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Impact of support services and accessibility on residential satisfaction: empirical evidence from Surat City

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Abstract: Society's support services and proximity to services affect residents' home satisfaction. To assess home quality and well-being, satisfaction must be measured. This study examines support services, accessibility, and residential satisfaction using literature and empirical data. A positive correlation was found between residents' satisfaction with their living environment and the availability of support services, such as healthcare facilities, educational institutions, recreational amenities, and social assistance programs. It is also highlighted that residential satisfaction is affected by accessibility to nearby services, such as grocery stores, public transportation, parks, and community centres. It goes on to identify what the future scope of the study should be, such as the need to conduct studies in diverse cultural contexts, to utilise longitudinal research designs, to explore mediating factors, and to incorporate technological advancements into the study. Policymakers and urban planners may fill these research gaps to improve support services, accessibility, and community diversity.

Keywords: residential satisfaction; support services; accessibility to nearby services; Pradhan Mantri Awas Yojna; PMAY; cross-sectional study.

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1 Introduction

The quality of life and well-being of individuals are largely dependent on how satisfied they are with their homes. In addition to the physical characteristics of a dwelling, it is influenced by the availability of support services within the broader societal context and their accessibility within the broader physical context of the dwelling. Residents' satisfaction with society's support services, such as healthcare, education, transportation, and community resources, is significantly influenced by those services. For residents to be happy and healthy in their living environment, they must have access to quality healthcare services. Health facilities that are nearby, health professionals, and affordable options for healthcare contribute to residents' satisfaction with their homes (Yang et al., 2020). Families with children are more likely to be satisfied when educational institutions are present and quality education is accessible (Bailey and Mulvaney, 2018). Residents benefit from living in a community that is near schools, colleges, and libraries, as well as a positive environment that fosters their sense of convenience. Residential satisfaction is also affected by transportation services and infrastructure. Mobility and convenience are enhanced by transport options that are well connected, such as public transit and sidewalks, as well as bicycle lanes, thereby reducing travel-related stress and increasing resident satisfaction (Litman, 2020). Moreover, a sense of community belonging and social engagement are enhanced by the availability of community resources, such as parks, recreation facilities, and cultural amenities (Lyytimäki and Petersen, 2017).

Further, it is important that support services are accessible to residents in order for them to be satisfied. For daily convenience and access to essential services, residents should have easy access to grocery stores, banks, post offices, and recreation centres. The proximity to such amenities contributes to a higher sense of residential satisfaction as it reduces travel time, enhances convenience, and reduces travel costs (Ratcliff et al., 2020). Further, vulnerable populations, such as seniors, immigrants, and people with disabilities, require access to social services and community support. Residents of this population are more likely to report being satisfied with their homes when social services, counsellors, and community-based organisations are readily available (Giné-Garriga et al., 2020). A focus on inclusive design and accessible housing options favours independence and quality of life for individuals with disabilities (Cole et al., 2016).

A flagship affordable housing scheme of the Indian Government, Pradhan Mantri Awas Yojana (PMAY) aims to provide housing opportunities for all Indians. Through PMAY, urban poor and economically weaker sections of society will be able to obtain

affordable and quality housing. The scheme aims to establish 'Housing for All' in 2022 by redeveloping slums and building affordable homes (Ministry of Housing and Urban Affairs, 2021). In PMAY, housing assistance is provided according to specified criteria, based on the needs of eligible beneficiaries. Affordability and accessibility of housing are enhanced through the scheme's financial support and subsidies. As part of the program, slums can be redeveloped in-situ, affordable housing can be constructed or remodelled, and grant-linked subsidies can be offered to improve or construct a home (National Housing Bank, 2019). Women, scheduled castes, scheduled tribes, and persons with disabilities are among the target groups of the scheme, which prioritises inclusive development. Water supply, sanitation, electricity, and transportation are provided in order to create sustainable and inclusive communities (National Urban Housing and Habitat Policy, 2020). Through its efforts to provide affordable housing and improve living conditions, PMAY has received recognition for its achievements. Among the accolades it has received for its contributions to sustainable urban development at the national and international levels includes the World Habitat Award in 2019 (United Nations Human Settlements Programme, 2019). There are, however, challenges associated with the implementation of PMAY. It is a constant concern to ensure that quality construction is carried out, projects are completed on time, and beneficiaries have all their needs met (Ghosh et al., 2019). It is crucial to continuously monitor the scheme, engage stakeholders, and refine policies to increase its impact.

