

PURPOSE AND SATISFACTION OF FOREIGN PARTICIPANTS IN
MALAYSIA MY SECOND HOME PROGRAMME

SIOW GYEN WIN

UNIVERSITI TEKNOLOGI MALAYSIA

PURPOSE AND SATISFACTION OF FOREIGN PARTICIPANTS IN
MALAYSIA MY SECOND HOME PROGRAMME

SIOW GYEN WIN

A thesis submitted in fulfillment of the
requirements for the award of the degree of
Master of Science (Real Estate)

Faculty of Geoinformation and Real Estate
Universiti Teknologi Malaysia

NOVEMBER 2015

DEDICATION

“To my beloved parents, siblings and cousins, thank you for all your support in terms of spiritual, motivation and encouragement”

“To all my fellow friends, thank you for all your support.”

To people who guided and helped me with full of sincerity,
Sr. Dr Mohd Nadzri bin Jaafar (Supervisor)

ACKNOWLEDGEMENT

First and foremost, I would like to deliver my highest appreciation to my supervisor, Sr. Dr Mohd Nadzri bin Jaafar who has continuously supported me with guidance and suggestion throughout the course of this study. His patient, knowledge and advice have assisted me greatly into completing this study.

I also would like thank my panels, coordinators and lecturers especially, PM Dr. Ahmad Ariffian Bujang, Dr. Haji Ibrahim @ Atan Sipan, Sr. Dr Janice Lee, and Dr Muhammad Najib Razali for their opinions and suggestions in improving my study. Without their guidance, I am sure that this study and research would not be completed as it is now.

I also deeply indebted to my fellow friends, namely, Lee Siew Mei, Neo Sau Mei, and Tsau Kar Yen for helping me through rain and shine to gather information and constantly contacting me to give moral support for this study. Without them, this study would not be completed as it is now and this has made me realise the meaning of friendship.

Besides that, I would like to thank my family members especially my mother for constantly contacting me to give moral support. They have been my pillar of strength throughout all the difficulties that I have faced during this study. They have provided boundless moral support and valuable advice when I am faced with obstacles and challenges.

ABSTRACT

Second homes have been a popular trend since the mid 1950s. The second home ownership market in Malaysia has great potential to benefit property development, economic growth and the tourism industry. Therefore, the government of Malaysia introduced the Malaysia My Second Home (MM2H) Programme to gain economic benefits. Thus, the suitability of the new living environment and the satisfaction of foreigners are essential for second home programme to be judged as successful. There is only moderate success among the targeted participants of this programme. However, the response rate will increase if the MM2H Programme can offer and meet the requirements of foreigners. This research attempts to identify the main purpose of MM2H participants to join MM2H Programme, to determine their satisfaction level with second home motivators and examines the relationship of the main purpose to join and the satisfaction level with MM2H Programme on the second home motivators. It is conducted through a five-point likert scale questionnaire with a sample of 104 existing MM2H participants at Greater Kuala Lumpur area. The data was analyzed using frequency analysis, descriptive analysis, index scale, multidimensional analysis (MDS) and chi-square tests. The findings showed that there were five main purposes to join MM2H Programme. There were 24 out of 44 factors under second home motivators expressed higher satisfaction level by the MM2H respondents on second objective. Meanwhile, the findings of third objective indicated that purpose of retirement life, business, capital investment, recreation-leisure and education had significant relationship with second home motivators. The results suggest government and policy maker should promote MM2H Programme by highlighting the education system, adopt a range of service charges served by the MM2H agents or MM2H center, extend the duration of their parents' stay in Malaysia, establish a MM2H Clubhouse, enhance the availability of employment opportunities without surrender as a MM2H participants, promote full equipment of high rise building, hire skilled workers to upgrade the management of property, and promote 5R (rethink, recover, reduce, reuse and recycle) method to solve the air quality and water quality problem.

