



Rumiati Rosaline Tobing

# Management And Users Participation In Low Cost Flat

Condition of Physical Environment And Architectural  
Building Quality



**LAMBERT**  
Academic Publishing

Rumiati Rosaline Tobing

# Management And Users Participation In Low Cost Flat

Condition of Physical Environment And Architectural  
Building Quality



728.1

T08

m

142604 - R/FC - FTA

13.07.2017

**LAP LAMBERT Academic Publishing**

## Impressum / Imprint

Bibliografische Information der Deutschen Nationalbibliothek: Die Deutsche Nationalbibliothek verzeichnet diese Publikation in der Deutschen Nationalbibliografie; detaillierte bibliografische Daten sind im Internet über <http://dnb.d-nb.de> abrufbar.

Alle in diesem Buch genannten Marken und Produktnamen unterliegen warenzeichen-, marken- oder patentrechtlichem Schutz bzw. sind Warenzeichen oder eingetragene Warenzeichen der jeweiligen Inhaber. Die Wiedergabe von Marken, Produktnamen, Gebrauchsnamen, Handelsnamen, Warenbezeichnungen u.s.w. in diesem Werk berechtigt auch ohne besondere Kennzeichnung nicht zu der Annahme, dass solche Namen im Sinne der Warenzeichen- und Markenschutzgesetzgebung als frei zu betrachten wären und daher von jedermann benutzt werden dürften.

Bibliographic information published by the Deutsche Nationalbibliothek: The Deutsche Nationalbibliothek lists this publication in the Deutsche Nationalbibliografie; detailed bibliographic data are available in the Internet at <http://dnb.d-nb.de>.

Any brand names and product names mentioned in this book are subject to trademark, brand or patent protection and are trademarks or registered trademarks of their respective holders. The use of brand names, product names, common names, trade names, product descriptions etc. even without a particular marking in this works is in no way to be construed to mean that such names may be regarded as unrestricted in respect of trademark and brand protection legislation and could thus be used by anyone.

Coverbild / Cover image: [www.ingimage.com](http://www.ingimage.com)

Verlag / Publisher:

LAP LAMBERT Academic Publishing

ist ein Imprint der / is a trademark of

OmniScriptum GmbH & Co. KG

Heinrich-Böcking-Str. 6-8, 66121 Saarbrücken, Deutschland / Germany

Email: [info@lap-publishing.com](mailto:info@lap-publishing.com)

Herstellung: siehe letzte Seite /

Printed at: see last page

ISBN: 978-3-659-45667-1

Copyright © 2013 OmniScriptum GmbH & Co. KG

Alle Rechte vorbehalten. / All rights reserved. Saarbrücken 2013

## ACKNOWLEDGEMENT

*Management Pattern Based on User Participation Toward the Condition of Environment Physical Qualities and Building of Low Cost Rented Flats*, is a study that has been conducted in Faculty of Engineering, Architecture Program, Parahyangan Catholic University Bandung Indonesia, in 2011.

This study is consisted of: background, problems, intention, objective and goals, low cost flat management principles, their relations to physical qualities of environment and building, and optimal management programs and activities in flat building and environment in Penjaringan Complex, Pluit, North Jakarta and Buddha Tzu Chi Complex in Cengkareng, West Jakarta. This also included identification of pattern and ways that were implemented by management board and the occupants of the flats.

Analysis methodology in this study had used theoretical approach and architectural rules, and minimum requirements that needed to be fulfilled in residency units in the flats. These would become references; intruments, indicators, and parameters, related to quality evaluation in physical form based on the implementation of the management pattern.

Thank you to Tjiang Tedjo and Hadian Agustinus, students who had helped in this research, Astrid Lim and Frank Landsman, Head of Buddha Tzu Chi Foundation, Chief of Technical Unit Penjaringan Flat and occupants as respondent for their support on this research.

Hopefully, the findings of this research can benefit academic world and can give inputs to all related parties.

