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Evaluation of Rental Flats Performance in Bandung City Based on Health Performance Indicators and Their Influence on Occupant Satisfaction

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ABSTRACT

Rental flat development is an alternative solution to solve the affordable housing problem in Indonesia's big cities. Bandung City is one of the cities that really needs vertical residential development because it has a population of more than 2 million people and land availability is increasingly scarce. Apart from its basic function as a residence, flats must also have good health performance in order to fulfill all the aspects that residents need. This research aims to evaluate the performance of flats in Bandung City based on health performance indicators and their influence on occupant satisfaction. The assessment of flat health performance includes physical, mental, social, and managerial aspects. Descriptive research methods with qualitative and quantitative approaches were employed to evaluate the performance of the flats. Moreover, regression analysis was also carried out to determine the effect on resident satisfaction. The data collection techniques used were questionnaires, interviews, observation, and documentation studies. The results of the descriptive analysis show that flats in Bandung City have good health performance based on physical, mental, social, and managerial aspects. Furthermore, the variables that significantly influence occupant satisfaction are mental and managerial aspects. Meanwhile, the physical and social aspects have no significant influence on occupant satisfaction.

Keywords: Performance Evaluation, Rental Flat, Resident Satisfaction

1. Introduction

City development has a significant impact on several sectors, especially residential areas. The high level of urbanization in Indonesia causes housing needs in urban areas to become increasingly complex. As many as 56.7% of Indonesia's population lives in urban areas (Badan Pusat Statistik, 2020) and this number will continue to grow, posing a huge challenge for the housing sector. This situation becomes more complicated by the increasingly limited land in big cities that can be used for housing construction resulting in many people not yet owning houses. The overall backlog of home ownership in Indonesia has reached 11 million units (Kementerian PUPR, 2022).

One of the cities that has challenges in terms of housing is the city of Bandung. With an area of 167.31 km2, Bandung City is inhabited by 2,452,943 residents (Badan Pusat Statistik Kota Bandung, 2022) which makes this city the 4th most populous city in Indonesia. Certainly, this large population must be accommodated for their housing needs so that urban sprawl does not continue to occur, namely the spread of activities in urban areas and their surroundings to suburban areas which causes open space in suburban areas to continue to be developed (Nandi & Dewiyanti, 2019). If the urban sprawl phenomenon that occurs in the city of Bandung is not addressed as soon as possible, it will worsen existing impacts such as traffic jams and even cause new problems such as a decline in people's quality of life. Cities that do not provide housing close to the center of population activity will become inefficient cities (Makalew et al., 2021).

One solution that can be applied to housing problems in Bandung is building rental flats (*rusunawa*) in locations not too far from the city center. *Rusunawa* is intended primarily for people from middle to lower economic groups who do not yet own a house. The development of vertical housing is no longer neglected due to the influence of population and economic growth (Simbolon, 2021). In the last 15 years, in the city of Bandung itself, several flats have been built to overcome housing problems, they are Rusunawa Cingised, Rusunawa Rancacili, Rusunawa Sadang Serang, and Rusunawa Ujung Berung. The construction of these flats attracts high public interest and can help overcome housing problems in the city of Bandung.

Apart from overcoming the problem of housing availability, other challenges must now be paid

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attention to, namely those related to providing a healthy housing environment. Health is a concept that comprehensively describes the quality of life. In the residential sphere, health is defined as an ideal state regarding physical, mental, and social aspects (Kang et al., 2014). These flats were built more than ten years ago and are inhabited by thousands of people, so the health factors of the housing environment can have a very significant impact on the quality of life of the residents. A healthy residential environment is not only influenced by technical and functional aspects but also by mental and social aspects (Yu & Jeong, 2011). The deteriorating physical condition of the building, an unsupportive mental and social environment, and managers who are less responsive to residents can be factors that influence the satisfaction of flat residents. Therefore, it is necessary to evaluate the four flats in the city of Bandung to determine the health performance of the flats so that recommendations for action can be produced to improve the health of the flats' environment and occupant satisfaction.

