Evaluation of Residents' Satisfaction Levels with Government Subsidized Housing Projects, Addis Ababa city, Ethiopia

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Abstract: This study aimed to evaluate the levels of residents' satisfaction with housing projects implemented under Integrated Housing Development programme in the City Administration of Addis Ababa. A mixed research design was employed to combine quantitative and qualitative research techniques to collect and analyze the data from the study area. The data obtained from the survey were analyzed using descriptive statistics including frequency tabulation to assess the general levels of residents' housing satisfaction and Residential Satisfaction Indices (RSI) to determine the degree of residents' satisfaction with each of the housing components identified for the analysis in the study area. The results of this study indicated that the residents perceived a low level of satisfaction with the housing unit features, housing unit services, neighborhood environments and the moderate level of satisfaction with management practices of public housing. The study recommends that housing projects in the study area have a number of problems that contribute to the unsatisfactory nature of the majority of housing projects in the study area. Hence, the government, housing developers, urban planners, architects and other housing experts concerned with housing provision should closely examine the situation and devise solutions to improve public housing provision.

Keywords: Satisfaction, Residents' satisfaction, Government subsidized, Housing project

Introduction

Residential housing is one of the factors that determine the relative satisfaction of dwelling with their accommodation. The adequacy of housing therefore has a significant impact on residents, and this is not limited to engineering elements, but also to social, behavioral, cultural and other components of the social environment system. Residential satisfaction, as described by (Djebarni & Al-Abed, 2000; Ogu, 2002), refers to a household's level of contentment with their current housing situation. It is a special case, non-economic and normative quality evaluation approach to assess the quality of housing units. The residents judge their housing condition based on the actual housing situation and housing norm and they are likely to express a high level of satisfaction if the household's current situation meets the norms. In contrast, incongruence between the housing situation and norm may result in the housing deficit which in turn leads to housing dissatisfaction. (Morris & Winter, 1975). According to Dimina (2017) the concept of residents' satisfaction defined that the housing needs of the residents have been met and that are not contented. This could lead to a desire on the part of some residents to move out of their residences, while some may wish to transform housing units. Difficulties in achieving the desired transformation, such as a lack of funds and resources or a lack of alternatives due to a planning restriction could result in persistent unhappiness and disappointment.

The provision of acceptable housing that meets the government's prearranged principles and the standards of quality and meets the needs, prospects and aspirations of the residents have always been the focus of every public housing programmes in the Ethiopia. The construction of public housing in Addis Ababa city was part of the country. The Government of Ethiopia initiative to invest in the housing sector to ease urban residents' housing shortage. Since 2005, the Addis Ababa city administration has constructed houses for middle and low income groups. However, such housing production has faced problem in term of quantity and quality. On the basis of this notion, this study was carried out to examine the residential satisfaction of residents in public housing in the City Administration of Addis Ababa. It also aims to contribute to the growing body of residential satisfaction literature regardless of the housing developer.

Residential satisfaction is an important research area in the housing field because it is related to individual quality of life; how they see and evaluate public policies, understanding the housing mobility process and the market demand. The quality of these housing projects and the perception of residents in terms of the housing satisfaction need to be examined. Based on these aspects, the research has the following problem; to what extent are the residents satisfied with their housing projects in the study area? and what are the significant factors the affecting the residents satisfaction in public housing in the study area? This study, therefore, evaluate the residents' satisfaction levels in the housing projects in Addis Ababa city administration, with a view to examining their housing unit features, service of housing units, neighborhood environments and management practices in the housing projects.

Literature Review

Residential satisfaction research was first conducted in western countries during the suburban development and housing boom of the 1950s and early 1960s to guide new residential development, living patterns and central-city rebuilding through slum clearance programmes (Mohit & Raja, 2014). Nowadays, the developing countries are going similar urbanization experiences as a result of rapid industrialization and economic growth. These countries, most of which are in Africa, government have facilitated different types of housing for different income groups. Like other developing countries, since 2005, Ethiopia introduced as housing policy and programs to provide public housing for middle and low income groups.