Thus, individual residential satisfaction is significantly influenced by the support services provided by society and accessibility to nearby services. Residents' satisfaction and well-being are directly affected by their access to healthcare, education, transportation, and community resources. Residents should be able to access quality support services, which should be prioritised by policymakers, urban planners, and community stakeholders. One can improve residential satisfaction, promote a sense of belonging, and improve the quality of life for individuals throughout the country by considering the needs of diverse populations and ensuring easy access to essential services. In order to inform evidence-based policies and interventions, further research is needed to investigate the specific mechanisms influencing residential satisfaction through support services and accessibility. Hence, an examination of the impact of society's support services and their accessibility on the satisfaction of individuals with their homes in the light of PMAY scheme is presented in this study. It is crucial to understand this relationship in order to create residential environments that are inclusive and supportive.

2 Review of literature

2.1 Residential satisfaction

The term 'residential satisfaction' has been introduced by studying residents of urban slums, finding that residents' satisfaction was influenced by their strong sense of identity and close ties to each other (Fried and Gleicher, 1961). There is little evidence to suggest that it is correlated strongly and positively with the availability of neighbourhood facilities, but it is highly and positively correlated with the existence of housing structures, the social environment, support services, and public facilities (Mohit et al., 2010). In addition to its practical applications in architecture and planning, and psychology, residential satisfaction has also been explored in a variety of

interdisciplinary and multidisciplinary contexts. A discussion has been made of the four approaches to residential satisfaction (Galster, 1985). The first application of it is in the area of quality-of-life research, where it plays an important role in predicting individual perceptions (Campbell et al., 1976). Secondly, it is an evaluation technique used in civil engineering to measure failure or success of housing construction (Francescato et al., 1979; Onibokun, 1974; Lansing et al., 1970). There is a third reason why livelihood quality has been taken into consideration as an indicator, and it is used in many fields, including community development, regional planning, and demography. The objective of the study is to assess the quality of housing, the conditions in the neighbourhood and the livelihoods of migrants (Morris and Winter 1975; Speare, 1974; Varady and Carrozza, 2000). Lastly, residential satisfaction has also been employed in the field of environmental psychology to gauge individual perceptions of the residential environment. In part because of the concept's broad scope, various theories have been developed around it. As examples, Rossi (1955, p.220) introduced the 'housing needs theory,' Morris and Winter (1975) introduced the 'housing deficits theory,' and Galster (1985) introduced the 'psychological construct theory.' In relation to residential satisfaction, there are a number of theories that can be thought of, but they have not all been found to be identical, but when it comes to dissatisfaction with the housing conditions, it is generally understood as a desire to either adapt or modify the current dwelling conditions (Galster, 1985; Morris and Winter 1975; Rossi, 1955, p.220). Thus, architects, planners, policymakers, sociologists, psychologists, developers, and urban geographers must use residential satisfaction assessments as their primary tool for improving the quality of residential life (Abidin et al., 2019; Mohit and Raja, 2014).

