

Pomah as a housing well-being model in region of Yogyakarta rent flats

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Abstract

Rapid urban growth often causes housing problems resulting from diminishing settlement areas. Rent flats is therefore considered to be the solution for utilizing small spaces. This research investigates how dynamic psychological prosperities affect residents of average-rent flats. Specifically, this research aims to achieve housing well-being by identifying the primary needs of housing well-being to encounter prosperous psychological problems. The present research is conducted in Region of Yogyakarta rent flats, *Rusunawa Dabag*, involved 10 residents of with a minimum stay for 3 years. This research employed an action research approach to resolve the main questions answered by six steps: entrance, taking diagnosis, action planning, action taking, evaluation, and reflection. The result of the data analysis finds that the problems of social control and a sense of community in interacting dynamically between individuals and their residences implicate cognitive, affective, and attitude processes. Based on the process and the result of the research, prompts are needed to achieve a harmonic situation to live in a vertical residence for aspirant residents, representative residents as a community, and administrators. The prompts are in the form of training aimed at developing preparation in understanding changes in living habits from landed houses to vertical flats for new residents. Furthermore, this research also revealed that the tenants of Dabag *Rusunawa* apply *guyub* (alliance), *rukun* (cordiality), and *tertib* (orderly) as the main indicators in providing a sense of *Pomah* (a sense of comfort and prosperity at home).

Keywords: action research, housing well-being, social control, sense of community.

Abstrak

Pertumbuhan penduduk di perkotaan yang cepat seringkali menyebabkan masalah perumahan yang disebabkan oleh berkurangnya area permukiman. Oleh karena itu, rumah susun sewa dianggap sebagai solusi untuk memanfaatkan ruang kecil. Penelitian ini mengkaji bagaimana dinamika kesejahteraan psikologis mempengaruhi penghuni rumah susun sewa rata-rata. Tujuan khusus dari penelitian ini adalah untuk mencapai kesejahteraan perumahan dengan mengidentifikasi kebutuhan utama warga *Rusunawa* untuk mengatasi masalah kesejahteraan psikologis. Penelitian ini dilakukan di Rumah Susun Sewa Daerah Istimewa Yogyakarta, *Rusunawa Dabag*, dengan melibatkan 10 orang penghuni dengan masa tinggal minimal 3 tahun. Penelitian ini menggunakan pendekatan penelitian tindakan untuk menjawab pertanyaan utama yang dijawab dengan enam langkah, yaitu: pendahuluan, diagnosis, perencanaan tindakan, pelaksanaan tindakan, evaluasi, dan refleksi. Hasil analisis data menemukan bahwa masalah kontrol sosial dan rasa komunitas dalam berinteraksi secara dinamis antara individu dan tempat tinggal mereka melibatkan proses kognitif, afektif, dan sikap. Berdasarkan hasil penelitian, diperlukan stimulus untuk mencapai situasi harmonis untuk tinggal di tempat tinggal vertikal bagi penghuni baru, perwakilan penghuni dalam paguyuban, dan pengelola. Stimulus tersebut berupa pelatihan yang bertujuan untuk mengembangkan persiapan dalam memahami perubahan kebiasaan hidup dari rumah tapak ke rumah susun vertikal bagi penghuni baru. Selain itu, penelitian ini juga menemukan bahwa penyewa *Rusunawa Dabag* menerapkan *guyub* (kebersamaan), *rukun*, dan *tertib* sebagai indikator utama dalam memberikan rasa pomah (rasa nyaman dan sejahtera di rumah).

Kata kunci: penelitian tindakan, kesejahteraan perumahan, kontrol sosial, rasa kebersamaan.

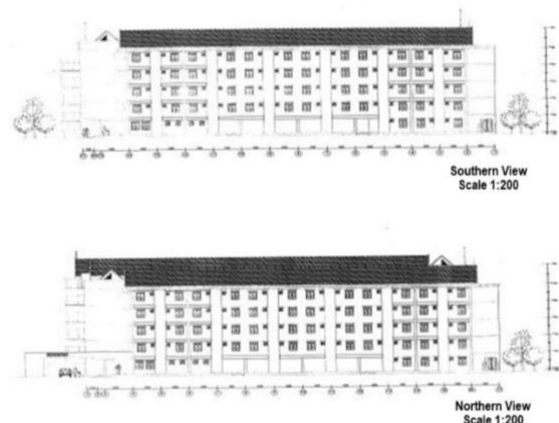
Introduction

Rapid urban expansion often causes housing issues resulting from diminishing settlement areas (Akinwande & Hui, 2022; Rong & Jin, 2023; Wang et al., 2021; Workineh, 2022). Moreover, many rural people migrating to urban areas (Giyarsih et al., 2013) which lead to rising legal and illegal slums. As a result, the changes in land use happening in urban areas also decrease settlement space (Akinwande & Hui, 2022; Manley et al., 2022; Tariq et al., 2022; Zheng et al., 2021). This reality must be faced by metropolises in Indonesia, including the Special Region of Yogyakarta. The province consists of five districts, with different population densities. The City of Yogyakarta is the most populated of the

five districts, followed by the District of Sleman (According to Central Bureau of Statistics in Yogyakarta Province (BPS, 2015). In order to provide the liveable housing for those societies, vertical housing such as condominium housing is therefore considered to be the solution for utilizing small spaces and providing accommodation for numerous people (Workineh, 2022). A simple tenement house (Rumah susun sederhana sewa (abbrev. *Rusunawa*)) is one of strategies to reduce backlogs in metropolitan areas (Kushendar et al., 2021; Sari, 2016). It is also viewed to be the right solution to the high demand for proper housing for mid-low-class families (Akinwande & Hui, 2022; Triyuliana & Prakoso, 2020). *Rusunawa* Dabag is one of the Housing simple rented flats in Yogyakarta.



