

# A Study on The Relationship Between Perceived Restorativeness and Residential Satisfaction among Housing Board Urban Dwellers

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## Abstract

Rapid urbanization and population growths have changed both the physical and psychological aspect of urban life. Environmental psychology proposes that the quality of residential environments affects mental restoration as well as residential satisfaction. The present study dealt with the relationship between perceived restorativeness and residential satisfaction of housing board urban dwellers. A quantitative correlational research design was followed, using a sample of 300 adult residents of Tamilnadu housing board, Chennai, obtained by using convenience and snowball sampling methods. Data were collected using the Perceived Restorativeness Scale, and the Residential Environmental Satisfaction Scale. Descriptive statistics and Pearson's correlation analysis were conducted with the aid of the statistical package known as SPSS. Results showed that the mean scores are 64.033 for perceived restorativeness and 56.430 for residential satisfaction. The null hypothesis was rejected obtaining significant negative correlation was found between the variables ( $r = -0.715$ ,  $p < 0.001$ ), which suggests that the higher the perceived restorativeness, the lower the residential satisfaction among the participants. These results emphasize the importance of integrating restorative environmental features with better residential infrastructure and community planning in improving urban well-being and housing satisfaction among residents in rapidly growing cities and public housing environments in places around the world today and future urban development contexts and policy planning

**Keywords:** Perceived Restorativeness, Residential satisfaction, Housing board, Urban dwellers.

## 1. Introduction

Fast growth of cities coupled with increasing numbers of people has changed the form as well as the feel of what today's urban centers are. Space fills up fast, and there are the huge groups now live where the respiration slows, the noise multiplied, nature shrinks, the quiet moment disappear. These types of settings tend to wear attention down, give rise to tension, reduce the overall aspect of fulfilment (Kaplan, 1995; Hartig et al., 2003). To solve these kinds of patterns, the interest in scholars working in the field of environmental psychology focus more on the leaning on the effect where places in which we live influences our inner renewals and emotional balance. A key concept here is perceived restorativeness, which is the degree to which a location is perceived by an individual to be contribute to the recovery of diminished mental energy after stress (Hartig, et al., 1997). As stated on Attention Restoration Theory by

Kaplan and Kaplan (1989) settings with the capacity of restoration of mental focus share four features: sense of separation, captivating qualities, depth of surroundings, next to being in line with personal intent. A sense of escape is experienced in order to escape from the daily pressure either mentally or physically. What is interesting is attractive to awareness without being an effort. Environments with enough richness to accommodate movement in space tend to be whole in structure. When the external circumstances are compatible with the inner goals, then there is an increased chance for renewal. Under such circumstances, mental fatigue inaccessible, is gradually restored the clarity of thinking. Peace shows up, according to Ulrich's 1983 Stress Reduction Theory, when humans are confronted by nature, it changes the bodily states as well as feelings. Due to early human life in favor of some landscapes, in the present day human mind, there is still relax where ancient safety lived. It's Because of this deep connection, that viewing things like forests, rivers or daylight tend to have an almost immediate calming effect. Backing this up, a study done by Ulrich (1984) found that surgical patients that were able to see trees through their windows would heal faster, and they used less medicine for pain as compared to those who saw walls or buildings. Life's long association with nature may affect the way persons feel when home outdoors - there is a link here to Wilson's concept of 1984. Because early survival was so linked with natural environments, that leaves one's state of mind that much better if there are green spaces close now. Attention is focus on the increase by the presence of greenery, flow of streams or wide field in the daily plain views. Emotional equilibrium typically follows these kinds of scenes. Well-being is an upswing with none of the exertion. Closely linked to perception of restoration is the concept of Residential satisfaction by Amerigo and Aragones (1997) defined as a subjective, perception-based assessment of an individual's housing and neighbourhood environment to bridge the gap between the objective living conditions and personal needs. This judgement contains material features, human features and support features of dwellings. Structural considerations include the state of construction, organisation of interior spaces, standards of hygiene, in addition to accessing green surroundings. Social dynamics are instead focussed on ties between residents, strength of local bonds, also perceptions of security resident in the area. There are a number of models to explain residential contentment. According to Marans and Rodgers (1975), the element of physical surroundings, the degree of consistency with personal expectations, tends to increase the levels of satisfaction. Over time household satisfaction changes as people have changed their homes to meet new needs, this concept is derived from the work of Morris and Winter in 1978. Well-being tends to be enhanced when the personal characteristics are fit to the environment, as Lawton and Nahemow had pointed out nearly 5 years before. Though separate, both views are linking in the comfort in housing to the extent of life in correlation to what people need. A shift occurs not all at the same time but step by step which is affected by continuous shifts over each participant. The important thing then is not so much its location but rather its response to changes in the daily patterns. Instead of once-in-a-life choices fit comes in time and time again with small decisions. Eventually, person and setting are more or less in agreement with each other not perfectly, but enough. It is important where people live because the level of refreshment people get from their homes also determine the level of satisfaction that people will have. Spaces that are filled with trees, quiet places, details that are visually pleasing and comforting help to reduce tension, keep thinking on task, yet at the same time, positively boost mood and all this is evidence that Berto in 2005 and Kweon, Sullivan, and Wiley three years earlier. In neighbourhoods when we feel like the refuge, emotions become deeper to them, affiliation between person and place become stronger. So, homes aren't quite mere protective body places but formative to minds as well, since they provide recovery through their design while supporting wellness in the quiet without much fuss in day-to-day basis.

