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ANALYSIS OF OCCUPANT SATISFACTION LEVEL WITH PERFORMANCE OF INFRASTRUCTURE, FACILITIES, AND UTILITIES IN JONGKE APARTMENT OCCUPANCY, SLEMAN REGENCY

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ABSTRACT

Rusunawa building is a vertical residential building aimed at low-income people. Although this runaway is specifically for low-income communities, runaway buildings must also meet the requirements for the availability of infrastructure, facilities, and utilities as stipulated in Law Number 20 of 2011 concerning Flats, SNI 03-7013-2004 concerning Planning Procedures for Simple Flats for Environmental Facilities. Through observations and data collection conducted by researchers in Rusunawa Jongke, Sleman Regency, several requirements regarding infrastructure, facilities, and utilities such as the maximum radius of facilities that do not comply with the Indonesian National Standard 03-7013-2004 Regarding the procedures for planning simple apartment environmental facilities, it is necessary to conduct research to determine the level of occupant satisfaction with the performance of infrastructure, facilities, and utilities of Rusunawa Jongke, Sleman Regency as one of One's evaluations in improving service quality. The Importance Performance Analysis method is used to assess the performance of managers on the performance of infrastructure, facilities, and utilities in Jongke Flats, through the perceptions of Rusunawa residents. This method compares the level of performance of managers against the performance of Infrastructure, Facilities, and Utilities with the level of expectations or interests of residents of Jongke Rental Simple Flats, Sleman Regency. Overall, the occupants' satisfaction score on the performance of infrastructure, facilities, and utilities in Jongke Rental Simple Flats, Sleman Regency resulted in an average score of 86%, meaning that the quality of service provided was good but not 100% satisfactory. The level of satisfaction obtained by the results was Quite Satisfied 16.67%, Satisfied 80%, and Very Satisfied 3.33%. Drainage facilities and worship facilities are aspects that need to be improved.

Introduction

People in Sleman Regency have difficulty owning private houses because of the lack of net income so the amount of savings to buy a house, land, or build a house is not possible. According to BPS data, Sleman Regency 2022 has an average monthly expenditure of Rp. 1,808,356, while the minimum wage for Sleman Regency in 2023 is Rp. 1,981,782. This shows the minimal difference between income and expenditure of people in Sleman Regency, especially for low-income people, who do not have a permanent job and generally have income below the minimum wage (Batool, Mansor, Bashir, & Zainab, 2021).

The concept of flats as vertical residential areas is a solution for low-income people to still have a livable place to live. Although rusunawa is specifically for low-income communities, rusunawa buildings must also meet the requirements for the availability of infrastructure, facilities, and utilities as stipulated in Law Number 20 of 2011 concerning Flats, SNI 03-7013-2004 concerning Procedures for Planning Environmental Facilities for Simple Flats. This infrastructure is needed to meet the basic needs of life and improve the welfare of residents. The need for environmental infrastructure and housing at this time is not only limited to the need to defend itself but also increases to needs that are higher in value, such as the need to socialize with other individuals, the need for security, the need to actualize themselves and increase the productivity of life of the community (Handayani, 2014). The development of residential infrastructure is one of the important things in realizing a healthy and comfortable place to live (Hartman & Barber, 2020).

One of the Rusunawa for low-income people is Rusunawa Jongke, Sleman Regency, Yogyakarta Province, which was built in 2012 into a project of the Yogyakarta Public Works, Housing and Settlement Office. The number of vertical buildings Rusunawa Jongke Sleman Regency consists of 4 towers. Each tower has 96 residential units with a total of 384 type 24 m2 residences. The number of floors of the building is 5 floors with the designation of the first floor provided by 12 disabled residential units, and commercial units. There are other supporting facilities such as parks, children's playgrounds, and access roads. The residential area is 24m2 with facilities of 1 bedroom, living room, kitchen, and 1 bathroom. Other spaces function as a management office, lobby, parking area, common room, prayer room, and business space. Through observations and data collection conducted by researchers in Rusunawa Jongke, Sleman Regency, some requirements regarding infrastructure, facilities, and utilities, have not been by the Indonesian National Standard 03-7013-2004 concerning procedures for planning simple apartment environmental facilities, such as the maximum radius of facilities that exceed the limit of provisions (Hussin et al., 2021).