(a)



(b)

Figure 1. The *Rusunawa* Overview: (a) *Rusunawa* Dabag, (b) *Rusunawa* Dabag Location Map

Figure 1 showed the overview of *Rusunawa* Dabag and its location Map. This vertical housing is a solution for low-income people. In line with the research (Bunawardi et al., 2016; Wibowo et al., 2019) reported that *Rusunawa* is a part of the low-cost housing program, aims to provide low-income citizens of slums and squatter settlements with livable building. Compared to international context, it is also recognized that housing affordability and the quality of the living environment can greatly affect an individual's well-being. In Malaysia, rising property prices have resulted in the prevalence of rental culture, especially among young professionals who face difficulties in purchasing a home due to rising property costs (Khadiyanto et al., 2016). Furthermore, research on psychological well-being in rented housing has been conducted in various countries, showing that the quality of housing can have a considerable impact on an individual's psychological well-being. Poor

housing conditions in Korea can have a negative impact on psychological well-being (Park & Kim, 2023). In the Netherlands, the precursor of rental housing has caused a considerable increase in tenure insecurity, which can negatively impact ontological security and psychological stability (Huisman, 2020).

Most studies on *Rusunawa* focus on its accessibility, whether from place and ownership aspects, location, or arrangement, to proper settlement aspects for the people, all related to the influence and effect of benefitting the *Rusunawa* itself. (Faradisa et al., 2021; Mulyandari, 2012) conducted research about the typology of *Rusunawa*, and demonstrates that in terms of location, the majority of *Rusunawa* locations are in the region designated by the layout plan space as a region with mixed functions. However, (Rahma et al., 2020) found that some *Rusunawa*'s location does not yet

totally align with the principles or rules concerning where to build housing.

Regarding the benefitting of living in *Rusunawa*, Siswaya (2013) explains the effect of benefitting *Rusunawa* in the forms of providing settlement for middle to lower-class people, the efficiency of vertical settlement for not using much space, its ability to increase the quantity of an urban settlement, reducing slum areas, and guaranteeing a better dwelling place for underprivileged people. On the other side, establishing *Rusunawa* might also bring forward negative impacts such as failure to reach the early purpose of local housing people as most tenants are not from surrounding areas, lack of interaction from outside of the *Rusunawa* complex, and tenure condition that is not in accordance to the purpose of establishing *Rusunawa*, especially in regards to the fixed average income of tenants at Rp. 2.000.000,00, which is seen as too high for the lower class; As a result, prospective tenants are plentiful and there is concern that there will be a shortage of plots for the lower middle class.

Besides, several research regarding infrastructures provided and the management of *Rusunawa* become issues that affect the efficiency of constructing the *Rusunawa* itself. (Afsari & Dewi, 2019) investigated the management of *Rusunawa* in Semarang and found that has not fully optimal yet, since the facilities and infrastructure which are not properly maintained, and lower the quality of housing. Ardiyanti & Rahaju, (2019) also conveyed that, there was still a shortage of cleaners and technicians and in the lacking of CCTV which only placed in certain locations. The management of *Rusunawa* in relation to meeting social demands should be done not just at the commencement of construction or just to the physical building, but also to the tenants living there so that residential confinement manages the people living in it. Kushendar (et al., 2021) also suggested the need management policy adaptation for *Rusunawa* to the social and economic conditions of the community, the demand for commitment and assistance from stakeholders to maintain financial and human resources, the requirement for website optimization as a media for information and communication, and the requirement to modify *Rusunawa's* organizational structure. Therefore, both the government, as the policy maker, and the residents of *Rusunawa*, as the policy's intended target, should take part in achieving the managed housing (Triyuliana & Prakoso, 2020).

Then, individuals' participation and integration into their surroundings clearly demonstrates a positive sense of well-being and

the vitality of life. This expression is a mark of mutual understanding and engagement in satisfying interactions that lead to feelings of happiness for one another. In life, having good relationships with other people is crucial. A satisfying relationship will result in psychological advantages and be beneficial to your health. In terms of psychological well-being, improving health and settlement qualities will lead to psychological well-being (Diener et al., 2009) consequently, housing well-being is a thorough satisfaction evaluation of individual life, including his habitation (Babalola, 2022; Kang & Park, 2023; Najib et al., 2012; Pekkonen et al., 2015). (Diener et al., 2006) specified that improvising the conditions of settlement does not necessarily ensure the happiness of its inhabitants. However, it could bring out their adaptability. Therefore, housing well-being has a complete and detailed satisfaction indicator. Warmth, trust, feel become parts of a community that highly supports interpersonal relations. Some experts describe that togetherness resulting from trust, safety, and developing cohesiveness is a fundamental need of human beings essential for achieving psychological well-being (Ryan & Deci, 2001). Meanwhile, it is also stressed that a stable and satisfying relationship is crucial in the developmental phase.

The problems arising from dissatisfaction living at *Rusunawa* might create destructive behaviors, such as open conflict amongst tenants and even with management. However, not all dissatisfaction results in destructive behaviors; individuals might be frustrated, bothered, and enraged should dissatisfaction arise. This explains how conflicts arise when there is a difference in accepting prospective tenants at *Rusunawa*. The abovementioned explanation shows that establishing a habitation is aimed at fulfilling the needs of housing and how an individual living there is continuing with his livelihood. Cultures of habituation and law are intricate problems occurring at *Rusunawa* due to its difference to the usual housing.

Based on such urgency, a detailed study is critical in achieving harmony at *Rusunawa* to induce a sense of housing well-being. This effort aims to solve issues present at *Rusunawa* and thus requires an action research approach to describe them in depth. The result of this study could be used as a reference for policymakers, whether it is the central government, local government, and *Rusunawa* board of management. Interventions to be given would be aimed at overseeing housing well-being and harmony at *Rusunawa* in the Special Region of Yogyakarta. Intervention is given to habitation issues indicators experienced by *Rusunawa*

tenants in the Special Region of Yogyakarta. After figuring out the problems, a reference on effort in achieving harmony at *Rusunawa* which covers psychological well-being in regards to housing well-being is obtained.

Therefore, this study generally aimed at discerning the dynamics of psychological well-being in the housing well-being of *Rusunawa* tenants. Specifically, this study attempts to achieve a harmonious situation by identifying appropriate needs to face issues on psychological well-being in housing well-being.