## 2. Literature review

**Jacob and Chander (2020)** also conducted a quantitative survey study on 340 households in Chennai in order to analyze the factors affecting the residential satisfaction. Using descriptive statistics and chi square analysis, it was discovered that there was high satisfaction with internal housing features like layout and ventilation but low satisfaction with estate amenities and location. A significant relationship was found between the frequency of social interaction and residential mobility,

suggesting that community interaction has an impact on residential stability and satisfaction.

**Kshetrimayum et al. (2020)** Residential satisfaction of 981 households living in slum rehabilitation housing in Mumbai. The study used a cross-sectional survey design and structural equation modelling in trying to study the determinants of satisfaction. Results revealed that the conditions of dwelling, community environment and access to facilities were significant predictors of residential satisfaction. A large proportion of variance ( $R^2 \sim 0.67$ ) was explained by the regression model, which shows that quality of housing and social support have a high impact on the level of satisfaction of the residents.

**Roshan et al. (2017)** has studied the residential satisfaction among home owners of Pune Maharashtra. The study has been done using the survey method and involved 104 homeowners belonging to mixed incomes. Data have been gained by using mail questionnaires as well as face-to-face interviews by using Likert type residential satisfaction questionnaire. The results showed that people who live in these buildings are usually not satisfied, with the maintenance and the quality of service they get. The survey that was done to find this out seems to be very reliable it got a score of 0.892 (Cronbach alpha). The researchers stated that the developers should take sufficient steps in the maintenance services and management practices to enhance the satisfaction among the residents.

## 3. Research methodology

### 3.1 Research question

The study was attempted to find the relationship between perceived restorativeness and residential satisfaction among housing board urban dwellers.

### 3.2 Objectives

- To evaluate the level of residential satisfaction among housing board urban dwellers.
- To determine the significant linkage of perceived restorativeness with residential satisfaction
- To determine the relationship between perceived restorativeness and residential satisfaction.

### 3.3 Hypothesis

**H<sub>0</sub>:** There is no significant relationship between Perceived Restorativeness and Residential Satisfaction among Housing board urban dwellers.

## 4. Research design

A quantitative, non-experimental, correlational research design have adopted to measure the relationship between perceived restorativeness and residential satisfaction among housing board urban dwellers.

### 4.1 Sampling technique

The samples were selected from the residents of Tamil Nadu housing board urban dwellers. This selection included 300 adult residents who took part in this study out of their own willingness. Participants were recruited using a combination of convenience and snowball sampling to capture wider range of residential experience and perceptions.

