

RESIDENTS' SATISFACTION IN "USER-PAID WELFARE HOUSING FOR THE ELDERLY" -- THE CASE OF BORISU SILVER TOWN

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User-paid welfare housing for the elderly is a new type of residential facility in Korea. Only one "User-Paid Welfare Housing for the Elderly" exists in Korea; residents' evaluation for this facility had not previously been identified.

The purpose of this study was to provide a desirable direction to the residential environment and facility programs by identifying the degree of residents' satisfaction on management, service, and housing environments and the factors which affect the residents' satisfaction in the "User-Paid Welfare Housing for the Elderly."

A sample of 73 residents was surveyed to collect the data. Statistical analyses were performed using SAS package programs; statistical techniques used in this study included frequency distribution, percentage, mean, SD, t-test, and one-way ANOVA.

The major findings of the study are:

Among three parts of the residents' satisfaction, housing satisfaction was the highest (most satisfied) scoring on average 3.66 out of 5 points, followed by management (average 3.34) and service satisfaction (average 3.15).

The relationship between each of nine personal characteristics and four family-related characteristics and the management, service, and housing satisfaction of the residents was tested. Elderly females were more satisfied with management, service, and housing environment than were males. The most satisfied elderly were the Buddhists. People of other religions were less satisfied with the management, service, and housing environment than were non-religious. In general, the less educated the respondents were, the more they were satisfied with management, service, and housing environment. The elderly without spouses were a little more satisfied than the ones with spouses.

The elderly who moved into this facility on their own were more satisfied than the others. The fewer children they had the more they were satisfied with the outdoor zone in the facility. The lowest satisfaction toward management, service, and housing was found in the group who saw their children only on special occasions.

The elderly visited most frequently by their children were least satisfied with location, building site, and vicinity. On the other hand, the elderly visited by their children only in the special cases were least satisfied with the indoor/outdoor contact zones.

Elderly residents in Borisu silver town were generally satisfied with their housing environment. This finding revealed that the residential environment of "User-Paid Welfare Housing for the Elderly" was better than other types of elderly housing facilities

in Korea. But more concern should be taken with services, which showed the lowest resident satisfaction. The findings of this study will provide baseline data about residents' satisfaction in "User-Paid Welfare Housing for the Elderly" to housing educators, families, and administrators of the housing facilities for the elderly, in order to improve residents' satisfaction.