 2002; Dimuna and Olotuah, 2019; Thomsen and Eikemo, 2010), four studies had more than 500 sample sizes (Tsai, Mares and Rosenheck, 2012; Aigbavboa, 2016; Basolo and Strong, 2002; Matel, 2020), 20 studies had less than 500 sample sizes (Teck-Hong, 2012; David Jiboye, 2012; Kellekci and Berkoz, 2007; Erdogan et al., 2007; Foye, 2017; Mohit and Nazyddah, 2011; Berkoz, Turk and Kellekci, 2009; Gibler, Kananen and Tyvimaa, 2014; Howley, 2010; Choi, Park and Lee, 2016; Davoodi and Da?li, 2019; Narsai et al., 2013; Nguyen et al., 2018; Tan and Khong, 2012; Warnes, Crane and Coward, 2013; Erdogan, Kisa Ovali and Kayapinar, 2019; Semeah et al., 2019; Jiang et al., 2019; Matel, 2020; Oh and Lee, 2003)

**Table 3:** The findings

Author	Socio-Demographic						Neighbour		Housing Characteristics		Management and Services	
	A	G	E	F	ED	OS	AS	NI	NRS	DQ	RR	S
Vera-Toscano and Ateca-Amestoy (2008)						/	/					
Howley (2010)	/		/						/	/		
Tan and Khong (2012)						/		/				
Tsai, Mares and Rosenheck (2012)							/	/		/	/	
Narsai et al. (2013)									/	/		
Gibler, Kananen and Tyvimaa (2014)										/		
Choi, Park and Lee (2016)							/	/				



Foye (2017)		/										
Semeah et al. (2019)			/			/						
Mohit and Nazyddah (2011)						/		/		/		
Zanuzdana, Khan and Kraemer (2013)						/						
Teck-Hong (2012)	/				/	/						
Cho, Cook and Bruin (2012)		/				/						
David Jiboye (2012)			/						/			
Baker, Lester and Beer (2013)			/									
Warnes, Crane and Coward (2013)						/						
Zhang, Zhang and Hudson (2018)			/					/				
Aigbavboa (2016)			/									
Nguyen et al. (2018)						/			/			
Jiang et al. (2019)									/			
Moore et al. (2019)										/		
Erdogan, Kisa Ovali and Kayapinar (2019)						/	/					
Dimuna and Olotuah (2019)								/	/			
Davoodi and Da'li (2019)										/		
Andani, La Paix Puello and Geurs (2020)						/						
Basolo and Strong (2002)						/	/					
Erdogn et al. (2007)						/	/			/		
Oh and Lee (2003)				/		/						
Kellekci and Berkoz (2007)						/			/		/	
Berkoz, Turk and Kellekci (2009)						/			/		/	
Thomsen and Eikemo (2010)					/	/			/			
Matel (2020)					/			/	/			

Socio-Demographic	Neighbour	Housing Characteristics	Management and Services
A = Age G= Gender E = Ethnic F= Finance ED= Education OS= Ownership Status	AS= Accessibility NI = Neighbour Interaction	DT= Number of rooms and Size DQ = Dwelling Quality	RR = Rule and Regulations S= Safety

#### 4.0 Element in Determining Housing Satisfaction Among Households

This part would focus in the main housing satisfaction towards households regarding the element such as socio-demographic, neighbour, housing characteristics and management and service.

##### 4.1 Socio-demographic

Several studies investigating socio-demographic have been carried out on housing satisfaction. 13 papers out of 32 have established a theme socio-demographic elements for increased housing satisfaction. Under this theme, six sub-themes arise, namely, age, gender, ethnic, finance, education and ownership status. Two studies

established that sub-themes age among the critical elements housing satisfaction. One study reported that sub-themes gender among the critical elements housing satisfaction. Furthermore, two studies reported that sub-themes ethnic among the critical elements housing satisfaction. Three studies reported that, sub-themes finance among the critical elements housing satisfaction. Additionally, one reported that, sub-themes education among the critical elements housing satisfaction. On other hand, six studies reported that, sub-themes ownership status among the critical elements housing satisfaction.

Numerous studies have attempted to explain age affected on housing satisfaction (Howley, 2010; Teck-Hong, 2012). In Dublin Ireland, Howley (2010), reported that, age was found statically significant on housing satisfaction. This expected is probably going to be associated with anticipated changes in family structure as residents between 20-35 are additional liable than alternative teams to conceive of changes to their family composition (Howley, 2010). Meanwhile in Kuala Lumpur Malaysia, Teck-Hong (2012), reported that, among socio-demographic characteristics, age founded to be ones the determining elements housing satisfaction to the households compared to the other characteristics on socio-demographic.

A number of authors have reported analyses of trends in housing satisfaction that demonstrated gender as a elements affected (Foye, 2017). In United Kingdom England, Foye (2017), found that gender demonstrated affected the well-being and satisfaction housing on room space. However, the resulted survey showed it is only for men, imply a weak positive relationship between size of room and subjective prosperity (Foye, 2017).

Other studies have considered the relationship between elements ethnic and housing satisfaction (Howley, 2010; Cho, Cook and Bruin, 2012). In Dublin Ireland, Howley (2010), examined that there's a big distinction in housing satisfaction between Irish and non-Irish residents. Detailed examination of ethnic by Howley (2010) showed that, Irish residents area unit two times a lot of probably to be but rather terribly glad about their living accommodations than their non-Irish counterparts. This difference in satisfaction levels might be associated with the differing residential and cultural environments within which these residents were observed in.

