VALUES, SATISFACTION, ASPIRATIONS AND GOAL COMMITMENT AMONG MULTIUNIT HOUSING RESIDENTS

by

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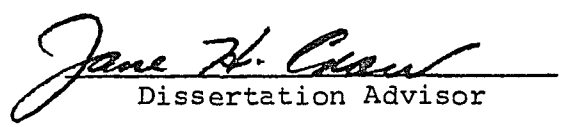

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This exploratory study identified among apartment and condominium residents: (1) their perceived housing values and satisfactions and/or dissatisfactions with present housing, (2) their housing aspirations and willingness to commit resources to achieve housing goals, and (3) the advantages and limitations which exist in multiunit housing structures they now occupy. The random sample consisted of 100 apartment and 100 condominium residents living in Greensboro, North Carolina, during November, 1975. Data obtained from the self-administered schedules were examined by frequency counts, percentages, t-tests, factor analyses, and multiple regression analyses.

Analysis of demographic characteristics of the two respondent groups indicated that while age, income level, and life style were somewhat different, these multiunit residents were similar in many aspects. Educational levels, size of households, residential mobility and occupation are notable examples.

Each respondent group selected the same four housing values most frequently, but not in identical order. These were: location, comfort and convenience, friends and visitors, and privacy. In both cases, the least important

value was economy. Multiple regression analyses revealed significant F values ($p < .05$) only for apartment residents; these housing values were comfort and convenience and economy. Age, occupation, and education were the most significant independent variables.

While the apartment and condominium residents were generally satisfied with their present living arrangements, t-test analyses identified the two groups as significantly different ($p < .05$) in their satisfactions/dissatisfactions with the common facilities and services, management operations, structural design features, and location. Respondents were most dissatisfied with the areas of common facilities and services and structural design features. Multiple regression analyses indicated that these two areas of responses for apartment residents had significant F values ($p < .05$), with mobility being the most important predictor variable.

The best liked feature about their housing was location. Spatial design and construction features were also important; these appeared both as features liked best in present housing and concerns for future housing. Yet they also appeared as features the respondents would like changed in existing housing, along with inside appointments and management services. Prime constraints to achievement

of housing goals were lack of funds and the high cost of housing.

Condominium residents perceived their present housing at higher levels on a ten-point housing continuum than did apartment residents. Both groups desire better housing within five years. Multiple regression analysis of housing aspirations for condominium owners indicated a significant F value ($p < .05$), with age the most significant variable.

When questioned as to their willingness to commit physical, mental and/or financial resources to achieve housing goals, both groups indicated they favored giving up certain activities or items. Factor analyses of the commitment statements resulted in identification of three factor groups: daily living needs (food, clothing, children, and recreation); health and protection (dentist, doctor, life insurance, and education); and housing support expenditures (utilities, telephone, transportation, and durable goods). The respondents indicated they would commit resources normally used for daily living needs and housing support expenditures to achieve housing goals, but were not willing to limit resources used for health and protection. Some significant F values ($p < .05$) resulted from multiple regression analyses of the three factor groups, and in most cases, age was the important independent variable.

Several conclusions resulted from this study:

1. for this respondent group, housing needs are being satisfied;

2. aging and life style may alter the use of resources; and

3. lack of awareness of housing values and resources needed to realize them may result in dissatisfaction with housing the respondents can afford.

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Chapter 1

INTRODUCTION

Adequate housing has been and continues to be a desired goal of individuals and families of all ages and socio-economic levels. However, adequate housing does not mean the same to various people due in part to differences in values and aspirations for housing.

The term "housing" has come to mean more than just shelter from the elements. People today often are seeking a place which provides a certain degree of privacy; accessibility to place of employment, schools and shopping; a pleasant physical and social environment; and for some, an investment (Smith:1970). Housing has been called a durable, capital good. This is due in part to its fixed location and projected span of use.

> Housing is unique among consumer goods in the degree to which its quality can enhance or diminish the well-being of individuals and families, the impact its location has on the structure and financial health of communities, the role its production plays in the national economy, and the amount of emotionally charged discussion it provokes (Wheaton, et al.:1966:vii).

While there is still a marked preference in the United States for ownership of the traditional single-family dwelling, an increasingly larger proportion of the country's population is beginning to select other types of living units. The time is not long past when the idea or concept of an apartment unit, a mobile home, or a condominium was considered second-class or temporary housing. However, due to the rising demand by our growing population for living quarters in existing or developing urban areas, these alternative types of housing are finding wider acceptance. It is predicted that the population in the United States could be 245 to 287 million by the year 2000, an increase of 16 to 35 percent since the 1970 census (U. S. Bureau of the Census:1975:3). Due to preference for urban living, this could mean 33 to 75 million additional persons to house on basically the same land area now utilized.

The question which demands an answer is whether an individual or family can find decent multiunit housing in a suitable living environment which can satisfy their values and aspirations. Evidence is strong to suggest that people are definitely influenced by their living environments (Wheaton, et al.:1966:129). If we can accept the proposition that more Americans each year either voluntarily or

due to some limiting factors beyond their control are faced with the prospect of multiunit living, what can they expect to find? Are we producing acceptable multiunit housing alternatives? How can renters or owners determine their future needs and aspirations for housing? How committed must they be to these housing alternatives in order to achieve satisfaction from them? And finally, can multiunit housing become a viable, accepted alternative to the single-family house?

PURPOSE OF THE STUDY

The purpose of this study will be to explore the values and satisfactions of individuals or families who are now living in multiunit housing and to determine if a relationship exists between these factors and the aspirations and resource commitment which these individuals or families have for their future housing. An additional purpose will be to examine the advantages and limitations now existing in multiunit housing structures which could affect the desirability and acceptance of them as permanent residences. These could include architectural features, design characteristics, unit management, and amenities.

For this study, multiunit housing alternatives will be limited to private apartment complexes of ten or more units and to condominiums of five units or more. Apartments are basically a rental type living unit while condominiums offer the individual a measure of ownership within a multi-unit housing situation.

OBJECTIVES

The objectives for the study are to identify among occupants of apartments and condominiums the:

1. desired housing values as perceived by the respondents,

2. satisfactions and/or dissatisfactions within present living arrangements,

3. aspirations for future housing,

4. willingness to allocate resources to the attainment of housing goals,

5. interrelationships between demographic data (age, size of household, composition of household, education, income, occupation, and mobility) and values, satisfactions, aspirations, and goal commitment for housing,

6. advantages and limitations found in multiunit housing arrangements.

Results from this study should have implications for individuals engaged in the housing supply field, for housing educators, and for the housing consumer.

DEFINITION OF TERMS

Aspirations - the ambitions or strong desires for some goals.

Commitment - the determination to attain a goal often by the exchange of some resource.

Density - number of housing units per acre.

Goals - the ends to which a person is willing to devote some effort or resource.

Needs - the lack of something which is required or desired for living.

Satisfactions - contentment or pleasure resulting from the attainment of a goal.

Urban - of or pertaining to a city as opposed to rural or country.

Values - the guiding forces within a person's life which can be modified, but only with time. Housing values selected for use in the study were:

1. Comfort and Convenience - Functional floor plan; convenient appointments and easy maintenance.

2. Location - Friendly neighborhood; proximity to needed resources and facilities.

3. Economy - Reasonable monthly cost; economical operation and maintenance.

4. Safety and Security - Safety features are incorporated.

5. Friends and Visitors - Provides space to entertain, relax with friends and fits life style.

6. Privacy - Space is available for rest, relaxation, or hobbies alone or in groups.

7. Aesthetic Satisfaction - The colors, design and furnishings are pleasing, and the habitat allows for individual expression.

Chapter 2

REVIEW OF LITERATURE

> From the dawn of history until today, the housing problem has been with us. Though unsolved, it is not insoluble. We have the techniques, the experience, and the financial resources needed to provide every American family with a good home (Straus:1951:3).

The human search for a "good home" has long been recognized to stem from one of man's three basic needs--shelter. As technology has increased, man's needs and aspirations for housing have also undergone change. Goods and services once considered luxuries are now viewed as basic to living. Ricks (1973:1) stated that this tends to put strains on our national economy because at times ". . . the housing sector is more strongly affected by changes in the degree of monetary restraint than are other components of . . . domestic investment, ..."

According to Meyerson, et al. (1962:4),

> Everyone has a stake in housing: some only as consumers and taxpayers, others as builders, building laborers, mortgage lenders, landlords, building materials and equipment suppliers, building code and zoning officials, Federal appraisers, housing inspectors, public works, fire and police, and, finally, as businessmen--merchants and industrialists.

Current Housing Problems

We must all face up to existing housing problems, for everyone is affected by them. Our population continues to grow, the cost of living is up, the incidence of crime has increased, and even small town slums are problems. Over a quarter of a century has passed since the United States Congress passed the 1949 Federal Housing Act which stated the goal of a "decent home in a suitable living environment for every American Family." While some housing programs have been conducted (public housing and urban renewal projects are two notable examples), the fact remains that there exists in this country housing which is either inadequate in size or facilities, deteriorating due to lack of periodic care, overcrowded, or overpriced.

"Throughout the ages man has dreamed of a roof, four walls, and a plot of ground that he could call his very own" (Straus:1951:71). Yet, within the past few decades, this dream has become not only impractical but economically impossible for many. Brady (Ricks:1973:1) conjectured that the trend in the late 1960's toward the use of multiunit dwellings and mobile homes has strong implications for changing housing patterns in the future. With the increase in city living, the space available for each family or individual to have "it's own plot of ground" has diminished.

A recent (1973) U. S. Bureau of the Census (Krassa: 1975) report indicated that due to rising utility prices and the other increasing costs associated with home ownership, people may find their housing choices limited. However, stated Krassa (1974:19):

> . . . families who wish to buy but who cannot afford single-family homes may find that the increase in condominium housing and the trend toward larger units in multiunit housing will make home-buying a possibility.

This problem of rising utility costs, in the past year or so, and prospects for even greater cost increases is presenting difficulties for multiunit complex residents as well as the single-family home owner. More capital is needed to operate housing today. Just as people are beginning to adjust to the idea of fuel conservation, smaller housing units may well be the answer for the future. In order to avoid increase in rentals, some apartment complex owners are installing individual electric meters for the apartment units, requesting more insulation to be installed either at or even following construction, and eliminating or cutting out some previous amenities: i.e., smaller baths; no walk-in closets; no eat-in areas in kitchens (Vollman:1975: 54-55). These reductions and other imply the possibility of reduced quality in housing. This should be a prime concern for all housing consumers.

One reason often given for preferring single-family over multiunit housing is the amount of space available; another is the privacy afforded; and still another is the sense of pride home ownership is supposed to bring. There is no need to deny that a person is entitled to a measure of private space he can call his own, but with good design in mind and a willingness to build to fit tenant needs, the same can be achieved in multiunit apartments or condominiums. Rossi (1955:153) found that space needs, dwelling unit design, and location were very important considerations for prospective housing consumers in Philadelphia.

Architects and builders often profess that houses should be built for people, but too often they design to appease their own aesthetic needs. Cooper (1972:30) stated:

> If there is validity to the concept of the house-as-symbol-of-the-self, then designers must learn to enhance the self-image of the residents for whom they design.

In their discussion of mass housing, Brolin and Zeisel reinforced this thought by stating that:

> The designer (of the environment) has only limited control over the social lives of the people in his buildings. He can neither limit people's social behavior nor force them to change by building a socially inhibitive environment (1973:188).

The house so often reflects how man perceives himself, that if it is not well designed and satisfying to his

inner needs, the whole being suffers. This concept may cause concerns in the United States as we consider our growing housing problems.

Research into housing preferences indicate that regardless of class or previous housing experience, the goal of present and future housing consumers is still for ownership of the single-family home (Hinshaw and Allott: 1973). However, a separate house no longer seems to be the major symbol of socio-economic status that it once was. Today, there are many families or individuals who ". . . appear more willing to substitute the automobile for the home as an index of status, . . ." (Foote, et al.:1960:17). In addition, Hartman (1975:76) indicated that some 70 million Americans, or 23 million households, now live in a home owned by someone else. He continued:

> The increasing cost of single-family homes, financing difficulties for home purchasers, and consumer preference for the convenience and facilities offered by renting an apartment are responsible for this trend (1975:45).

The question becomes, do we sacrifice self-image in terms of being able to relate to a piece of ground or in being able to pay for housing? These conflicting ideas are present throughout the literature on housing and give weight to the need to explore more deeply the factors which influence the housing choice.

Apartments

One viable alternative to the single-family house is apartment living. An apartment is generally thought of as a building or group of buildings on a common site which contains four or more individual dwelling units (Grossman: 1966:3). All price ranges, types of buildings, and amenities may be found.

For many years, local governmental officials and private citizens tried to control the location of apartment complexes through the use of zoning ordinances due to the belief that multiunit housing developments would lead to quick blight of an area (Burns and Mittelbach:1970:148). Additional arguments used against apartment construction according to Grossman (1966:4) were:

1. they generate higher density levels;
2. more automobile traffic is evident;
3. there is additional use of water and sewage facilities;
4. residents are transient and thus not community minded;
5. the character of the area is subject to drastic change;

6. an additional drain is placed on municipal services such as police and fire protection; and

7. school facilities are used more extensively.

