

# **Public Rental Flats as a Solution? Feasibility Study of Kebondalem Rusunawa for the Urban Poor**

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## **Abstract**

This study aims to analyze the level of housing suitability in the Kebondalem Simple Rental Flats (Rusunawa), Kendal Regency, as one form of solution for providing housing for low-income people (MBR). The background of this study is based on the need for decent, safe, and affordable housing amidst the growth of urbanization and limited housing land. The approach used in this study is quantitative descriptive to obtain more comprehensive information. This study examines several aspects of housing suitability, including the physical condition of the building such as structure and cleanliness, the availability and function of public and social facilities, the rusunawa management system which includes management policies, maintenance, and security, and the level of resident satisfaction with comfort, privacy, and accessibility. The results of this study indicate that there are several aspects that meet the eligibility standards, but there are also aspects that still need to be improved, especially in terms of building maintenance, completeness of facilities, and management effectiveness. The results of this study are expected to be input for local governments, rusunawa managers, and

related parties in formulating better policies and strategies for providing decent, sustainable housing that is in accordance with the needs of low-income people.

## Keywords

*Housing Suitability, Rusunawa, Low-Income Communities.*

## A. Introduction

The issue of providing decent housing remains a critical issue in Indonesia, especially in densely populated urban areas with limited land. The growth in population numbers, which is not matched by adequate housing provision, causes an increase in the number of slum and uninhabitable settlements. The need for decent housing is not merely a matter of physical shelter, but also concerns access to basic infrastructure, a healthy environment, as well as comfort and security that support the quality of life of its residents. This is particularly a challenge for low-income communities (MBR) who often lack the financial ability to access commercial housing with certain suitability standards.<sup>1</sup>

One strategy implemented by the government to overcome this problem is through the provision of vertical housing in the form of Simple Rental Apartment Buildings (Rusunawa). This policy is regulated in Law Number 20 of 2011 concerning Apartment Buildings, which in Article 1 paragraph (4) emphasizes that simple rental housing is apartment buildings rented out to low-income communities as an effort to meet the need for decent housing. Rusunawa is a housing program aimed at MBR with a more affordable rental system compared to market prices, and is equipped with various supporting facilities and infrastructure such as clean water, sanitation, electricity, open spaces, and environmental management. The main objective of developing rusunawa is to reduce the number of slums and improve the quality of

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<sup>1</sup> Yudi Darsono, Betty Wargadinata, & Yuyun Mulyati. (2022). Pengaruh Kualitas Pelayanan Pengelola terhadap Kepuasan Penghuni Rusunawa di Rusunawa Cigugur Kota Cimahi. *Responsive: Jurnal Pemikiran Dan Penelitian Administrasi, Sosial, Humaniora Dan Kebijakan Publik*, 5(4), 321-328.

life of urban communities who do not have permanent housing. With a vertical housing system, it is hoped that the limited land in urban areas can be utilized more efficiently.<sup>2</sup>

However, in its implementation, the provision of Rusunawa does not always run according to expectations. Many Rusunawa buildings experience various problems ranging from inadequate infrastructure, suboptimal environmental management, to low resident satisfaction with the services provided. Some residents complain about damaged public facilities, problematic water management systems, lack of green open spaces, and minimal resident participation in rusunawa environmental decision-making. This indicates that the suitability of a dwelling is not only measured by the existence of the building, but also by various other aspects such as management, social comfort, and the sustainability of the living environment.

Kebondalem Rusunawa in Kendal Regency is one example of the local government's actual intervention in providing vertical housing for MBR. The existence of this Rusunawa is a hope for communities who previously lived in uninhabitable areas to get a better and more orderly place to live. However, as is the case in many other locations, a thorough study is needed regarding the extent to which Kebondalem Rusunawa meets decent housing standards. Aspects such as the physical quality of the building, the availability of basic facilities, manager services, and resident satisfaction need to be evaluated so that rusunawa development does not only become a short-term solution, but is also sustainable in the long term.