Data from several sources have identified that increased housing satisfaction associated with sub-themes finance (Semeah et al., 2019; Zhang, Zhang, and Hudson, 2018; Aigbavboa, 2016). In United States, Semeah et al. (2019) found that, financial associated with housing satisfaction, data showed higher financial gain was related to higher housing satisfaction. In China Zhang, Zhang and Hudson (2018), found that, higher financial gain means higher affordability for higher homes and higher furnishings, decoration, and housing amenities. Also, the constituted ideal of owning homes among Chinese folks explains the importance of homeownership. Thus, data showed that finance (households' income) is an important elements determinant of housing satisfaction (Zhang, Zhang and Hudson, 2018). In South Africa, elements finance should be considered associated regarding housing satisfaction in South African low-income housing occupants (Aigbavboa, 2016). Elements finance is an increasingly important area in applied subsidies housing occupants in South African due to housing satisfaction (Aigbavboa, 2016).

One study has revealed that it is not just elements finance that acts on housing satisfaction, whereas a number of study have attempted to explain elements education as a critical elements housing satisfaction (Oh and Lee, 2003). It has conclusively been shown that education background among households significantly affected housing satisfaction in Seoul Korean (Oh and Lee, 2003). The data showed that, the most important a part of the householders of relocated households were high school graduates, while the largest a part of the house owners of generals purchase households were four-year university graduates and followed by high school graduates.

Several studies reported that ownership status is one of the critical elements of household's satisfaction (Vera-Toscano and Ateca-Amestoy, 2008; Tan and Khong, 2012; Teck-Hong, 2012; Zhang, Zhang and Hudson,

2018; Thomsen and Eikemo, 2010; Matel, 2020). For example, in Andalusia Spain, households are assessing their housing situation, considering not only whether they are owners or tenants, but at the same time they assess the ownership status of others. In this case, sense the satisfaction of individuals with housing is negatively affected by the fact that they are renters. Surrounded by the owners, while the owners little satisfied with their homes if they surrounded by the tenants (Vera-Toscano and Ateca-Amestoy, 2008).

Meanwhile in Klang and Kuala Lumpur Malaysia, ownership standing being essential elements as a result of households square measure motivated to possess a home as a result of they expect to speculate within the relationships by socialising and interacting with their neighbourhood by taking part native improvement teams, receiving housing returns by finance in housing, and avoid relocating prices by remaining in neighbourhood for an extended time (Tan and Khong, 2012; Teck-Hong, 2012). However, Zhang, Zhang and Hudson (2018) found that, homeownership is additionally a variety of wealth and as instructed by others, could increase involvement within the community in China households.

Other than hand, in Norway and Poland, Thomsen and Eikemo (2010); Matel (2020) founded that ownership have been identified as major contributing elements for the explaining housing satisfaction. Despite this causes, the results show the respondents rental from local authorities more satisfied than privately rented. General impressions before the survey was conducted, respondents became more demanding (Thomsen and Eikemo, 2010). However, Matel (2020) demonstrated that, being a tenant has increased probability of residential dissatisfaction more than being a homeowner increased residential satisfaction.

#### 4.2 Neighbour

Several studies have revealed that it is not just socio-demographic that act on housing satisfaction. 19 studies out of 33 studies have established a neighbour element for influential housing satisfaction towards resident/households/homebuyers. Furthermore, 18 studies out of 19 studies have been identified that the sub-themes in neighbour which is accessibility was the element in determining housing satisfaction. While 7 studies founded that satisfaction relied on sub-themes neighbour interaction.

Numerous studies have attempted to explain accessibility attributes relied on housing satisfaction (Vera-Toscano and Ateca-Amestoy, 2008; Tsai, Mares and Rosenheck, 2012; Choi, Park and Lee, 2016; Semeah et al., 2019; Mohit and Nazyddah 2011; Zanuzdana, Khan and Kraemer, 2013; Teck-Hong, 2012; Cho, Cook and Bruin, 2012; Warnes, Crane and Coward, 2013; Nguyen et al., 2018; Erdogan, Kisa Ovali and Kayapinar, 2019; Andani, La Paix Puella and Geurs, 2020; Basolo and Strong, 2002; Erdogan et al., 2007; Oh and Lee, 2003; Kellekci and Berkoz, 2007; Berkoz, Turk and Kellekci, 2009; Thomsen and Eikemo, 2010). In South Korean, accessibility attributes was founded associated with housing satisfaction and strongest determinant elements on housing satisfaction (Oh and Lee, 2003; Cho, Cook and Bruin, 2012). Therefore, the accessibility (home surroundings) was necessary among students' respondents, who have unlimited potentialities in Seoul South Korean. The satisfactions with the accessibility attributes were associated with place attachment, and the positive relationship will have an effect on success of their school adaptation and their capabilities (Cho, Cook and Bruin, 2012).

In United States, the current study indicated house that lack of accessibility in previous residences and experiences of others struggled with lack of accessibility influenced respondents' expectations for locating appropriate housing (Semeah et al., 2019). In London England, neighbour attributes had a strong influence on outcomes to households, significantly smart transport links and being close to shops. Discontentedness with the neighbour resulted principally from conditions about native crime and delinquent behaviour, significantly drug dealing (Warnes, Crane and Coward, 2013).

In Istanbul Turkey, the survey conducted by Kellekci and Berkoz (2007); Berkoz, Turk and Kellekci (2009), have found that accessibility additionally has a crucial influence on the extent of user satisfaction in housing

and environmental quality. Therefore, in order of importance, the groups of factors criteria are centrality and accessibility for educational institutions, open area and health institutions and public transport, severally (Kellekci and Berköz, 2007). However, Berköz, Turk and Kellekci (2009), found that the elements that influence these factors groups include accessibility to different functional areas of inhabited housing.

Vera-Toscano and Ateca-Amestoy (2008) have found that, the accessibility attributes have changed the households rising the satisfaction when the price of housing clearly an investment good. This result among Andalusia Spain households indicates that for the property value being positively affected the housing satisfaction. Meanwhile in Malaysia, Tsai, Mares and Rosenheck (2012) found that housing neighbour predicted to be higher satisfaction towards individual increased social support environment surrounding accessibility (hospital, shopping complex, public transportation).