Grossman stated that while some of the above comments may be true of some existing apartment complexes, all the factors can be regulated by good design and cooperation with the municipality involved. Today, there is growing evidence to indicate that the apartment concept is more favorably received:

> Apartment buildings, once confined to locations along subways, elevated lines or near suburban railroad stations, are now springing up in the suburbs, far from mass transit. Many families without children of school age desire the convenience of an apartment, involving no work of mowing lawns, painting and repairing, and with the comforts of air-conditioning and often a community swimming pool (Wheaton, et al.:1966:75).

Norcross and Hysom (1968:5) and Grossman (1966:3) concluded that apartment living has gained in importance for many reasons, some of which are:

1. explosive urban growth;

2. mobility of population;

3. apartment-oriented age groups (young, old); and

4. mounting land costs, land improvements, and building costs.

"By the year 2000, it is predicted that more than 70 percent of the American people will live in urbanized

areas . . ." (Agan:1972:16). This will mean less space per person for housing--a factor not fully researched in terms of long-range effects on the quality of human life. Perin has observed that:

> . . . very little is known about the impact of the total environment on learning in particular or on human behavior in general. The problem of human requirements has had no serious research attention until recently as a basis for determining the design of buildings, . . . (1970:32).

In his studies on the need for personal space, Sommer (1969) described the personal space bubble which each of us perceive as surrounding us and how man reacts when confronted with shrinking personal territory. Hall (1971: 24) stated that "everything that man is and does is associated with the experience of space." He cited four specific distances used by man in his dealings with other humans: intimate, personal, social, and public. The proper utilization of these research findings applied to multiunit housing structures such as apartments could help alleviate the coming housing shortage.

Grossman declared that mobility has been the major force in the growth of the apartment concept (1966:3). In his 1955 study of Why Families Move, Rossi found that one out of every five persons shifts residences each year.

This was re-affirmed by Packard's (1972) study of what he called a rootless, footloose nation of strangers. Rossi identified three major factors which encourage residential mobility:

1. to search for a better job,
2. to decrease housing costs, and
3. to locate a housing unit which best meets the needs of the family at its' particular stage in the family life cycle (1955).

Studies which have been conducted on apartment living (Norcross and Hysom:1968; Lange:1969; Grossman:1969) indicated that a high percentage of the apartment dwellers are young or elderly couples or individuals without children. The proportion of people in this country who fit into these categories is increasing and should continue to provide a strong demand for apartment-type living units. Lastly, when we consider that the cost of building a single-family house on a privately owned lot has increased sharply as interest rates, cost of labor and materials, and limitations of available space have made themselves felt, is it any wonder that the low to medium income individual or family becomes frustrated when thinking of single-family housing choices?

In the late 1960's a study of four apartment projects located in Kansas City, Missouri, was conducted by Norcross and Hysom (1969). It paid particular attention to determining the apartment renters' desires and motivations when selecting their apartment complex and/or individual unit. The researchers concluded that the apartment community of 300-400 plus units could well offer many features at a reasonable rental price. But, cautioned Norcross and Hysom:

> To be successful, an apartment developer should offer his renters a good environment, spacious and well-planned apartments, a year-round club and facilities, a good location and a good value (1968:9).

In 1968-69 Lange directed a study of predicted demands for amenities for apartment units in California, which was limited to private apartment residents in North Orange County. The study indicated that the typical apartment dweller was young, mobile, worked full-time, and believed his rent payments should include such amenities as: garbage disposal, carpets, draperies, garage or carport, patio or balcony, storage space, air-conditioning, soundproofing, and water. Exterior appearance of the apartment complex, privacy offered, and fair rental payments ranked high in importance.

A 1970 study of tenants' viewpoints on their apartment residences, sponsored by Owens-Corning Fiberglas Corporation, revealed that over three-fourths of the respondents were satisfied with their living situation. Those with families were the least satisfied, while those single and/or married without children expressed basic contentment with the design and facilities available.

Another objection to apartment living was identified by Cooper. She asserted that the high-rise apartment design is rejected by many due to the lack of private ground territory and the feeling that it is a threat to people's self-image (1973:32). Thornburg's (1975) study of the interaction between the physical environment and socialization of young children concluded that the first-floor level apartments offered children more opportunity for socialization. These and other research findings strengthen the concern for additional research into the design of multiunit housing structures.

Condominiums

The idea of an individually owned housing unit within a commonly owned multiunit complex is the basic premise behind today's condominiums. As Ramsey (Colean: 1963:225) described it, the concept of a condominium means:

> Ownership in common with others of a parcel of land and certain parts of a building thereon which would normally be used by all the occupants such as yards, foundations, basements, floors, walls, hallways, stairways, elevators, and all related common elements together with individual ownership in fee of a particular unit or apartment in such building.

Thus, the condominium has most of the characteristics of a single-family house--the mortgage, taxes, maintenance, utility costs, privacy, investment--but also some of the aspects of apartment living--higher density levels and lack of direct responsibility for maintenance of the grounds and structure. As Colean stated, ". . . it may be called home ownership with a minimum burden" (1963:237).

The word "condominium" can be traced back to Roman times and is still a legally used term in "civil law" countries (Murray:1961:148A). In the United States the term has come into wide use in the last ten to fifteen years, but has long been in effect in Western Europe and Puerto Rico. In fact, it seems to have been the success of condominiums in Puerto Rico which caught the interest of the American Real Estate industry and resulted in the first legislation which authorized the Federal Housing Administration to insure mortgages on condominiums in 1961 (Colean: 1963:226; Satlow:1965:33; Karr:1973:16). The first developments were located in Utah, California, Colorado, Florida

and New York (Karr:1973:17), but now can be found in most states. The condominium may take the form of a modern high-rise building, a three- to five-story medium-rise building, garden units, or cluster housing (groups of multiunit buildings with two-four condominium units each). A departure from the above arrangements offers free-standing private residences which have been clustered around a common open area (Beaton:1970:3). Thus, the condominium takes many forms but the principal of legal ownership of the individual unit and joint ownership of the common areas and facilities remains basically the same. As Satlow indicated, "ownership of a condominium apartment has all the characteristics of 'ownership in fee'--alienability, mortgageability, devisability and inheritability" (1965: 33).

In 1969, White attempted to measure and describe satisfactions and dissatisfactions of resident-owners of condominiums in a New England state. The study denoted that the residents experienced a medium to high level of satisfaction with this new type of housing. The residents were most satisfied with: the rural location, general caliber of the residents, location of their own condominium within the entire community, and the apparent aesthetic

quality and character of the community (White:1969:55). Significant differences were noted between the former housing situation (size, building type, and location), the age of the resident, and educational level in relation to satisfaction-dissatisfaction with location or the common facilities and services offered by the new residence (White: 1969:57-66).

In another attempt to measure satisfaction with condominium living, Gorius (1969:37) questioned owner-residents of condominiums in Oklahoma. Almost 81 percent of the respondents indicated over-all satisfaction with this method of living with 46.4 percent indicating they were very satisfied with the operation features and 45.2 percent indicating they were very satisfied with specific design features.

In Norcross' (1973:5-6) study of 49 projects that included duplexes, triplexes, fourplexes, rows, and cluster townhouses and condominium dwellings, the effect of density level on resident satisfaction was examined. Results indicate that higher densities are more likely to bring dissatisfaction with the project and/or dwelling unit than are low densities. Projects whose occupants indicated the highest satisfaction had a median density of 6.3. As

satisfaction level of occupants decreased, density within the projects increased to a level of 10.5. However, California architect Walter Richardson (Norcross:1973:5) cautioned, "density alone is not a guarantee of either good or bad quality. It depends on how the density is used."

In order to construct multiunit housing which is more acceptable as an alternative to the single-family home, Phebus (1970:86-87) suggested that the developer:

1. keep liveability in mind;
2. avoid stereotype architecture;
3. build for people, not as a monument;
4. allow for privacy; and
5. consider design features.

In a recent House and Home issue (February:1975: 76-81) suggestions were offered to make multiunit dwellings more appealing to the market (composed basically of young professionals, both married and single):

1. vary design of the units;
2. stagger site locations for privacy;
3. use a total community plan;
4. provide amenities such as club house, golf course, pool, tennis court, picnic areas, playgrounds, bicycle paths, nature trails, jogging paths;

5. consider location of schools, shopping centers;

6. locate in convenient area, near urban center;

7. provide for open space (housing should take only 10 percent of the site area); and

8. keep income of the neighborhood in mind when planning units.

Needs, Values, Goals

Maslow stated that all human behavior is motivated by a desire for satisfaction of several basic needs. These include physiological needs, safety, love and belongingness, esteem, and self-actualization. Maslow asserted that while all these exist within each of us, they cannot always be satisfied at the same time or in the same way (Maslow:1959).

Many of man's needs are reflections of his basic value orientations. Williams (1960) stated that values are observed variables in human conduct and may be cultural, social, ethical, or moral in nature. They are things in which man is interested--things he desires or wants in order to be and thus are used as basic determinants of choice and achievement of goals (Williams:1960:372-442). McKee more precisely defined values "as the preferences or choices people make in accordance with some standard" (1963:2). Fromm asserted that man is not free to choose

between having or not having values, he is only free to choose between different values (McKee:1963:4). If an individual is to achieve what he desires, it is crucial that he become cognizant of his own value system. According to Nelson and Brubaker (1974), most people have a value hierarchy. Each person has certain things or ideas which he values highly and will adhere to more strongly in times of conflict or during a choice situation. There seems to be a high degree of value conflict evident in the American family as noted by Hobart (1963:407):

> The family depends upon and symbolizes "inefficient values" of being, knowing, caring, loving, unconditionally committing oneself. These values are incompatible with the urban industrial values of production, achievement, exchange, quantification, efficiency, success.

Williams also recognized a conflict of values in our culture, but re-emphasizes that while values can change, the process is slow.

Values are generally considered to be the start of goal formation and are reflected by the choices made. Goals are ends toward which a person works; their attainment requires exchange of some resource at his disposal. A useful way of examining this process is to utilize Edwards' theoretical framework on goal-oriented behavior (1970:652-655). She stated that for most people many goals are

competing at the same time, resulting in a goal complex. This means that not only does a person have to make decisions regarding how to achieve one goal, but he must also consider in what order this goal will fall given all the other goals which he is working toward. The willingness of an individual or family to give up one goal for another may be a measure of goal commitment. Riemer (1951:148) asserted that as an individual moves through his life cycle, his housing needs change as some become satisfied and are replaced by other needs. Thus, housing goals may continue to develop and compete for resource use for many years of a person's life.

For the early settler in the United States, the purpose of housing was to satisfy the basic need for shelter from the elements. Today our need for "shelter" is often more complicated. The role of a house or home (often used interchangeably, but not necessarily meaning the same) can serve as a support environment for human growth, influence behavior, and improve the quality of life. Montgomery (1974:10) called it a "buffer between individuals and society." Montgomery (1967) has identified seven basic human needs as they relate to or are expressed in housing. These include:

1. protection from man and nature,
2. a sense of place or rootedness,
3. a wholesome self-concept,
4. relatedness to others,
5. social and psychological stimulation,
6. creative or transcendental needs, and
7. value fulfillment.

Montgomery (1959) reported on a Cornell Housing Value study conducted in Buffalo, New York. Nine values were used: social prestige, physical health, mental health, aesthetics, leisure, equality, economy, freedom, and family centrism. It was found that homeowner wives held each of these nine values, except for economy, to a greater degree than did their husbands.

In an investigation of housing goals and satisfactions of low-income families, McIntosh (1973:57) used the Kilpatrick-Cantril self-anchoring ladder scale. On the 10-point ladder scale, a mean score of 9.3 for black homemakers and 8.6 for white homemakers indicated that their homes were for the most part achieving their housing goals. The homemakers interviewed were found to have identifiable goals in nine of the ten categories developed by McIntosh. The most frequently identified goals were related to the

interior features and fixtures, kitchens, carpeted floors, fireplaces, and yards.

Paynter (1975) also used an adaptation of the Cantril Self-anchoring Scale with 100 homemakers in a recent Georgia study. Due to the age and length of years married of the respondents in the sample, Paynter found that most of these families had already attained a high degree of their housing goals, and were relatively satisfied with their current housing. She theorized that while some families change their dwelling place often, others move rarely. Paynter concluded that, "a family seems to be able to identify housing goals throughout its lifetime" (1975:109). The housing researcher can have hope and encouragement if people are able to articulate their housing goals. In addition, results from this study strengthen the need for this type of research with younger populations, before they reach the top of the ladder.

Ayars' (1973) study of the interrelationship between family life style and purchase of a house explored how values, goals and family decision making influence the purchase process. While the results did not prove significant, this exploratory study provides insight into the effect a variation of life style has on housing decisions.

In 1970, Terry found that cultural (ethnic) differences of university students were reflected in their housing values and goals. This gives further emphasis to the fact that we cannot generalize too broadly concerning housing needs unless full effort is made to understand the background of the respondents.

Craft (1972:59-61) re-emphasized that for a family to realize the greatest benefits from their housing choice, conscious recognition of the values and goals of the family must be clear. In her study of forced housing moves, she found that tenure status, occupational level, and stage of the family life cycle were all significantly related to housing features or housing image.

Satisfactions, Aspirations, Goal Commitment

Wirth stated (1947:138) that:

> . . . we cannot proceed far in the analysis of housing as a social problem until we know more than we do about the nature and the extent to which people's desires and expectations in respect to housing are realized or frustrated.