ABSTRAK

Rumah kedua telah menjadi trend popular sejak pertengahan tahun 1950-an. Pasaran terhadap rumah kedua di Malaysia mempunyai potensi yang besar untuk memberi manfaat kepada pembangunan harta tanah, pertumbuhan ekonomi dan industri pelancongan. Justeru itu, kerajaan Malaysia memperkenalkan Program Malaysia rumah kedua (MM2H) bagi tujuan meningkatkan ekonomi negara. Program rumah kedua dinilai sebagai berjaya apabila faktor kesesuaian persekitaran hidup baru dan kepuasan orang asing dapat dicapai. Kejayaan program ini kepada peserta sasaran hanya di tahap sederhana. Walau bagaimanapun, kadar ini akan bertambah jika Program MM2H boleh menawarkan dan memenuhi keperluan warga asing. Kajian ini bertujuan untuk mengenalpasti tujuan utama peserta-peserta MM2H menyertai Program MM2H, untuk menentukan tahap kepuasan pemilikan rumah kedua dengan faktor pengalok dan mengkaji hubungan tujuan utama penyertaan serta tahap kepuasan terhadap Program MM2H yang menjadi faktor pengalok program ini. Soal selidik lima mata skala likert telah dilaksanakan dengan sampel 104 peserta MM2H yang sedia ada di kawasan Kuala Lumpur. Data dianalisis menggunakan analisis frekuensi, analisis deskriptif, skala indeks, analisis multidimensi (MDS) dan ujian chi-square. Hasil kajian menunjukkan bahawa terdapat lima tujuan utama untuk menyertai Program MM2H. Pencapaian objektif yang kedua, responden berpendapat mereka mempunyai kepuasan yang lebih tinggi terhadap 24 faktor pengalok utama daripada keseluruhan 44 faktor pengalok dalam pemilikan rumah kedua. Manakala, penemuan objektif ketiga menunjukkan bahawa punca persaraan, tujuan perniagaan, pelaburan modal, rekreasi dan pendidikan mempunyai hubungan signifikan dengan tahap kepuasan pemilikan rumah kedua. Keputusan kajian mencadangkan kepada pihak kerajaan dan pembuat polisi seharusnya mempromosi Program MM2H dengan menonjolkan sistem pendidikan, mengamalkan cara bayaran perkhidmatan disampaikan oleh ejen MM2H atau Pusat MM2H, melanjutkan tempoh masa menetap ibu bapa mereka di Malaysia, mewujudkan satu Rumah Kelab MM2H, meningkatkan peluang pekerjaan tanpa menamatkan individu sebagai peserta MM2H, memperkenalkan bangunan tinggi yang mempunyai kemudahan peralatan lengkap, mengambil pekerja mahir untuk mempertingkatkan pengurusan bangunan, dan menggalakkan kaedah 5R (fikir semula, baik pulih, kurangkan, guna semula dan kitar semula) dalam menyelesaikan masalah kualiti udara dan kualiti air.

TABLE OF CONTENTS

CHAPTER	TITLE	PAGES
	THESIS STATUS DECLARATION	
	SUPERVISOR'S DECLARATION	
	TITLE PAGE	i
	DECLARATION PAGE	ii
	DEDICATION PAGE	iii
	ACKNOWLEDGEMENT	iv
	ABSTRACT	v
	ABSTRAK	vi
	TABLE OF CONTENTS	vii
	LIST OF TABLES	xiii
	LIST OF FIGURES	xvi
	LIST OF ABBREVIATIONS	xviii
	LIST OF APPENDIX	xix
1	INTRODUCTION	
	1.1 Background of Study	1
	1.2 Problem Statement	7
	1.3 Research Questions	10
	1.4 Objectives of the Study	11
	1.5 Scope of the Study	11

1.6	Significance of Study	11
1.7	Structure of Dissertation	13
1.7.1	Chapter 1: Introduction	13
1.7.2	Chapter 2: Literature Review on Second Home	13
1.7.3	Chapter 3: Literature Review on Residential Satisfaction	13
1.7.4	Chapter 4: Research Methodology	14
1.7.5	Chapter 5: Case Study	14
1.7.6	Chapter 6: Data Analysis and Findings	14
1.7.7	Chapter 7: Conclusion and Recommendation	14

2 LITERATURE REVIEW ON SECOND HOME

2.1	Introduction	16
2.2	Definition of Second Home	16
2.2.1	Second Home Practice	17
2.2.2	Malaysia My Second Home (MM2H) Programme	18
2.2.3	Malaysia My Second Home (MM2H) Agents	22
2.2.4	Application Procedure for Malaysia My Second Home (MM2H) Programme	24
2.2.5	Guidelines on Acquisition of Properties by Foreign Interests	27
2.2.6	Acquisition Procedure of Residential Unit under Malaysia My Second Home (MM2H) Programme	34
2.2.7	Incentives of Tax Free Car under Malaysia My Second Home (MM2H) Programme	35
2.2.8	Guidelines for Bringing Foreign Domestic Helper	37
2.2.9	Second Home Purposes	39
2.2.10	Reason for Choosing Malaysia as My Second Home	43
2.3	Conclusion	44