Table 1

List of Key Participants

No	Initial	Position	Living Unit	Origin	Data
1	RD		D3 / 45	Semarang	
2	MG		F4 / 19	Semarang	
3	RT		A2 / 1	DIY	
4	CH		G4 / 12	DIY	
5	TY	Tenant	E4 / 4	Jakarta	Key informant
6	AN		A3 / 11	DIY	
7	JA		H3 / 18	DIY	
8	FI		G2 / 09	Semarang	
9	BY		H2 / 14	Jakarta	
10	NA		G1 / 1	DIY	

The key participants in this action research were joined by additional individuals who served as expert informants (knowing informants). Then the people who worked in *Rusunawa* management field served as expert informants and supporting informants in this study.

Table 2

The List of Supporting Participants

No	Initial	Position
1	K	Bureau of Regional Development Planning (Facility and Infrastructure Section Staff)
2	MN	Bureau of Public Works (Formal Housing Chief Section)
3	S	Head of Technical Managing Regio Unit District of Sleman
4	MA	Village (Head of Development Branch Condong Catur Village)
5	PSN	Superintendent

In order to understand the dynamics of the housing well-being of the residents of *Rusunawa* Dabag, it was necessary to involve both key and supporting participants in this action study. The following techniques were used in this investigation to obtain data:

1) Interview

Author employed unstructured and semi-structured interview to obtain data related to:

a) Habitational satisfaction in order to explain the dynamic of interaction between an individual and his habitation which involves cognitive, affective, and behavioral processes.

b) psychological well-being of *Rusunawa* tenants, in order to explain how habitation inducing the sense of well-being

c) identifying the strategic requirements of the issues found in the earlier study to be employed in-depth focus groups and program evaluation.

2) Observation

Observation was employed to examine every event and symbol present in the research area.

3) Documentation

Documentation employed in this study is in two types, i.e., documentation in form of written and unwritten data to corroborate the research facts.

4) Scale

Methods

Participant

This study involved 10 participants namely the tenants of *Rusunawa* Dabag with minimum tenure of 3 years period tenure of 3 years period. These participants were key informants (performing informants) that has more intensive and closer relationship with writers since the author positioned participants in this study as “teachers” because the author was learning things known by the participants.

The use of scale is aimed at regarding social control and the sense of community, which is the main problems experienced by tenants prior to the implementation of the intervention program, and creating a map of changes or evaluation after the program is completed. This social control scale is composed based on the theory of Hirschi with dimensions. (a) attachment is a source of force resulting from socialization within the primary group, and therefore individual has a solid commitment to abide by rules, (b) commitment or strong responsibility towards rules would present an awareness framework concerning the future, (c) involvement which means participatory behavior and being involved in setting rules of society. The intensity of an individual's involved in regards to conventional normative activities would in itself decrease the chance of the individual breaking the law, and (d) belief, in which adherence and obedience to social norms or social rules would eventually be implanted to an individual and that means the individual had ingrained the social rules.

The sense of community scale refers to (Mcmillan, 1986) with the following dimensions (a) fulfilling needs, as the outcome of members' interaction, which resulted in a relationship dynamic of mutual concession, (b) membership which is when someone had invested part of himself in being a member of a community and carrying the right to be owned, (c) influence, each member must have strong influence towards a community and otherwise, values within the community are reflected through behaviors of its members, and (d) emotional connection in the form of existing sentiment within every member due to historical similarity. Both scales are used to examine the standard prior to and after an intervention is given.

5) Focus Group Discussion (FGD)

Authors use FGD to obtain a deeper understanding through the dynamics of sentiment, perception, and emotion of FGD participants. This group discussion would be used in several research cycle processes, for example, during the preliminary study stage, a diagnostic process of problem mapping. In addition, FGD is involved in making plans and evaluations with *Rusunawa* tenants and management.

Design

Approach used in this study is action research (AR). Action research model was introduced by Collier, Lewin, and Whyte around 1940. Action research is a cyclic model of a study where the start of the process is the manual in formulating action in the next process. (McNiff &

Whitehead, 2006) stated that the action research method is focused on problem solving effort with scientific approach.

Procedure

This research stages could be illustrated in Figure 2.

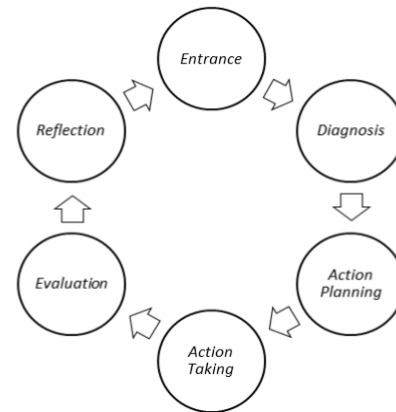


Figure 2. Research stages

1. Entrance

The researcher made a cooperation agreement with the Sleman Regency Regional Government Development Agency, the Bantul Regency Regional Government Development Agency, and the Yogyakarta flat manager. The contents of the agreement are (a) the purpose of the research topic, (b) the researcher reports the course of research activities periodically with the aim of preventing conflicts of interest and avoiding threats to personal prerogatives and data sources, (c) the researcher coordinates every step and result of the research with the representing organization, in this case the management of the flat, (d) the researcher guarantees improvement if errors, shortcomings, or adjustments are found regarding the implementation of the research and its results. The agreement became a reference for the next stage.

2. Diagnosis

At this stage, researchers find issues with the research field. The researcher's current task is to map the major issues faced by *Rusunawa* residents. The target of this activity is to find the gap between the ideal conditions and the real conditions of living in DIY flats. In this diagnostic process, researchers first conducted interviews, observations, focus group discussions, and documents to several residents who live in Yogyakarta City flats, namely *Rusunawa* Jogoyudan and Grha Bina Harapan.

3. Action Planning

The researcher compiled the topic of joint action with the managers and residents of the Dabag *Rusunawa* based on the results of in-depth interviews and observations. The action taken took the form of group discussions in the form of providing psychoeducation on social control, sense of community, and housing wellbeing. The need for social control and sense of community materials is determined by the residents of *Rusunawa* Dabag according to the main problems that occur in the research location.