However, residential satisfaction studies in developing countries are limited to the extent to which is not possible to ascertain the extent to which housing produced and provided by the private and public sectors satisfy the aspirations of citizens (Aigbavboa & Thwala, 2018). Residential satisfaction has been described as one of the most significant dynamic constructs since their meaning depends on factors such as the place, time and purpose of the assessment, the value system of the assessor is that of architects, planners, sociologists, psychologists and urban geographers (Erdogan et al., 2007). The residential satisfaction has been defined by four different ways in which it can be used. First, as a key predictor of individual perceptions of the general quality of life. Second, as an ad hoc evaluative measure for judging the success of housing developments, both public and private. Third, as an indicator of incipient residential mobility that may affect housing demands and neighborhood changes. Lastly, as an assessment of perceptions of the residents' inadequacies in their current housing environment, which can be used to improve the future private and public housing developments (Mohit & Raja, 2014). As such, it is vital to understand the concept of residential satisfaction in the context of its theoretical and empirical perspective especially in the developing nations.

Concept of Residential Satisfaction

The phrase "residential satisfaction" is used interchangeably with "housing satisfaction," both referring to one and the same thing. While housing refers to a composite of the total physical and social components that make up the housing system, rather than just an individual housing unit (Francescato et al., 1987; Lu, 1999). Furthermore, housing is described as a multidimensional phenomenon that have different structural typologies, for example single family, different tenure location among others (Mohit & Raja, 2014). On the other hand, satisfaction is the outcome of the process evaluation between what has been received and what has been expected (Parks et al., 2002). It has been further elaborated as perceived discrepancy between aspirations and achievement, from the perception of fulfillment to the perception of deprivation since satisfaction is a subjective response to an objective environment (Potter & Cantarero, 2006). According to Galster (1987), satisfaction is conditioned not only by physical aspects, but also by the ability to form social networks. It was stressed that satisfaction is relative in terms of social characteristics and the perceived assessment of physical and neighborhood characteristics, access to essential facilities, and the adequacy of basic local facilities and services of the housing.

Residential satisfaction has been defined from both one dimension and multidimensional perspective. Onibokun (1974) defined that residential satisfaction as a spatial aspect such that housing satisfaction encompasses satisfaction with the housing unit and satisfaction with the neighbourhood. Satsangi and Kearns (1992), defined that residential satisfaction as a psychological aspect that is a complex attitude. In the same light, Lu (1999) also referred to residential satisfaction as a complex cognitive structure. On the other hand, Galster (1985) defined that residential satisfaction as a social aspect. He pointed out the role of residential satisfaction as an excellent social indicator used by housing developers, analysts and policy makers alike. It is used to evaluate the residents' perceptions and feelings for their housing units and the environment, and also the degree of satisfaction experienced by an individual or a family member with reference to their present housing circumstances (Mccrea et al., 2005; Ogu, 2002).

However, unlike the above one dimensional definitions of residential satisfaction, multi-dimensional thinkers such as Bechtel and Bechtel (1997) argued that residential satisfaction is determined not only by the house and its physical properties, but also by the surrounding neighborhood and the social quality of the surrounding area. It is the response of people to the environment in which they reside in which the environment is the physical aspects of housing, housing developments, neighborhoods, social, economic, organizational and also institutional aspects that determinants of residential satisfaction (Francescato et al., 1987). Residential satisfaction refers to the degree of contentment experienced by an individual or a family with regard to the current housing situation (Djebarni and Al-Abed, 2000). To enhance the quality of life, promote greater community participation and social integration of the population, adequate, quality housing and well-organized urban services.

Gbakeji (2014) indicated that in order to satisfy residents, the residential environment must symbolize desirable aspects of the wider social society. Since the extent to which residential locations are identified would depend on whether the living space meets social needs while reflecting and maintaining one's status. Virtually everyone tries to achieve as satisfactory a residential environment as possible, subject to the constraints of class and life cycle. Measuring residential satisfaction involves several influencing factors of objectives residential environment, subjective residential environment, resident characteristic and housing allocation institution (Yang, 2008). The following are some concepts that are required to understand the analysis that will be performed in this study.