The performance of infrastructure, facilities, and utilities in Rusunawa should be able to satisfy residents (Florida, 2017). If environmental facilities can still be served by facilities that are outside the apartment environment, the fulfillment of the needs of the type and number of environmental facilities is adjusted to the applicable circumstances and regulations and is equipped with environmental infrastructure following the needs and meets the applicable requirements and conditions (SNI 03-7013-2004). However, the performance of infrastructure, facilities, and utilities in Rusunawa is often constrained due to limited resources and management factors. Often the performance of infrastructure facilities does not satisfy its residents so residents lack a sense of responsibility to participate in maintaining environmental conditions, eventually causing the apartment environment to look dirty and shabby (Jemini-Gashi, Duraku, & Kelmendi, 2021). This problem makes the apartment environment uncomfortable which will affect the condition of residence satisfaction of its residents. So that residents must adapt to their environment. The results of adaptation to the behavior of these residents will have an impact on the comfort of the living environment. It all depends on the decision of residents when they

carry out activities (Batool et al., 2021). In addition to performance issues, an aspect that is no less important that must be considered is the performance of infrastructure, facilities, and utilities that are adjusted to the expectations of its residents.

The performance of infrastructure, facilities, and utilities in Rusunawa should be adjusted to the needs of residents. Meeting the needs of the type and number of Iingkungan facilities by applicable circumstances and regulations, and equipped with environmental infrastructure by the needs and meeting applicable requirements and conditions (SNI 03-7013-2004). However, the performance of infrastructure, facilities, and utilities in Rusunawa is often not adjusted to the expectations and needs of residents, such as infrastructure, facilities, and utilities that residents feel are not too important perform well and those residents feel important perform poorly. If the condition is poorly maintained, damaged, and does not function properly or the residential environment becomes worse, then the quality is declared to have decreased. Continuous deterioration in quality is called the process of slumping or turning into a slum (Khan, Mishra, & Ansari, 2021). Good management schemes or procedures will be able to maintain the physical function of buildings and occupancy remains feasible. Therefore, the performance of infrastructure, facilities, and utilities in Rusunawa needs to be evaluated. Some ways that can be done to evaluate infrastructure, facilities, and utilities are by comparing conditions with existing standards/rules/regulations and can also involve residents to assess the condition of infrastructure, facilities, and utilities. Occupant assessment can be used as a reference in improving the performance of infrastructure, facilities, and utilities that have low performance in addition occupant assessment can be used as a reference for finding solutions in improving infrastructure, facilities, and utilities that residents need most.

The solution to improve infrastructure, facilities, and utilities with low performance and the most needed is a very important aspect because it can increase the satisfaction of Rusunawa residents to be by the purpose of Rusunawa development, which is to reduce and prevent slums, as well as to provide decent and healthy housing for low-income people. However, there have not been many studies that discuss these problems, especially Rusunawa Jongke. Rusunawa Jongke Sleman Regency was built in 2012, so the infrastructure has decreased a lot. It is hoped that with this research, residential infrastructure and utilities in Jongke Flats can be further optimized to be by the standards set by the Indonesian National Standard. In addition, this research can be a guideline for the Sleman Regency Government so that the infrastructure and utility facilities of settlements in Jongke Flats are further improved so that they are by the function and purpose of building flats.

(Alfianarrochmah, Nugroho, & Handayani, 2022) conducted a study entitled "Analysis of the Level of Comfort, Satisfaction, and Management Based on the Income Level of Rusunawa Residents" The methods used in the study are qualitative and quantitative to obtain the level of satisfaction, comfort, and management of rusunawa based on income level. The results of the study are that the average occupants are in the comfortable category for the level of comfort of staying, the category is comfortable

enough for the level of building comfort, and the satisfied category for the level of satisfaction with management performance and there is a significant difference in the level of building comfort based on the income level of runaway residents (Jauhar & Lau, 2018). The management of runaway has not achieved the maximum goals related to the implementation of runaway regulations, financing has not been optimal, and building components still need improvement (Marina, Singh, & Ahmad, 2020). Thus, runaway development programs are needed such as providing counseling, participating in social activities related to environmental care, and conducting socialization with residents, especially priority aspects of runaway specifically for low-income people.