4. Action taking

At this phase, the researcher is present during a discussion about social control and a feeling of community as they relate to housing wellbeing with residents as research participants. All participants were provided with detailed materials and stationery to take notes. Then attend the next meeting with new experiences and understanding of housing wellbeing. In the provision of action, this stage uses the principle of research ethics, namely providing adequate explanations in a language or way that is easy to understand to all respondents before the action is taken.

5. Evaluation

In order to determine how well the programs have been implemented and their successes, the researcher now evaluates the actions that have been performed and compares the goals, plans, and implementation with the outcomes obtained.

6. Reflection

This phase serves as an in-depth review by relaying to the participants the experiences and themes that arose and suggesting follow-up after the action was taken. Reflection is carried out in two ways, namely using in-depth evaluation and group discussions which produce quantitative and qualitative data from the results of phenomenological analysis.

The quantitative reflection material is the calculation of the pre-test and post-test of the action, so that the average categorization of the understanding of the topic given during the action can be seen. Meanwhile, qualitative reflection materials are in the form of semi-structured draft interviews with participants and the implementation of group discussions requested directly by residents by inviting managers to evaluate the living system as a second action.

Data Analyses

Moustakas, (1994) explained that the core process of reduction in phenomenology is describing in textural language on all the things observed by an individual, not limited to the apparent (outward) but also behaviours originated from internal conscience (inward). Steps in phenomenological reduction comprises,

a) Bracketing

This process is bracketing research focus to keep research process naturally without early prejudice from author (a priori).

b) Horizontlazing

Each statement is treated with identical value, then statements irrelevant to the topic and repetitive and overlapping are dismissed to leave horizon or textural meaning and unbiased phenomena forming elements. Textural description in this study means writing down experiences experienced by respondents in form of description. Then horizon is classified into themes, controlled in textural description related to the phenomena.

c) Cluster of meaning

Author compiles statements into purposeful themes or units, dismissing repetitive and overlapping statements.

d) Imaginative variation

In this process purpose is inspected through imagination, differing various referential frame, grouping and reversing, phenomenal approach with diverge perspective to discover different position, role, or function to achieve structural description from experience, and fundamental and influential factors of what has been experienced. In this stage, author describing how such phenomena were experienced by respondents.

e) Invariant structure

The last stage of data analyses is to figure out the core of the phenomena.

Result

In practice, action research is a reflective cycle that seeks to plan changes due to a problem, study and observe the process and consequences of these changes, then re-plan according to the results of the observations. At problem identification stage, a theme was agreed as the main problem by the research participants based on the results of data collection, namely social control and a weak sense of community. This theme became a guide in carrying out observations, interviews, and focus group discussions. After the problem was identified with the results of the data analysis, the first action was implemented, which took the central theme of social control and a sense of community as important elements in housing wellbeing.

Application and Results from the First Action Research Process

In the first action research process, the participants participated in psychoeducation and invited to determine their goals, expectations during the first action activity, and make mutually agreed rules. This agreement is made so that all participants understand that in the context of living together, rules are needed in order to achieve balance. The following table

described aspects incorporated in each game included in psychoeducation materials. The provision of psychoeducation in this first action was also accompanied by games. Each game that took place in this first action contained aspects of communication, cooperation or involvement. The provision of psychoeducation is expected to increase social control and sharpen the sense of community in the neighborhood.

Table 3
Games and their respective aspects in action 1

No	Name of game	Aspects							
		Intro	Involve ment	Communi cation	Decision making	Problem solving	Emotional connection	Icebreak	Trust
1	Ball throwing	✓	✓	✓			✓	✓	✓
2	Circling stories			✓			✓	✓	
3	Three facts			✓		✓	✓	✓	
4	<i>Trust fall</i>		✓	✓	✓	✓	✓	✓	✓
5	Bird and cage		✓	✓	✓		✓	✓	

Following the action, the author evaluated action program by examining empirical calculations on social control and a sense of community comprehension. This empirical calculation is done by appointing scale to participants before action. In the first action evaluation, a hypothetical calculation examines the gap between the supposed condition and reality in the field (empirical). In the hypothetical sense of community, the average is as follows

Table 4.
Hypothetical median of the sense of community.

Dimension	Mean	SD
Integrity	15	3,33
Membership	12	2,67
Influence	6	1,33
Emotional connection	12	2,67
Total	45	10

The hypothetical average value of social control is illustrated in the following table,

Table 5.
Hypothetical median of social control
The average result of pre-test on the sense of community is as follow,

Dimension	Mean	SD
Attachment	33	7,3
Commitment	24	5,3
Involvement	21	4,6
Beliefs	9	2
Total	87	19

Table 6.
Average value of pre-test on the sense of community

Dimension	Mean	SD
Integrity	2,72	0,79
Membership	2,95	0,86
Influence	2,90	0,56
Emotional connection	2,65	0,56

On the other hand, social control has four dimensions: attachment, commitment, involvement, and beliefs. The average value of the pre-test on social control is illustrated in the following table,

Table 7.
Average value of pre-test on social control

Dimension	Mean	SD
Attachment	2,94	0,71
Commitment	2,68	0,30
Involvement	2,67	0,74
Beliefs	3,30	0,73

The author conducted observation and focus group discussions with participants and analyzed empirical value on the scale provided. The author notes a few phenomena apparent at the Dabag tenement, which are complex in gathering tenants for neighborhood alliance assembly and poor hygiene of hallways and blocks, mainly blocks E and F. Meanwhile, the results from focus discussion groups were summarized as follows.

