ABSTRACT

Quality of life (QOL) is a simple and yet abstract concept due to its subjective nature. In general, it measures the level of satisfaction of an individual. This study attempts to determine the QOL of residents living in HDB precincts that have undergone Main Upgrading Programme (MUP). MUP consists of three types of upgrading packages, namely, ‘upgrading within flats’, ‘upgrading within blocks’ and ‘upgrading within precincts’.

By comparing 10 HDB precincts, it is found that the satisfaction level of the residents varied according to the HDB precincts that they lived in. Among the 10 precincts, Everton Park is ranked the top precinct while Teck Ghee Evergreen and Kebun Baru View tied at the last position.

The importance and satisfaction of each of 16 aspects of MUP to the residents were also evaluated. In general, Covered shelter and Façade occupy the top two spots in terms of importance and satisfaction level. It is found that residents of different age groups and occupation status have significant differences in their mean overall satisfaction level (MOSL). Overall, the residents are quite satisfied with their upgraded HDB flats at a high MOSL score of 3.853.

As QOL is such a subjective concept, any change to people’s life will affect their perception of QOL. Therefore, the challenge is to identify new upgrading packages that will further enhance their QOL.