#### 4.2 Data collection

- Data collected through offline questionnaires distributed to the participants.
- Participants provided demographic information, followed by responses to the two standardized scales.

#### 4.3 Tool description

- The Perceived Restorativeness Scale (PRS) by Hartig et al. (1997), the 26-item Perceived Restorativeness Scale (PRS) is used to measure an environment's stress-recovery potential using a 7-point Likert scale. It is a very robust instrument which has established strong construct validity and high internal reliability (Cronbach's alpha > 0.80) across a range of settings.
- The Residential Environmental Satisfaction Scale (RESS) by Adriaanse (2007), is a multidimensional scale that measures satisfaction in physical, social and aesthetic residential areas. It shows good psychometric properties with Cronbach's alpha reliability coefficients of >0.80 using a 5-point Likert scale to assess the extent to which environments satisfy resident needs.

#### 4.4 Statistical analysis

Data analysis employed IBM SPSS Statistics Version 26.0. The descriptive statistics that have involved and applied to socio-demographic variables and scale scores comprised mean, standard deviation, frequency, and percentage. Pearson correlation analysis has applied to investigate relationships Perceived Restorativeness and Residential Satisfaction.

#### 4.5. Inclusive criteria

- Adults aged 18 years and above.
- Permanent residents having residence in Tamilnadu housing board in Chennai for a minimum of 1 year.
- Residents who voluntarily agree to be a part of the study.

#### 4.6. Exclusive criteria

- Residents below 18 years of age.
- Temporary residents, visitors or tenants of less than 6 months
- Individuals with psychological and physical problems were excluded.

### 5. Results

This chapter is about what we found out and what it means. the chapter discusses about the analysis done to understand the relationship between Perceived Restorativeness and Residential Satisfaction among housing board urban dwellers

**Table 1-This table shows information about Perceived Restorativeness and Residential satisfaction, among people who live in housing board urban areas. It has the average and how much things vary for Perceived Restorativeness and Residential satisfaction.**

Variables	Mean	Standard Deviation	N
Perceived Restorative-ness	64.033	16.8260	300
Residential satisfaction	56.430	14.2659	300

The descriptive table shows the mean and standard deviation for the variables Perceived restorativeness scale has a sample N=300, mean=64.033 and standard deviation=16.8260, Residential environmental satisfaction scale has a sample N=300, mean=56.430 and standard deviation=14.2659.

**Table 2-This table shows the correlational analysis of Perceived Restorativeness and Residential satisfaction for people who live in urban areas in housing board homes.**

Variables	Pearson’s correlation	r value	Decision
Perceived Restorativeness	1	-.715***	Rejected (H <sub>0</sub> )
Residential satisfaction			

**\*\*\*Correlation is significant at 0.001 level (2 tailed)**

Table shows the values of Pearson's correlation among the two variables. There appears to be a strong negative correlation between Perceived Restorativeness and Residential satisfaction ( $r = -0.715$ ,  $p < 0.001$ ). This suggests that as Perceived Restorativeness increases, Residential satisfaction decreases among the housing board urban dwellers.

As a significant relationship is noticed between the two variables, there is a relationship between Perceived Restorativeness increases, Residential satisfaction decreases among housing board urban dwellers. Thus, the null hypothesis (H<sub>0</sub>: There is no Significant Relationship between Perceived Restorativeness and Residential satisfaction among urban dwellers) Since the correlation is statistically significant at the 0.001 level, the null hypothesis is rejected. This study examined the association between Perceived Restorativeness and Residential satisfaction among housing board urban dwellers.