Table 8.
Summaries of Action 1 FGD

FGD	Results
1	<ul style="list-style-type: none"> a) Participants understand difference between habitational satisfaction and housing well-being. b) Participants able to identify obstacles within reflective and formative dimensions as housing well-being aspects. c) Participants able to voice aspiration in overcoming obstacles from each aspect.
2	<ul style="list-style-type: none"> a) Participants can identify and describe obstacles in each social control dimension. b) Perception of living at runaway characterized as survival needs. c) Tenants are emphasizing transactional nature with management. d) The need for tenants' involvement in <i>Rusunawa</i> events. e) Identity as part of the <i>Rusunawa</i> tenants community is underdeveloped; hence dependency on collective objective is feeble. f) Capability of human management resources needs to be improved to answer the needs of <i>Rusunawa</i>.
3	<ul style="list-style-type: none"> a) Participants able to comprehend the sense of community aspect b) Tenants and management need to establish positive communication. c) Tenants' willingness as <i>Rusunawa</i> inhabitants to spare their time to participate in <i>Rusunawa</i> events, in addition to improving tenants' awareness in the habitation environment

Social control and the sense of community present at *Rusunawa* Dabag, District of Sleman, Special Region of Yogyakarta are seen from the poor sense of membership or the feeling as part of *Rusunawa* tenants. The prevalent assumption causes this is that the tenement is mere a temporary dwelling and naturally transactional with the management system.

One factor causing difficulty for social control is to be fully implemented at *Rusunawa* due to the diversity and heterogeneity of tenants at *Rusunawa* Dabag. This array of backgrounds of *Rusunawa* Dabag tenants is not limited to the tenants' origin but also various occupations. The author then delivered the result of the first action evaluation. Participants and management alike agreed to evaluate the living system at *Rusunawa* Dabag planned for the second action.

Application and Results from the Second Action Research Process

The second action was a continuation of the result of the first action, which showed that the sense of community and social control dimensions needed to be improved; despite in entirety there was an increased comprehension in tenants participating in the cycling action, a continual action was required for the system sustainability.

Based on the first action, the author conducted the second action by applying AGIL concept per the system theory approach used in this study. AGIL application is required by the community in a social system in order to achieve adaptation (A), goal attainment (G), integration (I), and latency (L). This application is an

obligation in a system to maintain a healthy environment.

As mentioned earlier, four aspects help understand how integrity, emotional connection, commitment, and involvement of tenants and management alike in establishing a healthy living system. The function of adaptation is crucial in that adaptation is the first solution to mitigate disturbed systems. Meanwhile, in every adaptational situation and condition, goal attainment is crucial due to its presence for a system to define its existence. On the integration aspect, the system is required to be able to regulate and maintain relations amongst parts or components of the system, and on the latency aspect, the system is already able to maintain and evaluate patterns within said system.

A well-functioning system would exhibit characteristics such as the presence of order, and each component within the system is interdependent; the system is inclined to maintain balance through a systematic evaluation process. Such balance encompasses boundary preservation and relation amongst system components. In the second act, the author involved *Rusunawa* Dabag management, who was also a supporting participant.

Problems obtained from the first action are a diagnostic process for the second act and can be used as a reference in observation, interview, and focus group discussion. Participants in the second action were three *Rusunawa* managers and ten tenants previously involved in the first action.

Observation used as compiling data technique was directed to accurate observation,

noting emerging phenomena and considering relation amongst aspects within said phenomena (Abdullah, 2002). In this study, the author acted as an observer (complete observer technique), which involves observation, taking pictures, and compiling notes on proceeding phenomena. There were several matters noted by the author as a problem of applying AGIL, i.e., the absence of coordination and periodic evaluation involving tenants, neighborhood alliance, and *Rusunawa* management.

Focus group discussions were conducted to obtain a deeper understanding of the experience, perception, and emotions of FGD participants on the dynamic between tenants and management concerning adaptation to achieve living system objectives, dynamic to achieve decent living system functions, and strategy to

maintain breathing system pattern. In the second action, focus group discussion participants were the chosen *Rusunawa* tenants and *Rusunawa* management. After the participants' experience regarding such matters was obtained, they were asked to give their opinion regarding the latest condition at *Rusunawa*, hindrance present, and strategy that is already done and to be done. The participants' opinions regarding said experience were aimed at better understanding the living system that affects the sense of well-being of tenants.

FGD conducted in the second action research resulted in several conclusions divided into two different perspectives: tenants and management. Both perspectives are summarised in Table 9.

Table 9.
Summary of Action 2 FGD

	Tenants	Management
Adaptation	<ul style="list-style-type: none"> • Tend to experience difficulties in interacting with other tenants • Tenants feel transactional relations with management 	<ul style="list-style-type: none"> • Management required skills in order to be able to interact two-way with tenants
Goal Attainment	<ul style="list-style-type: none"> • Tenants mostly yet to comprehend the objectives of living system 	<ul style="list-style-type: none"> • Management is required to comprehend the latest dynamic system in order to be by the objectives of living system • Management requires time to comprehend alternating duties • Management requires comprehension on living system at <i>Rusunawa</i>
Integration	<ul style="list-style-type: none"> • Tenants feel the lack of integration amongst elements within the system 	<ul style="list-style-type: none"> • Management requires time to comprehend internal elements improvement for system balance
Latency	<ul style="list-style-type: none"> • Tenants yet to own system maintenance pattern 	<ul style="list-style-type: none"> • Management is yet to own a periodical pattern in maintaining the living system at <i>Rusunawa</i>

The above summary narrows down to the need for periodic evaluation by tenants and management alike so that each element at *Rusunawa* could be harmonious to achieve a balanced living system. Various problems illustrated in the first and second actions are challenges in achieving psychological well-being in inhabiting *Rusunawa*.

Rusunawa tenants are nested within a system with interconnected subsystems. Within the social structure and system, there is a functional part or element to other parts of elements. Conversely, if it is dysfunctional, the structure will die out. The presence of management and neighborhood alliance at *Rusunawa* with separate roles and functions but supporting each other is part of a responsible

system to achieve balance since whenever an aspect changed, the other would follow suit.

As one of the neighborhood alliance members, BY stated the need to be strict concerning the acceptance of prospective tenants so that the living system at *Rusunawa* Dabag could progress well, concern BY has as the lack of attention to tenants mainly caused a tenant,

“... reforming the presence of tenants is a way during the recruitment process. Recruitment should be filtered optimally in addition to strict regulation on tenure attitude and tenants' contribution to the environment.