Thus, it seems not only necessary to look at what people perceive they need or want in housing, but what they are satisfied with in their present housing and what they want in future housing. Schorr (1963:4) found that housing

satisfaction resulted from both the housing unit and the larger environment (neighborhood) in which it was located. Thus, while a physical structure could be suitable to an individual or family, the surroundings may cause dissatisfaction with the living arrangement. Rent stressed that an important factor to consider is the structural characteristics of the living unit and its various amenities; i.e., a single-family house with more room, privacy, and yard space or a multiple family unit that requires less maintenance (1973:7).

Both satisfaction with present housing and aspirations for future housing are somewhat dependent on prior experience with housing (Schorr:1963; Fried and Gleicher: 1970). Reissman (1953:234) also suggested that aspirations may be developed with reference to some social group of which the individual or family is, or is striving to become a part. Wolpert (1965) claimed that how a person responds to his present living situation is largely affected by past experiences and by reactions from relatives and friends. In other words, the housing with which one is satisfied or to which one aspires and is willing to commit some resources may be based in part on the group to which he aspires or now holds membership. Brown and Moore (1970) suggested that

an individual's aspiration level is a determining factor when he seeks a place to live. They defined aspiration level as: the importance of certain variables, the perception of an individual in obtaining such a dwelling, and the possibility which exists in the community of locating this type of living unit. Brown and Moore also asserted that an individual's knowledge of a community, his friends and/or relatives, and indirect contact through newspapers, realtors, or other information sources all have a place in the decision-making process. While there have been some studies on aspirations in education or in relation to the occupational goals people have, few have been attempted in the housing field.

Rent's (1973:38) study of low-income housing in South Carolina attempted to explore this problem. One conclusion drawn was that due to their previous housing experiences, which were for the most part limited, the respondents expressed a most satisfied picture of their present housing. Therefore, Rent contended that residential satisfaction was a product of both the physical location and the social factors (including experience) to which people are exposed. In fact, Rent strongly recommended that more testing be done in the area of social factors to see if a

firm relationship can be identified. Abu-Lughod and Foley (Foote, et al.:1970) proposed a list of dissatisfactions with the following housing characteristics: interior space, the neighborhood, costs of housing, design, and management.

When attempting to define goal commitment, it is well to consider how the term is used. As explained by Sheldon (1971:143):

> Behavior that is a result of commitment is behavior that persists over a period of time and that implies a rejection of other alternatives. The position taken here is that commitment is an attitude or an orientation toward the organization which links or attaches the identity of the person to the organization.

Paynter (1975:15) defined commitment:

> . . . as the perceived strength of the determination of members of the family to attain goals which would limit resources of the family for use in attaining other goals.

Once again this is an area that has had wide application in other fields of study (utopian social movements, Kanter: 1968; religious and political organizations, Kornhauser: 1962; marriage, Hilsdale:1962; and values in the American family, Hobart:1963) but little work on actual commitment to the goal of housing has been explored.

Paynter (1975:110) found that respondents in her study were positively committed to family housing goals, but due to the current high level of achievement in their

present housing, that the perception of housing goals to be obtained in the future five years was less than perception of housing goals obtained in the past five years. Age of the respondents proved to be a significant factor in the results. As people reach an older stage of life and have obtained most of their housing aspirations, it is reasonable to expect a lower degree of commitment of resources to future housing goals. Paynter interpreted this result by saying that with this population ". . . 'rates' of working toward housing goal(s) ebbed and flowed" (1975:110).

In Hinson's (1973) study of factors which influenced the use of economic resources by low-income urban families, it was concluded that certain dominant values (health, improved living, financial security) caused the respondents to exert more effort toward using their economic resources to achieve goals. For this population, the goals of improved living (housing) and educational advancement ranked highest.

Fitzsimmons, et al. (1971:14-15), in a study of family goals and financial decisions, reported that housing and environment ranked third in importance among nine goal areas throughout the life span. However, during the first 20 years of marriage, housing and environment and financial

security and growth were ranked first among all goal areas. The goal to buy a house was the most important housing and environment goal during the first 25 years of marriage but decreased each year after the first four.

Methodology Studies

A 1970 study by Phebus tested an instrument to evaluate multiunit housing and was valuable in developing the instrument for data collection in this study. She looked at three basic areas: site and community, building, and interior design.

The White (1969) study explored satisfactions and dissatisfactions of resident-owners of condominiums by use of a four-degree ranking scale. Respondents replied to questions on common facilities and services, design characteristics, the location, and the management.

In a 1947 housing values study by Cutler, ten housing values were ranked: beauty, comfort, convenience, location, health, personal interests or hobbies, privacy, safety, friendship activities, and economy. She utilized a forced-choice, paired-value instrument to help the families explore their value orientations as related to a house.

The Ayars' 1973 study adjusted the Cutler value study to examine housing goals which would influence the

purchase of a home. The values identified were: well-organized, economy, location, hobbies and pasttimes, neighborhood, sanctuary, safety, physical pleasures, and entertaining. Ayars grouped the respondent families into life style categories on the basis of their rankings on the values test. The Kendall Coefficient of Concordance Test was applied, resulting in a rank order for the nine values. The "well-organized" home was ranked highest most often, whereas the home which emphasizes economy was selected by the fewest number of families as a dominante housing value (Ayars:1973:104).

McCray (1975) also looked at housing values, aspirations and satisfactions. The two respondent groups, low-income rural residents and urban public housing tenants, completed an adaptation of Cutler's (1947) paired-value, forced-choice housing values test. McCray found that the two groups were similar in their rating of housing related values such as comfort, health and safety, and privacy.

Reissman's (1953) "Level of Aspiration Index" attempted to identify level of aspiration for occupational advancement by examining the willingness to use a variety of resources to achieve goals. Paynter (1975) adapted this index to study the level of commitment to housing goals by

adding statements delineating among a wide variety of resources which could be converted to obtain family housing goals from their alternative allocation to family health, recreation, contributions, and financial expenditures.

Cantril's (1963) Self-anchoring Scale helps an individual to express his aspirations by use of a measurement continuum. The individual is asked to evaluate his past, present and future housing situations and to plot them on a 10-rung ladder. The Paynter (1975) study adapted this scale to look at housing aspirations and expectations.

SUMMARY

As Sommer (1974:141) stated, "Good housing won't by itself cure the neuroses of the people . . .," but, enough research has been done to indicate a definite relationship between housing and human behavior. As Americans begin to realize the economic problems connected with individual homeownership, in conjunction with the changing social-psychological needs for housing types, alternative forms of housing will be necessary. Thus, two possible alternatives to the single-family house are apartments and condominiums. However, additional research is needed to determine consumer values and needs, satisfactions, aspirations, and commitment to attaining these types of dwelling units.

Chapter 3

PROCEDURE

A survey of selected multiunit housing residents was made to obtain data relative to present and future housing needs. Objectives of the study were to identify among residents of apartments and condominiums: (1) desired housing values as perceived by the respondents, (2) satisfactions and/or dissatisfactions with present living arrangements, (3) aspirations for future housing, (4) willingness to allocate resources to the attainment of housing goals, (5) interrelationships between demographic data (age, size of household, composition of household, education, income, occupation, and mobility) and values, satisfactions, aspirations and goal commitment for housing, and (6) advantages and limitations found in multiunit housing arrangements which could influence consumer acceptance. Procedures in obtaining the sample, developing the schedule, collecting the data, and analyzing the data are presented in this chapter.

THE SAMPLE

The sample consisted of two groups of multiunit housing residents living in Greensboro, North Carolina. A listing of apartment and condominium complexes provided by the Greensboro Chamber of Commerce (1975) was utilized to draw a random sample of 400 housing units (200 apartments, 200 condominiums). A return of 50 percent or over in each group was expected and achieved.

THE SCHEDULE

A schedule, "Multiunit Housing Survey" (Appendix A), to be self-administered by the respondent was developed. The schedule content was organized into five parts:

1. Demographic Information. Data about age, marital status, housing mobility, relatives or friends in area, size of the household and its composition, monthly housing costs, annual income, occupation, and education were included in this section.

2. Housing Goals and Aspirations. Open-end questions exploring areas of present housing characteristics liked and disliked, desired housing goals, and constraints preventing the respondents from achieving these goals were

asked. Additionally, the Cantril-scale ladder was adapted to identify present and future housing aspirations.

3. Housing Values. A forced-choice, paired-value test was designed to study seven housing values. The seven values used were based on research by Cutler (1947) and Ayars (1973).

4. Satisfaction/Dissatisfaction with Present Housing. Forty-nine statements were used to identify respondent satisfaction and/or dissatisfaction with the present housing unit. The statements were divided into four major areas: (1) common facilities and services, (2) management operations, (3) design, and (4) location. The respondents rated each of the 49 factors on a four-point scale: very satisfied, satisfied, dissatisfied, and very dissatisfied.

5. Commitment of Resources to Achieve Housing Goals. Certain activities or items requiring the use of physical, mental and/or financial resources were brought together in order to determine if they would be sacrificed by the respondents to achieve housing goals. The Paynter (1975) Commitment Scale was used as a basis for this list of activities or items. A five-point scale was utilized. Each respondent could indicate whether he/she strongly

favored, favored, was uncertain, was not in favor, or was strongly not in favor of giving up the activity or item to achieve a housing goal.

The proposed schedule was pretested by nineteen residents in High Point, North Carolina (the other major city in Guilford County), to check for clarity and objectivity. Revisions were made to improve understanding of the statements and instructions.

DATA COLLECTION

During November, 1975, the investigator delivered to the 400 residences letters of introduction explaining the study and asking for assistance (Appendix A). This was followed within three to four days by the schedule and a stamped, self-addressed return envelope. After two weeks and a 41.75 percent return, a reminder postal card was sent to the residents who had not returned their schedule. The final return was over 50 percent for each group: 51.5 percent for apartments; 53 percent for condominiums. Due to missing data and misunderstanding of instructions by several respondents, the decision was made to utilize 100 returns in each group for a total sample of 200.

The procedure for procuring the completed schedules was based on the assumptions that multiunit housing residents are often working full time, are young, and mobile (Lange:1969; Norcross and Hysom:1968), thus giving them little time at home. This factor would have made personal interviews most difficult to schedule.

ANALYSIS OF DATA

Data obtained from the respondents were coded on the schedules and transfered to computer cards for statistical analysis. Where possible, the Statistical Package for the Social Sciences was utilized.

Frequencies and percentages were computed on the independent and dependent variables for each respondent group to search for similarities or differences in the two samples. Total choices for the seven housing values were computed, and the t-test was used to compare the expressed satisfaction/dissatisfaction with present housing.

To study the content of the twenty-two items of commitment of resources to housing goals, a factor analysis was conducted for each respondent group and for the total sample. A principal components analysis and a quartimax rotation determined a factor matrix of seven factors.

Three of these factors were selected for discussion based on their psychological meaningfulness and the amount of variance contributed by the input factors which had eigenvalues of 1.0 or above. Additionally, only those factors with loadings of .400 or greater were included in the factor content. The t-test analysis was used to compare the three factors for the two groups.

Multiple regression tests examined the dependency of housing values, satisfaction and/or dissatisfaction responses, housing aspirations, and commitment of resources to the independent variables.

Chapter 4

RESULTS AND DISCUSSION

Demographic characteristics of the respondents and results from the data analysis are discussed in this chapter. Presentation of data is organized into five sections: (1) description of the respondents, (2) housing values, (3) expressed housing satisfactions and dissatisfactions, (4) housing aspirations, and (5) commitment of resources to achievement of housing goals.

DESCRIPTION OF RESPONDENTS

Of the 200 multiunit residents who responded to the survey, almost an equal number were males and females (Table 1). This division was basically true for the two types of housing groups, apartment (44% male, 56% female) and condominiums (48% male, 52% female).

Age

Previously cited literature suggested that the predominate age of apartment residents is young, 26-35 years of age. In this study, almost three-fourths of the 100

Table 1

Sex, Age, and Marital Status of Respondents

	Apartments (N=100) %	Condominiums (N=100) %
Sex		
Male	44	48
Female	56	52
Total	100	100
Age		
Under 25	34	6
26-35	39	38
36-45	8	18
46-55	7	17
56-65	5	14
Over 65	7	7
Total	100	100
Marital Status		
Married	46	55
Single	35	12
Widowed, Divorced, or Separated	19	33
Total	100	100

apartment dwellers were 35 years or younger. Within the condominium group, the highest incidence by age was the 26-35 year old population (38%). However, on the whole, condominium occupants were older by ten to thirty years (Table 1). Most interesting in both groups is the low number of persons 65 years and over, which accounts for only seven percent of the sample population.

Marital Status

The only similarity in marital status between the apartment and condominium groups is the percentage of married persons, 46 and 55 percent, respectively (Table 1). There are almost three times as many single apartment dwellers (35%) as condominium dwellers (12%). Also, there are fourteen percentage points more widowed, divorced or separated individuals in condominiums than in apartments. This seems to be a reasonable distribution, considering the age range in both types of multiunit housing.

Size of Households

The apartment respondents live basically in one-person (39%) or two-person (41%) households. While more of the condominium dwellers live in two-occupant (44%) units, the one-occupant (30%) and three-occupant (19%) units are

notable. Few individuals in either type of housing reside in four-, five-, or six-person households (Table 2). There are 73 males, 85 females, and 36 children living in the 100 apartments. In the 100 condominium units live 71 males, 91 females, and 42 children.

Composition of Households

As would be expected based on previously cited data, the predominate types of households for the apartment dwellers were single (32%) and married couples (22%). Table 2 shows that fewer single individuals (20%) live in the condominiums than do married couples (26%). The condominium owners also include households classified as post-parental (19%) and stable family (10%) to a greater extent than do the apartment residents. Eleven apartment units were classified as containing mixed families or miscellaneous individuals. Appendix B gives a detailed explanation of the composition of households.