The current research is based on several previous studies that have similar themes although with different criteria, objectives, locations, and outputs. The difference between this study and previous research is that no previous research has taken the object of Rusunawa Jongke, Sleman Regency to analyze the level of occupant satisfaction with the availability of infrastructure, facilities, and utilities.

Research Methods

The flow of the frame of mind refers to the way we organize, organize, and connect ideas or concepts in our thinking. It involves steps taken to solve a problem, analyze information, or develop an argument. The flow of the frame of mind helps us in building a clear and logical understanding of a particular topic or situation.

Research Strategy

This study used suggested strategies (Bengtson, Biblarz, & Roberts, 2002) to be able to answer questions in the study. There are three factors, which will affect the type of research strategy, namely:

1. Type of question asked.
2. The extent of control the researcher has over the behavioral event to be studied
3. Focus on contemporary events as opposed to historical events.

Data Collection Methods

Data collection techniques are steps taken to obtain data from data needs tables that have been compiled as material for carrying out analysis steps. Data collection sources come from primary data sources and secondary data. Primary data collection was carried out by field observation, questionnaires, and interviews obtained directly from the field. Secondary data collection is carried out through studies, regulations, journals, and documents. Further explanation is as follows:

1. Primary Data

a. Face-to-face interviews with participants. This interview requires generally unstructured and open-ended questions designed to elicit views and opinions from participants (Creswell, 2013).
b. Observation is a data collection technique carried out by direct observation of the research location. Observation aims to identify problems in the field and the compatibility between regulations and the condition of infrastructure, facilities, and

utilities in the field. Supporting tools in the implementation of observations in the form of cameras to document field conditions.

c. Questionnaire is a method used to obtain data that has high validity and reliability values. The questionnaire was conducted using simple random sampling addressed to residents of Rusunawa Jongke, Sleman Regency. The distribution of questionnaires uses a simple random sampling formula called direct sample distribution (Sugiyono, 2013).

2. Secondary Data

Secondary data collection techniques aim to support information in research and primary data. Secondary data is obtained directly through agencies such as the Central Bureau of Statistics of Sleman Regency, BAPPEDA of Sleman Regency, Sleman Settlement and Housing Office, and Mlati District. Other supporting documents that become secondary data sources come from books, journals, newspapers, and previous studies that can be obtained from the official website of the owner of the document used to support the research. Engineering Review of Indonesian National Standard document number 03-7013 2004 concerning procedures for planning simple apartment environmental facilities, Regulation of the Minister of Public Works Number: 60 / Prt / 1992 concerning Technical Requirements for the Construction of Flats, and Indonesian National Standard 03-1733 of 2004 Procedures for planning the housing environment in urban areas, carried out as a step to determine variables in descriptive analysis related to the availability and existing conditions of infrastructure, means and utilities.

Data Processing Methods

The method used in this study is the Importance Performance Analysis method. The Importance Performance Analysis technique is used to analyze or compare between the level of importance and the level of performance from the perception of the occupants of the sun. The factors used to assess the infrastructure, facilities, and utilities in Jongke rental flats, Sleman Regency are the level of importance and level of performance.

Results and Discussion

1. Overview of Research Objects

Rusunawa Jongke Sleman Regency was built to support government programs to provide decent housing for Low-Income People and the Technical Implementation Unit was the person in charge of managing Rusunawa Sleman under the Sleman PUPR Office. Rusunawa Jongke, Sleman Regency is located in Sendangadi Village, Sleman Regency, Yogyakarta, built in 2012 with a land area of 25,000 m2. The number of vertical buildings of Rusunawa Jongke Sleman Regency consists of 4 towers, namely Jongke Block A, Jongke Block B, Jongke Block C, and Jongke Block D. Each tower has 96 residential units with a total of 384 24 m2 type residences. The number of floors of the building is 5 floors with the designation of the first floor provided by 12 disabled residential units, and commercial units (Lena, Anggraini, Utami, & Rahma, 2020). There are other supporting facilities such as parks, children's playgrounds, and access roads. The residential area is 24m2 with facilities of 1 bedroom, living room, kitchen, and 1 bathroom. Other spaces