If it is not emphasized from the start of the procedure, I am afraid that at later times tenants would be the kind of people

ignorant towards themselves, environment, and neighbours” (AGIL1.1a.BY.317-325)

Such a selection process depicts the tenure system at Rusunawa Dabag. As is described

by FI below, “... sometimes people other than tenants are living here” (AGIL1.1b.FI.338)

Table 10
Solution strategy utilising AGIL

Problem	Solution strategy
Heterogeneity tenants	Socializing living system and its elements to new tenants.
Tenant allotment	Devising amendment for regent regulation on tenants ratio based on KTP (locals) dan KIPEM (migrants).
Functional and technical problems	Providing periodical complaints reports on functional and technical damage.
Social problem	Providing social complaints report. Periodically evaluating along with neighbourhood alliance. Evaluating problem reports with block representatives.. Along with neighbourhood alliance organizing tenure culture comprehension in vertical settlement to new tenants.

Focus group discussion on the second action concluded that the *Rusunawa Dabag* system required a solution strategy for every problem faced. Author communicated the result of changes from the second action to *Rusunawa Dabag* management. Evaluation utilizing AGIL coupled with action such as psychoeducation on the sense of community and social control gave insight that togetherness between management and tenants at *Rusunawa Dabag* would be able to induce comfort to tenants. Outline in this action research is the presence of routine evaluation on management and neighbourhood alliance as representatives of tenants. Related to this, Reed (2007) described that study is not limited to comprehending a particular phenomenon, but also aimed to make changes. Therefore, bottom-up perspective is deemed important as a process of developing community as an approach to evaluate the living system at *Rusunawa*.

The first and second actions conducted in this study were new experiences to participating tenants as well as *Rusunawa Dabag* management. Participants' willingness acted as a trigger to other tenants as a kind of burden like reluctance as a statement of gap between tenants and management. The result of the first and second action in this study show apparent changes to both tenants and management. Such changes are well reflected both in post-test values and through observation. On post-test questionnaire, average result of the sense of community is in Table 11.

Table 11. Average value of post-test on the sense of community

Dimension	Mean	SD
Integrity	3,36	0,59
Membership	3,45	0,55
Influence	3,60	0,42
Emotional connection	3,32	0,66

Meanwhile, social control showing post-test average value as follow,

Table 12. Average value of post-test on social control

Dimension	Mean	SD
Integrity	15	3,33
Membership	12	2,67
Influence	6	1,33
Emotional connection	12	2,67
Total	45	10

Meanwhile, observation results showed revision on the security system at *Rusunawa* such as installing warning signs on the front gate of *Rusunawa*. Additionally, there is also a warning billboard on the security post. Based on those and the previously described data, open-mindedness between management and tenants still needs to be improved. The feeling of transactional relation between management and tenants is still prevalent. Solution from the first action to convene the management party to the second action created tension during obtaining data through focus discussion groups. Both parties were resolute with their own opinions based on their own feelings. Demand from tenants for transparency for the fee they had been paying, request for periodic forum between

management and tenants, and periodic evaluation to all the elements conveyed in the first and second actions which were deemed to represent comfort and well-being indicators in living at *Rusunawa Dabag*. As is told by some tenant respondents as follow,

“It all started from abiding the regulations, whether management or the tenants, obligations should be performed well, it all started from there, and regulations shouldn’t be limited to written ones” (KBT.FI.638-645).

“disciplined, (for both) management and tenants” (KBT.TY.270).

“(would be) comfortable if only the water issue (is addressed) and regulation is well performed, (and) management and tenants could socialize nicely” (KBT.RD.308-310).

Following the first and second actions, management could recognise that strengthening tenure culture comprehension in vertical settlement to new tenants is a way to provide knowledge and compromising objectives towards psychological well-being in living at *Rusunawa Dabag*.

In this context, the psychological dynamic is a cognitive, affective, and behavioral process in tenants inhabiting *Rusunawa Dabag*. Moreover, it is also understanding the involvement of management and neighborhood alliance which consisted of *Rusunawa Dabag* tenant's representatives. An individual is inclined to fulfill his necessity to feel prosperous and content. Based on hierarchy of needs theory postulated by Maslow, individual housing well-being could be subsumed in Table 13.

Table 13. Housing well-being degree

No	Need	Influence and impact of habitation factor		
		Physical	Social and psychological	Economical
5	Self actualisation	Facilities/space to develop potential	Proximity to culture, social, entertainment but nurturing potential	Availability to achieve the sense of well-being at ease
4	Pride	Ownership status, settlement furnishings, location, and condition of settlement.	Proud with ownership status, sense of adequacy with what is owned, independent, able to make decision and control living environment.	Ownership as asset.
3	Sense of belonging	The sens of belonging in a place/space in habitation, intimacy with others	Affinity to habitation, able to socialise with neighbours and environment as to having chance to get involved and participate in habitation community	Broadening network
2	Sense of secure	Protection from harm	Feeling secure and having sufficient privacy	Access availability and benefitting facilities
1	Physiological	Fundamental facilities functioned as protection	Able to maintain and support optimally functioned physical and psychological fitness	Costly expense

Source (Cooper et al., 2014)

Cooper et al., (2014) illustrated that the human need for settlement reflects the hierarchy of needs from the most basic to the advanced level. The hierarchy is as follows:

1. Survival needs

The most basic need is to be met before anything else. The need to survive and stay alive is sheltered from climate disturbance or other

living creatures. At this level, settlement is a facility supporting the survivorship of human beings.

2. Safety and security needs

The need for safety and security is on the next level, related to security from accidents, the wholeness of bodily parts, and ownership. At this

level, settlement is the protective facility for the sake of said bodily parts' safety and ownership.

3. Affiliation need

At this level, the settlement could be regarded as gaining acknowledgment in society or in a particular group or class.

4. Esteem needs

An individual seeks accomplishment and his existence to be acknowledged. Related to this, settlement is a means to gain acknowledgment of self from society and the surrounding environment.

5. Cognitive and aesthetic needs

At this level, a settlement boosted confidence and pride, and its beauty to be revealed as visually appreciated by the surrounding environment.