Occupation

Occupations were categorized according to the occupational code in Appendix C. Over one-third (37%) of the apartment respondents were engaged in professional jobs whereas this was the case for only one-fourth (25%) of the

Table 2

Size and Composition of Households

	Apartments (N=100) %	Condominiums (N=100) %
Size of Households		
One person	39	30
Two people	41	44
Three people	12	19
Four people	4	6
Five people	3	1
Six people	1	0
Total	100	100
Composition of Households		
Single	32	20
Couple	22	26
Expanding Family	12	12
Stable Family	4	10
Contracting Family	8	8
Post-Parental Family	11	19
Mixed Family	2	4
Miscellaneous	9	1
Total	100	100

condominium dwellers. Three times as many condominium dwellers as apartment renters were in managerial positions, while the general office and sales positions category accounted for 23 and 17 percent respectively. The "other or no occupation" category consisted of persons not in the labor force (Table 3).

Education

This sample of multiunit residents reported a relatively high level of educational background. In both groups, over 40 percent had either attended or completed college while 24 percent of the apartment dwellers and 26 percent of the condominium residents had some education beyond four years in college. This corresponds to the occupational distribution (Table 3).

Income

Only four percent of the respondents did not provide information concerning their annual income. The mean annual income for apartment dwellers was in the $10,000-14,999 range; for the condominium residents it was in the $15,000-19,999 range (Table 4). Seventy-two percent of the apartment residents had incomes under $15,000 per year while almost the same proportion (67%) of the condominium dwellers reported income of $15,000 or more.

Table 3

Occupations and Educational Levels

	Apartments (N=100) %	Condominiums (N=100) %
Occupations		
Managers	5	16
Professionals	37	25
General Office and Sales	17	23
Skilled, Trades, Services	12	10
Retired	6	9
Other or No Occupation	19	14
No Answer	4	3
Total	100	100
Education Levels		
Less than High School	2	2
High School	12	8
High School Plus	20	17
College	42	47
College Plus	24	26
Total	100	100

Table 4

Annual Income and Monthly Housing Costs

	Apartments (N=94)* %	Condominiums (N=98)* %
Amount		
Less than $5000	12	1
$ 5,000- 9,999	25	11
$10,000-14,999	35	21
$15,000-19,999	21	23
$20,000-24,999	5	20
$25,000 and over	2	24
Total	100	100

*8 No Response

	Apartments (N=100) %	Condominiums (N=96)* %
Amount Paid Per Month (including utilities)		
Less than $150	14	10
$150-199	40	3
$200-249	39	20
$250-299	6	23
$300-349	1	19
$350 and over	0	25
Total	100	100

*4 No Response

Monthly Housing Costs

Respondents were asked to report their monthly housing costs, which could include rent or house payment and utilities. Ninety-three percent of the apartment residents indicated monthly costs up to $249; whereas two-thirds of the condominium occupants indicated they had monthly housing costs of $250 or above (Table 4).

Housing Mobility

Several questions were included in the schedule to attempt to determine housing mobility of the respondents.

Number of moves in last ten years. Data shown in Table 5 indicates that this is a mobile population. Only four among all respondents had made no moves in the last ten years. The apartment group was the most mobile with 63 percent moving as many as three to five or more times in the time period. The condominium owners were also mobile, but with fewer moves; 68 percent moving one to three times in ten years.

Tenure at last address. The condominium dwellers tended to have longer tenure at their last address with only 15 percent spending less than twelve months (Table 5). Over

Table 5

Number of Moves in Last Ten Years and
Tenure at Last and Present Address

	Apartments (N=100) %	Condominiums (N=100) %
Number of Moves in Last Ten Years		
None	3	1
One	15	20
Two	19	25
Three	19	23
Four	17	11
Five or more	27	20
Total	100	100
Tenure at Last Address		
Less than 6 months	16	7
6 up to 12 months	20	8
1 up to 2 years	16	27
2 up to 5 years	21	30
5 years and over	27	28
Total	100	100
Tenure at Present Address		
Less than 6 months	35	24
6 up to 12 months	15	15
1 up to 2 years	23	32
2 up to 5 years	25	19
5 years and over	2	10
Total	100	100

one-third of the apartment residents had lived at their previous address less than twelve months.

Tenure at present address. Over one-third of the apartment dwellers and almost one-fourth of the condominium residents had lived at their present address less than six months. For both groups, the average length of tenure is between one and five years (Table 5).

Reasons for last move. The foremost reason given for the last move by apartment residents was due to a job change (33%) with family change ranking second (15%). Reasons given by the condominium owners were quite different in that the highest incidence was in the "other" reasons category (Table 6). Among these 33 persons stating "other" reasons, 43 percent indicated the desire to purchase or "to own" as motivation for the move (Appendix D). Reasons next most frequently mentioned by condominium occupants were family change (25%) and job change (14%).

How Located Present Home

Apartment respondents basically used three methods to locate their present housing: 34 percent consulted friends or relatives, 24 percent used the newspaper ads, and 23 percent drove around to inspect prospective

Table 6

Reason for Last Move and How Located Present Home

	Apartments (N=100) %	Condominiums (N=100) %
Reason for Move		
Job Change	33	14
School	9	1
Eviction or Urban Development	0	1
Distance Had to Travel to Work	3	5
Unsatisfactory Living Conditions	12	11
Family Change	15	25
Financial Reasons	6	4
Need for More Space	9	6
Other	13	33
Total	100	100
Method		
Newspaper	24	15
Radio or TV	1	2
Driving Around	23	20
Real Estate Agency	6	35
Friends or Relatives	34	22
Other	12	6
Total	100	100

locations. Condominium residents utilized a real estate agency most frequently (35%), followed by friends and relatives (22%), driving around (20%), and newspaper ads (15%) (Table 6). Some of the "other" methods cited include: familiarity with the community, Greensboro Apartment Hunter's Guide, Chamber of Commerce information, Apartment Placement Service, telephone book. Several indicated their employer located the unit for them.

Proximity of Relatives and Friends

Few of the respondents in either housing groups indicated that they had relatives living either within the complex, within the community, or in a nearby community (Table 7). However, a higher incidence of friends than relatives lived both within the complex and within the community.

Number and Location of Units in Building

Density levels can effect satisfaction and/or dissatisfaction. Fifty percent or over in each group live in buildings containing 5-10 units. The density level is higher for the apartment complexes than for the condominiums (Table 8). Twenty percent of the apartments are in buildings of 11-20 units while 16 percent are located in

Table 7

Proximity of Relatives and Friends

	Apartments N*	Condominiums N*
Relatives Live		
Within complex	7	3
Within community	21	27
In nearby community	24	29
Friends Live		
Next door	7	6
Across the way	8	7
Within complex	17	21
Within community	53	59

*Each respondent could indicate one or more situations with relatives and/or friends.

Table 8

Number of Units in Building and
Location of Individual Unit

	Apartments (N=100) %	Condominiums (N=100) %
Number of Units in Building		
1-4	14	37
5-10	50	52
11-20	20	9
20 and over	16	2
Total	100	100
Location of Unit in Building		
On the end	67	49
In the middle	32	50
No answer	1	1
Total	100	100

buildings containing 20 or more units. Sixty-seven percent of the apartment units and 49 percent of the condominium units occupied by respondents were located on the end of the building in which they are housed (Table 8).

Social and/or Recreational Facilities

Very few of the residents in either group regularly attended events at the club house, but in each group, more made use of the other recreational facilities in their complexes (Table 9). Many of the complexes did not provide either a club house (apartments 62; condominiums 37) or additional outside recreational facilities on the grounds (47 and 28, respectively).

HOUSING VALUES

What a person seeks and is satisfied with in his housing is a result of his basic value system. Each of the seven housing values utilized in this study had the possibility of being selected by each respondent zero to six times. Table 10 shows that the four values most frequently chosen by apartment residents were location, comfort and convenience, privacy, and friends and visitors. The condominium dwellers also indicated priority for the same four

Table 9

Use of Complex Social and/or Recreational Facilities

	Apartments		Condominiums	
	Club House (N=38)* %	Other Rec. Facilities (N=63)* %	Club House (N=53)* %	Other Rec. Facilities (N=72)* %
Facility Use				
Regularly	5	27	13	32
Occasionally	50	60	60	55
Not at all	45	13	27	13

*Some complexes do not provide the facilities.

Table 10

Housing Values

	Total Times Chosen
Apartment Residents' Values	
Location	381
Comfort and Convenience	355
Privacy	350
Friends and Visitors	318
Safety and Security	255
Aesthetic Satisfaction	239
Economy	202
Condominium Residents' Values	
Comfort and Convenience	416
Location	371
Friends and Visitors	364
Privacy	315
Aesthetic Satisfaction	273
Safety and Security	210
Economy	151

values but in a different order: comfort and convenience, location, friends and visitors, and privacy. In both cases, the least important value was economy. (See Appendix E for the frequency of housing value selection.)

SATISFACTIONS AND/OR DISSATISFACTIONS

Four major areas of potential satisfactions and/or dissatisfactions with one's housing were explored: common facilities and services, management operations, structural design features, and location. The original four-point scale was collapsed into two, indicating either any degree of satisfaction or any degree of dissatisfaction.

Common Facilities and Services

In general, occupants of both apartments and condominiums expressed satisfaction with the common facilities and services provided with their housing. The characteristics for which the apartment residents indicated the highest incidence of dissatisfaction were: garage, carport, or parking space; outdoor recreation areas for children; outside lighting; outside stairs; and laundry facilities (Table 11). Even though more of the condominium owners were satisfied with their common facilities and services

Table 11

Common Facilities and Services

	Apartments				Condominiums			
	S* N	D* N	N/A* N	NA* N	S* N	D* N	N/A* N	NA* N
Features								
Laundry facilities	46	19	32	3	53	1	44	2
Swimming pool	59	15	24	2	84	0	14	2
Garage, carport, parking	47	38	13	2	66	26	7	1
Club house or other type of recreation facility indoors	34	17	46	3	51	18	29	2
Outdoor recreation areas for children (play areas)	34	26	37	3	45	28	23	4
Tennis courts	26	12	59	3	56	5	36	3
Sauna baths	2	10	84	4	8	7	81	4
Garbage collection	84	13	1	2	85	9	5	1
Outside stairs or walking safety	73	21	3	3	80	3	14	3
Outside lighting	74	25	0	1	89	11	0	0
Other	5	1	0	94	1	4	0	95

* S = satisfied
D = dissatisfied
N/A = not applicable
NA = no answer

than were persons living in apartments, they rated some of the same features unsatisfactory, but with lesser frequency. These were: outdoor recreation areas for children; garage, carport, and parking space; and club house or other type of indoor recreation facility. In both groups, the incidence of "not applicable" was high for some features indicating that these were not provided by the complex. Several respondents mentioned "other" dissatisfactions they had with the common facilities and services area. These include: mailboxes not kept up, need for more frequent pest extermination, lack of cable vision hook-up, need for coverings over outside entrances, pet control in complex, and a need for a tenant association.

Management Operations

The two respondent groups were very similar in their overall satisfaction with the management operation of their complexes (Table 12). While none of the individual features of management were cited as unsatisfactory by as many as one-fourth of all participants, both respondent groups indicated some dissatisfaction with two features: speed of service given to maintenance problems and the appearance and upkeep of grounds. A few additional problems were mentioned by the respondents, namely: management office

Table 12

Management Operations

	Apartments				Condominiums			
	S* N	D* N	N/A* N	NA* N	S* N	D* N	N/A* N	NA* N
Features								
Communication between management and residents	84	15	1	0	73	17	7	3
Speed of service given to your maintenance problems	79	20	1	0	71	20	8	1
Appearance and upkeep of grounds	79	20	0	1	81	18	1	0
Need to obtain approval for changes to unit	73	11	13	3	56	14	23	7
Reasonable regulations	88	10	1	1	88	7	1	4
Fair enforcement of regulations	83	14	1	2	81	15	2	2
Friendliness and apparent concern for residents	81	17	0	2	79	13	2	6
Other	1	3	1	95	1	3	0	96

* S = satisfied
D = dissatisfied
N/A = not applicable
NA = no answer

hours are not kept or are not frequent enough, too much deposit is kept for normal wear and tear on unit, no control is exercised by management over children or pets in complex, and services provided cost too much.

Structural Design Features

Features relating to the design of the housing unit were rated very differently by the apartment and condominium occupants. Table 13 indicates that more apartment than condominium residents were dissatisfied with each of the twenty-two features cited in the schedule.

Upon examination of the individual features, the apartment residents indicated that eleven of the twenty-two, or one-half, were causes of dissatisfaction for one-fourth or more of the respondents. In descending order of dissatisfaction these include: soundproofing between units; space for hobbies, studying, etc.; bulk storage space; space for social gatherings; safety features; privacy of entrances; carpet or draperies furnished; number of exterior doors; wall colors; and arrangement of units in building or complex to allow privacy.