2.2 Support services and residential satisfaction

Housing development and policies may not be successful simply because they provide housing, but whether the government can provide adequate, affordable housing for all citizens based on their actual housing needs and preferences depends on whether they can accomplish that goal (Mohit and Azim, 2012). There is a significant impact of community resources and support services that are provided by society, such as healthcare facilities, education, transport, and community resources, on the level of residential satisfaction. In order for residents to feel well and be satisfied with their living environment, they should have access to quality healthcare services. Numerous studies have found that residential satisfaction is positively affected by affordable healthcare options, availability of healthcare facilities, and proximity to healthcare professionals (Yang et al., 2020). Families with children are especially likely to be satisfied with their living situation if they have access to quality education (Bailey and Mulvaney, 2018). For residential satisfaction to be achieved, transportation services and infrastructure are crucial. A good public transit system, sidewalks, and cycling lanes provide residents with access to transportation options that enhance mobility and convenience. In recent studies, it has been shown that travel-related stress can be reduced, convenience can be increased, and higher levels of residential satisfaction can be attributed to optimal transportation accessibility (Litman, 2020).

2.3 Accessibility to services and residential satisfaction

Residential satisfaction is directly related to the accessibility of nearby services. It is important to be able to access essential services such as grocery stores, banks, post offices, and recreation facilities, so that residents can meet their daily needs and conveniences. The presence of amenities like these has been found to be associated with a higher level of satisfaction with residential life (Ratcliffe et al., 2020). In addition to reducing travel time, enhancing convenience, and increasing satisfaction with the living environment, residents who live near these services are more likely to feel safe and secure. Furthermore, when there are resources available within communities, such as parks, recreation facilities, and cultural amenities, they promote social engagement, leisure activities, and a sense of belonging within the community. Therefore, they positively impact overall satisfaction with the living environment (Lyytimäki and Petersen, 2017). A significant factor that contributes to the well-being and satisfaction of vulnerable populations is accessibility to social services and community support. Residential satisfaction among low-income individuals, elderly individuals, and individuals with disabilities is positively impacted by the availability of social services, counselling centres, and community organisations that provide support and assistance (Giné-Garriga et al., 2020). Individuals with disabilities are more likely to feel satisfied with their homes if they have accessible housing options and inclusive design that considers their needs (Cole et al., 2016).

2.4 PMAY and residential satisfaction

A new approach by the government, the PMAY-G, is focusing on providing housing for rural areas. Housing was provided in rural areas because of this scheme. The Tamil Nadu government has implemented this scheme to promote economic development in rural areas. As a result of PMAY-G being implemented correctly, significant changes have occurred regarding the development of rural housing (Swathi and Venthana, 2018). PMAY has been the subject of several recent studies that have examined the impact of PMAY on the quality of housing and the satisfaction with the residences of the residents. This program provides affordable housing and quality housing to members of the economically weaker sections of society. The PMAY program has improved living spaces, structural conditions, and basic amenities, but it has also improved the quality of housing (Gupta, 2019). PMAY emphasises not only the provision of housing but also social and economic aspects that are very important to ensuring residents' satisfaction. Housing will be provided to marginalised communities so that they can become more inclusive and socially integrated. PMAY has been found to enhance community cohesion and bonding among beneficiaries, creating a sense of security and belonging (Sharma et al., 2019). Under PMAY, house ownership satisfaction was strongly influenced by the sense of pride attached to owning one. When beneficiaries own their houses, they feel accomplished and secure, and they perceive their homes as valuable assets, contributing to their overall satisfaction with the housing scheme (Dwivedi and Tiwari, 2020). As part of enhancing residential satisfaction, its monitoring and quality control, as well as comprehensive support for maintenance are all necessary to ensure efficiency and effectiveness. It is important to incorporate beneficiary feedback and involve them in decision-making processes to enhance PMAY's success and impact on residential satisfaction (Bhavikatti, 2020). Through the provision of housing with essential

amenities, such as a kitchen, uninterrupted power supply with solar lighting system, drinking water and toilets, the PMAY-G for urban dwellers has proven to be effective in enabling urban poor and slum dwellers. As a result, PMAY Urban housing scheme offers urban dwellers the opportunity to realise their dream of owning a home and promotes a ‘quality life’ among the urban deprived, aiding in the delivery of essential government services (Ramesh et al., 2021). In addition to taking feedback from beneficiaries, the government should start collecting feedback from applicants whose applications were rejected for various reasons, to highlight the fundamental problems faced by beneficiaries and address them in order to increase the impact of the scheme by registering more and more beneficiaries for its benefits (Agrawat, 2021).

