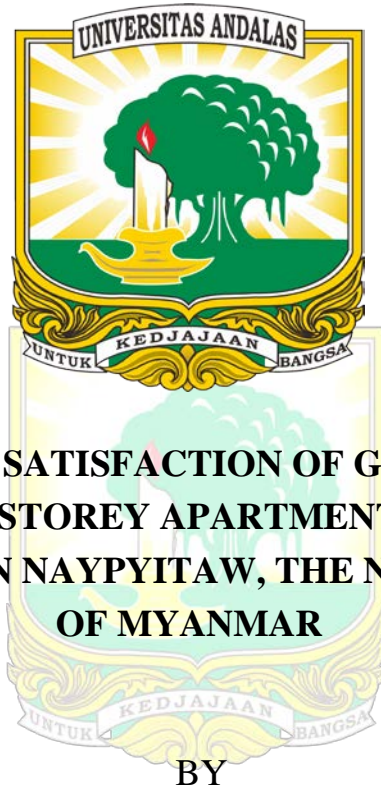


MASTER OF HOUSING AND SETTLEMENT STUDY PROGRAM  
ANDALAS UNIVERSITY



**RESIDENTIAL SATISFACTION OF GOVERNMENT-  
PROVIDED FOUR-STOREY APARTMENT BUILDINGS FOR  
CIVIL SERVANTS IN NAYPYITAW, THE NEW CAPITAL CITY  
OF MYANMAR**

BY

PAN EI PHYU  
STUDENT NO-2021648001

(MASTER'S THESIS)

July, 2023

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**A THESIS  
SUBMITTED TO THE FACULTY OF GRADUATE PROGRAM  
IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR  
THE MASTER'S DEGREE OF  
HOUSING AND SETTLEMENT DEVELOPMENT**

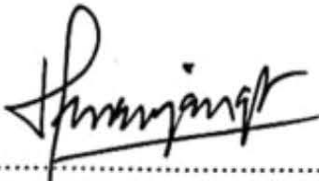
July, 2023

**MASTER DEGREE PROGRAM IN HOUSING AND SETTLEMENT  
DEVELOPMENT, ANDALAS UNIVERSITY**


We certify that we have examined, and recommend to the University Steering Committee for Post Graduate Studies for acceptance of the thesis entitled **“RESIDENTIAL SATISFACTION OF GOVERNMENT-PROVIDED FOUR-STOREY APARTMENT BUILDINGS FOR CIVIL SERVANTS IN NAYPYITAW, THE NEW CAPITAL CITY OF MYANMAR”** submitted by **Pan Ei Phyu, Student No. 2021648001** in partial fulfilment of the requirements for the Master’s Degree of Housing and Settlement Development (S2 Program).

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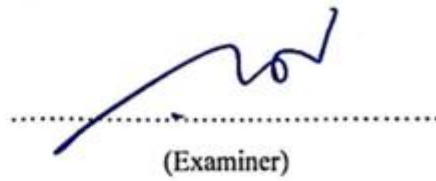
  
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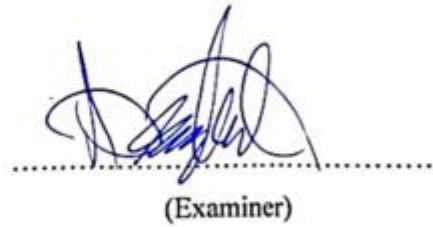
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## ACKNOWLEDGEMENTS

I would like to extend my deepest gratitude to my supervisor, Prof. Dr. rer. soz. Nursyirwan Effendi, Chairman of the Postgraduate Program of Andalas University, for his unwavering support, invaluable guidance, and close supervision throughout all stages of my studies. His expertise, encouragement, and dedication have been instrumental in shaping the direction of my research and the successful completion of my thesis.

I am also immensely grateful to my co-supervisor, Ir. Purnawan, MT, Ph.D, Member of the Postgraduate Program of Andalas University, for his valuable advice and suggestions during the preparation of this study. His insights and expertise have greatly contributed to the quality and depth of my research.

My heartfelt thanks also go to my committee members, Benny Hidayat, ST, MT, Ph.D, Dr., Yossyafra, ST, M.Eng.Sc, and Denny Helard, ST, MT, Ph.D, for their kind help, guidance, and constructive feedback throughout the entire process. Their contributions have been invaluable in shaping the final outcome of my study.

I would like to acknowledge Prof. Dr. Ir. Melinda Noer, M.Sc, the Coordinator of the Housing and Settlement study program of Andalas University, for her invaluable guidance throughout my entire study.

Furthermore, I am deeply grateful to all the lecturers from Andalas University who have played a significant role in shaping my academic journey. Their dedication, expertise, and passion for teaching have greatly enriched my knowledge and fostered my intellectual growth.

I would also like to express my gratitude to all the members of Andalas University and Sekolah Pascasarjana, Graduate School of Andalas University, for their continuous support.

Last but not least, I extend my special thanks to the Indonesian Embassy of Yangon, Myanmar, for their immense support and assistance during my research.

Additionally, I would like to acknowledge the Naypyitaw Development Committee for granting me the chance to pursue this opportunity.

## ABSTRACT

Naypyitaw, proclaimed as the capital city of Myanmar in 2006, is the new administrative hub of the Union of Myanmar. The residential zone of the city has seen a surge in the construction of apartment blocks, with 1200 four-storey buildings being built for civil servants. Despite this, the designs of these apartment buildings have failed to consider the needs and preferences of the residents, indicating a lack of attention towards the satisfaction of the inhabitants. Therefore, this study examines the residential satisfaction of government-provided four-storey apartment buildings for civil servants in Naypyitaw, the new capital city of Myanmar. This study aims to find out the dominant factors that can improve residents' satisfaction with the government-provided four-storey apartment buildings in civil servant housings of Naypyitaw City, and to recommend suggestions that can help improve future housing development. For this study, data were collected from 455 households using a multi-cluster sampling method and structured questionnaires. A face-to-face interview approach was employed, and respondents were asked to express their level of importance and satisfaction using a five-point Likert Scale format when filling out the questionnaire. The collected data were analyzed using Importance-Performance Analysis (IPA) and Gap Analysis (GAP). The Hypothesis Test was then utilized to determine if there is a significant difference between the means of the two groups and how they are related. The study identified seven dominant factors that can improve residential satisfaction based on the results of Importance-Performance and Gap Analysis. These attributes fall under Quadrant II according to IPA and have values close to zero according to GAP. These factors are ceiling height (Gap Value 0.11), satisfaction with neighborhood relations (Gap Value 0.18), layout plan of apartment (Gap Value 0.19), size of rooms and corridor (Gap Value 0.28), numbers of rooms (Gap Value 0.29), staircase design (Gap Value 0.47), and proximity of the house to police station (Gap Value 0.47). Thus, the study recommends modifications to these seven factors to contribute to a more livable city.