Since the condominium owners were generally more satisfied, only two design features, bulk storage and space

Table 13

Structural Design Features

	Apartments				Condominiums			
	S* N	D* N	N/A* N	NA* N	S* N	D* N	N/A* N	NA* N
Features								
Size of the rooms	85	13	0	2	88	12	0	0
Arrangement of rooms within unit	87	10	0	3	98	2	0	0
Flexibility of interior space use	66	29	2	3	84	12	1	3
Physical appearance of buildings	86	11	0	3	95	3	0	2
Arrangement of units in buildings or complex to allow you privacy	72	26	0	2	92	5	1	2
Privacy of entrances	65	31	2	2	89	11	0	0
Privacy within unit	76	22	0	2	98	2	0	0
Soundproofing between units	45	49	3	3	86	12	0	2
Patio, balcony or porch	65	17	16	2	96	4	0	0
Air conditioning and heating	79	18	1	2	85	15	0	0
Closet space	78	19	1	2	82	18	0	0
Bulk storage space	59	36	3	2	71	28	0	1
Number of bedrooms	90	7	1	2	95	5	0	0
Number of bathrooms	82	15	1	2	97	3	0	0
Space for social gatherings	54	34	8	4	84	11	5	0
Space for hobbies, studying, etc.	47	40	7	6	70	24	4	2
Safety features	63	34	1	2	84	14	2	0
Appliances furnished	78	13	6	3	83	11	5	1
Carpet or draperies furnished	53	30	15	2	61	9	25	5
Wall colors	68	28	1	3	73	15	9	3

Table 13 (continued)

	Apartments				Condominiums			
	S* N	D* N	N/A* N	NA* N	S* N	D* N	N/A* N	NA* N
Window and door placement	79	18	1	2	95	4	1	0
Number of exterior doors	69	29	0	2	96	0	1	3
Other	2	3	0	95	2	4	0	94

* S = satisfied
D = dissatisfied
N/A = not applicable
NA = no answer

for hobbies, studying, etc. are notable areas of dissatisfaction. However, these two features were also rated as unsatisfactory by the apartment dwellers.

The respondents listed some additional structural design features which they were dissatisfied with or felt a need for in their housing situation. These include: provide screen doors, arrange for better or more insulation, provide a fire escape for upstairs, improve building construction, cover outside entrances, provide storm windows and doors, and limit design of units to one floor.

Location

Both groups of respondents were satisfied with location features of their dwelling (Table 14). Only two items were notable areas of dissatisfaction. Twenty-eight of the apartment residents were dissatisfied with the control of automobile traffic inside or through the area. Additionally, 23 apartment and 24 condominium residents registered dissatisfaction with the availability of public transportation. The respondents also expressed a desire for better security services within the complex, and concern about the declining surrounding neighborhood.

Table 14

Location

	Apartments				Condominiums			
	S* N	D* N	N/A* N	NA* N	S* N	D* N	N/A* N	NA* N
Features								
Convenient to place of employment	81	10	9	0	76	11	12	1
Convenient to shopping areas	95	4	0	1	96	4	0	0
Convenient to schools	51	4	42	3	58	2	36	4
Appearance of neighborhood	79	18	0	3	83	15	0	2
Complex protected from heavily traveled areas	80	16	1	3	88	11	1	0
Control of auto traffic inside or through area	70	28	0	2	89	10	1	0
Availability of public transportation	52	23	22	3	61	24	15	0
Community facilities and services	89	8	0	3	97	1	1	1
Location of complex in city	87	11	0	2	88	2	8	2
Friendliness of neighbors	84	9	3	4	95	4	0	1
Other	0	2	0	98	1	1	0	98

* S = satisfied
D = dissatisfied
N/A = not applicable
NA = no answer

t-Test Analyses

To further examine these four areas of satisfaction and/or dissatisfaction, t-test analyses were done comparing the two respondent groups. Statistically significant differences were revealed for all four areas at the .05 level of significance and for the first three areas at .01 level of significance (Table 15).

LIKED CHARACTERISTICS, DESIRED CHANGES, GOALS AND LIMITATIONS TO HOUSING GOAL ACHIEVEMENT

The multiunit housing residents were asked to respond to four open-end questions exploring what they liked best about their present housing, what they would change if possible, their future housing goals, and the constraints preventing them from achieving their housing goals. Answers to each of the four questions have been summarized and presented by total number of responses.

Best Liked Characteristics of Present Housing

When asked to state what characteristics were liked best about the place where they now live, 75 of the apartment and 59 of the condominium residents said that location was of high importance (Table 16). Spatial design and

Table 15

t-Values for Mean Frequencies in Four Satisfaction/Dissatisfaction Areas

Satisfaction/ Dissatisfaction Areas	N	Mean Frequencies	Standard Deviations	*t*-Score
Common Facilities and Services				
Apartments	100	32.52	9.876	
Condominiums	100	28.25	8.690	3.25**
Management Operations				
Apartments	100	15.17	4.950	
Condominiums	100	17.44	6.949	-2.66**
Structural Design Features				
Apartments	100	53.22	22.857	
Condominiums	100	43.20	9.988	4.02**
Location				
Apartments	100	22.90	8.659	
Condominiums	100	20.35	6.245	2.39*

* $p < .05$

** $p < .01$

Table 16

Best Liked Characteristics
of Present Housing

Characteristics	Apartments N*	Condominiums N*
Location - convenient to shops, libraries, hospitals, schools, work; nice neighborhood; lovely surroundings	75	59
People - friendly, nice neighbors; close to friends	21	14
Safety and Security - safety features provided; fire and police protection	5	5
Cost - economical monthly expenses; tax advantage; low maintenance	29	22
Privacy - quiet; secluded	20	7
Management Services - low maintenance responsibilities; no yard work	15	40
Recreational Facilities - swimming pool; tennis courts; club house	6	24
Spatial Design and Construction - good construction; insulation; size and arrangement of space	41	52
Inside Appointments - modern conveniences; storage; decor	11	4
General Satisfactions - would not change anything; comfortable	19	23
Other - pets allowed; temporary arrangement	1	3
No Answer	0	2

*Each respondent had the opportunity to give one or more answers.

construction characteristics were cited second most frequently by 41 apartment dwellers and 52 condominium owners. Forty condominum residents indicated management services such as low maintenance responsibilities and no yard work were also important.

Desired Changes in Present Housing

The most frequently mentioned features which the respondents would like to change about their present housing were spatial design and construction factors (apartments 76, condominiums 71). Both apartment and condominium dwellers stated they would like better insulated units, more space or additional rooms, no stairs, and more storage. Changes in the inside appointments and management services were also mentioned by these residents (Table 17).

Housing Goals

Eighty-one respondents reported housing goals which were categorized into eleven areas (Table 18). The most frequently cited housing goal was for better spatial design and construction. Changes in the inside appointments were next in importance for the apartment residents followed by requests for more privacy and more recreational facilities.

Table 17

Desired Changes in Present Housing

	Apartments N*	Condominiums N*
Characteristics		
Location - too far from shops, work; neighborhood	8	7
People - neighbors more respectful of privacy; separate age groups and children; friends in complex	10	3
Safety and Security - need safety features; outside lights; security guard; elevator	13	3
Cost - lower house payment; not change rent so often; better features for cost	10	1
Privacy - privacy of unit; entrances; patio	7	5
Management Services - better care of grounds; improve heating/cooling unit; parking area; improve exterior appearance	35	37
Recreational Facilities - amount of outside space; need child's playground	12	6
Spatial Design and Construction - plumbing; one level; increase space; better building materials; sound insulation	76	71
Inside Appointments - better furnishings; more storage; add fireplace	37	29
General Dissatisfactions - fake fireplace; interior decor	1	4
Other - few conveniences	0	1
No Answer	2	10

*Each respondent had the opportunity to give one or more answers

Table 18

Housing Goals

	Apartments N*	Condominiums N*
Characteristics		
Location - good neighborhood; convenient to work, shops, schools; rural	19	9
People - pleasant neighbors; friends and relatives near	8	5
Safety and Security - safety features; outside lights	3	1
Cost - economical to operate; low interest rates	5	3
Privacy - more private space; quietness	27	11
Management Facilities - garage; low maintenance; parking area for quests	11	20
Recreational Facilities - more common open land; playground for children; swimming pool	23	17
Spatial Design and Construction - Large rooms; space to entertain and for hobbies; good construction	69	68
Inside Appointments - storage area; nice carpeting and furnishings	31	18
General Goals - "style" in housing unit; permanent place to live; home of own	6	12
Other - place for pets; interior comfort	4	1
No Answer	4	15

*Each respondent had the opportunity to give one or more answers.

The condominium owners wanted better management facilities, changes in inside appointments, and more recreational facilities.

Constraints to Achieving Housing Goals

Lack of funds and the high cost of housing were cited by the apartment dwellers (64) and condominium residents (44) as the primary constraints to their achievement of housing goals (Table 19). These constraints are the same as those named most frequently in Paynter's study (1975) of single-family owners.

HOUSING ASPIRATIONS

By and large the condominium occupants perceived a higher level of achievement in their present housing than did apartment dwellers (Table 20). When asked to select the level which best represented their present level of housing on a continuum of one to ten (one=lowest, ten=highest), 93 percent of the condominium versus 67 percent of the apartment respondents perceived their present housing to be at level six or above. Among the apartment dwellers, highest frequencies occurred for levels 5 to 7 (72%). Based on the dwellers' perceptions, it would seem

Table 19

Constraints to Achieving Housing Goals

	Apartments N*	Condominiums N*
Characteristics		
Location - must be near work and schools	8	3
People - marital status; lack of children; family differences; social activities	13	16
Job Related - career; not sure of job location; extensive travel	13	6
Cost - interest rates; too little money; high downpayments; few assets	64	44
Physical and Personal - physical limitations; a wedding band; children; age	12	6
Management Services - enjoy maintenance provided; don't want yard upkeep	1	4
Community Constraints - zoning limitations	7	9
Spatial Design and Construction - poor or shoddy construction; type not available	1	1
Satisfied - like what have; too lazy to move	5	12
General Constraints - life style; not settled; new in area	6	4
Other - pets; availability	4	2
No Answer	13	31

*Each respondent had the opportunity to give one or more answers.

Table 20

Self-Perception of Levels of Housing Attainment

	Apartments		Condominiums	
	Present Level (N=100) %	Future Aspiration Level (N=100) %	Present Level (N=100) %	Future Aspiration Level (N=100) %
Perceived Rung on Ladder				
1 (lowest)	1	0	0	0
2	1	0	0	0
3	1	0	0	0
4	9	1	3	0
5	21	1	4	0
6	20	3	20	5
7	31	12	22	7
8	11	27	19	37
9	3	29	11	13
10 (highest)	2	27	21	38

that apartment occupants had achieved a middle to slightly higher level on the housing continuum, whereas the condominium residents had reached levels higher than that.

When further questioned as to their aspirations for housing five years hence, both groups (apartments 83%, condominiums 88%) indicated a high degree of hope for a better housing situation, within the 8th to 10th levels (Table 20). Relatively few respondents considered their present home at a low level.

Desired Rate of Goal Achievement

The majority of the respondents in the apartment group desired to move up two (35%) or three (29%) levels in the next five years (Table 21). In contrast, over 40 percent of the condominium owners indicated no desire for their housing level to change in this time period. Eighty-two percent of the condominium residents who expressed a desire to improve their housing situation anticipated reaching one to two levels beyond their present housing arrangement within the next five years.

Table 21

Desired Rate of Goal Achievement

	Apartments (N=100) %	Condominiums (N=100) %
Rate of Goal Attainment		
-4	0	1
-3	0	0
-2	0	0
-1	0	0
0	11	43
+1	11	20
+2	35	26
+3	29	7
+4	6	2
+5	5	0
+6	1	1
+7	1	0
+8	0	0
+9	1	0

COMMITMENT OF RESOURCES TO ACHIEVEMENT OF HOUSING GOALS

The respondents were asked to indicate whether they would be willing to commit their physical, mental and/or financial resources, normally used for a wide range of activities or items, wholly or in part toward achieving a housing goal. The original five-point scale was collapsed into three to indicate degree of commitment: favor, uncertain, disfavor. Table 22 presents a summary, by percent and rank of response, of the activities or items which the respondents would favor or not favor giving up to obtain their housing goals. The same items or activities were ranked nine or above by both respondent groups, but in different rank order.

In order to better interpret the content of the commitment statements for each respondent group, factor analyses were computed on the twenty-two statements included in the schedule. Using the criteria established in Chapter 3, three factor groupings were identified for each of the respondent groups and for the total population. While the major groupings are similar, some internal differences exist in the type of statements included within each. Due to the type of statements included in each of the three

Table 22

Commitment of Resources to Achieve Housing Goals

Activities or Items Requiring Use of Resources	Apartments F* %	UC* %	D* %	Response N	Rank	Condominiums F* %	UC* %	D* %	Response N	Rank
Utilities	87	4	9	92	1	85	6	9	95	1
Meals eaten out	81	2	17	94	2	59	13	28	94	7
Telephone	76	2	22	92	3	75	8	17	96	2
Children	66	18	16	89	4	69	14	17	90	3
Clothes	65	10	25	94	5	58	12	30	96	9
Recreation/Entertainment	64	12	24	94	6	63	12	25	93	6
Home grown food	61	14	25	94	7	58	9	33	93	8
Transportation	60	22	18	93	8	67	15	18	95	5
Major purchase	59	25	16	91	9	67	13	20	96	4
Gifts	55	17	28	93	10	50	18	32	93	11
Move	53	19	28	93	11	33	14	53	95	13
All family work	51	21	28	88	12	57	20	23	92	10
Change jobs	41	19	40	90	13	27	20	53	91	15
Pets	37	12	51	92	14	44	18	38	95	12
Vacation trip	29	19	52	93	15	30	12	58	95	14
Savings	26	15	59	93	16	20	13	67	94	16
Charities or religious organization	23	16	61	93	17	16	20	64	94	18
Education	18	22	60	92	18	15	14	71	92	19
Add jobs	14	12	74	93	19	6	13	81	93	20
Life insurance	12	13	75	93	20	18	14	68	95	17
Doctor	4	6	90	93	21	5	4	91	94	22
Dentist	3	7	90	92	22	3	1	96	92	21

* F = favor; UC = uncertain; D = disfavor

factor groupings, they have been named: Daily Living Needs, Health and Protection, and Housing Support Expenditures.