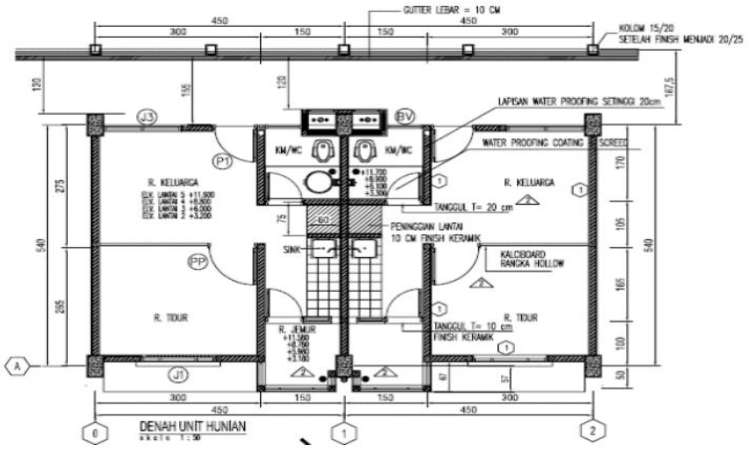
function as a management office, lobby, parking area, common room, prayer room, and business space. The details of land use can be seen in Table 1 below.

Table 1
Land Use

No	Building		Area m²
1	Land		25.077
2	The base area of the building		18.216,4
3	Facilities	Parking Area	823.2
		Access Road	1.815,8
		Yard	1.815,8
		Taman/RTH Private	17.884,9

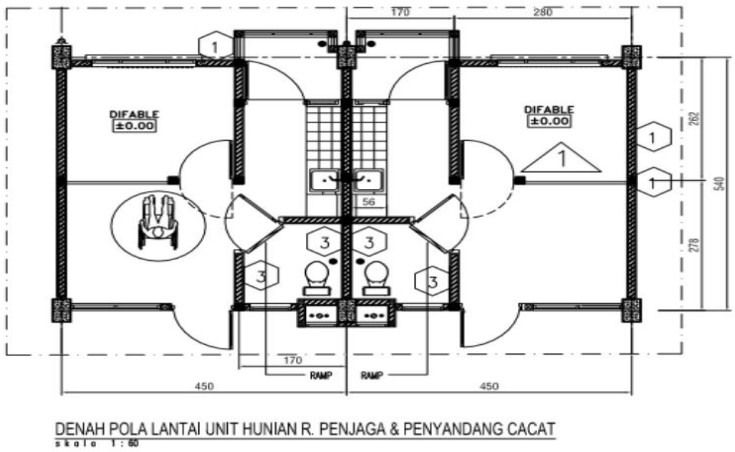
(Source: Upt Rusunnawa Jongke)

Rusunawa Jongke Sleman Regency is a rusunawa built by the Sleman Regency Government. As a temporary residence for low-income people who have a maximum income of IDR 2,500,000. Rusunawa Jongke, Sleman Regency consists of 4 towers, each tower has 96 residential units with a total of 384 type-24 public housing units.



Picture 1 Residential Type 24

Not only providing public housing located on the 2nd to fifth floors, the ground floor of the building provided 12 disabled units and 20 commercial units.



