

Abstract

The Satisfaction of Flat Tenants : the casestudy of Bangplee Newtown.

This study has three objectives, firstly, to study level of satisfication of living in flat in three dimensions i.e physical social and project management; secondly, to point out factors influencing the level of satisfaction and; thirdly, to uncover whether there are any housing norms of these tenants.

The sample size of 207 tenants is to answer the questionniars and the interview.

The main findings are as follows;

1. The level of satisfaction of the tenants is mediocre in average with highest ranking in phisical dimension.

2. Factors that have significant association with the level of satisfaction of the tenants are age, marital status, occupational status, travelling time between home to office, size of member and social relation and interaction with neighbors.

3. The majority of the tenants have no expected housing norms. For those who have, they have the least expectation with the phisical standard, and they expect the most from project management.