Apartment Factor Analysis

Daily living needs. Table 23 brings together nine statements related to resource use in the areas of food, clothing, work, children and purchase of gifts or major items. The common themes within this grouping seem to be the willingness to work more to provide greater income, even if this requires moving, and the willingness to make sacrifices in areas normally considered daily living needs, namely food, clothing and children in order to achieve a housing goal.

Health and protection. Four statements in the area of health, protection and educational growth are found within this factor grouping. The respondents do not appear willing to sacrifice resources used for health care needs in order to obtain their housing goals.

Housing support expenditures. Support expenditures for the house are identified by three statements. The apartment respondents would be willing to economize on

Table 23

Apartment Factor Groups

	Loading
Daily Living Needs	
Limit meals eaten away from home	.670
Spend less on clothes	.631
Encourage all family members to work and contribute to housing expenses	.624
Limit number of children in family	.592
Take on more than one job per person	.532
Grow food at home if had space	.508
Postpone major purchase	.470
Change jobs	.468
Cut down on gifts to others	.447
Health and Protection	
Not see a dentist regularly	.794
Not see a doctor when ill	.645
Reduce amount of life insurance	.537
Spend less on educational expenses	.472
Housing Support Expenditures	
Economize on utility expenses	.794
Spend less on transportation	.588
Spend less on telephone calls	.586

utility, telephone, and transportation expenses as they work toward housing goals.

Condominium Factor Analysis

Daily living needs. The areas of food, clothing and recreation are included within this factor (Table 24). This group of respondents indicated willingness to sacrifice some of the daily living need items such as clothing and food. In addition, they are willing to limit their use of resources for entertainment as they work toward achievement of their housing goals.

Health and protection. Like the apartment residents, the condominium dwellers are not willing to sacrifice health care resources in order to reach a housing goal. However, they are less certain about giving up life insurance protection.

Housing support expenditures. Six statements are brought together under this factor grouping. These explore the limiting of resources for utilities and telephone; gifts; charitable contributions; major purchases; or in the limiting of children. The condominium owners appear to be in agreement with limiting the above with the exception of contributions to charities and religious organizations.

Table 24

Condominium Factor Groups

	Loading
Daily Living Needs	
Spend less on clothes	.822
Limit meals eaten away from home	.822
Grow food at home if had space	.572
Limit expenses for recreation and entertainment	.502
Health and Protection	
Not see a doctor when ill	.821
Not see a dentist regularly	.784
Reduce amount of life insurance	.468
Housing Support Expenditures	
Limit number of children in family	.614
Spend less on telephone calls	.599
Economize on utility expenses	.549
Cut down on gifts to others	.537
Not contribute to charities or religious organizations	.519
Postpone major purchases	.423

Total Population Factor Analysis

Daily living needs. This factor group identifies once again statements in the areas of food, clothing and recreation (Table 25). It can be assumed that the willingness to make sacrifices in these daily living needs or entertainment areas may mean the respondents are adjusting their life style in order to cope with increasing housing expenditures.

Health and protection. The total population reaffirmed the need to maintain health care and protection even at the risk of not achieving a housing goal.

Housing support expenditures. By grouping four statements related to housing support, this factor indicates the willingness of the respondent to limit expenditures for these items in order to achieve housing goals.

t-Test Resource Commitment Analyses

A final analysis of the commitment statements was made by the use of the t-test to determine if the two respondent groups were similar on these three factors. No significant differences were found between the apartment

Table 25

Total Sample Factor Groups

	Loading
Daily Living Needs	
Spend less on clothes	.729
Limit meals eaten away from home	.703
Limit expenses for recreation and entertainment	.526
Grow food at home if had space	.521
Health and Protection	
Not see a dentist regularly	.771
Not see a doctor when ill	.721
Reduce amount of life insurance	.505
Housing Support Expenditures	
Spend less on telephone calls	.665
Economize on utility expenses	.617
Spend less on transportation	.563
Postpone major purchase	.429

and condominium groups for any of the three factor groupings (Table 26).

MULTIPLE REGRESSION ANALYSIS

Multiple regression analysis was used in this study to examine the relationship between the seven independent variables (age, income, occupation, education, size of household, composition of household, and mobility) and fifteen dependent variables (housing aspiration change, the seven housing values, the four satisfaction/dissatisfaction areas, and the three resource commitment factor groups). Fifteen forward, stepwise multiple regression procedures were completed for both the apartment and condominium groups. The purpose was to ascertain if the seven independent variables could be used to predict each of the fifteen dependent variables. While the percentages of explained variation were low (ranging from 20% to 33%), seven dependent variables for the apartment residents and three dependent variables for the condominium residents were found to have significant F values at $p < .05$. Four of the apartment dependent variables were significant at $p < .01$.

Table 26

Comparison of Mean Factor Scores for the Total Sample in Three Factor Groups

Total Population	N	Mean Factor Scores	Standard Deviation	t-Score
Daily Living Needs				
Apartments	100	5.28	2.849	
Condominiums	100	5.03	2.377	0.68
Health and Protection				
Apartments	100	5.90	2.914	
Condominiums	100	6.07	2.641	-0.42
Housing Support Expenditures				
Apartments	100	7.03	2.358	
Condominiums	100	7.01	2.143	0.06

* $p < .05$

Apartment Regression Analyses

The seven dependent variables for apartment residents which can be partially predicted by the independent variables are shown on Table 27. These include two housing values, two satisfaction/dissatisfaction areas, and three resource commitment factor groupings. Age of the respondents and the mobility variable (number of moves made in last ten years) proved to be the most significant independent variables.

Comfort and convenience. Twenty-three percent of the variability of this housing value can be explained by a regression equation utilizing six of the independent variables. If the age variable were removed, a significant amount of information would be lost.

Economy. All seven independent variables are needed to explain 22 percent variability of this housing value. Two of the independent variables, occupation and education, contribute practically the same amount of information and, if removed, would reduce the ability to predict the response on this housing value.

Table 27

Significant Results from Multiple Regression Analyses for Apartment Residents

Dependent Variable	R^2	F	Independent Variables in Equation	Most Significant Independent Variable and F Value	
Housing Values					
Comfort and Convenience	.22625	2.87533*	1,2,4,5,6,7	Age	5.706
Economy	.21762	2.30474*	1,2,3,4,5,6,7	Occupation	3.889
				Education	3.729
Satisfaction/Dissatisfaction					
Common Facilities and Services	.27978	3.21863**	1,2,3,4,5,6,7	Mobility	7.926
Structural Design Features	.33463	4.16704**	1,2,3,4,5,6,7	Mobility	16.350
Resource Commitment Factors					
Daily Living Needs	.29569	4.12838**	1,2,3,4,5,7	Age	17.943
Health and Protection	.25091	2.77535*	1,2,3,4,5,6,7	Age	11.207
Housing Support Expenditures	.26203	3.49150**	1,2,4,5,6,7	Age	12.098

* $p < .05$
** $p < .01$

Independent Variables

1 = Age
2 = Income
3 = Occupation
4 = Education
5 = Size of household
6 = Composition of household
7 = Mobility

Common facilities and services. The percentage of explained variation (28%) of this satisfaction/dissatisfaction area takes into account all seven independent variables in the regression equation. The most significant independent variable was mobility.

Structural design features. This satisfaction/dissatisfaction area proved to be the most significant in the regression analyses. The seven variable analysis explains 33 percent of the variation in satisfaction/dissatisfaction with structural design features. Mobility was the most significant independent variable in this regression procedure.

Daily living needs. Thirty percent of the variability among daily living need items can be explained by a six variable regression equation. Age, of all the independent variables, proved to be the greatest contributor.

Health and protection. All seven independent variables were utilized in the regression equation to explain 25 percent variability of the health and protection group. The most significant independent variable once again was age.

Housing Support Expenditures. The regression equation of six independent variables was used to explain 26 percent variation in housing support expenditure items. If the independent variable age were removed, a significant amount of predictability would be lost.

Condominium Regression Analyses

Only three dependent variables for the condominium residents, housing aspiration and two resource commitment factors, could be explained to some degree by the seven independent variables (Table 28). Once again age of the respondents appeared to be a significant predictor.

Housing aspiration. Twenty-nine percent of the variability of housing aspiration can be explained by a regression equation of all seven independent variables. The age variable contributed most significantly to the prediction of responses.

Daily living needs. This resource commitment factor grouping had the lowest significant regression result. Five of the independent variables can explain only 20 percent of the variability of this factor. However, the independent variable composition of households appears for

Table 28

Significant Results from Multiple Regression Analyses for Condominium Residents

Dependent Variable	R^2	F	Independent Variables in Equation	Most Significant Independent Variable and F Value	
Housing Aspiration	.29108	2.99156*	1,2,3,4,5,6,7	Age	7.387
Resource Commitment Factors					
Daily Living Needs	.20230	2.68815*	1,3,4,5,6	Composition of Household	4.081
Health and Protection	.23234	2.62312*	1,2,3,4,5,6	Age	3.270

* $p < .05$

Independent Variables

1 = Age
2 = Income
3 = Occupation
4 = Education
5 = Size of Household
6 = Composition of Household
7 = Mobility

the first time as the most significant variable in the analyses.

Health and protection. The percentage of explained variation (23%) of this resource commitment factor takes into account six independent variables. Age of the respondents was the most significant independent variable.

ADVANTAGES AND LIMITATIONS IN MULTIUNIT HOUSING STRUCTURES

This study sought to identify certain advantages and limitations presently existing in multiunit housing structures which could affect their desirability and acceptance by the housing consumer. Some of the positive and negative factors were identified in two sections of the study, satisfactions/dissatisfactions with present housing and two open-end questions dealing with the best liked characteristics and desired changes in the present housing unit.

Basically, the respondents indicated a desire for better spatial design and construction features and for additional common facilities and services to be provided by the complex management. The location characteristics and how the complexes are being operated were cited positively more frequently than other characteristics.

Chapter 5

SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

SUMMARY

The purpose of this study was to identify among apartment and condominium residents: (1) their perceived housing values and satisfactions/dissatisfactions with present housing units, (2) their housing aspirations and willingness to commit resources to achieve housing goals, and (3) the advantages and limitations which exist in the multiunit housing dwellings they now occupy. The sample consisted of 100 apartment and 100 condominium residents living in Greensboro, North Carolina, during November, 1975, who completed a self-administered schedule.

Characteristics of Apartment Residents

The apartment residents included in the study were predominantly young (under 35 years of age); more were married (46%) than single (35%), and most lived in one- or two-person households. Only 24 percent of the apartment units were classified as household types with children.

Sixty-six percent of the respondents had some college education and were generally employed in professional (37%) or general office and sales (17%) positions. The mean annual income for apartment residents was in the $10,000 to $14,999 range with 72 percent earning under $15,000 per year. Monthly housing costs (rent and utilities) for over 90 percent of the apartment dwellers was $249 or less.

Residential mobility was evident for the apartment occupants; 63 percent moved three or more times in the past ten years. Tenure at both last and present addresses re-emphasized that this is a mobile population. The two main reasons cited for the last move were job change (33%) or family change (15%). Three methods were used most frequently by these respondents to locate their new housing: friends and relatives, newspaper ads, or by driving around. Apartment residents indicated few relatives or friends living within their complexes although there was a higher incidence of relatives or friends living within the community.

The apartment density level was relatively high with 36 percent indicating eleven or more units per building. Sixty-seven of the respondents lived in an

apartment unit located on the end of their building. Many of the complexes did not provide either a club house or other type of recreational facility, but for those available, 50 percent or more of the respondents utilized them occasionally or more often.

Characteristics of Condominium Residents

The majority of the condominium residents in the study were 25 to 55 years of age (73%). Over 50 percent were married and 33 percent widowed, divorced or separated. The condominium household varied in size from one- to three-persons, and can be classified basically as couple, single, or post-parental household types.

The educational level indicated by condominium residents was high; over 70 percent had attended college. Sixty-four percent of the respondents worked in three occupational groups: professional, general office and sales, or managerial. Sixty-seven percent of condominium residents had incomes of $15,000 or more with a mean annual income in the $15,000-$19,999 range. Two-thirds of the condominium respondents indicated monthly housing costs (house payments and utilities) of $250 or above.

Almost three-fourths of the condominium residents had moved three or more times in the last ten years, but tenure at their last address was longer than at the present address. Family changes, job changes, or the desire to own were given most frequently by condominium residents as reasons for the last residential move. The condominium owners used several means to locate their new housing: real estate agencies, friends or relatives, or by driving around. Like apartment residents, few condominium residents have friends or relatives living within their complexes, but more of them stated that friends or relatives lived in the community.

A majority of the condominium complexes (89%) had a low density level of under ten units per building. Fifty percent of these respondents lived either on the end or in the middle of their building. Over 50 percent of the condominium complexes included a club house or other recreational facilities which were used occasionally or more often by a majority of the residents.