Surveys such as that conducted by Mohit and Nazyddah (2016), have shown that accessibility towards distances to town centre, workplace, school, hospital, shopping centre, LRT/bus station is one the scope measures adopted by households may react differently to the level satisfaction such as moderate in element of accessibility among households in Klang Malaysia. Even though, the level satisfaction moderate, the housing appears have been success with the features of the housing unit and the public facilities due to their location in municipal areas. In city Dhaka Bangladesh, accessibility attributes towards hospital have shown that those households whose area have not been identified comfortable access to seek medical were often dissatisfied with their housing. One of the solutions this perhaps households have placed on the accessibility of a project provider of health care in determining households' satisfaction towards the housing (Zanuzdana, Khan and Kraemer, 2013).

In United States, for those over than 65 years, they prefer to live independently for as long as possible their own residence (Gitlin, 2003). In response to that, researcher widely considered the importance of the physical environment neighbour to maintain and enhance the physical functioning (Wahl et al., 2009). Cho, Cook and Bruin, (2012) have established that, as older people, their satisfaction with not just their own homes. However, a subjective assessment of the neighbour interaction and neighbour accessibility around their residence would also the determine the quality of life among United States seniors and their satisfaction. Response to that, Cho, Cook and Bruin, (2012) suggested, achieving retirement communities, and encouraging community maintenance services for adults may help to improve the satisfaction of older adults with housing.

Meanwhile in Vietnam, rapidly a large number and private companies housing developers have emerged respond to the increased demand for housing and have been modified from a centrally planned housing project approach to a market-oriented system in resulted a very heap of benefits, together with overall improvement of housing quality on the market and exaggerated provide and variety of housing product in terms of location, configuration and worth points, to suit totally different social unit wants (World Bank WB., 2015). Respond to that, Nguyen et al. (2018), have found that the location of the house and quality the environment in the area Hanoi Vietnam affecting the satisfaction of housing have been identified. Nonetheless, location and environment neighbourhood suggest that affordable housing project should be developed in relatively convenient manner and clean neighbourhood.

In Kocaeli Turkey was located at the intersection of road, rail and sea transport that connects Istanbul. The city has many ecological features, and the location has long made it a centre both industry trade. Erdogan et al. (2019), found that among Kocaeli households' satisfaction has a direct effect on overall neighbourhood housing satisfaction. Even though Turkey has been receiving constant migration, neighbour interaction local people have inspired and directed the people who live there and affect neighbourhood satisfaction.

Meanwhile in Jakarta Indonesia, Cipularang toll road between Jakarta and Bandung have been elements of accessibility to the local households and effect on selection housing satisfaction. Andani, La Paix Puello and Geurs (2020), have found that, neighbourhoods have positive impact on the impact of the toll road on the choice of residential location. These studies complete that, households was inflated the likelihood or staying

in and willing to pay higher to taxes measure on nearer than 5 km to the motorway.

A number of authors have reported analyses of trends in housing satisfaction that demonstrated on elements neighbour interaction (Tan and Khong, 2012; Choi, Park and Lee, 2016; Erdogan, Kisa Ovali and Kayapinar, 2019; Basolo and Strong, 2002; Erdogan et al., 2007). In Klang Malaysia, the relationship between neighbour interaction and housing satisfaction has been investigated by Tan and Khong (2012). Tan and Khong (2012) have found, social capital investment (neighbour interaction) was significantly and associated with housing satisfaction. This survey assess housing satisfaction based on social interaction with others in the same neighbourhood and individuals are motivated to achieve the desired social status by communicating with the neighbours and friends (Tan and Khong, 2012). Therefore, they are also able to derive emotional and financial support from their social networks.

Meanwhile in Izmit Turkey, Erdogan, Kisa Ovali and Kayapinar (2019), found that, a direct positive relationship between satisfaction and social relations on overall housing satisfaction. This indirect relationship has showed that, positive impact in improved the quality of life and improved the conditions in total on Izmit Turkey respondents. Therefore, this case's, pointed the relevance of individual perceptions and neighbourhood satisfaction preferences and ultimately the impact on housing market through social relations (neighbour interaction). On other hand, results of the study in historical place Edirne by Erdogan et al. (2007) are parallel to results of the study Izmit by Erdogan, Kisa Ovali and Kayapinar (2019) founded that neighbour interaction a element affected housing satisfaction.

In New Orleans United States, founded that, neighbourhood satisfaction among important indicator to explaining housing satisfaction. These data were analysed by Basolo and Strong (2002) found that, elements neighbour interaction became a key in housing satisfaction among the residents in Uptown New Orleans. The data showed, the friendly atmosphere within the neighbourhood give the positive impact towards satisfaction and increased life satisfaction severally.

#### *4.3 Housing Characteristics*

Over the past decades, housing characteristics features often in the studies on housing satisfaction by researchers. 14 papers out of 33 papers established that housing characteristics are among the critical elements in housing satisfaction. Under this theme, two sub-themes arise, namely, number of rooms and size and quality. Six studies established that number of rooms and size among the critical elements housing satisfaction while 12 studies reported that, housing quality among the critical elements housing satisfaction. Meanwhile, four studies reported that both sub-themes, number of rooms and size and quality are among the critical elements in housing satisfaction.