## 6. Discussion

The results of the present study showed that there was statistically significant negative relationship between perceived restorativeness and residential satisfaction among housing board urban dwellers with Pearson  $r = -0.715$  and  $p < 0.001$ . Perceived restorativeness was measured by means of the Perceived Restorativeness Scale developed by Terry Hartig and colleagues with a mean score of 64.033 (SD = 16.826) and residential satisfaction was measured by means of the Residential Environmental Satisfaction Scale developed by Herman Adriaanse with a mean score of 56.430 (SD = 14.2659). The findings may be understood in the context of prior studies that found that quality of housing as well as environment and community infrastructure have a significant impact on the levels of satisfaction of residents. For instance, studies by Preetha Jacob and Sheeba Chander (2020) had reported that while there was general satisfaction in the features of the internal housing (e.g., layout, ventilation), dissatisfaction in amenities and surrounding facilities influenced the overall residential satisfaction. Similarly, research by Kshetrimayum et al. (2020) emphasized on the significant role that the dwelling condition, social support and neighborhood environment play in the prediction of residential satisfaction. The connection between people and their environment is not always simple. People might feel that their environment has some things that help them feel better. Other things like poor maintenance or a lack of amenities can make them unhappy with where they live. This study shows that it is important to have environments that help people feel good and also to have good housing and community services. This can help people feel better about their environment and where they live. We should do studies to see how things, like how well people get along with each other the quality of their environment and how easy it is to get to green spaces affect how people feel about their environment and where they live. The environment and where people live are really important so we need to keep looking at how to make these things better for people who live in cities.

## 7. Summary

The present study sought to examine the relationship between perceived restorativeness and residential satisfaction among housing board urban dwellers. Residential environments are really important for how people feel about themselves and how happy they are with where they live. When we live in cities things like parks and open spaces and quiet areas can make a difference in how rested and refreshed, we feel. The quality of our homes what amenities are available. What our neighborhoods are like can also affect how satisfied we are with our housing. Residential environments and the things they offer can really impact our lives. We need to think about what makes residential environments good or bad, for people. Residential environments are a part of our daily lives. This research therefore tried to find out whether there is any relationship between these two variables or not. It was hypothesized that there is no significant relationship between perceived restorativeness and residential satisfaction among the housing board urban dwellers. Informed consent was obtained from all the participants and their right to confidentiality and voluntary participation was ensured throughout the research process. Data for the study were captured from 300 adult inhabitants of Tamil Nadu Housing Board using two standardised instruments, namely Perceived Restorativeness Scale (PRS) developed by Terry Hartig and colleagues (1997); and Residential Environmental Satisfaction Scale (RESS) developed by Herman Adriaanse (2007). The collected data were analyzed using Pearson's product-moment correlation using the statistical package of the statistical software package (SPSS) to find the direction and strength of the relationship of perceived restorativeness with residential satisfaction in the case of the participants.

## 8. Conclusion

Individuals residing within housing board in urban experience diminished levels of satisfaction regarding their homes when they are surrounded by more soothing/climate-type aspects. When one spends time in calm environments, their mental health benefits from it however in this circumstance those that experience these types of qualities report lower satisfaction regarding the place they live. Noticing beauty or quiet spots might also make flaws in the area stand out more clearly. How someone views their environment deeply affects how happy they feel about their residence - yet this link changes depending on setting. What feels healing at first glance can bring attention to what's missing or broken nearby.

## 9. Limitation

One thing worth noting is that the research had some boundaries. Living only inside city flats under public housing meant findings might not apply elsewhere. Answers came straight from people, which sometimes means personal views shaped what they shared. Looking at things just once made it hard to say whether one idea caused another when linking how restful a place feels and how happy someone is living there. On top of that residents only from chennai were participated limiting wider conclusions. The income level, how long someone lived there, their character or even lighting and noise wasn't looked at here.

## 10. Recommendation

Looking at what turned up, city designers and rule makers need to lift the everyday living conditions in public housing areas. Not just adding one thing here or another there, but weaving together parks, play zones, upkeep routines, along with ways to cut down sound clutter makes a stronger impact. Getting locals to join hands through neighborhood efforts could stir deeper care for shared spaces. Learning sessions that touch on mental well-being, valuing nature, and handling daily pressures might lift how people feel about

where they live. Digging further later on - peering into life quality, tension signs, and bond strength between neighbors - could reveal more about how it all ties together.

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