Housing Values

The seven housing values utilized in this study were selected by the two respondent groups in a similar, but

not identical order; there was usually one position shift. The apartment residents' ranking from most to least important was: location, comfort and convenience, privacy, friends and visitors, safety and security, aesthetic satisfaction, and economy. The condominium residents ranked comfort and convenience first, followed by location, friends and visitors, privacy, aesthetic satisfaction, safety and security, with economy last.

In multiple regression analyses, the housing values of comfort and convenience and of economy resulted in significant F values ($p < .05$) for the apartment residents. The independent variable "age" was the greatest predictor for response on the comfort and convenience housing value, while occupation and education independent variables contributed the most to the regression equation for the economy housing value.

Areas of Satisfaction and/ or Dissatisfaction

Analysis of the four major areas of satisfaction/ dissatisfaction with present housing arrangements indicated that while the apartment and condominium residents were generally satisfied with their living units, some of the features or services were not satisfactory. As a result of

t-test analysis, the two respondent groups were found to be significantly different in their satisfaction/dissatisfaction responses to all four categories included ($p < .05$).

Common facilities and services. The characteristics with which apartment residents indicated the highest dissatisfaction were: garage, carport, or parking space; outdoor recreation areas for children; outside lighting; outside stairs; and laundry facilities. The condominium respondents rated some of the same features as unsatisfactory, but at lower frequencies: outdoor recreation areas for children; garage, carport, and parking space; and club house or other type of indoor recreation facility.

Management operations. Only two areas of management operations were cited as unsatisfactory by one-fifth of all respondents: speed of service given to maintenance problems, and the appearance and upkeep of grounds. Additional problems cited were: hours the office was open, amount of deposit kept for repairs, and lack of control over children and animals on the grounds.

Structural design features. The features included in this section received the highest incidence of

dissatisfied responses by both apartment and condominium residents. Eleven of the features were causes of dissatisfaction for one-fourth or more of the apartment respondents. These included: soundproofing between units, space for hobbies, studying, etc.; bulk storage space; space for social gatherings; safety features; privacy of entrances; carpet or draperies furnished; number of exterior doors; wall colors; and arrangement of units in building or complex to allow privacy. Only two design features, bulk storage and space for hobbies, studying, etc., were cited as areas of dissatisfaction by the condominium residents.

Location. The satisfaction level with location factors was high for both groups of respondents. The only areas of notable dissatisfaction were: control of automobile traffic inside or through the area, and the availability of public transportation.

Multiple regression analyses indicated that two areas of response (common facilities and services and structural design features) for apartment residents had significant F values ($p < .01$). The mobility independent variable proved to be the most significant contributor in both cases.

Liked Characteristics, Desired Changes, Goals and Limitations to Housing Goal Achievement

When asked to identify the characteristics liked best about where they now live, location and spatial design and construction factors were cited most frequently by both the apartment and condominium residents. Forty of the condominium residents also indicated that management services were important.

The most frequently mentioned changes the residents would like to make were in the area of spatial design and construction. Second and third in importance were: changes in inside appointments and management services.

Both respondent groups desired better spatial design and construction features in future residences. Changes in the inside appointments, more privacy, more recreational facilities, and better management were also cited frequently by these residents. Lack of funds and the high cost of housing were mentioned as the primary constraints to achievement of housing goals by the apartment and condominium residents.

Housing Aspirations

Both apartment and condominium respondents perceived their present housing at different levels on a housing continuum. Condominium residents perceived their present housing at a higher level than did apartment residents. Both groups indicated a desire for a better housing arrangement within five years.

A majority of the apartment residents (64%) desired to move up two or three levels in this five year time period; however, only 33 percent of the condominium respondents desired this much upward movement. Forty percent of the condominium owners indicated no desire to change their housing level within that time span. Multiple regression analysis indicated a significant F value ($p < .05$) in housing aspiration for condominium owners. The most significant independent variable was age.

Commitment of Resources to Achievement of Housing Goals

The respondents were questioned as to their willingness to commit their physical, mental and/or financial resources, normally used for a wide range of activities or items, wholly or in part toward achieving a housing goal. Both the apartment and condominium respondents (58% or more)

favored limiting resources used for nine items or activities to achieve a housing goal. These include: utilities, meals eaten out, telephone, number of children, clothes, recreation/entertainment, food purchases, transportation, and major purchases.

Factor analyses computed on the twenty-two resource commitment statements resulted in three factor groups identified in this study as: daily living needs, health and protection, and housing support expenditures. While the major groupings or statements were the same for both the apartment and condominium residents, some internal differences appeared. In fact, when *t*-test analysis were done on the three factor groupings, no significant differences were found between the two respondent groups. The three factors included statements related to:

1. Daily Living Needs - food, clothing, children, and recreation;

2. Health and Protection - dentist, doctor, life insurance, and education;

3. Housing Support Expenditures - utilities, telephone, transportation, and major purchases.

All three factor groups for the apartment residents had significant *F* values either at the .05 or .01 level of

significance. In all cases, age was the most significant independent variable.

The two areas of potential resource commitment for the condominium residents, daily living needs and health and protection, were found to have significant F values ($p < .05$). Composition of the households was the most significant indicator for daily living needs, and age was the most important contributor to prediction of the health and protection factor group.

CONCLUSIONS

This study was exploratory in nature and sought to identify among multiunit housing residents their housing values, satisfactions, aspirations, and commitment of resources to housing goals. Data revealed some statistically significant relationships between the independent and dependent variables, but due to the small number of significant relationships identified, it is concluded that other factors not considered in the analysis or in this study may also have influence on housing decisions. The two respondent groups in this study were similar in many aspects; especially in their willingness to commit resources, in housing values, and in some of the satisfaction/

dissatisfaction responses. This leads to the conclusion that multiunit housing residents may have similar characteristics, even when age, income, and life style are somewhat different.

The following conclusions were drawn for the respondents in this study:

1. The two occupancy groups indicated a basic satisfaction with their current housing even though some areas of dissatisfaction with structural design features and common facilities and services were identified. Possible reasons for this may be that age of the respondents, current size of the households, life style, and mobility due to job requirements and family changes influence satisfaction. Thus this type of housing can be concluded to be meeting present needs of these respondents.

2. These respondents appear willing to give up some of the daily living needs (food, clothing, entertainment) and to limit expenses for housing support functions (utilities, telephone, transportation) to achieve housing goals. However, they are not willing to limit resources used for health and protection needs. As age and composition of household were important influences on these decisions, it may be concluded that aging and life style may alter the use of resources for activities or items.

3. Both respondent groups identified four housing values (location, comfort and convenience, privacy, and friends and visitors) as very important and economy as the least important value in housing choice. However, when asked to identify constraints preventing the achievement of housing goals, lack of funds and cost of housing were cited most frequently. This leads to the conclusion that while other factors are important in housing, economic limitations are still recognized as basic constraints. Lack of awareness of this value conflict by these consumers may result in dissatisfaction with housing they can afford.

RECOMMENDATIONS

Based on the results from this study, several recommendations are made:

1. Another study of this type should be broadened to incorporate a single-family housing unit respondent group to more accurately answer the question as to whether multi-unit housing is a viable alternative to the single-family home.

2. Since this was an exploratory study, a similar one should be conducted in other urban areas basically the same in size and characteristics.

3. Refinement of the schedule should be undertaken based on the result of this study. Certain questions in the following areas could be considered for use in this schedule:

a. Mobility area - i.e., type of residences and location moved from;

b. Housing aspirations - i.e., type of housing unit desired in the future; and

c. Satisfaction/dissatisfaction levels - i.e., inclusion of some of the additional answers given by the respondents.

4. The research method utilized in this study may be considered a viable way to gather data from highly mobile housing residents.

5. Information concerning basic housing values and their relationships to needs and goals should be made available to contractors, educators, and consumers. Builders and housing consumers often make decisions about housing design and characteristics without fully understanding the human needs (physical and psychological) for shelter.

6. An index of housing quality should be developed as an evaluation criterion for use of all involved in the housing field.

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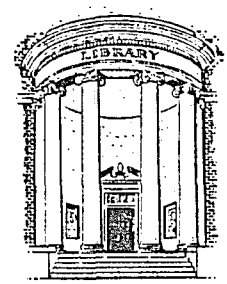
APPENDIX A

MULTIUNIT HOUSING SCHEDULE AND RELATED LETTERS



THE UNIVERSITY OF NORTH CAROLINA
AT GREENSBORO

School of Home Economics

November, 1975
Research Project: HMFE S-1

Dear Resident:

Ms. Glenda Humphries, a research assistant with us, is undertaking a study of apartment and condominium units in Greensboro, N. C. You have been randomly selected to participate in this study.

We believe that this will be an interesting experience for you as well as one helpful to us and sincerely hope you can cooperate with us.

Sincerely,

Jane H. Crow

Jane H. Crow
Professor and Chairman
Housing and Management Area

THE UNIVERSITY OF NORTH CAROLINA
AT GREENSBORO

School of Home Economics

November, 1975
Research Project: HMFE S-1

Dear Resident:

Will you be willing to give approximately 15 minutes of your time to tell me some things about your housing situation? I am a research assistant in the School of Home Economics at the University of North Carolina at Greensboro. The purposes of Research Project HMFE S-1 are to identify the needs or wants and the satisfactions/dissatisfactions that apartment renters and condominium owners have with their housing in Greensboro.

Your housing unit has been randomly selected to participate in this study. All the information you give me will be kept anonymous and in confidence. When the study is completed, all who participate and would like to know the results will be sent a copy of my summary.

I will be bringing the survey form by your residence in the next few days. There will be a stamped, addressed envelope provided for your return of the survey. I look forward to meeting you and your help will be greatly appreciated.

Sincerely,

Glenda Humphries

Glenda Humphries
Research Assistant

THE UNIVERSITY OF NORTH CAROLINA
AT GREENSBORO

MULTIUNIT HOUSING SURVEY

School of Home Economics

November, 1975
Research Project: HMFE S-1
Respondent Number __ __ __
Card Number __
Number of Units __ __ __

Dear Resident:

Thank you for being willing to participate in the apartment-condominium housing survey. You are one of only 400 apartment or condominium dwellers who were randomly selected. Therefore your response is very important.

On the following pages you will find some questions which only need to be checked ( ) or circled ( ), while a few ask for your own responses. Please read each part carefully and complete fully. All responses will be kept completely confidential and you do not need to give your name at all. The numbers and blanks to the right of the pages are for research use so do not be concerned about them.

Attached to the survey form is a stamped, addressed envelope that you can use to return the completed survey form to me. I will be checking back with you after three or four days unless I receive your questionnaire by mail. I would like to have all survey forms back by November 15.

Once again, my sincere thanks for your time and help. If you should wish to know the results of this study, indicate so on the final page of the survey form and a summary will be sent you as soon as I have completed the analysis.

Sincerely,

Glenda Humphries

Glenda Humphries
Research Assistant

PART I. Respondent: (1)Male__ (2)Female__. __ 8

Your age: (1)Under 25__ (2)26-35__ (3)36-45__ (4)46-55__ (5)56-65__ (6)Over 65__. __ 9

Marital status: (1)Married__ (2)Single__ (3)Widowed, Divorced, Separated__. __10

Number of times you have moved in last 10 years: 1__ 2__ 3__ 4__ 5 plus__. __11

How long have you lived at this address: (1)Less than 6 mos.__ (2)6 up to 12 mos.__ (3)1 up to 2 yrs.__ (4)2 up to 5 yrs.__ (5)5 yrs. and over__. __12

How long did you live at your last address: (1)Less than 6 mos.__ (2)6 up to 12 mos.__ (3)1 up to 2 yrs.__ (4)2 up to 5 yrs.__ (5)5 yrs. and over__. __13

The move to this address was mainly related to: (1)Job change__ (2)School__ (3)Eviction or Urban Developement__ (4)Distance had to travel to work__ (5)Unsatisfactory living condition__ (6)Family change__ (7)Financial reasons__ (8)Need for more space__ (9)Other, please specify_____. __14

How did you locate your present home: (1)Newspaper__ (2)Radio or TV ads__ (3)Driving around__ (4)Real Estate Agency__ (5)Friends or Relatives__ (6)Other, please specify_____. __15

Do any of your relatives live: (1)Within the complex__ (2)Within the community__ (3)In a near-by community__. __ __16-17

Do your close friends live: (1)Next door__ (2)Across the way__ (3)Within the complex__ (4)Within the community__. __ __18-19

Number of adults M___ F___ and children___ living in your home. __ __ __20-22

Ages of children: (1)Under 6__ (2)6-15__ (3)15 and older__. __ __23-24

If no children in home now, have you ever had any: (1)Yes__ (2)No__. __25

Monthly rent or house payments (including utilities): (1)Less than $150__ (2)$150-199__ (3)$200-249__ (4)$250-299__ (5)$300-349__ (6)$350 and over__. __26

Number of units within building: (1)1-4__ (2)5-10__ (3)11-20__ (4)Over 20__. __27

Location of your unit in building: (1)On the end__ (2)In the middle__. __28

Total annual income: (1)Less than $5000__ (2)$5000-9999__ (3)$10000-14999__ (4)$15000-19999__ (5)$20000-24999__ (6)$25000 and over__. __29

Your occupation_____. __30

Your educational background: (1)Less than high school__ (2)High school__ (3)High school and other training__ (4)College__ (5)College plus__. __31

PART II. Everyone seeks certain things from the place where he/she lives.