3	LITERATURE REVIEW ON RESIDENTIAL SATISFACTION	
3.1	Introduction	45
3.2	Definition of Residential Satisfaction	45
3.2.1	Determinants of Residential Satisfaction on Second Home Motivators	47
3.3	Conclusion	60
4	RESEARCH METHODOLOGY	
4.1	Introduction	61
4.2	Research Design	61
4.2.1	First Stage: Background of the Study and Identify the Statement of the Problem	64
4.2.2	Second Stage: Literature Review	64
4.2.3	Third Stage: Data Collection	65
4.2.3.1	Research Instrument	66
4.2.3.2	Face Validity	69
4.2.3.3	Research Sampling	70
4.2.3.4	Pilot Survey	72
4.2.3.5	Distribution of Questionnaire	73
4.2.4	Fourth Stage: Data Analysis	74
4.2.4.1	Reliability Analysis	75
4.2.4.2	Frequency Analysis	76
4.2.4.3	Descriptive Analysis	76
4.2.4.4	Multidimensional Scaling Analysis (MDS)	78
4.2.4.5	Chi-square Tests	79
4.2.5	Fifth Stage: Conclusion and Recommendation	80
4.3	Conclusion	80

5 CASE STUDY AREA

5.1	Introduction	82
5.2	Greater Kuala Lumpur (KL)	82
5.3	Multi-cultural Living Environment of Greater KL	85
5.4	Public Transportation at Greater KL	92
5.5	Entertainment at Greater KL	95
5.6	Residential Property in Greater KL	98
5.7	Conclusion	101

6 DATA ANALYSIS AND FINDINGS

6.1	Introduction	102
6.2	Questionnaire Survey Analysis for First Objective	103
6.2.1	Section A: Demographic Information	103
6.2.2	Main Purpose to join MM2H Programme	108
6.3	Questionnaire Survey Analysis for Second Objective	111
6.3.1	Satisfaction Level on Political and Legal Status Factor	111
6.3.2	Satisfaction Level on Social Environment Factor	116
6.3.3	Satisfaction Level on Economy Environment Factor	121
6.3.4	Satisfaction Level on Physical Environment Factor	126
6.3.5	Satisfaction Level on Attraction Factor	132
6.4	Questionnaire Survey Analysis for Third Objective	136
6.4.1	The Relationship between the Purposes to Join MM2H Programme and satisfaction level on Political and Legal Status Factor	136
6.4.2	The Relationship between the Purposes to Join MM2H Programme and satisfaction level on Social Environment Factor	140
6.4.3	The Relationship between the Purposes to Join	

	MM2H Programme and satisfaction level on Economy Environment Factor	143
6.4.4	The Relationship between the Purposes to Join MM2H Programme and satisfaction level on Physical Environment Factor	145
6.4.5	The Relationship between the Purposes to Join MM2H Programme and satisfaction level on Attraction Factor	149
6.5	Conclusion	152

7 CONCLUSION AND RECOMMENDATIONS

7.1	Introduction	153
7.2	Research Findings	153
7.2.1	Objective 1: To Identify the Main Purpose to Join MM2H Programme by MM2H Participants	154
7.2.2	Objective 2: To Determine the Satisfaction Level on Second Home Motivators by MM2H Participants	155
7.2.3	Objective 3: To Examine the Relationship between the Purposes to Join MM2H Programme and Satisfaction Level on Second Home Motivators.	159
7.3	Contribution to the Research	162
7.3.1	Contribution to the Knowledge	162
7.3.2	Contribution to the Stakeholder	162
7.3.3	Contribution to the Industry	163
7.4	Research Limitation	164
7.4.1	Difficulties in Getting Information from Respondents	164
7.4.2	Time Consume	165
7.5	Recommendation for Further Study	165
7.5.1	Study on Different Area	165
7.5.2	Study on the Impact of MM2H Programme	165
7.6	Conclusion and Implication of the Study	166