Bandung August 2013

Rumiati Rosaline Tobing



## TABLE OF CONTENT

	ACKNOWLEDGEMENT	1
	TABLE OF CONTENT	3
PART ONE	INTRODUCTION	9
1.1.	BACKGROUND	9
1.2.	PROBLEMS	11
1.3.	PURPOSE OF THE RESEARCH	11
1.4.	RESEARCH OBJECTIVES	11
1.5.	RESEARCH BENEFITS	12
1.6.	SUBSTANTIAL SCOPE	12
1.7.	CONCEPTUAL FRAMEWORK	15
1.8.	METHODS	16
PART TWO	RESEARCH METODOLOGY	20
2.1.	RESEARCH FRAMEWORK	20
2.2.	SCHEME OF IDEAS	21
2.3.	METHODS OF STUDY	23
2.4.	OBSERVATION TECHNIQUE	24
2.5.	DATA COLLECTING TECHNIQUE FOR OBSERVATION	24
2.6.	DATA ANALYSIS TECHNIQUE FOR OBSERVATION	25
2.7.	THEORITICAL AND REGULATION PRINCIPLES	25
PART THREE	BUILDING AND ENVIRONMENT MANAGEMENT IN LOW COST RENTED FLATS	28
3.1.	PRINCIPLE OF MANAGEMENT	28

---

1.	THE CONTEXT OF ENVIRONMENT MANAGEMENT	28
2.	RELATIONS OF MANAGEMENT AND OCCUPANTS ORGANIZATION	29
3.2.	MANAGEMENT PATTERN OF LOW COST RENTED FLAT	31
1.	GENERAL DESCRIPTION	31
2.	RELATIONS OF MANAGEMENT AND QUALITY	32
3.3.	DEFINITION OF LOW COST RENTED FLAT	34
1.	MISSION AND POLICIES OF LOW COST RENTED FLAT	34
2.	DEFINITION OF FLATS ACCORDING TO INDONESIA LAW NO.16 YEAR 1985	36
3.	FLATS AS HOUSING AND SETTLEMENTS	36
PART FOUR	BASIC PRINCIPLES AND MANAGEMENT SCOPE	40
4.1.	RIGHTS AND OBLIGATIONS OF OCCUPANTS	40
1.	OCCUPANTS RIGHTS	40
2.	OCCUPANTS OBLIGATIONS	40
4.2.	PHYSICAL MANAGEMENT AND UTIZATION	41
1.	THE LIMITATION OF UTILIZATION	41
2.	FACILITIES AND INFRASTRUCTURE TECHNICAL MANAGEMENT	42
3.	MARKETING AND FINANCE ADMINISTRATION	46
4.	SOCIAL TRAINING AND EMPOWERMENT	46

---

5.	INSTITUTIONAL	47
6.	MANAGEMENT OPTIMIZATION	47
4.3.	COMPREHENSION OF PHYSICAL QUALITY IN LOW COST RENTED FLATS	48
1.	UNDERSTANDING OF SLUM CONDITION	48
2.	THE INFLUENCE OF MANAGEMENT TOWARDS QUALITY DEGRADATION	50
3.	THE SCOPE OF PHYSICAL ENVIRONMENT QUALITY	51
4.	PHYSICAL QUALITY AND REQUIREMENT OF LOW COST FLATS	52
PART FIVE	PHYSICAL CONDITION OF LOW COST RENTED FLATS IN PENJARINGAN PLUIT, AND CINTA KASIH TZU CHI IN CENGKARENG, JAKARTA	54
5.1.	PENJARINGAN LOW COST RENTED FLATS COMPLEX IN PLUIT AREA JAKARTA	54
1.	BRIEF HISTORY	54
2.	DATA OF RESEARCH OBJECT	55
3.	FACILITIES AND INFRASTRUCTURE	58
5.2.	CINTA KASIH TZU CHI LOW COST RENTED FLATS COMPLEX IN CENGKARENG JAKARTA	59
1.	BRIEF HISTORY	59
2.	DATA OF RESEARCH OBJECT	61
PART SIX	ANALYSIS OF MANAGERIAL OPTIMIZATION OF LOW COST RENTED FLATS	63
6.1.	ASPECTS OF UTILIZATION BY OCCUPANTS	63

---

1.	THE PENJARINGAN RENTED COMPLEX IN PLUIT	63 64
2.	THE CINTA KASIH TZU CHI RENTED COMPLEX IN CENGKARENG	64
3.	OPTIMIZATION OF MANAGEMENT	
6.2.	PHYSICAL MANAGEMENT OF OPEN SPACE	65
1.	THE PENJARINGAN COMPLEX IN PLUIT	65
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	70
3.	ANALYSIS OF OPTIMAL MANAGEMENT	75
6.3.	BUILDING STRUCTURE	79
1.	THE PENJARINGAN COMPLEX IN PLUIT	79
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	80
3.	ANALYSIS OF OPTIMAL MANAGEMENT	81
6.4.	MECHANICAL ASPECTS	84
1.	THE PENJARINGAN COMPLEX IN PLUIT	84
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	89
3.	ANALYSIS OF OPTIMAL MANAGEMENT	94
6.5.	HOUSEKEEPING	102
1.	THE PENJARINGAN COMPLEX IN PLUIT	102
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	103
3.	ANALYSIS OF OPTIMAL MANAGEMENT	103
6.6.	ARCHITECTURAL BUILDING AND SPACE	106