This research aims to evaluate the environmental health performance of flats in Bandung City using health performance indicators and to measure their influence on occupant satisfaction. Evaluation of the performance of this flat includes an assessment of the physical aspects, mental aspects, social aspects, and managerial aspects and how these aspects influence occupant satisfaction.

2. Literature Review

2.1. Rental Flat

Based on Law No. 20 of 2011, a flat is a multi-storey building built in an environment that is divided into sections that are structured functionally, both in horizontal and vertical directions, and are units that can each be owned and used separately, especially for residential premises equipped with shared parts, shared objects and shared land. According to the Decree of the President of the Republic of Indonesia Number 22 of 2006, the location of simple flats is required to be in the central activity area of the city or special areas that require flats, such as industrial areas, educational areas, and mixed areas. Furthermore, cities with a population of more than 1.5 million people and a density of more than 200 people/hectare should have directed their housing development towards vertical housing. The construction of flats must not only be in a strategic location and have accessibility with high economic value but also must be feasible, cheap, and affordable. Flats were developed to create efficient and effective use of space and prevent the creation of slum settlements (Purnamasari et al., 2020).

2.2. Health Performance Indicators

Health Performance Indicators are a comprehensive approach to assessing health performance in environments and buildings (Kang et al., 2012). To display the performance of the building and the flat environment, it must be combined with the physical aspects of the building and the resulting effects on the environment and human life (Kang et al., 2014). Evaluation of the health performance of a flat environment is assessed from 4 aspects, they are physical aspect, mental aspect, social aspect, and managerial aspect.

1. Physical Aspect

The physical aspect is one of the important and fundamental aspects that needs to be fulfilled when evaluating the health performance of a building (Kang et al., 2014). Physical aspect evaluation aims to assess the physical integrity of the building, ensure the physical condition of the building so that it does not pose operational risks, and maintain the confidentiality of the building. Assessment of the physical aspects of the flat includes comfort, cleanliness, safety, and convenience.

2. Mental Aspect

The mental aspect evaluation aims to find out what the residents of the flat are feeling mentally. This aspect needs to be assessed in evaluating the health of the flat because housing needs are not only for the physical building, but mental stability is also very important. Mental factors or feelings are an inseparable part of human beings. Measuring the mental aspects of rental flats includes vitality, stability, pride, and security.

3. Social Aspect

Apart from being individual creatures, humans are also social creatures so humans have a need to socialize and be in society. The social aspect is very important to evaluate in relation to the health performance of flats because flat residents interact with each other in their daily lives. In this case, the evaluation of social aspects refers to the assessment of self-sufficiency, social integration, identity, and stability housing stability.

4. Managerial Aspect

In the operations of a flat, the role of the manager is very important because the residents need various services. The management of a flat is very complex, so the managerial aspect plays a very important role. Therefore, managerial aspects need to be evaluated to determine the health performance of a flat. Evaluation of managerial aspects is an assessment of all operational activities, maintenance, information management, and organizational management.

2.3. Resident Satisfaction

In the context of flats, residents are customers of flat rental services. Customer satisfaction is a concept that has long been known in marketing theory or application, which is an essential goal for business activities to gain profits in the future (Hasan, 2014). Creating customer satisfaction can provide benefits, including harmonious relationships between service providers and customers that can lead to recommendations from customers to potential customers through word of mouth (Sriyanto & Nurhayati, 2017). Residents have the right to receive adequate service from renting flat units, both physically and non-physical. Customer satisfaction is a key tool for assessing and improving the performance of service providers and is an input for government policies related to housing (Mohit & Azim, 2012).

Flat resident satisfaction is a condition where residents feel satisfied and happy with the environmental conditions, facilities, services, and social interactions in the flat (Hidayati & Susanto,

2018). Resident satisfaction is an important indicator of the quality and condition of housing which can influence the quality of life (Idrus & Ho, 2008). Factors that determine the level of occupant satisfaction can be very important input in the process of monitoring the success of policies related to housing (Husin et al., 2015). In addition, resident satisfaction cannot be excluded in ensuring the sustainable development of urban areas (Afacan, 2015). Resident satisfaction must be understood as a comprehensive concept that can reflect residents' attitudes toward each environmental factor (Ali et al., 2009). Furthermore, resident satisfaction is associated with several factors including physical, social, neighborhood factors (Balestra & Sultan, 2013).

