

RESIDENTS' SATISFACTION OF MIXED-USE BUILDINGS IN KOREA

Soon-Joo Kang and Eun-Young Chang, Konkuk University

Korea has recently been developing Mixed-Use Building, an important means of providing housing in big cities. Mixed-Use Building refers to a type of high-rise apartment building that combines residential and commercial functions. Mixed-Use Building is becoming popular as a means of providing high-quality housing, and can reduce the necessity of inner-city residents to travel outside the city. Mixed-Use Buildings were introduced into Korea in the late 1960s, but problems of residential appropriateness have occurred.

The purpose of this study is: 1) to evaluate the residential environments in Mixed-Use Buildings and 2) to identify residents' satisfaction with their residential environments.

Data were collected using a self-administered survey questionnaire between September 26, 1997 and October 16, 1997. At the same time, an evaluation of the residential environments was conducted by field survey. Four Mixed-Use Buildings built since 1990 were selected as the final objects of this study: the 'S1' building and 'S2' building in Songpa-Ku, the 'K' building in Kuro-Ku, and the 'H' building in Dongjak-Ku. A total of 149 female residents from four selected buildings were used as the sample for this study. Statistical techniques used in this survey were frequency, percentage, mean, One-way ANOVA and Duncan's Multiple Range test by the SAS program.

The mean of residents' satisfaction in Mixed-Use Building was 4.09 out of 7 points. The reason for satisfaction was ranked in following order (from high to low): location, building condition, unit plan, the condition of construction, economic efficiency, maintenance, and the environment of the residential district. The lowest satisfaction was shown in outside noise (mean: 2.35).

The residents of the S1 building, equipped with diverse facilities, showed the highest level of residential satisfaction with the site environment (mean: 5.89), compared to those of other buildings. The residents of the four selected buildings indicated a high satisfaction (mean: 4.46) in physical residential environment because the sample buildings were only 2-3 years old.

The residents of the S2 building were less satisfied with economic efficiency because of the site orientation to the commercial facilities (mean: 2.44). The residents' satisfaction with the morphological element was shown to be low for the residents of the S1 (mean: 5.43) and S2 (mean: 3.88) buildings, which can be attributed to the physical properties of the buildings, which have no community space. The residents of

the S1 building were very satisfied with the unit plan structure because of the large housing size (mean: 5.19).

The residents' satisfaction with the state of construction was shown to be high for the residents of the S1 building and to be low for the residents of the S2 building and the 'K' building. The residents' satisfaction with the indoor environment varied between two groups of residents: those lower than the 10th floor, and those higher than the 11th floor. The residents on the higher floors had a higher level of satisfaction. In both the S2 building and the 'K' building, the lower floor residents were influenced by noise from schools, businesses, and other facilities. The residents' satisfaction with maintenance was lower in the 'H' building managed by a management company than the S1, S2 and 'K' buildings, which have autonomous management.

A high level of satisfaction was often found when community facilities existed in the Mixed-Use Buildings, or if community facilities did not exist within the buildings, they were close by. If community facilities can not then be included in the building, they should at least be nearby, in a peripheral zone.

The results of this study, which attempted to do the post-occupancy evaluation (P.O.E.) of Mixed-Use Buildings, may provide basic information for the planning and institutional improvement of Mixed-Use Buildings, which are recommended policy for the revitalization of the residential function of Seoul City.