The suitability of a property project, including housing, is not only seen from the technical and physical aspects, but also from the social and economic aspects of its residents. When residents feel satisfied and comfortable living in a dwelling, social and environmental sustainability will be easier to achieve. This is also confirmed by Rachman and Setiawati<sup>3</sup> who state that housing programs such as the

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<sup>2</sup> Vindi Nur Maharani, & Sonny SM Laksono. (2022). Analisis Kelayakan Bisnis Properti (Studi pada Perumahan Natura Residence Cluster Natura Regency Jombang). *Otonomi*, 22(2), 425-439.

<sup>3</sup> Arya Wirawan Purnomo, Rafli Rafli, & Ryan Faza Prasetyo. (2022). Pengambilan Keputusan dalam Penyediaan Hunian Layak Huni bagi Masyarakat

Community Housing Self-Help Program (BSPS) or Rusunawa will only be effective if they are able to improve the socio-economic conditions of the beneficiary communities.

This research will focus on analyzing the housing suitability of Kebondalem Rusunawa Kendal with a holistic approach, covering physical, facility, management, and resident satisfaction aspects. The physical aspect includes building quality, ventilation, lighting, structure, and sanitation. Meanwhile, the facilities aspect will include the availability of clean water, electricity, open spaces, and other public facilities. Management involves governance systems, security, and the interaction between residents and managers. While the aspect of resident satisfaction is seen from residents' perceptions of comfort, security, and services they receive while living in the rusunawa. This is important because resident satisfaction is an important indicator of the success of a housing program.<sup>4</sup> Assessing livability is important in the context of rusunawa which has high density and socio-economic diversity of its residents. In addition, it is also necessary to pay attention to the dimension of community participation in the management of the rusunawa environment.

By examining housing suitability from these various aspects, this study is expected to be able to provide a real contribution in formulating policy recommendations for improving and developing Rusunawa housing, especially in Kendal Regency. Furthermore, the results of this study can be used as evaluation material for local governments and rusunawa managers in improving service quality and infrastructure, as well as building a participatory and sustainable management system. On the other hand, it is also hoped that the community will be able to obtain a more comprehensive picture of the quality of their living place and participate in maintaining and developing their living environment together.

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Berpenghasilan Rendah di Jakarta Selatan. *Indonesian Journal of Construction Engineering and Sustainable Development (CESD)*, 5(1).

<sup>4</sup> Naufal Afif Rachman, & Ririt Iriani Sri Setiawati. (2023). Efektivitas Program BSPS Terhadap Pertumbuhan Ekonomi Bagi Masyarakat Berpenghasilan Rendah Di Desa Rejowinangun. *Jurnal Ilmiah Wahana Pendidikan*, 9(20), 528-536.

Therefore, it is important to conduct a comprehensive study of housing suitability at Kebondalem Rusunawa Kendal. This study will not only help identify the strengths and weaknesses of the housing, but also provide a basis for more precise decision-making in the future in order to provide decent housing that is socially just and sustainable. Based on the background that has been described, the researcher will formulate the problem regarding: how are the physical and housing infrastructure aspects at Kebondalem Rusunawa Kendal?; how is the management service and resident satisfaction?; and how is resident satisfaction based on housing suitability criteria?

This study uses a quantitative descriptive approach, which aims to provide a systematic and accurate picture of housing suitability at Kebondalem Rusunawa, Kendal Regency. The descriptive approach is intended to explain the existing conditions based on data collected from the field, without manipulating the research variables. Meanwhile, the quantitative approach was chosen because the collected data is analyzed numerically, using percentages, frequency distributions, and average scores. This method allows researchers to measure housing suitability phenomena objectively.

The research location is Kebondalem Rusunawa located in Kendal Subdistrict, Kendal Regency, Central Java Province. This location was chosen because Kebondalem Rusunawa is one of the vertical housing projects intended for Low-Income Communities (MBR), which is in line with the main focus of this study. The existence of this rusunawa is a form of local government intervention in providing affordable housing, as well as a strategy to overcome the problem of slums that often occur in urban areas.<sup>5</sup>

Kebondalem Rusunawa was selected purposively because it has housing characteristics that reflect the real implementation of the government program in an effort to fulfill the community's basic right to decent housing. The development of housing for MBR in urban areas must consider affordability, accessibility, and facility suitability as part

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<sup>5</sup> Efrayim Andi Nugroho. (2022). Konsep Penataan Kawasan Permukiman Kumuh Tepi Sungai Loji di Kampung Bugisan Kelurahan Panjang Wetan Kecamatan Pekalongan Utara Kota Pekalongan. *Doctoral Dissertation*, Universitas Kristen Duta Wacana.

of the indicators for meeting basic community needs. In addition, the existence of this rusunawa also becomes an alternative settlement that can reduce pressure on land, and overcome the rampant slums that often grow spontaneously and unplanned.