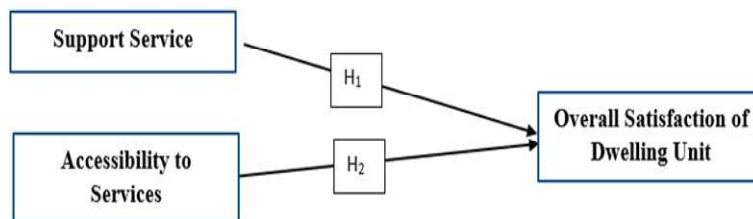
The review focused primarily on Western urban contexts and not many studies have been carried out in Indian context. In diverse cultural, socioeconomic, and geographical contexts, studies concerning support services and accessibility are needed which will be able to explain how different contexts affect residential satisfaction, accessibility, and support services. Moreover, it has been shown that support services, accessibility, and residential satisfaction are directly related. However, it is imperative to investigate the underlying mechanisms and modifying factors from which this relationship arises. These mediating factors need to be identified and understood further to develop more targeted policies and interventions. It is expected that future studies will be able to provide a more comprehensive and nuanced understanding of the impact of support services provided by society and access to nearby services on the overall satisfaction with residential living by addressing these research gaps. Thus, to fill in the gap this study has been undertaken which will contribute to the development of policies and interventions designed to improve the well-being and satisfaction of residents living in residential environments.

3 Conceptual framework and hypothesis development

The theoretical framework and conceptual model presented in Figure 1 were used to guide the research. Two research hypotheses are formulated for the present study:

- H1 The support service along with residential satisfaction are significantly related.
H2 The accessibility to services with residential satisfaction are significantly related.

Figure 1 Proposed theoretical model (see online version for colours)



4 Methodology and measurement

4.1 The sample

This study used a quantitative cross-sectional design to explore the relationships between dwelling unit support service, accessibility to services, and residential satisfaction among beneficiaries of the PMAY. A sample of 501 participants was selected from the target population of PMAY beneficiaries. Data was collected through an online questionnaire that used a 5-point rating scale to capture participants' perspectives. The questionnaire focused on participants' perceptions of support service, accessibility to services, and overall satisfaction with their homes. The collected data will be analysed using descriptive and inferential statistical techniques, partial least square, structural equation modelling (PLS-SEM).

Figure 2 Frequency of gender (see online version for colours)

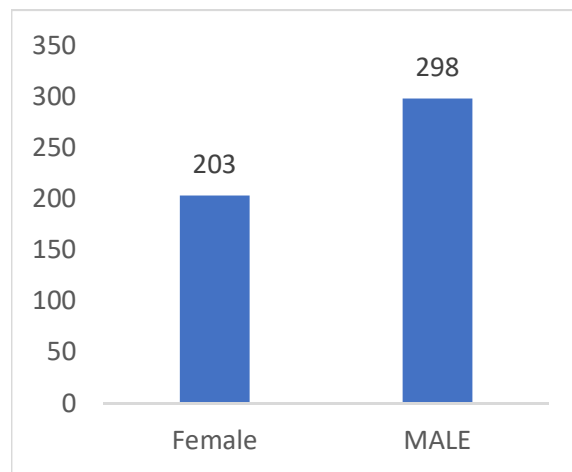
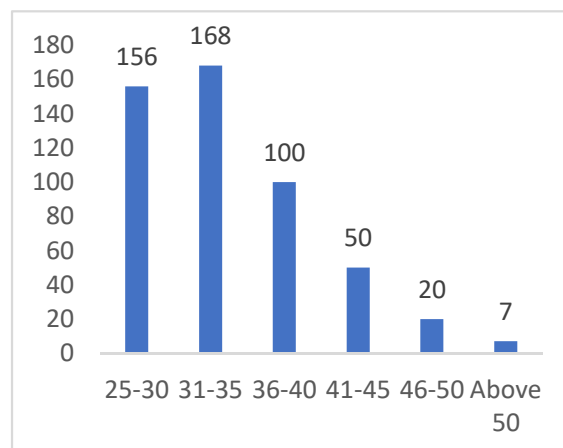


Figure 3 Frequency of age (see online version for colours)



These descriptive statistics provide an overview of the distribution of sample participants.