Among these concepts are the following themes; household characteristic, housing unit features, housing unit support services, neighborhood environments and management practices of the public housing.

Household Characteristics

Households characteristic such as age, sex, household size and income have been proved to directly impact to residential satisfaction. For instance, age is identified as a significant determinant of residential satisfaction by many scholar (Ibem & Amole, 2012). Household size is negatively correlated with higher residential (Galster, 1987). On the other hand, household size is positively related to residential satisfaction (Cook, 1988). There is an inconstancy that might result from residents housing preferences across various groups in different countries. Adam (1992) observed that marital status and education status about the direction of these determinants on residential satisfaction, but in some cases it is associated with greater dissatisfaction (Lu, 1999). The income level of household also serves as determinant in residential satisfaction in habitants (Mohit et al., 2010), and thus individual with different income levels may display different housing satisfaction on similar housing environments.

Housing Characteristics

Housing characteristics are the basic spatial scale of the objective residential environment. Olatubara and Fatoye (2007), investigated the residential satisfaction in a selected public housing estate for low income earners in Lagos. Their finding revealed that residents were satisfied with housing unit characteristics. Dwellers have high satisfaction with the large-size environment and better housing forms (Huang & Du, 2015). Mohit and Rashid (2010) investigated that inhabitants of the public housing in Kuala Lumpur, Malaysia. Their finding revealed that the housing characteristics, especially housing unit size correlated positively with residential satisfaction. Wang and Wang (2016) examined that dwelling size has shown associated residential satisfaction in china.

Housing Unit Services

Public housing residents did not really concern who would provide services, but they truly concerned whether those services provided were inexpensive and convenient. Within the housing, the adequacy of facilities and services such as water and electricity has been shown to be a principal component of residential satisfaction. Okey et al., (2019), investigated that residents' satisfaction levels of APICO shelter Africue Model in Uyo Metropolis. Their find indicated that the respondents were satisfied with physical facilities such as public supply of electricity while they were dissatisfied with availabilities of the public housing supply of water in the housing estate. Mohit et al., (2010) found that residents were moderately satisfied with housing support services, positively correlated with residential satisfaction among public housing in Malaysia.

Neighborhood Environment

Neighborhood environment component was comprised of social environment and spatial location characteristics (Dekker & Kempen, 2011). Grinstein Weiss et al. (2011) asserted that neighborhood characteristic satisfaction index had an exceedingly significant correlation with overall quality of life. Pishgahi and Partovi (2020), identified that residential environment facilities within neighborhoods are among the most important factors affecting residents' satisfaction. They assured that facilities could also be associated with positive effects for the residents. Neighborhood facilities or infrastructures such as schools, healthcare, shopping, banking and parking facilities determine the degree of life convenience and thus influence residential satisfaction.

Management Practices

The quality of services rendered by management is a contributor to residential satisfaction (Ozo, 1990). Studies revealed that good management may improve the relative satisfaction of public housing residents (Onibokun, 1974). In his study, Jiboye (2009) showed that residents' satisfaction of public housing estate in Lagos were dissatisfied with the management of the housing estate. On the Oloyede (2016) found that residents' satisfaction in the public housing estates in Osun State, Nigeria. This study posited that residents were satisfied with the management of the estates to respect to the level of privacy and the method of collection and allocation of rent in the public housing estates. In addition, they were satisfied with electricity, security and water supply in the housing estates.