Maslow regards the first four levels as the fundamental needs. After the first physiological need is fulfilled, the next level would be dominant but unnecessarily on the same level, adjusting to each situation instead. This hierarchy illustrates the condition of settlement. It constructs a comprehension framework on what crucial factors define satisfaction to the point of feeling comfortable and prosperous to settlement. Related to Maslow's hierarchy of needs are a decent settlement and living environment, therefore it is safe to assume that lively and content feelings in settlement depend on individual expectations that meet the natural conditions such as social role, interpersonal relation, independency, manageable financial condition, for an individual to be able to give meaning to his existence in settlement and living environment.

Settlement schemes affect physical health and psychological conditions or the inhabitants' feelings directly and indirectly. There had been numerous discussions that metropolises in Indonesia would significantly demand tenement houses, one of which is Yogyakarta. Limited space and vertical settlement development are seen as a great solution. However, as stated in previous chapters, vertical settlement generates another concern related to the culture or behavior of the people. *Rusunawa*, as a vertical building, is characterized by a private room with a contrasting understanding between Western and Indonesian societies. Yogyakarta society's marked collective social system is creating incongruent boundaries between private and public space.

Efforts to fulfill each physical, psychological, and social element's needs are the focus in evaluating *Rusunawa* development. First is the issue of size and space. The size of settlements is one-factor defining inhabitants'

comfort. Cramped or overly spacious settlements disproportionate to the number of inhabitants would create difficulties in cleaning up and maintenance. Researches show that settlement characteristics such as room size and shape and other physical characteristics well reflect the inhabitants' satisfaction and contentment. The lack of space inside or outside the settlement would limit access, circulation, mobilization, and social contact.

In the case of *Rusunawa*, difficulty in arranging furniture – as was stated in previous chapters – becomes the first issue living there. Second is the layout issue. Settlement layout is a critical factor inseparable from attention. Nooks and crannies in a particular unit could affect other elements. The third need is related to accessibility.

The fourth need is the functionality and practicality of functional and practical elements of a settlement. These compensate for the adaptability of the inhabitant towards his settlement to improve or ease accessibility of functional elements such as stairs. The ease is practical to increase psychological well-being and make it possible for the inhabitant to settle longer comfortably, safely, and controllably (Dutton, 2014). The fifth need is security and low risk. A safe settlement is a requirement for housing well-being as living system balance is seen from the presence of security, comfort, and order.

Another inseparable need is a public place for social contact. As a result of the tenants' ability to congregate and interact with one another while sharing stories, the park and pitch at *Rusunawa* fulfill the demand for socializing and promoting well-being. Another need equally as important is temperature (Dutton, 2014) explained that temperature influences inhabitants' fitness. Decent settlement design which considers room temperature would decrease the illness of inhabitants.

In addition to temperature, air quality, light exposure, and noise should be well regarded to induce satisfaction and comfort at settlement. Decent ventilation would produce quality air which is the main requirement of a settlement. Pollution, both sound and air would decrease the sense of well-being of inhabitants. Color and interior design also affect the sense of comfort toward settlement. Furniture arrangement and room decoration reflect the state of its inhabitants. Room arrangement and decoration provide sensory stimuli to maximize comfort and well-being.

Figure 2
Psychological well-being dynamic in housing well-being

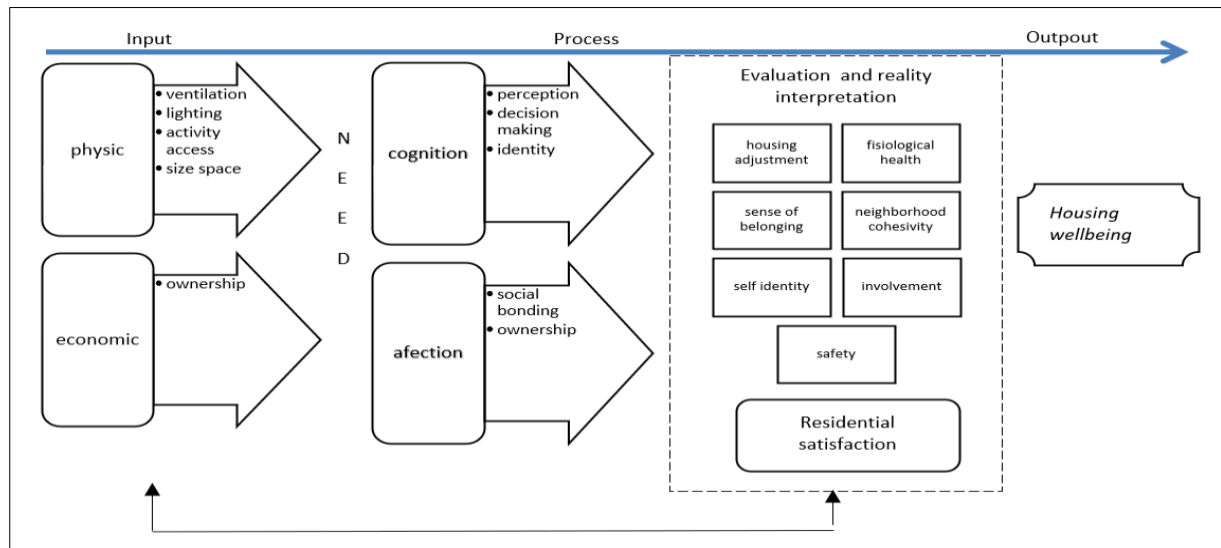


Figure 2 shows that the psychological well-being dynamic in housing dynamics progresses starting from an individual receiving settlement stimuli, for example, vertical physical characteristics of the building—limited space of runaway living quarter units, causing room usage to be multifunctional. Availability of space to dry clothes is also a difficulty complained about by many tenants. Such conditions led tenants to use shared facilities such as a playground or unit front porch to dry clothes. Meanwhile, at *Rusunawa* Dabag, a parking lot facilitated in each block is deemed sufficient to cater to the needs of tenants. Also, living at *Rusunawa* is identical to a confined feeling due to limited space. Frequent experience with such conditions, including voices from the adjoining neighbors, consequently should there be no tolerance amongst tenants' tranquility and comfort at *Rusunawa* would be easily disrupted.