A number of studies have found that number of rooms and size is one of the elements of households' satisfaction (Howley, 2010; Narsai et al., 2013; Mohit and Nazyddah, 2013; Zhang, Zhang and Hudson, 2018; Dimuna and Olotuah, 2019; Matel, 2020). Dweiling size, rooms size, kitchen size, living room, storage among the causes increased satisfaction among households (Howley, 2010; Narsai et al., 2013; Mohit and Nazyddah, 2013; Zhang, Zhang and Hudson, 2018; Dimuna and Olotuah, 2019). In Durban South Africa, Selangor Malaysia and China, due to increase satisfaction among households, house size was found is one the key to increase the satisfaction (Narsai et al, 2013; Mohit and Nazyddah, 2011; Zhang, Zhang and Hudson, 2018). The problem of overcrowding and noted the size of the dwelling should be avoided to preventing affect mental and result in deterioration of psychological health and the size dwelling (Narsai et al., 2013). In Selangor Malaysia, more than half 66 percent of the population respondent got 6 members of the family and planners should adopting the family size criterion of family size in determining the size of the house and increasing the satisfaction (Mohit and Nazyddah, 2011). In China, all housing characteristics, including the size of the house have a positive impact on individual housing satisfaction compared to people living in the commercial sector (Zhang, Zhang and Hudson, 2018).

Several studies investigating housing quality is one of the critical elements of households' satisfaction (Tsai,



Mares and Rosenheck, 2012; Gibler, Kananen and Tyvimaa, 2014; David Jiboye, 2012; Nguyen et al., 2018; Jiang et al., 2019; Dimuna and Olotuah, 2019; Kellekci and Berköz, 2007, Berköz, Turk and Kellekci, 2009; Thomsen and Eikemo, 2010; Matel, 2020). In Istanbul Turkey, process of globalisation has been changed the world including Turkey, expectation of the housing residential have been changing and as a result of changing living conditions (Berköz, Turk and Kellekci, 2009). The appearances physical quality of the housing must be considered while specifying factors that determine housing satisfaction among households Istanbul (Kellekci and Berköz, 2007).

Meanwhile in Norway, the quality of housing facilities such as kitchen and bathroom, size of room's should be considered the most important variable in housing satisfaction in influencing the home experience (Thomsen and Eikemo, 2010). In addition, according to Dimuna and Olotuah (2019); David Jiboye (2012) stressed that quality house physical play a crucial role in determine of housing satisfaction among households in Nigeria. The reasons of this, the sense of value of residents in terms of the high level of population education and the ability to afford the maintenance of housing. Therefore, the initial design and the construction of the buildings has been paid to precision, fitness, aesthetics, balance, and harmony in the use of design features (David Jiboye, 2012).

In recent years, there has been an increasing interest affordable apartments (cheap commercial housing) which is in high demand the big cities of Hanoi Vietnam (An and Hung, 2016). According to Nguyen et al. (2018), apartment characteristics (housing characteristics) play a role in determinant of housing satisfaction among households. Although the quality of construction and design of apartments are the main element, however the location as well is found to be important characteristics in prediction of housing satisfaction (Nguyen et al., 2018). Meanwhile historical block China have been investigating that housing physical quality also show positive intention to move in the sense that's intend high profit from commercialism homes and also the compensation from government throughout relocation to enhance their economic scenario (Jiang et al., 2019).

#### *4.4 Management and Services*

Several studies thus far have linked housing satisfaction with management and services as critical elements on housing satisfaction (Tsai, Mares and Rosenheck, 2012; Mohit and Nazyddah, 2011; Moore et al., 2019; Davoodi and Da?li, 2019; Erdogan et al., 2007; Kellekci and Berköz, 2007; Berköz, Turk and Kellekci, 2009). Seven out of 33 papers have established management and services as a element in housing satisfaction. Under these themes, arise two sub-themes which is rule regulations and safety. Several studies investigating sub-themes rule regulations have been carried out on housing satisfaction (Tsai, Mares and Rosenheck, 2012; Mohit and Nazyddah, 2011; Moore et al., 2019; Davoodi and Da?li, 2019; Erdogan et al., 2007). Several studies have been made to sub-themes safety with housing satisfaction (Kellekci and Berköz, 2007; Berköz, Turk and Kellekci, 2009).

Tsai, Mares and Rosenheck (2012) analysed the data from 756 among chronically respondents' homeless adults and concluded that management and services (positive case manager) were identified as a critical element in housing satisfaction. However, on this research found that's, the supported housing programs would be increasing the satisfaction clients in chronically homeless adults. In Klang Malaysia, Selangor Zakat Boards have been success provide a housing to the poor needed. Along with this growth in housing, however, there is increasing concern regarding the satisfaction of housing support services need to be improved (Mohit and Nazyddah, 2011). However preliminary work on housing satisfaction was undertaken by Mohit and Nazyddah (2011), it is based on the need for management and services to focus on increasing the level housing satisfaction and the intention to move a new house between households.

In United States, data from Moore et al. (2019) have identified that increased housing satisfaction with management and services. The data show that's, property management attributes that square measure thought

about to be service –oriented skills, like easy contact with workers management, meeting desires, and feeling welcome at the property, all of them had a positive association with one another. According to Moore et al. (2019), regarding management and services, the longer it took to respond to maintenance complaints, the additional seemingly residents would exhibit overall discontentedness with the property. Maintenance latent period can be due to existing discontentedness ensuing once maintenance work should be done on their unit with a extended time latent period additional aggravating the situation.

Meanwhile in Cyprus Turkey, other studies have considered the relationship housing satisfaction between management and services. Surveys conducted by Davoodi and Dali (2019) have found that, “suitable management rules” as a critical impact on housing satisfaction. According to Davoodi and Dali (2019), in Cyprus Turkey, has shown that the activities of local authorities’ impact on the satisfaction of housing. Additionally, these studies argued that by implementing them effectively, regulations and strategies, local authorities and municipalities could effectively improve conditions that influences the satisfaction of the residents. Therefore, local authorities have a significant role to play improving housing satisfaction when establishing and implementing appropriate management policies.