Picture 2 Disabled Residence

Reliability

According to (Mehrens &; Lehmann, 1973:102) reliability is consistency and stabilization of value or answer questions. The reliability coefficient is declared perfect if it passes 1. A low reliability coefficient indicates a low test score while a high reliability coefficient indicates a high correlation. This study uses the alpha formula because the instrument score is not just 1 and 0. Performance reliability value calculation:

$$\alpha = \left(\frac{Jumlah\ Pertanyaan}{Jumlah\ Pertanyaan - 1}\right)\left(1 - \frac{Jumlah\ Varian}{Varian\ Total}\right)$$

$$\alpha = \left(\frac{27}{27 - 1}\right)\left(1 - \frac{17{,}40}{179{,}24}\right)$$

$$\alpha = 0{,}94$$

Information:
If the alpha > 0.70 then reliability is high.
If alpha 0.50 – 0.70 then reliability is moderate.
If alpha < 0.50 then reliability is low.
If alpha is low, one or more items are likely unreliable. (Wahyuni, 2014).

Accessibility

Based on the perception of residents of Rusunawa Jongke, Sleman Regency. The accessibility of Rusunawa Jongke, Sleman Regency has a value of 86% which is categorized as satisfied. Accessibility indicators consist of 4 indicators, namely road availability with a value of 92%, road conditions to Rusunawa with a value of 92%, parking availability with a value of 85%, and public transportation facilities with a value of 77%. For public transportation facilities, although the place is far from runaway, residents are quite satisfied because many residents prefer to use private vehicles.

Table 2
Accessibility

Category	Code	Performance (Xi)	Average Xi	Hope (Yi)	Yi Average	TKI%	Information
Availability of roads to runaway	A1	242	3.72	263	4.05	92%	Satisfied
Road conditions to runaway	A2	246	3.78	268	4.12	92%	Satisfied
Availability of parking for flat residents	A3	232	3.57	272	4.18	85%	Satisfied
Availability of bus stops near runaway	A4	196	3.02	256	3.94	77%	Quite Satisfied
Accessibility	A	229	3.52	265	4.07	86%	Satisfied

Drainage Means

Based on the perception of residents of Rusunawa Jongke, Sleman Regency. The accessibility of Rusunawa Jongke, Sleman Regency has a value of 79% which is categorized as quite satisfied. Drainage indicators consist of 2 indicators, namely the availability of drainage/sewers in the Rusunawa environment with a value of 77% and the availability of water catchment land in the Rusunawa environment with a value of 81%. For means of drainage, the satisfaction of residents is based on the long absence of waterlogging despite heavy rainfall.

Table 3
Drainage Means

Category	Code	Performance (Xi)	Average Xi	Hope (Yi)	Yi Average	TKI%	Information
Availability of drainage/sewers in the Rusunawa environment	B1	206	3.17	267	4.11	77%	Quite Satisfied
Availability of water catchment land in the Rusunawa environment	B2	218	3.35	269	4.14	81%	Satisfied
Drainage	B	212	3.26	268	4.12	79%	Quite Satisfied

Waste Management

Based on the perception of residents of Rusunawa Jongke, Sleman Regency. The accessibility of Rusunawa Jongke, Sleman Regency has a value of 87% which is categorized as satisfied. The drainage indicator consists of 2 indicators, namely the availability of trash cans in the rusunawa environment with a value of 91%, and the availability of trash cans in each room of the rusunawa with a value of 84%. For waste facilities, occupant satisfaction is based on the ease of disposing of garbage through the chimney and then handled by the runaway manager through the waste officer.

Table 4
Waste Management

Category	Code	Performance (Xi)	Average Xi	Hope (Yi)	Yi Average	TKI%	Information
Availability of trash cans in the Rusunawa environment	C1	242	3.72	267	4.11	91%	Satisfied
Availability of trash cans in each room of the runaway	C2	216	3.32	257	3.95	84%	Satisfied
Garbage	C	229	3.52	262	4.03	87%	Satisfied

Business Facilities

Based on the perception of residents of Rusunawa Jongke, Sleman Regency. The accessibility of Rusunawa Jongke, Sleman Regency has a value of 92% which is categorized as satisfied. An indicator of business facilities is the availability of shops/markets/supermarkets near Rusunawa (still in one Kelurahan/Kecamatan). For business facilities, occupant satisfaction is based on the number of shops near the Rusunawa, considering that Rusunawa Jongke, Sleman Regency is in a densely populated area.