The Study Area

The study has conducted in Addis Ababa, the federal capital city of Ethiopia, which located in the center of the country surrounded by Oromia. It is the seat of the Oromia National Regional State, which the biggest regional state in Ethiopia. Addis Ababa is found with a rough center located at $8^0 46'0''$ N-$9^0 11'30''$ N latitude and $38^0 35'30''$ E-$38^0 57'30''$ E longitude, covering an area of 527 km$^{2.}$. The city is situated at a height ranging from 2015 to 3125m above sea level, with an average mean yearly temperature of 17 ^{0}C. The Addis Ababa city is the political, economic and cultural hub of Ethiopia. The total city population was projected for 2017 to be 3.4 million (Terfa et al., 2019), which accounts for 16.9 percent of the country's urban population is growing to 5.9 million in 2030 at an average yearly growth rate of 4.1 percent (Eigu & Haas, 2011). The city was founded only 134 years ago. The urban pattern of

Addis Ababa city reveals that horizontally expanding nature of the built-up region and uncontrolled features of the urban development. Today, Addis Ababa city is administered in 10 sub-cities and 116 woredas (districts). Sub-cities are the hierarchical administrative structure under the city administration and are responsible for socio-economic growth and development within their boundaries.
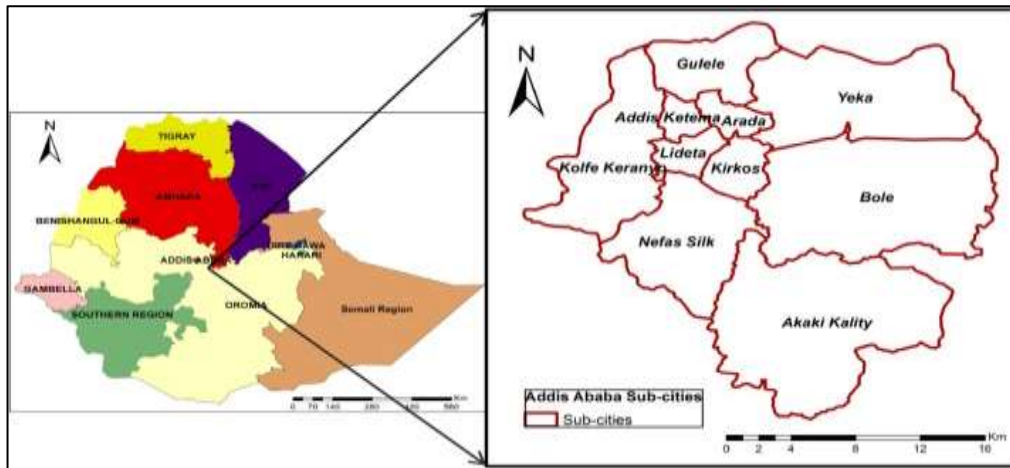

Figure 1: Location of sub-city in Addis Ababa City Administration, Ethiopia

Research Method

For this study, the data was obtained from both primary and secondary sources. The primary sources of data included from interviews, and administration of structured questionnaires made to residents of the housing projects. The study adopted a multi-case study strategy to determine significant factors that influence the residents' satisafction. The study examined four completed and occupied housing projects that were constructed by government subsidies through Integrated Housing Development Programme in Akaki Kality sub city; Gelan, Tulu Dimitu, and Koya Fecha housing projects and Bole sub city, Bole Arabisa housing project in the study area.

The data obtained from these housing projects used as a case study for the research purposes. Basically, the data collection was carried out using stratified and systematic random sampling techniques. A total of 384 the questionnaire copies were produced by administrator over four housing projects in the study area. These questionnaires were administered based on the number of housing units in each housing project. The respondents were asked to rate their level of satisfaction with housing unit features, housing unit support services, neighborhood environments and management practices on a Likert scale from 1 to 5 as follows: 1-'very dissatisfied,' 2-'dissatisfied,' 3-'neutral,' 4-'satisfied,' and 5-'very satisfied.' On the basis of this, the satisfaction index of four housing components such as the housing unit features, housing unit support services, neighborhood environments and management practices were computed using Equation 1.

$$\text{SIc} = \frac{\sum_{i=1}^{N} mi}{\sum_{i=1}^{N} Mi} \times 100$$

Where SIc is the Satisfaction Index of a respondent with component 'c', which is the housing components of the residential environment, N the number of attributes that can be scaled under the component. 'c', mi the respondent's actual score on the ith attribute, Mi the highest possible score under the ith attribute on the weighing scale. The mean item score (MIS) for each attribute is calculated using the above formula to yield the RIS, as shown in equation 2 below:

$$\text{RSI} = 5n_5 + 4n_4 + 3n_3 + 2n_2 + 1n_1 / 5N$$

Where n_1=Number of respondents for very dissatisfied,
n_2= Dissatisfied, n_3=Neutral, n_4=Satisfied, n_5=Very satisfied and
N=the total number of respondents.