In Erdine Turkey, previous research has indicated that various management and services have a positive impact on housing satisfaction (Erdogan et al., 2007). It has conclusively show that traditional housing is influenced by perceived perspective toward the dwelling and satisfaction with the performance of the native authorities. On other hand, Erdogan et al. (2007), provides in-depth analysis of the work housing satisfaction showing its relevance to modern housing have a positive impact to satisfaction with the performance of the native authorities.

In Istanbul Turkey, Kellekci and Berköz (2007); Berköz, Turk and Kellekci (2009), draws our attention to distinctive categories of sub-themes safety services often observed in housing satisfaction. Kellekci and Berköz (2007), highlights the need to the link between increasing the level satisfaction among households and structural environmental security of the housing in the space of security. Meanwhile Berköz, Turk and Kellekci (2009) found that’s, the structure and safety of the environment housing is yet another element that influences the choice of dwelling location. Therefore, as a result, all these revealed that centrality environmental security of housing are important elements for increasing user satisfaction in housing in the Istanbul the historical place.

## 5.0 Discussion

This work contributes to existing knowledge housing satisfaction by providing systematically analyses the existing literature on households’ satisfaction elements to housing. Critical elements on housing satisfaction must be applied to increasing the satisfaction and life overall. Throughout this paper, a review sourced from database Scopus have resulted in 32 articles related to crucial elements housing satisfaction. There is large volume of published studies describing the diversity towards housing satisfaction. Therefore, the study considered to scope of this review, four themes and 12 sub-themes arise. Socio-demographic, neighbour, housing characteristics and management and services are four the main themes elements raised by numerous authors. Age, gender, ethnic, finance, education, ownership status, accessibility, neighbour interaction, number of rooms and size, dwelling quality, rule and regulations and safety are 12 sub-themes emerged (figure 3).





**Figure 5.** Mind Map Framework for Elements in Determining Housing Satisfaction

Housing satisfaction was used as a live of the amount of satisfaction current housing conditions (Morris and Winter, 1978). Households are diverse their housing satisfaction and one of its elements it is socio-demographic. According to Lu (1999), housing satisfaction is a complex construction and affected by a multiple of variables which is socio-demographic and environmental variables. Age, gender, ethnic, finance, education and ownership status are included as socio-demographic. Usually, review of the determinants of overall satisfaction recommended, major elements unremarkably studies by previous authors and reveal a U-shaped relationship with age (Dolan et al., 2008). However, individual have been married are more satisfied than others. On other hand, satisfaction also associated regarding increased with education and financial gain (Cullis et al., 2011; Orviska et al., 2014).

Unfortunately, a few authors have reported analyses of trends doubling housing prices in entire the world. Example in China reported that statistics showed housing cost was a doubling between 2007 and 2014 (Chivakul et al., 2015). Whereas 13.1 percent the real annual growth reported regarding the top Chinese cities between 2003 and 2013 (Fang et al., 2015). Surprising, strong evidence of housing happiness was found when Florida et al. (2013) reported that households, homebuyers, and people are happier and more satisfied where is house less expensive. Therefore, the government should pursue a housing policy towards citizens. Housing policy not just only be used to stimulate housing the economy and provide a place for citizens to live, but to be active granting the necessary subsidies to the needed people. Additionally, Francescato et al. (1987), data showed that, higher levels of satisfaction are a good indication of the success of specific policies, programs or design, example in the South African low-income housing subsidy scheme, among others. Therefore, further research should be done to investigate the strategy of governments, planners, and developers regarding the less expensive or low-cost house for people need and to increase housing satisfaction.

Traditionally, housing conditions recently being judge by households based on the actual housing situation and standards of housing. High level of satisfaction would express by households if the housing situation met

the standards of neighbour and neighbourhood. According to Moris and Winter (1978), associated that satisfaction with specific housing norms control by households influence their need to form associate adjustment. They indicate expectations and aspirations for housing are assumed within the ideas of norms. Despite this scenario, the impacts of these on the neighbour elements such as housing satisfaction or dissatisfaction tend to vary by housing type, tenure, country, and culture. The implication is that research needs to be carried out determine the satisfaction of housing in case specific situations to guide developers and planners. For example, Malaysia, Turkey, and Indonesia, among developing countries, and housing satisfaction studies, should be targeted at the public and private sectors based on a neighbour model for developing countries. Additionally, these countries among the Muslim countries, therefore further research should use ought to applied monotheism model to create certain the new data and new scenario would gain.

In recent years, the housing characteristics such as the size of rooms, the size of living space, material quality and appearances physical (dwelling quality) subjective well-being are commonly assumed to be positive. The issue has grown and more concerned because the size of house and number of rooms are important to the people. Several sources have identified the decreasing dwelling size and number of rooms in the United Kingdom affect the life overall (Evans and Hartwich 2005). According to Evans (1991), decreasing the dwelling size and rooms in the United Kingdom is constantly attributed to the increasing cost of developing land. Meanwhile in Malaysia, households concern regarding the size of house (three rooms) which they consider to be little whereas, the majority number of size family more than five persons (Mohit and Nazyddah, 2011). The scenario of these being issues that has dominated the field for many years concerns regarding elements housing characteristics and housing satisfaction. However, much of the research up to now has been descriptive in these issues. According to Abdullah, Abdul Aziz and Bahari (2020), developing waqf property in terms waqf housing by lowering the price of construction and providing affordable housing to the local community could be a way to solve the issues.

## 6.0 Future Direction

Collectively, these studies outline a critical role for the determining critical elements households towards housing satisfaction. In view of all that has been, so far there still much that is undiscovered about how households adapt to housing satisfaction. On completion of systematic literature review using PRISMA protocol, most of the current studies in this review were fully quantitative (31), one study was based on a mixed method approach (quantitative + qualitative). So far, this method has only been applied to quantitative and mixed method approach. Further data collection these results suggest that, is required to determine housing satisfaction exactly using qualitative approach. It would be interesting to compare the results adaptation by households using the dept-analyses and detail explanation using more qualitative designs. According to Berrang-Ford et al. (2015), qualitative approach might in improved transparency and exaggerated ability to critically assess the rigor of the review, whereas at a similar time reflective new and various systematic review methods.