4.2 *Measurement model*

According to the findings presented in Table 1, all indicators related to the support services of dwelling units, accessibility to services, and overall satisfaction exhibited significant factor loadings greater than 0.6. These results indicate a strong correlation between the indicators and their respective latent constructs, as suggested by Hair et al. (2017)

Table 1 Outer loadings

	<i>Accessibility to services</i>	<i>Overall satisfaction</i>	<i>Support service</i>
Accessibility1	0.843		
Accessibility10	0.884		
Accessibility2	0.943		
Accessibility3	0.872		
Accessibility4	0.688		
Accessibility5	0.799		
Accessibility6	0.689		
Accessibility7	0.773		
Accessibility8	0.505		
Accessibility9	0.823		
Satisfaction1		0.827	
Satisfaction2		0.67	
Satisfaction3		0.725	
Satisfaction4		0.855	
Satisfaction5		0.847	
Satisfaction6		0.879	
SupportService1			0.857
SupportService10			0.804
SupportService2			0.799
SupportService3			0.703
SupportService4			0.819
SupportService5			0.729
SupportService6			0.833
SupportService7			0.743
SupportService8			0.805
SupportService9			0.813

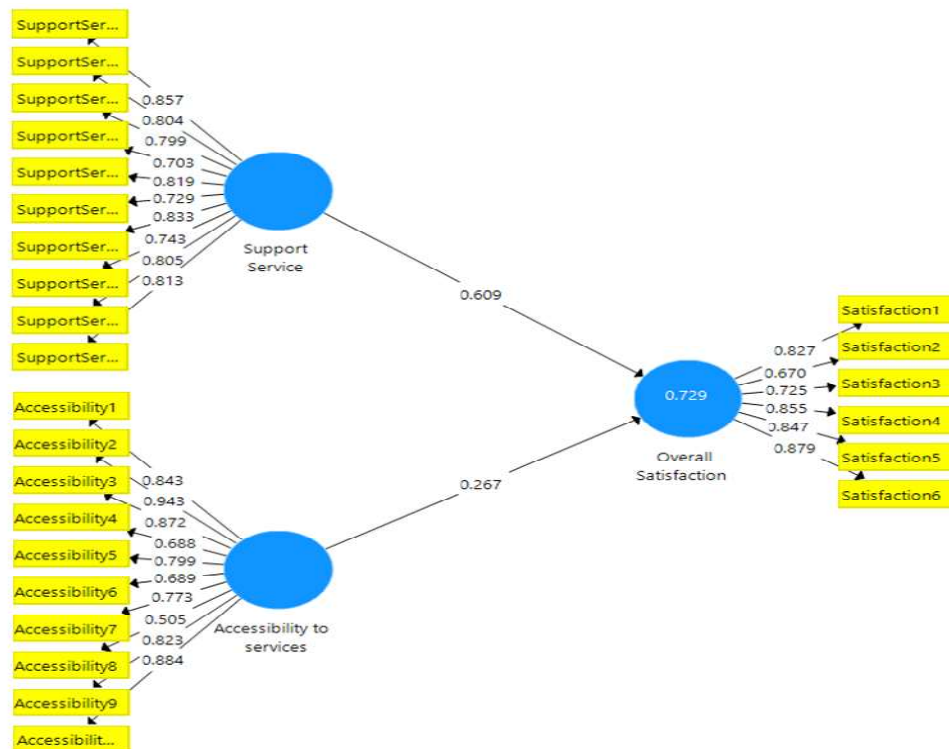
Table 2 presents the results of the analysis for the latent variables including accessibility to services, overall satisfaction, and support service. For the accessibility to services, the composite reliability (CR) is 0.942, indicating good internal consistency. The construct validity (AVE) is 0.626, suggesting that 62.6% of the variance in the observed indicators