This research hypothesizes that all variables influence overall satisfaction of flat residents. Hypothesis details are as follows:

H1: Physical aspects influence the satisfaction of flat residents in Bandung City

H2: Mental aspects influence the satisfaction of flat residents in Bandung City

H3: Social aspects influence the satisfaction of flat residents in Bandung City

H4: Managerial aspects influence the satisfaction of flat residents in Bandung City.

3. Research Method

The research method used in this research is a descriptive method. The descriptive method is a research method implemented to provide an overview of current or ongoing problems and aims to describe everything that happened as it was during the implementation of the research (Sugiyono, 2016). The research approach used is a quantitative and qualitative approach or a mixed method. A mixed approach is considered appropriate for this research because the dimensions used include technical assessments and occupants' perceptions of building services. Quantitative and qualitative data were collected separately, and then the results were compared to see whether the findings confirmed each other or not (Creswell, 2016).

The unit of analysis or object of this research is rental flats in the city of Bandung. There are 4 rental flats that will be studied, they are Rusunawa Cingised, Rusunawa Rancacili, Rusunawa Sadang Serang, and Rusunawa Ujung Berung. The population in this study were all residents of the 4 flats. The sampling technique used was simple random sampling, namely by randomly selecting residents from the flats that were the research object. According to Fraenkel et al. (2012), the sample size for descriptive research is not less than 30, so this research uses samples of 150 respondents.

Primary data collection techniques used in this research are observation, interviews, and questionnaires. Observations were carried out to determine the current condition of the flat buildings. Interviews were conducted with the flat management to find out the general condition of the flat building. Questionnaires were distributed to determine the perceptions of flat residents regarding the quality of flat health. The scale used is a Likert scale, where 1 is the lowest value and 5 is the highest value. Meanwhile, secondary data was collected using documentation study techniques to support the primary data.

The data analysis techniques used in this research are descriptive statistical techniques and regression analysis. Descriptive statistics is a data analysis technique by describing or illustrating the collected data as it is without intending to make general conclusions or generalizations (Sugiyono, 2012). The results of the descriptive analysis will be analyzed by referring to the average value of the interval class index value. To determine the score range, the highest value is reduced by the lowest value and then divided by the total number of values. The interval class index for determining assessment criteria is presented in Table 1.

Table 1. Criteria Based on Interval Class

No	Criteria	Scale
1.	Very Good	4,20-5,00
2.	Good	3,39-4,19
3.	Fair	2,58-3,38
4.	Poor	1,77-2,57
5.	Bad	< 1,77

Source: Data Processed 2023

Regression analysis is applied to test hypotheses regarding the influence of independent variables on resident satisfaction. Quantitative data processing will use SPSS 29.0.1.0 software. In addition, to analyze data from the results of documentation studies, content analysis is implemented, namely directed deductive analysis which aims to provide comprehensive meaning to the content studied (Assarroudi et al., 2018).

The validity test in this research was carried out using the factor analysis method, namely the variable indicators were reduced to become variables that constitute a single unit so that it will produce a valid instrument. The SPSS Version 29.0.1.0 program was used to measure the validity of the instrument in this research.

The criterion for an indicator to be said to be valid is if the calculated r is greater than the table r. In this validity test, the r table is 0,162 with a significance level of 5%. All indicators used in this research are valid because the calculated r is greater than the r table. So that the indicators can measure what will be measured in this research, namely the health performance of the flat.

Reliability is the degree that shows the extent to which a measure is free from random error so as to produce consistent results. The consistency of respondents' answers to questions asked at different times is a condition for a measuring instrument to be declared reliable. Sekaran (2013) states that a measuring instrument is said to be reliable if it has a Cronbach's Alpha> 0.6. In Table 2 it can be seen that the instrument used in this research can be declared reliable because it has a Cronbach's Alpha of 0,969.