REFERENCES

170

APPENDIX

185

LIST OF TABLES

TABLE NO.	TITLE	PAGES
1.1	MM2H Participant Approvals from 2002-Nov 2014	3
1.2	Volume and Value of Foreigner Transaction (2002-2012)	4
1.3	Volume of Foreigner Transaction according to the State (2002-2012)	5
1.4	Volume of Foreigner Transaction according to the types of Residential (2002-2012)	5
2.1	Location of Second Home Outside Great Britian	17
2.2	Registered Agents under MM2H Programme	22
2.3	Guideline on Acquisition Properties by Foreign Interest	28
2.4	Property Purchase of MM2H Participants as at 22 nd September 2014	33
2.5	Applicant Qualifying Wage According to the Country of Origin	38
3.1	Classification of the Origin and Development of the Second Home	47
3.2	Summary of the Factor that Influenced Residents' Satisfaction under Second Home Motivators	58
4.1	Design of Questionnaire	67
4.2	Face Validation of Questionnaire	69
4.3	Sampling Method for Distribution Questionnaire	71
4.4	Response Rate of Questionnaires Distribution	73
4.5	Research Planning to Achieve Research Objectives	74
4.6	Cronbach's Alpha on second home motivators	75
4.7	Likert Scale on Satisfaction Level	77

4.8	Research Planning to Achieve Research Objectives	74
4.9	Cronbach's Alpha on second home motivators	75
4.10	Likert Scale on Satisfaction Level	77
5.1	The Goal of Greater KL under the Economic Transformation Programme	84
5.2	Population Size and Composition of Malaysian citizens of Greater KL	85
5.3	Cultural Events & Festivals 2014	89
5.4	Shopping Mall located at Kuala Lumpur and Selangor	96
6.1	Demographic Profile of MM2H Respondents	104
6.2	Main Purpose to Join MM2H Programme of MM2H Respondents	108
6.3	Satisfaction Level of MM2H Participants on Political and Legal Status Factor	111
6.4	Satisfaction Level of MM2H Respondents on Social Environment Factor	117
6.5	Satisfaction Level of MM2H Respondents on Economy Environment Factor	121
6.6	Satisfaction Level of MM2H Respondents on Physical Environment Factor	127
6.7	Satisfaction Level of MM2H Respondents on Attraction Factor	132
6.8	The Relationship between the Purposes to Join MM2H Programme and Satisfaction Level on Political and Legal Status Factor	137
6.9	The Relationship between the Purposes to Join MM2H Programme and Satisfaction Level on Social Environment Factor	141
6.10	The Relationship between the Purposes to Join MM2H Programme and Satisfaction Level on Economy Environment Factor	144
6.11	The Relationship between the Purposes to Join MM2H Programme and Satisfaction Level on	

	Physical Environment Factor	146
6.12	The Relationship between the Purposes to Join MM2H Programme and Satisfaction Level on Social Environment Factor	150
7.1	Main Purpose to Join MM2H Programme of MM2H respondents	154
7.2	Comparison between Satisfaction Index and MDS Result on Satisfaction Level of MM2H Respondents on Political and Legal Status Factor	156
7.3	Comparison between Satisfaction Index and MDS Result on Satisfaction Level of MM2H Respondents on Social Environment Factor	156
7.4	Comparison between Satisfaction Index and MDS Result on Satisfaction Level of MM2H Respondents on Economy Environment Factor	157
7.5	Comparison between Satisfaction Index and MDS Result on Satisfaction Level of MM2H Respondents on Physical Environment Factor	158
7.6	Comparison between Satisfaction Index and MDS Result on Satisfaction Level of MM2H Respondents on Attraction Factor	158
7.7	Summary of the Relationship between the Purposes to Join MM2H Programme and Satisfaction Level on Second Home Motivators.	160

LIST OF FIGURES

FIGURE.NO	TITLE	PAGES
1.1	Property Restrictions in Asia Pacific	2
1.2	MM2H Participant Approvals from 2002-Nov 2014	4
1.3	Research Methodology Flow Chart	15
2.1	Procedures for Application of MM2H Programme	25
2.2	Procedures for Acquisition of Properties under MM2H Programme	34
2.3	Procedures for Import Tax Free Car from Oversea under MM2H Programme	35
4.1	Research Process	62
5.1	Local Authorities and Population Size of Greater KL	83
5.2	Rail System around Greater KL	94
5.3	Greater KL Residential Supply	100
5.4	High-end Condominium Supply in Greater KL	100
6.1	Main Purpose to join MM2H Programme of MM2H Respondents	108
6.2	Percentage of Satisfaction Level on Political and Legal Status Factor	112
6.3	MDS Analysis: Satisfaction Level on Political and Legal Status Factor	113
6.4	Percentage of Satisfaction Level on Social Environment Factor	118
6.5	MDS Analysis: Satisfaction Level on Social Environment Factor	119