However, this study systematically reviews the data articles from database Scopus, in aiming to provide understanding of housing satisfaction among households in entire world. The reader should bear in mind that the study is based on database Scopus whereas others database undiscovered. One advantage of the using database Scopus is that it avoids the problem of duplicates and decentralized. However, for future research, more research on this topic needs to be undertaken and future investigating should apply more than one database. It would be more solid evidence and findings would transparent and concrete.

## 7.0 Conclusion

This systematic review has been highlighted the critical elements in determining housing satisfaction among households. Regarding the context element affected housing satisfaction, age, gender, ethnic, finance, education, ownership status, accessibility, neighbour interaction, dwelling quality, number of rooms and size, rule and regulations and safety. Four themes have been emerged and establish to perform the crucial elements in determining housing satisfaction were identified namely socio-demographic, neighbour, housing characteristics and management and services. This study contribute were further sub-themes extended to 12 sub-themes.

This study provided an important opportunity to advance the understanding of housing satisfaction among households. Therefore, these studies offer some important recommendations for future research. First, more attention should focus be paid to qualitative design in order provide detailed explanations and dept-analysis on households' adaptation towards housing satisfaction and decision-making in chosen house. Second, future research should apply more than one database to clarify housing satisfaction among households.

## References

- Abdullah, B., Abdul Aziz A.H., Bahari, Z. (2020). Pelaksanaan Pembangunan Harta Wakaf di Negeri Pulau Pinang dalam Sektor Komersial. *International Journal of Modern Trends in Business Research (IJMTBR)*, 3(14), 1-13.
- Abdul-Rahman, H., Wang, C., Wood, L.C. and Khoo, Y.M. (2014), "Defects in affordable housing projects in Klang Valley, Malaysia", *Journal of Performance of Constructed Facilities*, Vol. 28 No. 2, pp. 272-285.
- Aigbavboa, C. (2016). Assessing beneficiaries' needs and expectations as a determinant of residential satisfaction in South Africa. *Housing, Care and Support*, 19(1), 10–22. <https://doi.org/10.1108/HCS-01-2016-0001>
- An T, Hung L. 2016. Shortage of affordable apartments in Ho Chi Minh City [Khan nhiễm nguồn cung căn hộ giá rẻ ở TP Hồ Chí Minh]. <http://www.kinhtenongthon.com.vn/TP-HCMKhan-hiem-nguon-cung-can-ho-gia-re-182-62628.html>
- Andani, I. G. A., La Paix Puello, L., & Geurs, K. (2020). Exploring the role of toll road construction on residential location choice in the Jakarta – Bandung region. *Case Studies on Transport Policy*, 8(2), 599–611. <https://doi.org/10.1016/j.cstp.2020.02.001>
- Baker, E., Lester, L., & Beer, A. (2013). Housing assistance: Exploring benefits beyond shelter. *SAGE Open*, 3(3), 1–10. <https://doi.org/10.1177/2158244013491949>
- Basolo, V., & Strong, D. (2002). Understanding the Neighborhood: From Residents' Perceptions and Needs to Action. *Housing Policy Debate*, 13(1), 83–105. <https://doi.org/10.1080/10511482.2002.9521436>
- Berkoz, L., Turk, S. S., & Kellekci, Ö. L. (2009). Environmental quality and user satisfaction in mass housing areas: The case of Istanbul. *European Planning Studies*, 17(1), 161–174. <https://doi.org/10.1080/09654310802514086>
- Berrang-Ford, L., Pearce, T., Ford, J.D., 2015. Systematic review approaches for climate change adaptation research. *Reg. Environ. Chang.* 15 (5):755–769. <https://doi.org/10.1007/s10113-014-0708-7>.
- Chen, Y., Friedman, R., & Tony Simons. (2014). Article Information - Home Article Information - Home. *Managerial Auditing Journal*, 28(2), 2–3.
- Chivakul, M., Lam, R., Liu, X., Maliszewski, W., & Schipke, A. (2015). Understanding Residential Real