Table 2. Reliability Test

Cronbach's Alpha	N of Items
0,969	57

Source: Data Processed 2023

According to the well-established concept from Kang et al. (2014), a model is derived to illustrate how physical, mental, social, and managerial aspects influence resident satisfaction. The model is shown in Figure 1.

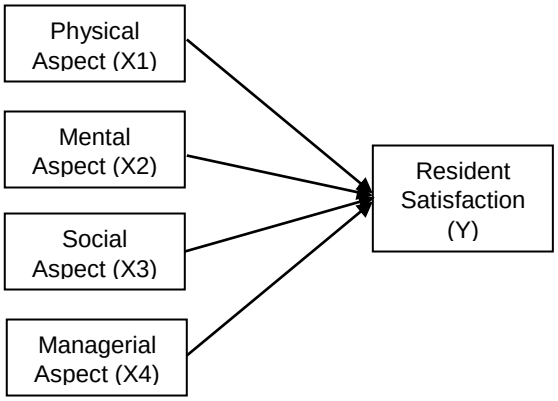

Figure 1. Research Model

4. Results and Discussion

4.1. Performance Evaluation of Rental Flats

1. Physical Aspects

Physical aspects are measured through 4 dimensions, namely comfort, hygiene, safety, and convenience. Each dimension is assessed with a minimum of 2 or more indicators. Table 3 shows that overall flats in Bandung City have good performance based on physical variable. This is shown by the average perception of respondents regarding the physical aspects of the flat of 4,16.

In physical variable, there are quite a lot of indicators that have very good quality. These indicators are Air Quality, Ventilation, Sunlight, Home Accident, Parking, Facility Performance, and Pedestrian Facilities. All these indicators have an average value above 4,2. Among the indicators that are very good, Air Quality is the indicator with the highest average value, namely 4,44. So that the basic needs of residents related to physical aspects are well met.

Table 3. Descriptive Analysis of Physical Aspect

Variable	Dimension	Indicator	Mean	Std. Deviation
Physical (X1)	*Comfort*	Air Quality	4,44	0,67
		Ventilation	4,24	0,65
		Noise	4,18	0,73
		Light	4,18	0,72
		Sunlight	4,21	0,63
		Thermal	4,17	0,72
		Eco-Friendliness	4,12	0,75
	Hygiene	Cleanness	4,11	0,84
		Materials	3,99	0,85
		Access to green areas	4,07	0,79
		Sport Facilities	3,96	0,75
	Safety	Home Accident	4,23	0,69
		Natural Disasters	3,88	1,03
	Convenience	Parking Lot	4,21	0,76
		Facility Performance	4,20	0,75
		Pedestrian	4,34	0,77
Total			4,16	

Source: Data Processed 2023

Among the 16 indicators in the physical aspect, only 3 indicators have an average value below 4, namely Materials (3,9), Sports Facilities (3,9), and Natural Disasters (3,8). Even though the average value is below 4, these three indicators are still in the good category. Almost all indicators have a standard deviation below 1, which means they are close to the average value.

Statistical results related to the performance of physical aspects are confirmed by the results of observations and interviews with residents. Residents feel that their needs for housing and facilities have been met by the flat they live in. Apart from that, they are greatly helped by the existence of housing with very affordable rental prices in the city of Bandung.

2. Mental Aspect

Health performance based on mental variable has 4 dimensions that must be measured, including vitality, stability, pride, and security. Like physical variable, each dimension in mental variable is also assessed with at least 2 indicators. Table 4 shows that in general the health performance of flats in Bandung City based on mental aspects can be stated as good with an average value of 4,07.

There are 3 indicators that have very good criteria in the mental aspect. The three indicators are Occupancy Density (4,2), Unit Area (4,2), and Area Pride (4,2). Respondents assessed that the level of occupant density and unit size were ideal to meet their needs. In addition, respondents also felt very proud to live in the flat area.