---



1.	THE PENJARINGAN COMPLEX IN PLUIT	106
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	107
3.	ANALYSIS OF OPTIMAL MANAGEMENT	108
6.7.	PUBLIC PLACES AND SPACES	110
1.	THE PENJARINGAN COMPLEX IN PLUIT	110
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	114
6.8.	HOUSING UNITS IN FLATS	114
1.	THE PENJARINGAN COMPLEX IN PLUIT	114
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	121
3.	ANALYSIS OF OPTIMAL MANAGEMENT	126
6.9.	ADMINISTRATIVE AND FINANCIAL ASPECTS	128
1.	THE PENJARINGAN COMPLEX IN PLUIT	128
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	128
3.	ANALYSIS OF OPTIMAL MANAGEMENT	129
6.10.	INSTITUTION AND SOCIAL EMPOWERMENT ASPECTS	129
1.	THE PENJARINGAN COMPLEX IN PLUIT	129
2.	THE CINTA KASIH TZU CHI COMPLEX IN CENGKARENG	133
3.	MANAGEMENT OF OPTIMIZATION	135
PART SEVEN	CONCLUSIONS AND SUGGESTIONS	136
7.1.	RECAPITULATION OF EVALUATION	136

	FACILITIES AND INFRASTRUCTURE	
	TECHNICAL MANAGEMENT IN LOW COST RENTED FLATS	
7.2.	FACTORS THAT CAUSED THE DEGRADATION OF ENVIRONMENT PHYSICAL QUALITY (IN REGARDS TO MANAGEMENT ASPECT	139
1.	RESIDENCY	139
2.	PHYSICAL UTILIZATION	139
3.	INSTITUTION AND SOCIAL EMPOWERMENT	139
	REFERENCES	140
	GLOSSARY	142

---

## **PART ONE INTRODUCTION**

### **1.1 BACKGROUND**

In present day, urbanization has been increasing really fast in the large cities in Indonesia. Urbanization became the main factor that caused the high population of big cities in Indonesia. With the high movement of the citizens (urbanization rate has reached 4,4% per year), in the next 20 to 25 years, the number of population in Indonesia cities can reach 65%. This will cause the centralization of population in the big cities such as Jakarta, Bandung, Semarang, Surabaya, Medan and other cities. Currently, the number of population in big cities in Indonesia is 112 million people.

The increasing number of population and urbanization had created problems in cities development. Meanwhile, the availability of space becomes very scarce. This scarcity had caused the increasing price of land in city centers, and pushed the low income community to live in the outskirts that is far from their working place. This condition affected the increase of transportation cost and travel time, as well as decreasing of society mobility and productivity. Therefore, the competition of getting a place to live became another problem.

One of the reasons slum community had emerged in the cities and created social problems, is the incapability of low income community to find a living space. If seen from comfort and health perspectives, this living space is not appropriate, but since low income community can not earn a better place, they still endured to live in the slum residences.

To bring low income community closer to the center of their daily activities and avoid the slum area to grow in the cities, a concept of vertical residence (flats) was created. Vertical residence include flats

and condominium will increase land capacity in the city area. Therefore, flat development becomes the right policy to overcome the aforementioned issues. This policy was made by considering the fact that flat is still affordable for low income community. But another problem arose when the flats do not eliminate the slum area per se, but change the slum area instead – from horizontal into vertical form. By looking at the decreasing quality of residence, there must be an evaluation done toward technical management of flats facilities, followed by non physical influence (utilization pattern) that would give a big role in flats sustainability. Following is a quote from Beritajakarta.com (news portal) about the bad condition of flats in Jakarta:

*Governor of Special Capital District/Daerah Khusus Ibu Kota (DKI) Jakarta, Mr.Fauzi Bowo, was really concerned about the bad management of low cost flats owned by Government of DKI Jakarta. The condition of flats that were managed by third parties was so much better. Department of Housing in DKI Jakarta was urged to improve flats management to make the occupants feel more comfortable. Some people even said that the condition of low cost flats owned by DKI Government are not in ideal condition to provide living-space for low income community.*