can be attributed to the latent construct. The convergent validity (CA) is 0.944, indicating a strong correlation between the indicators and the latent construct. For the overall satisfaction, the CR is 0.916, indicating good internal consistency. The AVE is 0.646, indicating that 64.6% of the variance in the observed indicators can be attributed to the latent construct. The CA is 0.915, indicating a strong correlation between the indicators and the latent construct. For the support service latent variable, the CR is 0.944, indicating good internal consistency. The AVE is 0.627, suggesting that 62.7% of the variance in the observed indicators can be attributed to the latent construct. The CA is 0.943, indicating a strong correlation between the indicators and the latent construct. Overall, the results suggest that the latent variables of accessibility to services, overall satisfaction, and support service demonstrate good internal consistency, construct validity, and convergent validity, Fornell (1981).

Table 2 Convergent validity

Latent variables	CA	CR	AVE
Accessibility to services	0.944	0.942	0.626
Overall satisfaction	0.915	0.916	0.646
Support service	0.943	0.944	0.627

Figure 2 Structural model (see online version for colours)



According to the HTMT ratio, a value less than 1 indicates discriminant validity (Henseler et al., 2015). In Table 3, all the HTMT ratios are less than 1, which suggests

that there is discriminant validity among the constructs of Accessibility to services, overall satisfaction of DU, and support service of DU. This means that these constructs are distinct and not measuring the same underlying concept.

Table 3 HTMT validation

	<i>Accessibility to services</i>	<i>Overall satisfaction</i>	<i>Support service</i>
Accessibility to services	--	--	--
Overall satisfaction	0.794	--	--
Support service	0.875	0.845	--

4.2 Structured model

Table 4 shows the results of a path analysis, which is a statistical technique used to test the relationships between multiple variables. The results indicated that both accessibility to services and support service have a significant positive impact on overall satisfaction. This means that as accessibility to services and support services improve, overall satisfaction also improves. The path coefficient for accessibility to services to overall satisfaction is 0.267, which means that a one-unit increase in accessibility to services is associated with a 0.267-unit increase in overall satisfaction. The t-statistic for this hypothesis is 5.31, which is statistically significant at the $p < 0.05$ level. Similarly, the path coefficient for support services to overall satisfaction is 0.609, which means that a one-unit increase in support service is associated with a 0.609-unit increase in overall satisfaction. The t-statistic for this hypothesis is 7.91, which is statistically significant at the $p < 0.05$ level (Gravetter and Wallnau, 2019). Hence both the alternate hypothesis formulated H1 and H2 is accepted.

Table 4 Hypothesis testing

<i>Hypothesis</i>	<i>Path coefficients</i>	<i>T statistics</i>	<i>P values</i>	<i>Result</i>
Accessibility to services -> overall satisfaction	0.267	5.31	0.00	Supported
Support service -> overall satisfaction	0.609	7.91	0.00	Supported

The R^2 in Table 5 is 0.729 indicates that 72.9% of the variance in overall satisfaction is explained by accessibility to services and support service. This means that these two variables are significant predictors of overall satisfaction. A higher R^2 value indicates a stronger relationship between the independent and dependent variables. In this case, the R^2 value of 0.729 is a strong relationship. This means that accessibility to services and support services are very important factors that contribute to overall customer satisfaction.