Table 4. Descriptive Analysis of Mental Aspect

Variable	Dimension	Indicator	Mean	Std. Deviation
Mental (X2)	*Vitality*	Flat Design	4,15	0,78
		Occupancy Density	4,20	0,79
		External Noise	4,02	0,80
		Unit Area	4,20	0,71
	Stability	Green Space	4,05	0,84
		Unit Barrier	3,75	1,06
	Pride	Privacy	4,18	0,68
		Area Pride	4,27	0,71
		Unit Pride	4,07	0,76
	Security	Security	3,90	0,82
		Crime Prevention	3,97	0,80
Total			4,07	

Source: Data Processed 2023

There are at least 3 indicators in the mental aspect that have an average below 4. These indicators

are Unit Barrier (3,7), Security (3,9), and Crime Prevention (3,9) which are still classified as having good quality. Good. So that the residents' needs related to mental aspects are of good quality. Almost all indicators in the mental variable - except the Unit Barrier - have a standard deviation value < 1, which means that the data variation is small and almost the same as the average.

Based on interviews and observations, residents feel safe and proud to live in the flat. This is due to the availability of facilities and systems that accommodate residents' needs. Houses of worship, parks, playgrounds, sports fields, security officers, and other facilities really help residents while living in the flat.

3. Social Aspect

The next variable measured in evaluating the health performance of flats in Bandung City is the social aspect. This variable has 4 dimensions, namely self-sufficiency, social integration, identity, and residential stability. Dimensions in social variable are also measured with a minimum of 2 indicators. The health performance of flats in Bandung City based on social aspects is in a good category because it has an average value of 4,10 as shown in Table 5.

In the social variable, three indicators were obtained which had an average value above 4,2. The indicators with the highest average values are Public Facilities (4,3), Educational Facilities (4,3), and Relations Among Residents (4,2). Almost all indicators of the Self-sufficiency dimension have very good criteria. This shows that the flat area has very good facilities to meet the basic needs of residents.

There are 3 indicators from the social aspect identified as having an average value below 4, namely Public Transportation (3,9), Neighbour Friendliness (3,7), and Flat Reputation (3,8). With this average value, the three indicators fall into good criteria. This further emphasizes that the quality of social health of flats in Bandung City is in good condition. The standard deviation for all indicators in the social variable is less than 1, so the variation in the data is very small and close to the average.

Table 5. Descriptive Analysis of Social Aspect

Variable	Dimension	Indicator	Mean	Std. Deviation
Social (X3)	*Self-sufficiency*	Usability of Park	4,19	0,74
		Public Facilities	4,31	0,64
		Educational Facilities	4,30	0,69
		Public Transportaion	3,99	0,69
	Social Integration	Neighbour Friendliness	3,75	0,77
		Family Friendliness	4,08	0,76
	Identity	Flat Reputation	3,84	0,96
		Relationship Among Resident	4,21	0,71
	Residential Stability	Community Participation		
		Social Activity	4,16	0,74
		Settlement Ethos	4,12	0,66
Total			4,10	

Source: Data Processed 2023

Flat residents have a good social life. They have regular joint activities and make use of the facilities in the flat area such as mosques, parks, and sports fields. This causes the relationship between residents to become closer and problems rarely occur.

4. Managerial Aspect

For the next assessment, the health performance of flats in Bandung City was evaluated by measuring managerial variable. This variable has 4 dimensions like the previous variables. The dimensions that form managerial variable include operation activities, maintenance, information management, and organization management. A minimum of 2 indicators are used to measure each dimension in a managerial variable. Based on the data presented in Table 6, the health performance of flats in Bandung City from the managerial aspect is in a good category with an average value of 4,05.

Of the 11 indicators in the managerial variable, only one variable falls into the good category, namely Maintenance Speed. This indicator has an average of 4,3, which means that the implementation of flat maintenance is generally considered very fast by residents. Other indicators in the managerial aspect are classified as good. Only two indicators have an average value below 4, they are User Manual (3,9) and Task of Management (3,6), but even that is still considered good. All indicators in the managerial variable have a standard deviation smaller than 1, so the data is closer to the average.