Data Analysis and Discussion

Data obtained from the survey were analyzed using descriptive statistics, including frequency tabulation to assess the levels of residents' housing satisfaction and Residential Satisfaction Indices (RSI) to determine the degree of residents' satisfaction with each of the housing components identified for the analysis. The results of socio economic demographics of the respondents and assessment of the housing factors were presented using descriptive statistics.

Socio Demographic Characteristic of Respondents

The socio economic variables identified includes sex, age, marital status, occupation, education status, occupation, income, length of stay, size of household of the respondents and number of bedroom. As shown in Table 1, 57% of the respondents were male and 44% female in the study area. This indicated that majority of the household heads were gender in housing projects in the study area. Analysis of the age of respondents in housing projects as presented in Table 1, 48.2% of respondents between 26-55 ages, 28.9% of respondents between 56-65 of age, 12% of respondents their age was below 24 age and 3.4% were above 65 ages in the study area. This is evident from the figure shown in Table 1, as 76.6% of respondents in the study area were married, while 20.6%, 1.6%, 1.4%, of household respondents are single, divorced and widowed respectively. The dominance of married residents in the housing projects implies that majority of housing units are inhabited by families.

In terms of the academic qualification of profile of respondents whereby 384 respondents of housing projects 10.2% of respondents were elementary school, 30.5% of respondents holds high school Diploma, 21.9% of respondents holds bachelor degree level of education, and 12.5% holds master's degree and above education level in the study area. A significant proportion of respondents had secondary and tertiary education. In term of the occupation categories and their distribution in the housing projects. In Table 1, 28.4% who work at public sector employees, 37% that work at private sector employees. 26%, 5.9%, and 2.7% of respondents were self-employed, unemployed and retired respectively. Regarding monthly income of the repondents, as shown in Table 1, 29.9% below birr 2000, 26% of repondents fail between 4001- 6000, 24.5% of repondents between 2001-4000, 7% and 4,4% between birr 8001-10,000 and 10,001 respectively.

Regarding the length of stay of respondents, in Table 1 showed that 47% of respondents stayed 1-3 years, followed by 4-5 years of residence with 102 repondents representing 26.6%. and more than 5 years of residence were recorded by 31 respondents representing 8.1% of the total population. This connected to the project's completion period and its occupancy of the housing projects in the study area. Analysis of the household size revealed that repondents in Table 1, 43.2% of households have 3 persons, 17.7% of households have 4 persons and 9.6% of households have 1 person of the housing projects. In term of the number of bedrooms in housing projects, 40.1% of repondents have 1 bedroom, 38% of repondents have 2 bedrooms and 21.1% of repondents have 3 bedrooms in the housing projects. The results revealed that majorities of respondents in the study area have lived in 1 bedroom in housing projects in the study area.

Table 1. Respondents demographic data

Variables	Classification	Responses	(%)
Sex	Male	217	56.5
	Female	167	43.5
Age	Under 24 years	46	12
	25-40 years	185	48.2
	41-55 years	111	28.9
	56-65 years	29	7.6
	Above 65 years	13	3.4
Marital status	Single	79	20.6
	Divorced	6	1.6
	Married	294	76.6
	Widowed	5	1.3
Education status	Elementary school	39	10.2
	Secondary school	96	25
	High school diploma	117	30.5
	Bachelor's degree	84	21.9
	Master's degree and above	48	12.5
Employment status	Public sector employee	109	28.4
	Private sector employee	142	37
	Self-employee	100	26
	Unemployed	22	5.7
	Retired	11	2.9
	Below birr 2000	115	29.9