The results of this study found that the level of occupant satisfaction with the performance of infrastructure, facilities, and utilities in Rusunawa Jongke occupancy with the level of satisfaction is satisfied. This is not in line with the initial suspicion of research that the existence of infrastructure, facilities, and utilities that are not by SNI 03-7013-2004 concerning Procedures for Planning Simple Flats Environmental Facilities, can reduce the level of occupant satisfaction. According to some residents, although the facilities outside the rusunawa environment are relatively far away, the access is easy, the location is strategic and with the price offered and the facilities obtained residents feel better than renting a boarding room. The statement of occupant satisfaction is based more

on the accessibility and location of the runaway supported by research conducted by (Rahma et al., 2020) which states that based on the procedures for planning environmental facilities Simple Flats in choosing the location of flats needs to consider topographic aspects, access to public facilities, not around locations that have pollution, building density, and not a disaster-prone area (Kim & Jang, 2018).

In the planning process of Rusunawa development, the developer has determined the right location, considering that it is intended for low-income people so aspects of affordability with workplaces and public facilities determine the location. In addition, the allocation of space is also considered by developers considering that the success of the Rusunawa project is also influenced by government permits so that the government can assist in providing infrastructure facilities as support for housing.

Performance of Infrastructure, Facilities, and Utilities

The results of this study show that although the overall residents of Rusunawa Jongke are satisfied with the performance of infrastructure, facilities, and utilities, there are several infrastructures, facilities, and utilities that have low performance with a high level of importance including the availability of drainage/sewers in the runaway environment, the availability of water catchment land in the runaway environment, and the availability of mosques/prayer rooms in the runaway environment which indicates that there is no performance priority scale Infrastructure, facilities, and utilities that must be prioritized.

The results of this study are in line with the findings (Wirdianto, 2021), namely The handling of flat managers in overcoming the constraints of flat infrastructure facilities felt by residents tends to be long even though it is said to have prepared mechanical experts and technical experts. This shows that the purpose of Runaway to maintain, maintain the safety and comfort of residents is not achieved even though there is a skilled and competent management team or management body.

Recommendations for Improving Infrastructure, Facilities, and Utilities

Overall, the level of satisfaction of residents of Rusunawa Jongke, Sleman Regency is satisfied, but based on the Importance Performance Analysis several aspects have low performance with a high level of expectations, including the availability of drainage/sewers in the Rusunawa environment, the availability of water catchment land in the runaway environment, and the availability of mosques/prayer rooms in the runaway environment, so it is necessary to find out what the solution is.

Based on an interview with the Head of UPTD Rusunawa Sleman, Mr. Suroto S.Sos., the provision of Rusunawa Facilities, Infrastructure, and Utilities must be coordinated and approved by the Public Works, Housing and Settlement Area Office so that the applicant takes a long time in the provision and maintenance of runaway facilities, infrastructure, and utilities because until now the task of UPTD managers has been more emphasized on administrative tasks. This is in line with research (Tarigan, 2017) which states that UPTD Rusun is passive / waiting for complaints or reports from Rusunawa residents. If the number of officers is adequate, the implementation of supervision,

maintenance, and data collection/inventory of problems in the Rusunawa building and its supporting facilities and infrastructure can be carried out regularly.

So the short-term recommendations offered by researchers in overcoming the problems of infrastructure, facilities, and utilities of Rusunawa Jongke Sleman Regency.

1. Drainage Means

The problem with the performance of drainage facilities in Rusunawa Jongke is dirty drainage and a lot of garbage which is due to the lack of awareness of the residents of the Rusunawa to dispose of rubbish in the place provided even though the condition of the rubbish bins at Rusunawa Jongke based on observations is in good condition and is placed quite strategically at the corner of the building. The trash can also uses a gravity type so that residents do not need to go up and down stairs to throw away rubbish. Checking the capacity of large rubbish bins in each residential block

Number of Residents per Block	=	288 people
Waste Volume	=	0.001 m^3/person.day
Daily Waste Volume	=	288 people x 0.001 m^3/person.day
	=	0.28 m^3/day.