6.6	Percentage of Satisfaction Level on Economy Environment Factor	122
6.7	MDS Analysis: Satisfaction Level on Economy Environment Factor	123
6.8	Percentage of Satisfaction on Physical Environment Factor	128
6.9	MDS Analysis: Satisfaction on Physical Environment Factor	129
6.10	Percentage of Satisfaction Level on Attraction Factor	133
6.11	MDS Analysis: Satisfaction Level on Attraction Factor	134

LIST OF ABBREVIATIONS

EPU	-	Economic Planning Unit
FIC	-	Foreign Investment Committee
KLCC	-	Kuala Lumpur City Center
MDS	-	Multidimensional Scaling
MM2H	-	Malaysia My Second Home
UKM	-	Univesiti Kebangsaan Malaysia
UM	-	Universiti Malaya
UPM	-	Universiti Putra Malaysia
UTM	-	Universiti Teknologi Malaysia
UUM	-	Universiti Utara Malaysia
WP KL	-	Wilayah Persekutuan Kuala Lumpur
SPSS	-	Statistical Package for Social Science

LIST OF APPENDIX

APPENDIX	TITLE	PAGES
A	MM2H Car Price List	185
B	Questionnaire	190
C	The New Name of Variables	195
D	Dummy Coding for Variables	197
E1	Likert Scaling Analysis to Determine the Satisfaction Level on Political Status Factor	199
E2	Likert Scaling Analysis to Determine the Satisfaction Level on Social Environment Factor	201
E3	Likert Scaling Analysis to Determine the Satisfaction Level on Economy Environment Factor	203
E4	Likert Scaling Analysis to Determine the Satisfaction Level on Physical Environment Factor	205
E5	Likert Scaling Analysis to Determine the Satisfaction Level on Attraction Factor	207

CHAPTER 1

INTRODUCTION

1.1 Background of Study

Second homes have been a popular trend since the mid 1950's (Gallent, 2005). Buying a house is one of the largest purchases for people that will ever commit and buying in foreign currency only adds to the complexity. The demand for second homes has risen dramatically as a result of globalization (Hall and Muller, 2004). According to Clark (1992), most second homers are aged above 35 years old and married. Francese (2001) stated that most second home buyers are those who are above 55 years old. Most second homers purchase second homes for the purpose of retirement, investment and enjoyment (Norris and Winston, 2010). With increased international travel and trade, investing in property abroad is more popular than ever. This is because the price of foreign property seems especially attractive when exchange rates favour the currency of the prospective buyer. For others, buying overseas property is seen as an investment as undervalued property which carries the potentiality to appreciate substantially over time.

In 2010, International Living magazine stated that Malaysia was voted the 'Best Place in the World to Retire' in Southeast Asia and ranked at number 19 in the world. In the ever increasingly competitive property sphere today, neighboring countries such as Jakarta, Beijing, Hong Kong, Shanghai, Singapore, Bangkok, Kuala Lumpur, Manila and Mumbai have also joined the competition and as a result, flags off a challenging property race. According to the Market Research and

Property Consultant from Henry Butcher (Penang), the challenge for key players in Malaysia is to convince the international investors that properties in Malaysia offer better values than those in other countries. Therefore, to sustain the growth of economy in the real estate sector as well as tourism, Malaysia My Second Home (MM2H) Programme evolved from the Silver Hair Programme was able to draw attention from foreigners which the government had introduced during 1996 to convince foreign retirees above 50 years of age into making Malaysia their second home.

Some countries prevent or limit property buying by foreigners, so it's critical to ensure that they choose a country that gives them the legal rights to buy. According to the Knight Frank Research (2013), the general view of property restriction in Asia Pacific is displayed on Figure 1.1. Countries like Singapore and Indonesia for example, employ a series of stringent cooling measures to control foreign investments such as increasing the Additional Buyer Stamp Duty (ABSD) and limiting their purchases to specific type of properties. Besides, foreign investors are allowed to purchase freehold properties and impose lower stamp duty in Malaysia.