Table 5 Coefficient of determination

<i>Variable</i>	<i>R²</i>
Overall satisfaction	0.729

5 Conclusions

On the basis of the comprehensive study that was conducted and the fact that the access to nearby services as well as the support services of society have a significant impact on residential satisfaction, several noteworthy findings emerged. There was a powerful positive correlation between the availability of support services as well as the accessibility to nearby services as a contributing factor to the level of satisfaction in residential settings. To improve the quality of life in residential communities and enhance the well-being of residents, policymakers, urban planners, and community developers should take note of these findings. In the study, support services such as healthcare facilities, educational institutions, recreational facilities, and social assistance programs were shown to significantly contribute to residents' satisfaction with their areas of residence. These services are likely to increase resident satisfaction with their living conditions when they are easily accessible. Aside from meeting basic needs, these services also provide residents with convenience, comfort, and well-being. As well, there was an emphasis placed on accessibility to nearby services in the study. Support services that are accessible to residents, either through well-connected transportation networks or pedestrian-friendly infrastructure, tend to contribute to their overall satisfaction with their residence. An improved level of accessibility enhances the livability of residential areas by reducing transportation barriers, increasing convenience, and reducing traffic congestion. It is still difficult to provide a level of service that is equitable and to provide amenities that are equally accessible. It is crucial to address these challenges to ensure that all residents are satisfied with their living situation. Support services need to be offered equally to all communities in underserved areas, and infrastructure needs to be improved there as well, which should be taken into consideration by urban planners and policymakers. Additionally, the research indicates that future studies must include longitudinal assessments, comparative analyses across regions, quality assessments, socioeconomic disparities, technological advancements, stakeholder engagement, cross-cultural studies, and sustainable development practices in order to examine specific aspects in greater depth. This can help to enhance our understanding of the relationship between support services, accessibility, and residential satisfaction in the community, which will hopefully lead to recommendations and policies that will foster greater resident satisfaction and well-being in the community.

Based on these findings, researchers can gain valuable insights into factors contributing to residents' well-being and contentment in their living environments, including support services of society and accessibility to nearby services. It has been demonstrated that supportive services, accessibility, social cohesion, and stakeholder collaboration play an essential role in shaping the level of satisfaction among residents. This study provides actionable information for policymakers, urban planners, and community developers about how to enhance residential satisfaction and improve residents' quality of life through policy decisions, urban design strategies, and community development initiatives. To create a vibrant, inclusive, and satisfying residential environment that meets the diverse needs and aspirations of residents, policymakers can prioritise the provision of support services, improve accessibility, foster social cohesion, and facilitate stakeholder collaboration.

6 Limitations and future scope of the study

Although, this study has been attempted to embrace the concept of residential satisfaction based on support services and accessibility to nearby services, it is significant to address the limitations of the study. Foremost, generalisability is one of the major limitations of this study as it is only based in Surat City. There are several variables that influence residential satisfaction, including cultural, social, economic, and environmental aspects which varies from one place to another. It is possible that support services and accessibility to nearby services affect residential satisfaction differently depending on the region, demographic, and cultural background of the resident, consideration of which lacks in this study. Moreover, resident self-reporting is heavily relied upon for measuring residential satisfaction, leading to possible bias. There is the possibility of inaccuracy or variation in responses due to the subjectivity of people's satisfaction levels and the influences of many personal factors. Furthermore, an analysis of the data at a particular moment was conducted via a cross-sectional design. As a result, causation cannot be established, nor can changes be identified over time. Moreover, it is complex how support services, accessibility, and residential satisfaction are related, and reverse causality can also play a role. While it is possible that the study finds a positive correlation between support services and residential satisfaction, there is also a possibility that residents who are already satisfied with their living situation are actively looking for neighbourhoods with better support services to improve their quality of living. In interpreting the results, it is important to consider this bidirectional relationship which this study did not take into consideration. Also, to determine the effect of support services and accessibility on residential satisfaction, these variables need to be accurately measured. Despite this, it can be challenging to operationalise and quantify support services and accessibility. For these constructs to be evaluated and operationalised in a valid and reliable manner, researchers need to consider their multidimensional nature. Lastly, this study has been based upon specific variables of support services and accessibility to nearby services, while there can be number of variables that impact satisfaction of residents.