Discussion

Psychological dynamics is a force that drives changes in behavior related to psychological aspects. Frequent social issues at *Rusunawa* Dabag is related to the tenants' socio-cultural behaviors due to persisting old habits of the housing complex. It is in line with the findings of (Sucipto, 2019) which reported the social problems often arise in *Rusunawa* due to conventional habits in the use of public areas, which can lead to conflicts if not accompanied by an attitude of tolerance. Regarding tenants' interaction, cooperation existed personally with closest neighbours or acquainted tenants living in different blocks. This is caused by working schedules and having little to no time to aggregate with other tenants and in that respect,

the intensity of communication or interaction amongst fellow tenants is markedly low. Tenants are at a distance from their adjoining neighbors. Some tenants in this study added *lincak* (a broad table or chair made of bamboo) underneath to fulfill the need for communal space as a stimulus *Rusunawa* is leading an individual to perceive his settlement, forming self-identity and social involving cognitive function and personal affection as *Rusunawa* tenants.

Such a process initiates evaluation between the expectation and reality of the tenants, which is demonstrated in the form of living satisfaction, bond with living system, physiological fitness, and adaptation in settling. This process is a depiction of harmony in the living environment. The results of this action research describe psychological dynamics in housing well-being at *Rusunawa*, which could be discussed as follows. Firstly, settlement is not constructed merely as a shelter or resting place but also to organize an individual with his social life to form a bond. Such a bond would generate certain feelings that give several probable environmental perceptions to the inhabiting individual.

Secondly, satisfaction in settling at *Rusunawa* is related to three aspects, namely physical aspect of *Rusunawa* building, including the quality of the building and whether it upholds necessities fulfillment. This physical aspect is also related to the size of each living unit and security, whether it upholds the necessities and fulfillment of its tenants. The second aspect is the psychological aspect. Within the scope of this aspect, habitational satisfaction is closely linked to cognitive and affective processes, where the environment prompts an individual to use his

ability to interpret the dwelling environment. The third aspect is the social aspect which is a form of interaction among fellow tenants, management, and the people outside the *Rusunawa*. This social aspect could regulate the living system at *Rusunawa* to be in a balanced social situation constantly. It is in line with (Rahmawati, 2018) who find the satisfaction of residents in settling at *Rusunawa* is influenced by various factors, including social identity, place attachment, and the design of communal spaces.

Thirdly, the living system at *Rusunawa* is a holistic issue where each dimension in the system is interdependent with the other. At *Rusunawa* living system, the presence of management and tenant's representatives becomes part of the system expected to establish a healthy living system. Based on the Observations that have been made in the flat show that there are still incidents that have the potential to disrupt harmony and harmony both among fellow residents and with the flat management, such as security issues, togetherness, and the accuracy of policies implemented in the flat. Likewise, through interviews and conversations conducted. Almost all of them have a view that the reality of plurality in the Dabag flat has the potential to weaken the harmony system in the flat.

Conclusion

The action research study concluded that obstacles in achieving housing well-being at *Rusunawa* Dabag mainly originated from a lack of a sense of community and social control. Consolidating social control and a sense of community could be done by providing comprehension of the culture of the vertical living system for the tenants, neighbourhood alliance members, and management. For tenants, providing comprehension of the vertical living system could be communicated by tenant's representatives who had exceeded one tenure period and are members of the neighborhood alliance. Meanwhile, the management needs to evaluate the living system, which is a way to conduct post-tenure evaluation periodically. This evaluation could be used as consideration in solving problems related to functional, technical, and behavioral elements at *Rusunawa* Dabag. Obstacles in achieving housing well-being resulted from poorly performed socialization processes and the relational quality of each element with isolated inclination resulting from the characteristics of trading or transaction on the position of each element. Based on such conditions this action research is evaluating to examine stability at *Rusunawa* Dabag through AGIL (Adaptation, Goal attainment, Integration,

and Latency) so that experimental, perceptibility and emotional dynamics of tenants and management on living systems could be understood.

The housing well-being dynamic is progress starting from an individual receiving settlement stimuli such as vertical physical characteristics of the building, bound to a particular regulation, or from ownership status as a stimulus *Rusunawa* is leading an individual to perceive his settlement, forming self-identity and social involving cognitive function and personal affection as *Rusunawa* tenants. During such a process, tenants evaluate between expectations and reality of the tenants, which is demonstrated in the form of living satisfaction, bond with the living system, physiological fitness, and adaptation in settling. Perpetuity of this process reflects the harmony of the living environment

This study also found that the tenants of *Rusunawa* Dabag is implementing *guyub* (alliance), *rukun* (cordiality), and *tertib* (orderly) as primary indicators in providing the sense of *pomah* (a sense of comfort and housing well-being at *Rusunawa*). Such requirements served in establishing social norms, behaviors and as the foundation of neighborliness or social living at *Rusunawa* Dabag, and result of the study, in order to achieve harmony at *Rusunawa*, author recommending guidance on "resolute living" ("*mantap huni*") as a preparation to living at vertical settlement which includes prospective and new *Rusunawa* tenants, tenant's representatives i.e. neighborhood alliance, and also management. Such preparation guidance is an effort to incite readiness of new tenants to cultural change from housing complex into vertical settlement. Moreover, such training provides opportunities for new tenants to interact with the living system and its elements from the start. For the next researchers, action research is a research approach with possibility of continuous renewal based on the findings on field. Results from this research are expected to be reference for the continuing research for example in a thorough examination on decisive factors of housing well-being at *Rusunawa* or comparative study on *Rusunawa* typology along with interaction model.

During research processes, there were three shortcomings. Firstly, is the limited timeframe which made it impossible to be involved and to observe exhaustively transformations happening on the living system at *Rusunawa* Dabag. Secondly, the concept of group process during discussion. In order to function properly, the author was required to be perceptive towards the needs and demands of participants. Thirdly is the transformational

process as the culmination point of action research which requires collaboration with various disciplines (unlimited to psychology) such as sociology, anthropology, law, architecture, and other disciplines involved in buildings and environment. With regards to the shortcoming, the following researchers are expected to be able to conduct more thorough and detailed research in order to accurately resolve issues other than the sense of community and social control.

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