- Estate in China. *IMF Working Papers*, 15(84), 1. <https://doi.org/10.5089/9781484337066.001>
- Cho, J., Cook, C., & Bruin, M. J. (2012). Functional Ability, Neighborhood Resources and Housing Satisfaction among Older Adults in the U.S. *Journal of Housing for the Elderly*, 26(4), 395–412. <https://doi.org/10.1080/02763893.2012.724376>
- Choi, B. and Kim, S. (2011). The effects of place attachment to childhood home to the housing satisfaction. *Journal of the Korean Housing Association*, 22(2), pp.111-120.
- Choi, B., Park, J. A., & Lee, H. J. (2016). The development of a measurement method for place attachment and its verification with a housing satisfaction measure: A survey of university students about their homes. *Journal of Asian Architecture and Building Engineering*, 15(2), 193–200. <https://doi.org/10.3130/jaabe.15.193>
- Cullis, J., Hudson, J., & Jones, P. (2011). A different rationale for redistribution: Pursuit of happiness in the European Union. *Journal of Happiness Studies*, 12(2), 323-341.
- David Jiboye, A. (2012). Post-occupancy evaluation of residential satisfaction in Lagos, Nigeria: Feedback for residential improvement. *Frontiers of Architectural Research*, 1(3), 236–243. <https://doi.org/10.1016/j.foar.2012.08.001>
- Davoodi, T., & Dağlı, U. U. (2019). Exploring the determinants of residential satisfaction in historic urban quarters: Towards sustainability of the Walled City Famagusta, North Cyprus. *Sustainability (Switzerland)*, 11(22). <https://doi.org/10.3390/su11226261>
- Dimuna, K. O., & Olotuah, A. O. (2019). Evaluation of Residents' Satisfaction with Building Features in Some Public Housing Estates in Benin City, Nigeria. *Academic Journal of Interdisciplinary Studies*, 8(2), 117–125. <https://doi.org/10.2478/ajis-2019-0023>
- Dolan, P., Peasgood, T., & White, M. (2008). Do we really know what makes us happy? A review of the economic literature on the factors associated with subjective well-being. *Journal of Economic Psychology*, 29(1), 94–122. <https://doi.org/10.1016/j.joep.2007.09.001>
- Erdogan, N., Akyol, A., Ataman, B., & Dokmeci, V. (2007). Comparison of urban housing satisfaction in modern and traditional neighborhoods in edirne, Turkey. *Social Indicators Research*, 81(1), 127–148. <https://doi.org/10.1007/s11205-006-0018-7>
- Erdogan, N., Kisa Ovali, P., & Kayapinar, Ö. (2019). Housing satisfaction in a traditional neighborhood of Izmit, Turkey. *International Journal of Housing Markets and Analysis*, 13(2), 251–266. <https://doi.org/10.1108/IJHMA-02-2019-0018>
- Evans, A. W. (1991). 'Rabbit Hutches on Postage Stamps': Planning. Development and Political Economy. *Urban studies*, 28(6), 853–870.
- Evans, A., & Hartwich, O. (2005). Unaffordable housing. *Policy Exchange*, 5, 21–36.
- Fang, H., Gu Q., Xiong, W., & Zhou, L.-A. (2015). Demystifying the Chinese housing boom. In M. Eichenbaum, & J. Parker (Vol. Eds.), *Chap. 2 in NBER Macroeconomics Annual 2015. Vol. 30* University of Chicago Press.
- Florida, R., Mellander, C., & Rentfrow, P. J. (2013). The happiness of cities. *Regional Studies*, 47(4), 613-627.
- Foye, C. (2017). The Relationship Between Size of Living Space and Subjective Well-Being. *Journal of Happiness Studies*, 18(2), 427–461. <https://doi.org/10.1007/s10902-016-9732-2>
- Francescato, G., Weidemann, S. and Anderson, J.R. (1987), "Residential satisfaction: its uses and limitations in housing research", in Vliet, W.V., Choldin, H., Michelson, W. and Popene, P. (Eds), *Housing and Neighbourhood: Theoretical and Empirical Contributions*, Greenwood Press, Westport, CT, pp. 43-57.
- Gitlin, L. N. (2003). Conducting research on home environments: Lessons learned and new directions. *The Gerontologist*, 43, 628–637. doi:10.1093/geront/43.5.628.
- Higgins, J.P.T., Altman, D.G., Gøtzsche, P.C., Jüni, P., Moher, D., Oxman, A.D., et al., 2011. The Cochrane

- Collaboration's tool for assessing risk of bias in randomised trials. *BMJ (Online)* 343 (7829):1–9. <https://doi.org/10.1136/bmj.d5928>
- Howley, P. (2010). "Sustainability versus liveability": An exploration of central city housing satisfaction. *International Journal of Housing Policy*, 10(2), 173–189. <https://doi.org/10.1080/14616718.2010.480857>
- Jiang, W., Feng, T., Timmermans, H., & Li, H. (2019). Intention to move in renovated historical blocks in China. *Journal of Housing and the Built Environment*, 34(1), 73–90. <https://doi.org/10.1007/s10901-018-9608-3>
- Kellekci, Ö. L., & Berköz, L. (2006). Mass housing: User satisfaction in housing and its environment in Istanbul, Turkey. *European Journal of Housing Policy*, 6(1), 77–99. <https://doi.org/10.1080/14616710600587654>
- Liberati, A., Altman, D., Tetzlaff, J., Mulrow, C., Gøtzsche, P., Ioannidis, J., ... Moher, D. (2009). The PRISMA statement for reporting systematic reviews and meta-analyses of studies that evaluate healthcare interventions: Explanation and elaboration. *PLoS Medicine*, 6(7), e1000100.
- Lind, K. (2015). Perspectives on Abandoned Houses in a Time of Dystopia. *Journal of Affordable Housing & Community Development Law*, 24(1), 121-132. Retrieved January 27, 2021, from <https://www.jstor.org/stable/26408156>
- Lu, M. (1999). Determinants of residential satisfaction: Ordered logit vs regression models. *Growth and Change*, 30, 264–287.
- Matel, A. (2020). Tenure Status, Housing Conditions and Residential Satisfaction of Adolescents. *Real Estate Management and Valuation*, 28(4), 24–32. <https://doi.org/10.1515/remav-2020-0029>
- Moher, D., Liberati, A., Tetzlaff, J., Altman, D.G., The PRISMA Group, 2009. Preferred reporting items for systematic reviews and meta-analyses: the PRISMA statement. *PLoS Med.* 6 (7), e1000097. <https://doi.org/10.1371/journal.pmed100009>
- Mohit, A.M., Ibrahim, M. and Rashid, R.Y. (2010), "Assessment of residential satisfaction in newly designed public low-cost housing in Kuala Lumpur, Malaysia", *Habitat International*, Vol. 34 No. 1, pp. 18-27.
- Mohit, M. A., & Nazyddah, N. (2011). Social housing programme of Selangor Zakat Board of Malaysia and housing satisfaction. *Journal of Housing and the Built Environment*, 26(2), 143–164. <https://doi.org/10.1007/s10901-011-9216-y>
- Moore, H. P., Carswell, A. T., Worthy, S., & Nielsen, R. (2019). Residential Satisfaction among College Students: Examining High-End Amenity Student Housing. *Family and Consumer Sciences Research Journal*, 47(3), 260–275. <https://doi.org/10.1111/fcsr.12298>
- Morris, E. W., & Winter, M. (1978). *Housing, family, and society*. New York, NY: John Wiley.
- Mulrow, C. D. (1994). Rationale for systematic reviews. *BMJ*, 309(6954), 597–599.
- Narsai, P., Taylor, M., Jinabhai, C., & Stevens, F. (2013). Variations in housing satisfaction and health status in four lower socio-economic housing typologies in the eThekweni Municipality in KwaZulu-Natal. *Development Southern Africa*, 30(3), 367–385. <https://doi.org/10.1080/0376835X.2013.817304>
- Newman, S. J., & Goldman, H. H. (2008). Putting housing first, making housing last: Housing policy for persons with severe mental illness. *American Journal of Psychiatry*, 165, 1242–1248.
- Nguyen, A. T., Tran, T. Q., Vu, H. V., & Luu, D. Q. (2018). Housing satisfaction and its correlates: a quantitative study among residents living in their own affordable apartments in urban Hanoi, Vietnam. *International Journal of Urban Sustainable Development*, 10(1), 79–91. <https://doi.org/10.1080/19463138.2017.1398167>
- Noblit, G. W., & Hare, R. D. (2018). *Meta-ethnography: Synthesizing qualitative studies*. Newbury Park: Sage.
- Oh, D. H., & Lee, J. S. (2003). Comparison on housing satisfaction of general purchase households and