What do you like best about the place where you now live?

a. __ __32-33

b. __ __34-35

c. __ __36-37

What would you change about your present home if you could?

a. __ __38-39

b. __ __40-41

c. __ __42-43

When you think about what really matters to you about your living situation, what would you like a future home to provide you that you may or may not have at the present?

a. __ __44-45

b. __ __46-47

c. __ __48-49

What types of restrictions (may be economic, social, or physical) have kept you from obtaining the living situation you would like?

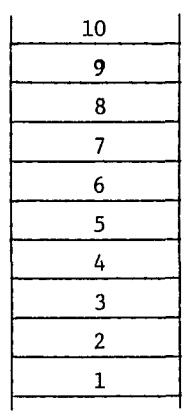
a. __ __50-51

b. __ __52-53

c. __ __54-55

The ladder at the right represents ten different stages or level of achievement in housing. Consider the top of the ladder (10) as the best possible housing situation you could obtain, and the bottom, or 1st rung, as the worst type of living situation. Where would you locate your present housing_____. __ __56-57

Where on the ladder would you like to be in your housing situation in the next five years (answer in terms of what is possible not just a wish)_____. __ __58-59



PART III. Listed below are descriptions of seven imaginary homes. Read through each carefully and think about the kind of home that you want and need.

1 This is a comfortable and convenient home. The floor plan provides for easy movement from room to room, the furnishings are easy to care for and I enjoy them, and there are labor-saving appliances to help me.

2 A home which is in a good location. It is in a neighborhood that I like, the atmosphere is friendly, and it is near all the places that are important to me.

3 A home that is not expensive. I can get along without spending much on upkeep or operation. It fits my income and allows me to use my money for other things.

4 A home where I feel safe. There is little danger of fire or break-ins. It has safety features to help prevent accidents like slip-proof flooring, safe stairs, good lighting, and storage areas that are easy to get to.

5 A home where I enjoy having friends and visitors. It allows me to entertain large and small groups, fits the needs of my family, and projects my lifestyle.

6 A home which allows me privacy from family members and/or neighbors. I can rest, relax, or engage in hobbies which allow me to express individual creativity.

7 A home which appeals to my aesthetic satisfaction. It has nice colors, design, and furnishings. It allows me to express what I feel to be lovely to look at and enjoy living with each day.

You might like to have all seven homes combined into one, or certain features from each. However, in the following, you can have only one at a time. Each of the seven homes has been paired with all the others. Make a choice between the two homes by drawing a circle around the number of the one in each pair which best represents the home you would prefer to live in or that best meets your needs. If you have trouble deciding on one, refer to the above full descriptions. As an example:
If you were to choose a car, would you prefer one:
(3)- that saves on gasoline.
7 - that is easy to drive.

Now you are ready to make some housing choices. Say to yourself, if today I were choosing a home, I would like a home that:

6 - allows me privacy. I can be by myself or with my family for relaxation or hobbies.
7 - appeals to my aesthetic satisfaction. The colors, design, and furnishings are nice and I enjoy them.

---

1 - is comfortable and convenient. The floor plan is good and things are convenient.
3 - is not expensive. It does not cost much to operate or keep up.

---

2 - is in a good location. I like the neighborhood and important places are near.
5 - I enjoy having friends and visitors come to. I can entertain, relax with the family, and it fits my lifestyle.

---

7 - appeals to my aesthetic satisfaction. The colors, design, and furnishings are nice and I enjoy them.
1 - is comfortable and convenient. The floor plan is good and things are convenient.

---

6 - allows me privacy. I can be by myself or with my family for relaxation or hobbies.
2 - is in a good location. I like the neighborhood and important places are near.

---

5 - I enjoy having friends and visitors come to. I can entertain, relax with the family, and it fits my lifestyle.
3 - is not expensive. It does not cost much to operate or keep up.

---

7 - appeals to my aesthetic satisfaction. The colors, design, and furnishings are nice and I enjoy them.
4 - helps me feel safe. Safety features have been included.

---

6 - allows me privacy. I can be by myself or with my family for relaxation or hobbies.
5 - I enjoy having friends and visitors come to. I can entertain, relax with the family and it fits my lifestyle.

---

4 - helps me feel safe. Safety features have been included.
1 - is comfortable and convenient. The floor plan is good and things are convenient.

---

7 - appeals to my aesthetic satisfaction. The colors, design, and furnishings are nice and I enjoy them.
5 - I enjoy having friends and visitors come to. I can entertain, relax with the family and it fits my lifestyle.

---

1 - is comfortable and convenient. The floor plan is good and things are convenient.
2 - is in a good location. I like the neighborhood and important places are near.

---

4 - helps me feel safe. Safety features have been included.
3 - is not expensive. It does not cost much to operate or keep up.

---

6 - allows me privacy. I can be by myself or with my family for relaxation or hobbies.
1 - is comfortable and convenient. The floor plan is good and things are convenient.

---

5 - I enjoy having friends and visitors come to. I can entertain, relax with the family and it fits my lifestyle.
4 - helps me feel safe. Safety features have been included.

---

2 - is in a good location. I like the neighborhood and important places are near.
4 - helps me feel safe. Safety features have been included.

---

6 - allows me privacy. I can be by myself or with my family for relaxation or hobbies.
3 - is not expensive. It does not cost much to operate or keep up.

---

1 - is comfortable and convenient. The floor plan is good and things are convenient.
5 - I enjoy having friends and visitors come to. I can entertain, relax with the family and it fits my lifestyle.

---

2 - is in a good location. I like the neighborhood and important places are near.
7 - appeals to my aesthetic satisfaction. The colors, design, and furnishings are nice and I enjoy them.

---

6 - allows me privacy. I can be by myself or with my family for relaxation or hobbies.
4 - helps me feel safe. Safety features have been included.

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3 - is not expensive. It does not cost much to operate or keep up.
2 - is in a good location. I like the neighborhood and important places are near.

---

7 - appeals to my aesthetic satisfaction. The colors, design, and furnishings are nice and I enjoy them.
3 - is not expensive. It does not cost much to operate or keep up.

—60 —61 —62 —63 —64 —65 —66

PART IV. Please indicate your satisfaction or dissatisfaction with each of the items below. Simply check the rating which most closely reflects your feelings about your present living situation by using the following rating scale:

VS = very satisfied
S = satisfied
D = dissatisfied
VDS = very dissatisfied
NA = not applicable

} Please do not skip or leave out any.

Common Facilities and Services: The housing complex you live in provides certain facilities and services that are made available for use by all the residents. Please rate the following according to how well the ones provided by your complex meet your present needs.

	VS	S	D	VDS	NA	
Laundry facilities						67
Swimming pool						68
Garage, carport, parking						69
Club house or other type of recreation facilities indoors						70
Outdoor recreation areas for children (play areas)						71
Tennis courts						72
Sauna baths						73
Garbage collection						74
Outside stair or walkway safety						75
Outside lighting						76
Other, please specify						77

Do you use or attend events at the clubhouse: (1)Regularly__ (2)Occasionally__ (3)Not at all__ (4)Not applicable__. 78

Do you use any of the other recreational facilities in the complex: 79
(1)Regularly__ (2)Occasionally__ (3)Not at all__ (4)Not applicable__. 1-3
4

Management Operation: The management system of housing complexes is important to keep things going. Please rate your management in terms of the following:

	VS	S	D	VDS	NA	
Communication between management and residents						5
Speed of service given to your maintenance problems						6
Appearance and upkeep of grounds						7
Need to obtain approval for changes to unit (removal of doors, re-painting, hanging pictures, etc.						8
Reasonable regulations						9
Fair enforcement of regulations						10
Friendliness and apparent concern for residents						11
Other, please specify						12

Design: The structural design of housing units varies from complex to complex. Please rate how satisfied you are with the features listed below.

	VS	S	D	VDS	NA	
Size of the rooms						13
Arrangement of rooms within unit						14
Flexibility of interior space use						15
Physical appearance of buildings						16
Arrangement of units in building or complex to allow you privacy						17
Privacy of entrances						18
Privacy within unit						19
Soundproofing between units						20
Patio, balcony or porch						21
Air conditioning and heating						22
Closet space						23
Bulk storage space						24
Number of bedrooms						25
Number of bathrooms						26
Space for social gatherings						27
Space for hobbies, studying, etc.						28
Safety features (locks, door viewer, windows, floors)						29
Appliances furnished						30
Carpet or draperies furnished						31
Wall colors						32
Window and door placement						33
Number of exterior doors						34
Other, please specify						35

Location: The physical location of your housing complex must be considered in relation to the surrounding community. Please rate the following aspects of location as to how well they satisfy your needs.

	VS	S	D	VDS	NA	
Convenience to place of employment						36
Convenience to shopping areas						37
Convenience to schools						38
Appearance of neighborhood						39
Complex protected from heavily traveled areas (major highways, roads, etc.)						40
Control of auto traffic inside or through area						41
Availability of public transporation						42
Community facilities and services (fire protection, police, etc.)						43
Location of complex in city						44
Friendliness of neighbors						45
Other, please specify						46

PART V. The following activities or items require the use of your physical, mental, and financial resources. Which of them would you be willing to give up wholly or in part in order to achieve a housing goal? Please indicate either:

SF = strongly favor
F = favor
U = uncertain
NF = not in favor
SNF = strongly not in favor

} Please do not skip or leave out any.

I would be willing to:	SF	F	U	NF	SNF	
Limit expenses for recreation and entertainment						47
Encourage all family members to work and contribute to housing expenses						48
Move from present community						49
Take on more than one job per person						50
Not see a doctor when ill						51
Grow food at home if had space						52
Limit meals eaten away from home						53
Spend less on clothes						54
Limit number of children in family						55
Not take a vacation trip						56
Not contribute to charities or religious organizations						57
Not have pets						58
Postpone major purchase (car, appliance, etc.)						59
Not see a dentist regularly						60
Reduce amount of life insurance						61
Spend less on transporation						62
Reduce savings						63
Change jobs						64
Spend less on telephone calls						65
Economize on utility expenses (electricity, gas, etc.)						66
Spend less on educational expenses						67
Cut down on gifts to others						68
Other, please specify						69

Dear Resident: I really appreciate the time and thought you gave to this survey. Hopefully, the results will eventually have some effect on the housing situation in Greensboro, N.C. If you would like a copy of the summary of this study, please give your address below:

FOLLOW-UP REQUEST

Dear Resident:

Last week you received a questionnaire about your housing situation. From those I have received, it is apparent that others like you are pressed for time. Perhaps this is the reason your survey has not been returned yet. Your response is greatly needed to complete this study. Will you please take a few minutes to fill out your housing survey and return it as soon as possible? Thank you for your cooperation.

Sincerely,

Glenda Humphries

Glenda Humphries

APPENDIX B

COMPOSITION OF HOUSEHOLDS CODE*

Single - never married / childless widowed or childless divorced

Couple - married couple / no children

Expanding Family - youngest child less than six years and no child over fifteen years

Stable Family - all children between six and fifteen or youngest child less than six and oldest more than fifteen years

Contracting Family - no child less than six years and one or more children older than fifteen

Post-parental Family - children self-supporting and living elsewhere

Mixed Family - any of the above categories plus other related individual(s)

Miscellaneous - includes non-related individuals

*Adapted from the Family Life Cycle developed by the Technical Committee of the S-95 Regional Housing Project "Quality Housing Environment for Low-Income Families."

APPENDIX C

OCCUPATIONAL CODES

Manager - administrators, executives or officials, managers, supervisors, entrepreneurs

Professional - (degree usually required) doctors, teachers, accountants, engineers, nurses

General Office and Sales - salesmen, secretary, clerk, teller, copywriter, service representative

Skilled, General Trades, and Service - laboratory technician, writer, contractor, photographer, hair dresser, broadcaster, plumber, maintenance worker

Retired - retired from active employment

Other or No Occupation - unemployed, housewives, students, disabled

APPENDIX D

"OTHER" REASONS FOR MOVE

Apartments

2 - Sold home

7 - Left city for summer; a better life; moved from another city; retired; only sub-letting before; to live with boyfriend; climate

4 - (combinations) unsatisfactory living conditions and need for more space; school and unsatisfactory living conditions; school and distance had to travel to work; financial reasons and need for more space

13 Total

Condominiums

14 - To buy

4 - No lawn to keep

2 - Investment

2 - Need to be on first floor

2 - Liked condominium life style

2 - Retirement

5 - Prettier; neighborhood; health; time available for upkeep; moved from parent's home

2 - (combinations) family change, financial reasons and need for more space; job change, distance had to travel to work, and financial reasons

33 Total

APPENDIX E

FREQUENCY OF HOUSING VALUES SELECTION

Values	Frequency of Selection							Total Times Chosen
	0	1	2	3	4	5	6	
Comfort and Convenience								
Apartments	1	10	12	24	27	15	11	355
Condominiums	0	7	9	15	22	24	23	416
Location								
Apartments	5	5	9	22	19	24	16	381
Condominiums	5	5	16	19	14	25	16	371
Economy								
Apartments	34	16	11	11	12	13	3	202
Condominiums	37	17	21	12	9	4	0	151
Safety and Security								
Apartments	18	23	14	12	9	12	12	255
Condominiums	21	20	19	18	14	6	2	210
Friends and Visitors								
Apartments	10	7	19	23	15	12	14	318
Condominiums	2	15	13	12	21	19	18	364
Privacy								
Apartments	3	14	10	24	16	18	15	350
Condominiums	5	14	18	18	22	15	8	315
Aesthetic Satisfaction								
Apartments	11	26	24	11	13	10	5	239
Condominiums	13	16	18	19	14	12	8	273