The physical condition of the building, rusunawa management, as well as residents' perceptions and satisfaction with the quality of service are important aspects that want to be analyzed in this study. Housing suitability evaluation must consider manager services as the main indicator of comfort and security of the living environment.

## **B. Physical and Infrastructure Aspects of Housing at Kebondalem Rusunawa Kendal**

Physical aspects and housing infrastructure are very important in determining housing suitability. In the context of Kebondalem Rusunawa, this aspect involves several critical elements, such as building conditions, ventilation, lighting, clean water supply systems, and sanitation. Each of these elements has a direct impact on the comfort and quality of life of residents. Overall, the physical condition of the Kebondalem Rusunawa building is considered quite good. The building consists of several blocks that have a sturdy structure and no heavy damage is visible. However, some residents reported dampness on the walls of several units, especially on parts exposed to direct rain. This dampness problem usually occurs during the rainy season, which has the potential to cause long-term damage if not handled properly. Handling dampness is one element that must receive attention so that building quality remains maintained.<sup>6</sup>

Good natural lighting and effective cross ventilation are the main advantages of the design of Kebondalem Rusunawa. Each unit is equipped with large windows that provide sufficient natural lighting throughout the day, with an average light intensity recorded reaching 350 lux at noon, in accordance with residential lighting comfort standards. Cross ventilation also supports good air circulation, reducing humidity and ensuring that the air in the room remains fresh. The

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<sup>6</sup> Gabriel Vichelino Sihite, Winny Astuti, & Lintang Suminar. (2025). Tingkat Livability Permukiman di Kawasan Semanggi, Kota Surakarta. *Jurnal Darma Agung*, 33(1), 266-282.

presence of adequate ventilation systems also reduces the risk of health problems due to indoor air pollution, with a reduction in humidity levels of up to 10% during a two-month measurement period.

The provision of clean water in Kebondalem Rusunawa is quite adequate with a stable water supply every day. However, during the dry season, some residents reported a decline in water quality which led to unpleasant odors and turbidity content. This decline in water quality can interfere with the comfort of residents, especially if the quality of the provided water is not monitored routinely. As a solution, managers can consider using backup water sources or water filtration systems to ensure that water quality remains good throughout the year.

The sanitation system at Kebondalem Rusunawa is already quite good, with each unit directly connected to a centralized wastewater disposal system. However, the problem of odors from drainage channels at several points became complaints from some residents. Handling this problem requires routine maintenance to ensure that the drainage channels function optimally, avoid puddles, and maintain environmental cleanliness.

**TABLE 1.** Evaluation of Physical and Housing Infrastructure Aspects at Kebondalem Rusunawa

Aspect	Findings	Recommendations
Building Condition	The building is generally good, but there is dampness on the walls that needs more attention.	Handling wall dampness and routine maintenance.
Ventilation and Lighting	Cross ventilation and natural lighting are quite good, supporting resident comfort.	Continue to maintain and preserve the quality.
Provision of Clean Water	Clean water supply is stable, but water quality declines during the dry season.	Use of backup water sources or water filters.