Considering the above stated limitations, further study can be undertaken by carrying out longitudinal studies considering the changes over a period. An analysis of longitudinal data can provide valuable insight into how support services, accessibility, and residential satisfaction dynamically change over time. Studies spanning a long period of time are effective at capturing changes in satisfaction levels over time and understanding causal links among them. Moreover, it can be helpful to compare support services and accessibility in different communities or regions to identify differences in residential satisfaction over time. To formulate targeted interventions based on the findings of comparative studies, policymakers need to understand how cultural, socioeconomic, and environmental factors shape residential satisfaction in order to develop effective policy measures. It is possible to gain a deeper understanding of residents' perceptions and experiences by supplementing quantitative studies with qualitative methods, such as in-depth interviews. Researchers can gain insight into subjective aspects of residential satisfaction through qualitative methods, which allow them to explore nuances, identify unanticipated factors, and address unanticipated questions. Furthermore, to investigate the impact of support services and accessibility on residential satisfaction, data-driven approaches and emerging technologies can be leveraged. The spatial distribution of support services, accessibility patterns, and their

correlation with residential satisfaction can be analysed using geospatial analysis, remote sensing, and big data analytics, for example, and provided with valuable information about the spatial distribution of support services.

In order to better understand the impact of support services and accessibility on residential satisfaction, researchers can address these limitations and explore the future scope outlined above, resulting in better policy decisions and better quality of life for residents.

7 Policy implications

There are several policy implications to be derived from a study of the impact of society's support services and accessibility of nearby services on residential satisfaction. Here are a few policy recommendations:

- **Urban planning and design:** Urban planning and design policies can be formed based on the findings of the study. Cities and municipalities should prioritise the development and providing of support services in residential areas, which includes healthcare facilities, educational facilities, recreational amenities, transportation infrastructure and recreational facilities, to ensure a high quality of life in these areas. It can be beneficial to increase residential satisfaction if these services are readily accessible.
- **Development of communities:** Policies can be formulated based on the results of this study to promote community development initiatives. In addition to strengthening social networks and providing mutual support, residents can gain access to resources by creating a sense of belonging and social cohesion. Communities can be engaged by policies, events can be organised, and spaces can be created to help residents interact with each other, which in turn can enhance overall satisfaction with living there.
- **Accessibility and infrastructure:** There is a strong emphasis in the study on the importance of being able to access services nearby. Policymakers should prioritise developing public transportation systems that are convenient to support services, pedestrian-friendly infrastructure, and well-connected transportation networks. A more accessible community can reduce transportation barriers, make it more convenient to travel, provide residents with improved quality of life, and improve resident satisfaction.
- **Social services and welfare:** In line with the findings of the study, policy makers can use this study's findings to prioritise the provision of essential social services and allocate resources accordingly. Healthcare, childcare, eldercare, and social assistance programs, all of which have a significant impact on resident satisfaction, can help policy makers determine how to allocate resources to meet resident needs.
- **Housing affordability and accessibility:** This study may provide insight into housing availability and affordability policies. To improve overall satisfaction in residential areas, policymakers can integrate support services within or close to them. Low-income communities may be more satisfied with housing options near support services if policies promote affordable housing options.

- Stakeholder collaboration: As a result of the study, it has been pointed out that collaboration is essential among various stakeholder groups, including government agencies, community organisations, and private sector companies. It is possible to facilitate partnerships so that support services gaps can be filled, and accessibility can be increased. In collaboration, innovative solutions can be developed, resources can be shared, and planning can be coordinated, which ultimately improves satisfaction among residents.
- Neighbourhood revitalisation: It can be inferred that policies can revitalise neighbourhoods whose residents are dissatisfied with their homes by utilising the study's findings. Distressed neighbourhoods can become vibrant and desirable places to live with targeted interventions, including infrastructure improvements, community engagement, and support services.

It is important to note that the specific policy implications of the study will be determined by the findings, as well as the local context and priorities. To determine the effectiveness and feasibility of specific policy interventions before implementing them at a large scale, policymakers should conduct more research, engage relevant stakeholders, and execute pilot projects.

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