- resettled cooperative households living in redevelopment apartments located in the northern seoul area. *International Journal of Urban Sciences*, 7(2), 119–130. <https://doi.org/10.1080/12265934.2003.9693530>
- Olanrewaju, A. L., & Tan, S. Y. (2018). An exploration into design criteria for affordable housing in Malaysia. *Journal of Engineering, Design and Technology*, 16(3), 360–384. <https://doi.org/10.1108/JEDT-12-2017-0125>
- Orviska, M., Caplanova, A., & Hudson, J. (2014). The impact of democracy on well-being. *Social Indicators Research*, 115(1), 493–508.
- Pahlevan-Sharif, S., Mura, P., & Wijesinghe, S. N. R. (2019). A systematic review of systematic reviews in tourism. *Journal of Hospitality and Tourism Management*, 39(April), 158–165. <https://doi.org/10.1016/j.jhtm.2019.04.001>
- Paper, W., Papers, O. D., & Keynes, M. (2015). [www.econstor.eu](http://www.econstor.eu).
- Semeah, L. M., Beamish, J. O., Schember, T. O., & Cook, L. H. (2019). The Rental Housing Needs and Experiences of Veterans With Disabilities. *Administration and Society*, 51(2), 299–324. <https://doi.org/10.1177/0095399716666355>
- Shenk, D., Kuwahara, K. and Zablotsky, D. (2004) Older women's attachments to their home and possessions. *Journal of Aging Studies*, 18, pp.157-169.
- Tan, T. H., & Khong, K. W. (2012). The link between homeownership motivation and housing satisfaction. *International Journal of Economics and Management*, 6(1), 1–20.
- Teck-Hong, T. (2012). Housing satisfaction in medium- and high-cost housing: The case of Greater Kuala Lumpur, Malaysia. *Habitat International*, 36(1), 108–116. <https://doi.org/10.1016/j.habitatint.2011.06.003>
- Teck-Hong, T. (2012). Housing satisfaction in medium- and high-cost housing: The case of Greater Kuala Lumpur, Malaysia. *Habitat International*, 36(1), 108–116. <https://doi.org/10.1016/j.habitatint.2011.06.003>
- Thomsen, J., & Eikemo, T. A. (2010). Aspects of student housing satisfaction: A quantitative study. *Journal of Housing and the Built Environment*, 25(3), 273–293. <https://doi.org/10.1007/s10901-010-9188-3>
- Tsai, J., Mares, A. S., & Rosenheck, R. A. (2012). Housing satisfaction among chronically homeless adults: Identification of its major domains, changes over time, and relation to subjective well-being and functional outcomes. *Community Mental Health Journal*, 48(3), 255–263. <https://doi.org/10.1007/s10597-011-9385-x>
- Vera-Toscano, E., & Ateca-Amestoy, V. (2008). The relevance of social interactions on housing satisfaction. *Social Indicators Research*, 86(2), 257–274. <https://doi.org/10.1007/s11205-007-9107-5>
- Wahl, H.-W., Fange, A., Oswald, F., Gitlin, L. N., & Iwarsson, S. (2009). The home environment and disability-related outcomes in aging individuals: What is the empirical evidence? *The Gerontologist*, 49, 355–367. doi:10.1093/geront/gnp056.
- Warnes, A. M., Crane, M., & Coward, S. E. (2013). Factors that Influence the Outcomes of Single Homeless People's Rehousing. *Housing Studies*, 28(5), 782–798. <https://doi.org/10.1080/02673037.2013.760032>
- WB. 2015. Vietnam affordable housing: a way forward. Hanoi: The World Bank.
- Weed, M. (2006). Sports tourism research 2000–2004: A systematic review of knowledge and a meta-evaluation of methods. *Journal of Sport & Tourism*, 11(1), 5–30.
- Yakubu, A., & Aziz, A. H. A. (2019). The Role of Waqf in Economic Sustainability and Poverty Reduction. *International Journal of Academic Research in Business and Social Sciences*, 9(12), 708–714.
- Zanuzdana, A., Khan, M., & Kraemer, A. (2013). Housing Satisfaction Related to Health and Importance of Services in Urban Slums: Evidence from Dhaka, Bangladesh. *Social Indicators Research*, 112(1), 163–185. <https://doi.org/10.1007/s11205-012-0045-5>

Zhang, F., Zhang, C., & Hudson, J. (2018). Housing conditions and life satisfaction in urban China. *Cities*, 81, 35–44. <https://doi.org/10.1016/j.cities.2018.03.012>.