Aspect	Findings	Recommendations
Sanitation System	The sanitation system is good, but unpleasant odors from drainage channels are disturbing.	Routine maintenance and repair of drainage channels

### C. Manager Services and Resident Satisfaction

Manager services play an important role in creating a safe, comfortable, and well-managed environment. The assessment of Kebondalem Rusunawa management focuses on manager responsiveness, the quality of public facilities, environmental security, and overall resident satisfaction. The majority of residents gave positive ratings to managers in terms of responsiveness to reported problems. Managers are considered responsive in handling facility damage, such as clogged drains, and repairs to damaged public facilities. However, some residents expressed delays in handling more complex problems, such as parking area cleanliness and waste management. The speed and accuracy of managers in responding to complaints is an element that needs to be continuously improved, considering that resident satisfaction depends heavily on this aspect.<sup>7</sup>

Public facilities at Kebondalem Rusunawa are generally adequate. There is a playground for children, green open spaces, and sports areas that residents can use for social activities. However, there are complaints about the lack of more complete sports facilities. Adding sports facilities, such as a futsal field or basketball court, can increase resident satisfaction, especially for young families with children. The diversity of facilities that can support social and recreational activities is very important to create an inclusive and healthy environment, which can improve the overall quality of life of residents.

<sup>7</sup> Henriko Ganesha Putra, Erwin Fahmi, Kemal Taruc. (2019). Tabungan Perumahan Rakyat (TAPERA) dan Penerapannya di DKI Jakarta. *Jurnal Muara Sains, Teknologi, Kedokteran, dan Ilmu Kesehatan*, 3(2), 321-332



**Figure 1.** Public Facilities and Security

Security is the main priority at Kebondalem Rusunawa. The manager has placed security officers at the main entrance, but some residents complained about the lack of patrols in remote areas at night. This shows that although the manager has made good efforts, there is room for improvement in terms of security surveillance, especially to prevent potential threats that could arise in less monitored areas.

The results of resident satisfaction show that the majority of residents are satisfied with the facilities provided. However, there are still several areas that require more attention, such as environmental cleanliness and waste management. Residents want a more regular cleaning maintenance schedule and a more efficient waste management system.

**TABLE 2.** Satisfaction of Kebondalem Rusunawa Residents

Service Aspect	Satisfaction Level (%)	Recommendations
Manager Responsiveness	80%	Improve response time for more complex issues.
Public Facilities	75%	Addition of sports facilities such as a futsal field.
Security	70%	Additional security patrols in remote areas at night..

Service Aspect	Satisfaction Level (%)	Recommendations
Environmental Cleanliness	60%	More structured waste management and routine maintenance.

#### D. Analysis of Resident Satisfaction Based on Housing Suitability Criteria

Housing suitability can be viewed from several aspects, including the physical condition of the building, existing infrastructure, and services provided by the manager. However, resident satisfaction is also an important factor in determining whether the housing truly meets the needs and expectations of its residents. There are various aspects that influence their level of satisfaction with the housing. Overall, residents of Kebondalem Rusunawa feel satisfied with the physical condition of the building, especially in terms of good lighting and ventilation. Each housing unit has sufficiently large windows, allowing optimal natural lighting throughout the day. This is very influential in creating a comfortable and healthy atmosphere indoors. Sufficient cross ventilation also supports good air circulation, reduces humidity, and ensures that the air in the housing unit remains fresh. This advantage greatly affects the comfort of residents, considering that good ventilation and lighting factors are one of the indicators of suitable housing.<sup>8</sup>

In addition, the sanitation system at Kebondalem Rusunawa also received positive ratings. Residents consider the available sanitation facilities to be adequate and functioning properly. The wastewater disposal system that is directly connected to the main network provides convenience for residents in carrying out daily activities without worrying about cleanliness and health problems. However, although physical factors such as lighting, ventilation, and sanitation are

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<sup>8</sup> Yudiantoro Eko Kusumo. (2025). Analisis Kelayakan Hunian di Rusunawa Kebondalem Kendal: Solusi Permukiman untuk Masyarakat Berpenghasilan Rendah. *Jurnal Perencanaan Pembangunan Kota*, 8(2), 112-121.

adequate, there are still several constraints that require serious attention from managers, especially regarding environmental cleanliness, waste management, and water quality during the dry season.

Environmental cleanliness, although already quite good in certain areas, often becomes a complaint for some residents. One of the main problems found is inefficient waste management. Some residents revealed that the waste collection and sorting system is not fully running properly, especially in areas that are more densely populated by residents. This can have an impact on the comfort and health of residents, because poorly managed waste can cause unpleasant odors and increase the potential for development. The manager needs to ensure that there is a more regular cleaning maintenance schedule and more efficient waste handling.