Income	Birr 2001-4000	94	24.5
	Birr 4001-6000	100	26
	Birr 6001-8000	31	8.1
	Birr 8001-10,000	27	7
	10,001 and above	17	4.4
Length of stay	Less than 1 year	68	17.7
	1-3 years	183	47.7
	4-5 years	102	26.6
	More than 5 years	31	8.1
Size of household	1 person	37	9.6
	2 persons	113	29.4
	3 persons	166	43.2
	4 persons	68	17.7
Number of bedroom	1 room	154	40.1
	2 rooms	149	38.8
	3 rooms	81	21.1

Sources: Author's Fieldwork, 202

Residents' Satisfaction with Public Housing Projects

Residents' Satisfaction with Housing Unit Features

The perception of residents on the level of residential satisfaction with elements of the housing unit features in the study area. As presented in Table 2, the residents' satisfaction with 58.9% of the respondents satisfied with the level of privacy of the housing projects. In similar vein, 53.9% of the respondents were dissatisfied with the size of bedroom in the housing projects in the study area. Residential Satisfaction Index (RSI) revealed that residential satisfaction with the housing unit features indicated that residents were satisfied with the level of privacy in the housing projects (0.658), location of residence in housing projects (0.65), number of bedrooms (0.536), size of bedrooms (0.527), sizes of living and dining space (0.515), and sizes of cooking and storage spaces (0.505). The overall Residential Satisfaction Index (RSI) for the housing unit features is 56.5%.

Table 2: Residents' satisfaction with housing unit features

Satisfaction with Housing Unit Features	Percentage(%)					RSI
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	
Level of privacy	3.9	58.9	5.2	26.3	5.7	0.658
Location of residence	3.9	56.5	8.3	23.7	7.6	0.651
Number of bedrooms	2.6	32	3.9	50	11.5	0.536
Sizes of bedrooms	3.4	29.2	4.2	53.9	9.4	0.527
Sizes of living and dining spaces	2.9	27.6	4.9	53.1	11.5	0.515
Sizes of cooking and storage spaces	2.9	29.7	2.3	52.3	12.8	0.505

Sources: Author's Fieldwork, 2021

Residents' Satisfaction with Housing Unit Support Services

The residents' perception on the level of residential satisfaction with components of the housing unit services in the housing projects in the study area. As shown in Table 3 the residents satisafction in the housing projects, 62.2% of the respondents satisfied with water supply in the housing projects. And 52.3% of the respondents were satisfied with level of privacy in the housing projects in the study area. Residential Satisafction Index (RSI) indicated that residential satisfaction with their housing unit support services

that residents were satisfied with water supply in the residence (0.667), electricity service of the residence (0.612), staircase in the residence (0.530), firefighting in the housing unit (0.526). The overall Residential Satisfaction Index (RSI) for the housing unit support services in housing projects is 58.3%.

Table 3. Residents' satisfaction with housing unit support services

Satisfaction with housing unit services	Percentage(%)					RSI
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	
Water supply in the residence	3.4	62.2	6.5	20.1	7.8	0.667
Electricity service in the residence	2.6	52.3	2.9	32.8	9.4	0.612
Staircase in the residence	2.9	34.1	2.3	46.6	14.1	0.530
Firefighting in the housing unit	2.9	31.8	3.6	49	12.8	0.526

Sources: Author's Fieldwork, 2021

Residents' Satisfaction with Neighborhood Environments

The perception of residents on the level of residential satisfaction with elements of the neighborhood environments in the study area. In Table 4 the residents' satisfaction in the housing projects indicated that 57% of the respondents satisfied with the level of friendship between neighborhoods in the housing projects. While 51% of the respondents were dissatisfied with the price of the goods and services of the housing projects. The neighborhoods within the public housing are located also influence how satisfied different occupants will be with the public housing. The responses given by different respondents to the neighborhoods elements as shown in Table 4 indicated that residents in the study area were satisfied with social network in the housing projects (0.657), noise in the housing projects (0.656), level of friendship between neighborhoods (0.653), attending the neighbours ceremonies in the housing projects (0.633), distance to public transportation and bus stops (0.590). The overall Residential Satisfaction Index with neighborhood environments in housing projects is 57.2%.