The managerial performance of the flat management is considered good by the residents. The services provided meet the residents' needs. Operational activities run smoothly and if damage occurs to parts of the flat, officers are responsive and immediately carry out repairs.

Table 6. Descriptive Analysis of Managerial Aspect

Variable	Dimension	Indicator	Mean	Std. Deviation
Managerial (X4)	*Operation Activities*	Cleaning Management	4,05	0,71
		Garbage Disposal	4,09	0,85
		Service Support	4,18	0,77
	Maintenance	Short-term Maintenance	4,02	0,87
		Quick Maintenance	4,31	0,66

		Long-term maintenance	4,14	0,78
	Information Management	User Manual	3,90	0,92
		Resident Rules	4,01	0,83
	Organization Management	Task of Management	3,65	0,96
		Management Services	4,14	0,72
		Training	4,13	0,76
Total			4,05	

Source: Data Processed 2023

5. Resident Satisfaction

Resident satisfaction in this research is formed by several dimensions, namely quality, price, service, emotional costs, and ease of service. The results of a survey of 150 respondents who live in flats in Bandung City are shown in Table 7.

The data in Table 7 confirms that flat residents are on average satisfied. This is indicated by the mean value of this variable of 4,07. All indicators in this variable are in the satisfied category because they have an average value in the range of 3,4 – 4,2. The indicator with the highest average is emotional satisfaction (4,17) and the lowest is mental aspect satisfaction (3,74).

Table 7. Descriptive Analysis of Resident Satisfaction

Variable	Dimension	Indicator	Mean	Std. Deviation
Resident Satisfaction	Quality	Physical Satisfaction	4,13	0,77
		Mental Satisfaction	3,74	0,95
		Social Satisfaction	4,10	0,72
		Managerial Satisfaction	4,14	0,67
	Price	Price Satisfaction	4,13	0,69
	Service	Service Satisfaction	4,12	0,70
	Emotional Cost	Emotional Cost Satisfaction	4,17	0,71
	Ease of Service	Ease of Service Satisfaction	4,04	0,89
Total			4,07	

Source: Data Processed 2023

4.2. Analysis of the Influence of Rental Flats Performance on Resident Satisfaction

The next analysis carried out aims to determine the relationship between aspects of the health performance indicators and occupant satisfaction. In this analysis, it can be seen which aspects have a significant relationship and influence on occupant satisfaction. Several statistical tests are used to measure the relationship and influence between variables.

1. Correlation Analysis

The correlation significance test was carried out to test whether there was a relationship between physical, mental, social, and managerial variables and the satisfaction of flat residents in Bandung City. The results of the correlation test that has been carried out can be seen in Table 8.

Based on the results of the Correlation Coefficient Test above, all independent variables have a close positive relationship with the dependent variable. Physical variable has a correlation coefficient of 0,733 and a significance level of 0,000. The correlation coefficient for mental variable is 0,770 with a significance level of 0,000. The Social Variable has a correlation coefficient of 0,745 and a significance level of 0,000. Managerial variable has a correlation coefficient of 0,789 with a significance level of 0.000. All independent variables have a significance level of <0,05, so their relationship with the dependent variable is very significant.

These results are in line with research conducted by Kang et al. (2014) which shows that there is a positive relationship between these variables and the satisfaction of flat residents. A study carried out by Balestra and Sultan (2013) also confirmed the same thing.