In addition, water quality during the dry season becomes one of the quite significant problems. Some residents reported that the water they receive becomes cloudy and has an unpleasant odor during the dry season. This certainly interferes with the comfort of residents, considering that clean water is a basic need that must be available with good quality at all times. This decline in water quality could be caused by lack of maintenance on the existing water supply system. Managers need to immediately evaluate the water distribution system and ensure that water quality is maintained, including by conducting routine checks on water sources and pipe installations.

Resident satisfaction is also greatly influenced by the factor of environmental security. Although the manager has placed security officers at the main entrance and several areas, some residents feel that night security patrols still need to be strengthened, especially in more remote areas. Security is an aspect that cannot be ignored, especially for residents who live on upper floors or in blocks that are rarely passed by people. Managers need to ensure that night patrols are carried out periodically throughout the Kebondalem Rusunawa area, so that residents feel safe and protected at all times.

Overall, although the majority of residents are satisfied with the existing physical conditions and infrastructure, problems related to cleanliness, water quality, and environmental security are still the main obstacles that need further attention. Kebondalem Rusunawa managers

can increase resident satisfaction by making improvements in these areas. One step that can be taken is to improve waste management in a structured manner, improve the quality of water provided, and strengthen the security system, especially in areas that are less monitored.

Managers are also advised to continue conducting periodic evaluations of all existing facilities and infrastructure, as well as paying attention to input and suggestions from residents. One approach that can be taken is to hold regular meetings with residents to discuss problems faced and find solutions together. Good communication between managers and residents will help in creating a more comfortable and habitable environment. High resident satisfaction does not only depend on good physical building conditions, but also on effective and responsive services.

## **E. Conclusion**

Housing at Kebondalem Rusunawa Kendal has met most of the housing suitability aspects set for vertical housing for Low-Income Communities (MBR). In terms of the physical condition of the building, infrastructure, and resident comfort, Kebondalem Rusunawa has successfully provided a decent and adequate environment. Aspects such as lighting, ventilation, and sanitation quality also received positive ratings from residents, indicating that this Rusunawa has provided housing that is quite healthy and comfortable. Nevertheless, although Kebondalem Rusunawa can generally be said to be habitable, there are still several areas that require further attention. The management aspect of public facilities and accessibility to basic social services, such as quality clean water and more efficient waste management, becomes the main challenge that needs to be corrected. Some residents reported problems related to environmental cleanliness and water quality during the dry season, indicating that the water distribution system management needs to be improved. In addition, although the existing security system is adequate, there are still concerns regarding the lack of night patrols in some more remote areas.

Overall, Kebondalem Rusunawa has great potential to become a successful model of vertical housing for MBR, as long as the

management and maintenance of facilities are further improved. With efforts to improve sub-optimal aspects, Kebondalem Rusunawa can become a better and more efficient housing solution for communities in need. Based on the findings obtained from this study, several suggestions that can be given to improve the quality of Kebondalem Rusunawa are improving cleanliness and waste management; a more efficient waste management system needs to be applied to improve the comfort and health of residents. It is recommended that rusunawa managers create a better waste collection and sorting system and ensure there is a more regular cleaning maintenance schedule throughout the area, especially in areas that are more densely populated by residents.

Improving water quality; the problem of water quality during the dry season needs serious attention. Managers need to ensure that the water distribution system can provide clean and potable water at all times. In addition, managers can also consider repairing and updating the water supply installation, as well as checking water quality periodically so that residents do not experience water quality problems. Although there are already security officers on duty, there needs to be an increase in night patrols, especially in areas that are less frequented by residents. This aims to provide a sense of security to residents who live on upper floors or in more remote blocks. Good security will increase comfort and reduce the potential for crime in the rusunawa environment. Managers can improve residents' accessibility to other basic social services, such as community health centers (puskesmas) or educational facilities that are closer and easier to reach. These facilities can become one of the determining factors for the long-term comfort of residents' lives. Managers should conduct periodic evaluations of all facilities at Kebondalem Rusunawa, including physical facilities and manager services. This evaluation must involve residents to obtain direct input on what needs to be repaired and improved. By carrying out routine maintenance and care, housing quality can be maintained and resident satisfaction will increase.

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