Large waste bin capacity (4.5 m^3) > Daily waste volume (0.28 m^3). From the calculations, it can be concluded that the capacity of large waste bins in residential blocks meets the requirements. So the recommendation is to increase the role of local governments in terms of coaching, mentoring supervision, and control. Counseling and socio-economic empowerment to residents need to be carried out again. Awareness to residents of runaway not to throw garbage in drainage channels. The existence of managers is needed to take care of the activities of flat residents and the maintenance of flat buildings. The form can be in the form of a group or another form of manager. Installation of Trash racks or garbage filters is one way to keep drainage channels clean. According to the Regulation of the Minister of Public Works and Public Housing Number 12/PRT/M/2014 of 2014 concerning the Implementation of Urban Drainage Systems. Garbage filters can be placed upstream of pump buildings with small capacity, retention pool inlet channels with small capacity, siphon building inlets, and culvert building inlets. The automatic Trash Rack Rotary System can be seen in Figures 5.27 and 5.28.

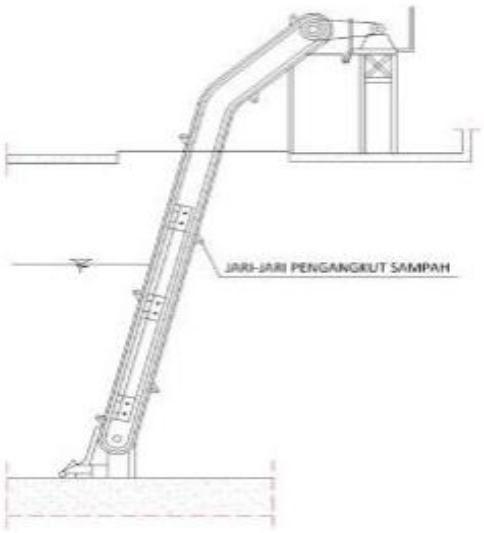


Figure 3 Automatic Trash Rack Rotary System (side view)

Figure 4 Automatic Trash Rack Rotary System (front view)

2. Facilities of Worship

The problem with the performance of Rusunawa Jongke worship facilities is the capacity that has not been fulfilled for all residents. To overcome the problem of the availability of worship facilities, physical utilization management can be carried out, namely how to improve the quality of the function of flats which include residential, non-residential, and PSU spaces. The conversion of unused rooms as a substitute for facilities with urgent needs whose systems are run by managers/management agencies (Permepera No: 14 / PERMEN / M / 2007 concerning Management of Simple Rental Flats). As for the long-term recommendation the statement (Luthfiah, 2010) that flats in the future must develop the concept of green building design. Implementing aspects of green buildings is

not only useful for overcoming drainage problems and efficient land use for worship facilities but can also improve the quality of life of residents, reduce environmental impact, and direct buildings towards long-term sustainability.

Conclusion

Based on the results of the analysis, we concluded that the overall occupant satisfaction level in Rusunawa Jongke, Sleman Regency reached 86%, with the division into three categories: quite satisfied, satisfied, and very satisfied. Drainage facilities and worship facilities received a fairly satisfied rating, while other aspects such as accessibility, garbage, commerce, health, education, open space, electricity, utilities, wastewater, and clean water were considered satisfactory. Public service facilities are considered very satisfied. Neither aspect gets the assessment of dissatisfied or less satisfied. In percentage, the proportion of residents who feel quite satisfied is around 18.52%, those who feel satisfied around 77.78%, and those who feel very satisfied around 3.70%. In addition, the results of the Importance Performance Analysis show that drainage facilities and worship facilities need to be improved because they have low performance, even though they have a high level of importance for residents. Therefore, we recommend two corrective steps: first, in the short term, it is necessary to make awareness efforts to residents so as not to throw garbage into drainage channels and manage the use of unused rooms in worship facilities that are urgently needed by management by the management agency. Second, in the long term, it is recommended to develop a green building design concept for the future of Rusunawa. This concept is supported by research findings (Luthfiah, 2010) which show the benefits of green buildings in overcoming drainage problems, increasing the efficiency of land use for worship facilities, and improving the quality of life of residents while reducing environmental impacts and supporting long-term sustainability.

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