Table 8. Correlation Coefficient Test

		Physical	Mental	Social	Managerial	Satisfaction
Physical (X1)	Pearson Correlation	1	.846**	.811**	.751**	.733**
	Sig.(2-tailed)		,000	,000	,000	,000
	N	150	150	150	150	150
Mental (X2)	Pearson Correlation	.846**	1	.743**	.733**	.770**
	Sig.(2-tailed)	,000		,000	,000	,000
	N	150	150	150	150	150
Social (X3)	Pearson Correlation	.811**	.743**	1	.805**	.745**
	Sig.(2-tailed)	,000	,000		,000	,000
	N	150	150	150	150	150
Managerial (X4)	Pearson Correlation	.751**	.733**	.805**	1	.789**
	Sig.(2-tailed)	,000	,000	,000		,000
	N	150	150	150	150	150
Satisfaction (Y)	Pearson Correlation	.733**	.770**	.745**	.789**	1
	Sig.(2-tailed)	,000	,000	,000	,000	
	N	150	150	150	150	150

Source: Data Processed 2023

2. Regression Analysis

Regression analysis is used to measure the influence of the independent variable on the dependent variable. The results of the regression analysis to determine the influence of physical, mental, social, and managerial aspects on occupant satisfaction can be seen in Table 9.

Table 9. Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0,362	0,213		1,699	0,092
	Physical	0,003	0,096	0,003	0,031	0,975
	Mental	0,342	0,083	0,361	4,125	0,000
	Social	0,176	0,101	0,154	1,733	0,085
	Managerial	0,391	0,079	0,398	4,943	0,000

Source: Data Processed 2023

Based on the results of the analysis presented in the table above, the regression equation is obtained, namely Y = 0,362 + 0,003X1 + 0,342X2 + 0,176X3 + 0,391X4. From this equation, all independent variables have a positive influence on the dependent variable, but not all independent variables have a significant influence. Based on the results obtained, H0 is accepted and H1 is rejected for physical variable because the significance is greater than 0,05, or in other words the effect is not significant. The significance of the mental variable is 0,000 (< 0,05), so for this variable, H0 is rejected and H1 is accepted, which means it has a significant influence. The social variable has a significance greater than 0,05, so H0 is accepted and H1 is rejected, which means the effect is not significant. Meanwhile, the managerial variable has a significant influence because it has significance (0,000) which is smaller than 0,05, so H0 is rejected and H1 is accepted. Therefore, the variables that have a significant influence on Resident Satisfaction are Mental and Managerial.

3. Coefficient of Determination Test

The coefficient of determination (R^2) is used to measure how much the model can explain the dependent variable. If the R Square value is greater or closer to 1, it can be stated that the independent variable has a large influence on the dependent variable. In other words, the model used has a stronger ability to explain the influence of the independent variable studied on the dependent variable. Conversely, if the R Square value is smaller or closer to zero, then the influence of the independent variable on the dependent variable is smaller. The results of calculating the determinant coefficient can be seen in Table 10.

Table 10 shows that the R-value of the model used is 0,842, so the R Square value of the model is 0,709. The meaning of the R2 value is that the model used determines 70,9% of Occupant Satisfaction. Meanwhile, the remaining 29,1% was determined by other variables not examined in this study.

Table 10. Determination Coefficient Test

R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
				R Square Change	F Change	df1	df2	Sig. F hange
.842[a]	,709	,701	,28462	,709	88,4	4	145	000

Source: Data Processed 2023

5. Conclusion

The research carried out aims to determine the health performance of flats in Bandung City based on health performance indicators and their influence on occupant satisfaction. After assessing physical, mental, social, and managerial aspects, it can be concluded that flats in Bandung City have good health performance. Physically, flats in Bandung City are considered good by the majority of residents because the flats are able to meet affordable housing needs. Based on the mental aspect, flats in Bandung City are considered good because they can meet the emotional needs of their residents. Viewed from the social aspect, flats in Bandung City have good performance because they can be a suitable place to socialize. Besides that, from the managerial aspect, flats in Bandung City perform well because the management can provide services that meet the expectations of the residents.

The four independent variables have a positive and significant relationship with resident satisfaction, but not all variables have a significant effect. The variables that have a significant influence on occupant satisfaction are Mental and Managerial. Meanwhile, the variables for which the influence is not significant are Physical and Social. The model resulted in this research can explain 70,9% of the dependent variable, while the rest is determined by other factors that have not been studied. Future research could focus on factors that influence resident satisfaction that have not been examined in this study.

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