

## Data on Resident Satisfaction Analysis of Infrastructure, Facilities, and Utilities in West Cakung Flats, Jakarta

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### Abstract

This study aims to analyze the satisfaction levels of residents regarding the availability of infrastructure, facilities, and utilities in the West Cakung Flats, Jakarta, Indonesia. The research surveyed 40 residents using a questionnaire and analyzed the data using Servqual and Importance-Performance Analysis (IPA) methods. The findings indicate areas for improvement, including access to public transportation, maintenance of facilities, security services, and customer service responsiveness. Recommendations are provided to enhance service quality and meet residents' expectations.

**Keywords:** Resident Satisfaction, Infrastructure, Utilities, Servqual, Importance-Performance Analysis, Urban Housing

### Value of Data

- Provides insights into the key factors influencing resident satisfaction in vertical housing.
- Offers practical recommendations for policymakers and flat managers to improve service quality.
- Contributes to the literature on urban housing satisfaction, particularly for low-income residents.

### Background

Urban housing challenges in Jakarta stem from increasing population density and limited land availability, driving the development of vertical housing such as flats. Ensuring resident satisfaction in these flats is critical to their success. This study focuses on the West Cakung Flats, which serve low-income residents, aiming to assess their satisfaction with the provided infrastructure, facilities, and utilities.

Previous studies highlight the importance of quality housing for urban populations (Setiadi, 2015; Sugiyono, 2013). Kotler and Susanto (2015) emphasize that satisfaction in residential environments significantly impacts community well-being, while Tjiptono and Chandra (2016) note that quality services are key to achieving long-term satisfaction in housing projects. Urban housing challenges in Jakarta stem from increasing population density and limited land availability, driving the development of vertical housing such as flats. Ensuring resident satisfaction in these flats is critical to their success. This study focuses on the West Cakung Flats, which serve low-income residents, aiming to assess their satisfaction with the provided infrastructure, facilities, and utilities.

### Data Description

The data were collected through surveys distributed to 40 residents of the West Cakung Flats. Key findings from the Servqual analysis and IPA are summarized below:

**Table 1.** Average Scores for Resident Expectations and Performance

Attribute	Expected Score	Performance Score	Gap
Accessibility to public transport	3.87	3.09	-0.78
Availability of infrastructure and utilities	3.75	3.43	-0.32
Parking facilities	3.63	3.37	-0.26
Security services	3.73	3.23	-0.50
Responsiveness of customer service	3.95	3.05	-0.90

## Method

The study employed quantitative and qualitative methods:

1. **Survey Distribution:** Questionnaires were administered to 40 residents.
2. **Data Analysis:** Validity and reliability tests were conducted using SPSS software. Servqual and IPA methods were applied to evaluate gaps between expectations and performance.
3. **Sampling Technique:** Non-probability sampling with saturated sampling was used due to the small population size.

## Limitations

The sample size was limited to 40 residents, which may not fully represent the entire resident population. The study is specific to West Cakung Flats and may not be generalizable to other housing projects. Subjectivity in responses may affect the accuracy of satisfaction measurements.

## References

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