*Mr.Fauzi Bowo said, low cost flats were built to accommodate citizens of Jakarta who were affected by relocation or revitalization of the rivers. The objectives are to provide them with proper living space, healthy environment, and good social circle. But the management of low cost flats owned by DKI Jakarta tends to be unprofessional, there was no good management board, and there were many cases of payment arrears and rent handover. "This condition needs to be fixed," he stated during the Workshop of Low Cost Flats in DKI City Hall, Jakarta, Tuesday (August 4,2008).*

From the above mentioned issues, it can be said that the problems arose due to the lack of good management in low cost flats. Therefore, the main problem can be formulated into the following:

*The poor management of low cost flats can influence the quality and feasibility of residences.*

## **1.2. PROBLEMS**

From the background section, it can be stated that the main problems were related to management and the roles of flats occupants, which should be run in parallel way. Following are the main problems:

1. Is there any relations between management and the role of occupants toward the quality of flats physical environment?
2. Which factors related to management aspects can cause degradation of the quality of flats physical environment?
3. How to create a management system that can improve the quality of flats physical environment?

## **1.3. PURPOSE OF THE RESEARCH**

The objective of this research is to evaluate management process of low cost rented flats in Penjaringan, Pluit and Cinta Kasih Tzu Chi, Cengkareng, both are in Jakarta, Indonesia. This evaluation will be reviewed from the aspect of improving the quality of flats physical environment.

## **1.4. RESEARCH OBJECTIVES**

1. To evaluate the management of low cost rented flats that has affected the quality of physical environment.
2. To analyze the influence of management and roles of occupants toward the quality of physical environment.

3. To analyze the factors that will influence the optimization of low cost rented flats management that can improve quality of physical environment.
4. To formulate a concept of low cost rented flats management that can improve the quality of physical environment.

#### **1.5. RESEARCH BENEFITS**

1. To Government Sector through National Housing Agency, and other non profit institutions can use this research as an input : to know the influence of management and role of occupants toward the quality of physical environment in low cost rented flats and to formulate an optimum management policy for low cost rented flats.
3. To the occupants of low cost rented flats which can use this research in their daily lives to make sure that low cost rented flats will become sustainable.
4. For scientific knowledge, this research can enrich the low cost rented flats management concept for the future.

#### **1.6. SUBSTANTIAL SCOPE**

1. This study evaluated the management of low cost rented flats from the aspects of roles and functions of the management toward quality of physical environment, including technical management of facilities, and other aspects that indirectly influenced quality of physical environment.
2. Roles that influence flat occupants toward quality of physical environment.
3. Penjaringan flats and Cinta Kasih Tzu Chi flats are located on the outskirts, Pluit and Cengkareng in North Jakarta, Indonesia.
4. Management system of Penjaringan flats in Pluit are managed by Government of Particular Area Jakarta through Technical Practice Unit

(UPT/Unit Pelaksana Teknis); while Cinta Kasih Tzu Chi flats in Cengkareng are managed by Buddhist Foundation of Cinta Kasih Tzu Chi, Indonesia.

5. The typology of both flats are rented flats, and the occupants are obliged to pay rent fee regularly to the city government or the asset owners.

6. Both flats have different architectural typology.

This section will elaborate the definitions and research scope that will become the reference for further steps.

**Evaluation:** assessment: *results – that currently are not obtained yet*

**Low cost rented flat** is a high rise building built in a compound, divided into structural parts based on their functions, both horizontally as well as vertically, and consisted of units that can be utilized through rental system, especially for residence purpose that are complemented with public areas, public properties and public land, and was built using low cost building materials and simple construction, but still fulfilling the minimum standard needs of health, security and comfort aspects.

**Optimum** is the limit in certain level where the condition has fulfilled the standard requirements. In this study, optimum means the proper management that is based on operational plans (procedures and obligations) and technical plans (feasibility of building and facilities maintenance).

**Optimum management** means integrated efforts to preserve the functions of low cost rented flats that include the policies of organization, utilization, maintenance, monitoring and control of low cost rented flats.

**Quality** : 1 level of goodness for a thing; standard; 2 grade

**Flats** : high rise building built in a compound, divided into structural parts based on their functions, both horizontally as well as vertically, and