Table 4. Residents' satisfaction with neighborhood environments

Satisfaction with neighborhood environments	Percentage(%)					RSI
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	
Social network in neighbourhood	5.7	53.9	9.6	21.4	9.4	0.657
Noise in housing project	7	53.9	7	24.5	7.6	0.656
Level of friendship between neighborhoods	4.7	57	7.6	21.4	9.4	0.653
Attending the neighbours ceremonies	3.6	53.6	7.6	25.8	9.4	0.633
Crime and anti-social activities	1.8	45.6	10.7	32.3	9.6	0.595
Distance to public transportation/bus stops	3.4	45.3	6.5	32.6	12.2	0.590
Distance to market place	1	47.9	0.8	37	13.3	0.573
Distance to children's school	0.5	41.4	13.8	32	12.2	0.572
Distance to medical and healthcare facilities	0.8	43.5	7.8	36.2	11.7	0.570

Building design in relation to residents way of life and cultural values	4.7	31	9.6	42.4	12.2	0.547
Distance to recreation or sport facilities	1	30.7	7.3	48.7	12.2	0.519
Distance to the place of work	1.8	28.4	7.6	47.7	14.6	0.510
Business and job opportunities	1.3	19.8	15.9	47.1	15.9	0.487
The price of good and services	0.8	18.2	9.1	51	20.8	0.454

Source: Author's Fieldwork, 2021

Residents' Satisfaction with Management Practices

The perception of residents on the level of residential satisfaction with elements of management practices in housing projects in the study area. As presented in Table 5, the residents' satisfaction with management practices revealed that 57.6% of the respondents were satisfied with the level of privacy of the housing projects, and 56.3% of the respondents were satisfied with the security of life and property in the housing projects. Public housing is mainly owned by individuals, cooperation and sometimes firms and the practices of management of these housing unit are usually different. Residential Satisfaction Index (RSI) revealed that residents were satisfied with the level of communal activities in the housing projects (0.649), security of life and property in the housing projects (0.646), cleanliness of the housing projects (0.636) and rule and regulation within the housing projects (0.614). However, the overall residents' satisfaction index with management practices revealed that residents were moderately satisfied with the services provided by management in the housing projects in the study area. The overall Residential Satisfaction Index with management practices in housing projects is 63.6%.

Table 5. Residents' satisfaction with management practices

Satisfaction with management practice	Percentage(%)					RSI
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	
The level of communal activities	3.4	57.6	8.6	21.1	9.4	0.649
Security of life and property	4.2	56.3	8.1	21.4	10.2	0.646
Cleanliness of the housing project	4.9	53.1	6.5	26	9.4	0.636
Rule and regulation within housing projects	2.6	52.3	6.5	26.6	12	0.614

Source: Author's Fieldwork, 2021

Conclusion

The study has established to evaluate residential satisfaction in the public housing that was constructed by government subsidized in the city administration of Addis Ababa. Residential Satisfaction Index used to determine residents' satisfaction in the housing projects. The residential satisfaction among residents with the housing units features, housing unit support services, neighborhood environments and management practices of the housing projects significantly affects the level of residents' satisfaction in the housing projects in the study area. The findings of the study revealed that the low level of satisfaction was recorded for the housing unit features, housing unit support services and neighborhood environments in the housing projects. While the moderate level of residential satisafction index recorded for management practices in the housing projects. The results of this study can be used to improve policy formulation in order to provide solutions to problems associated with low level of the residents' satisfaction in the housing projects in the study area. In order to achieve this, the study recommends that housing projects in the study area have a number of problems that contribute to the unsatisfactory nature of most housing projects. Thus, the government, housing developers,

urban planners, architects, and other housing experts concerned with housing provision should look into the situation with pay attention and come up with ways of improving public housing provision in the study area.

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