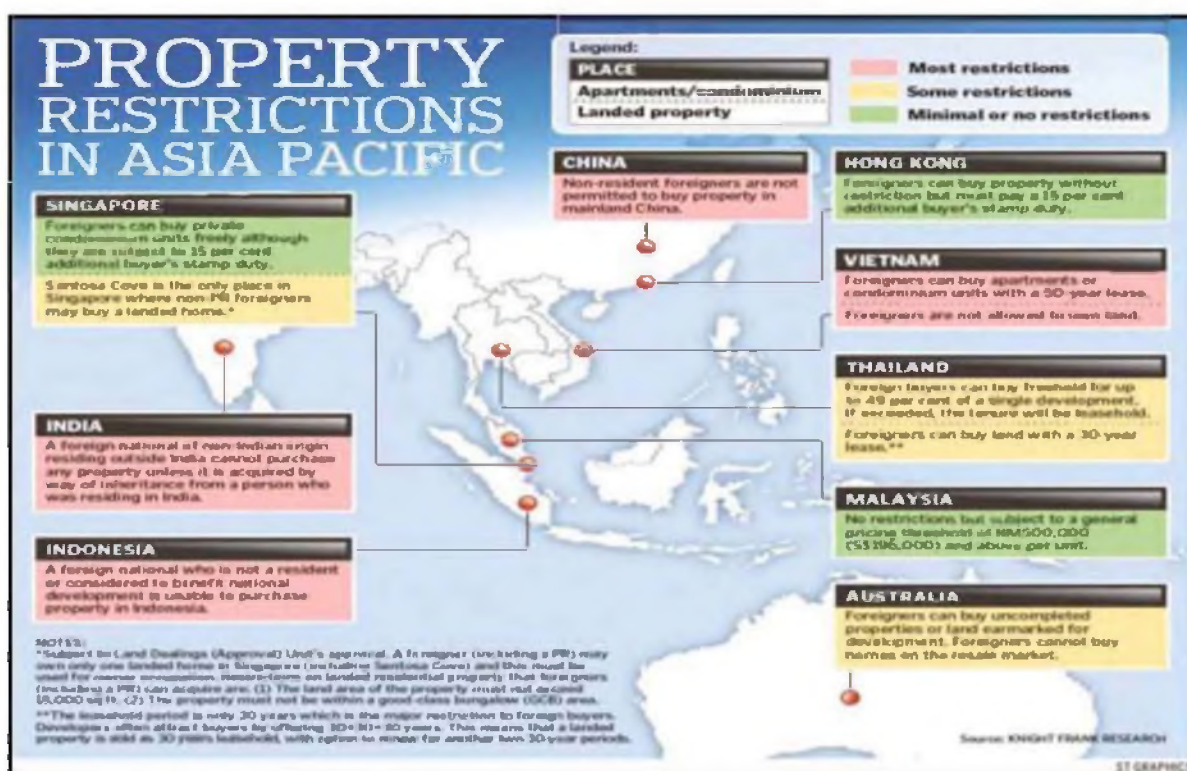


Figure 1.1: Property Restrictions in Asia Pacific
Source: Knight Frank Research (2013)

The second home ownership market in Malaysia has significant prospective to enhance property development, economic growth and tourist industry. The government of Malaysia is aspiring to gain economic benefits from second home practices by introducing the MM2H Programme (Wee, 2006). Starting from second of the Silver Hair Programme followed by the MM2H Programme, restrictions have been loosened by the Tourism Ministry in order to attract 100,000 expatriates to stay in Malaysia by 2010 (Ramli, 2006). Table 1.1 and Figure 1.2 show the number of participant approval from 2002-Nov 2014 on Malaysia My Second Home (MM2H) Programme. The number of participants in MM2H Programme kept increasing from 2002 to 2005 but has dropped during the period of 2006 to 2007. In year 2008 to 2009, the number of participants increased slightly but dropped again in year 2010. In year 2011 to 2013, the demand of staying in Malaysia gradually increased. However, from year 2013 to Nov 2014, the number of participants dropped quite substantially in percentage which comprised of a negative 22.40%. Although this period was just an evaluation in Nov 2014 but the drop in number of participants was rather obvious.

Table 1.1: MM2H Participant Approvals from 2002-Nov 2014

Year	No. of Participants Approved	Total No. Of Participants Approved	Y-0-Y Change (%)
2002	818	818	-
2003	1,645	2,463	101.1
2004	1,917	4,380	16.5
2005	2,615	6,995	36.4
2006	1,729	8,724	-33.9
2007	1,503	10,227	-13.1
2008	1,512	11,739	0.6
2009	1,578	13,317	4.4
2010	1,499	14,816	-5.0
2011	2,387	17,203	59.2
2012	3,227	20,430	35.2
2013	3,675	24,105	13.9
2014 (Nov)	2,853	26,958	-22.4

Source: Ministry of Tourism Malaysia, Malaysia My Second Home Centre (2014).

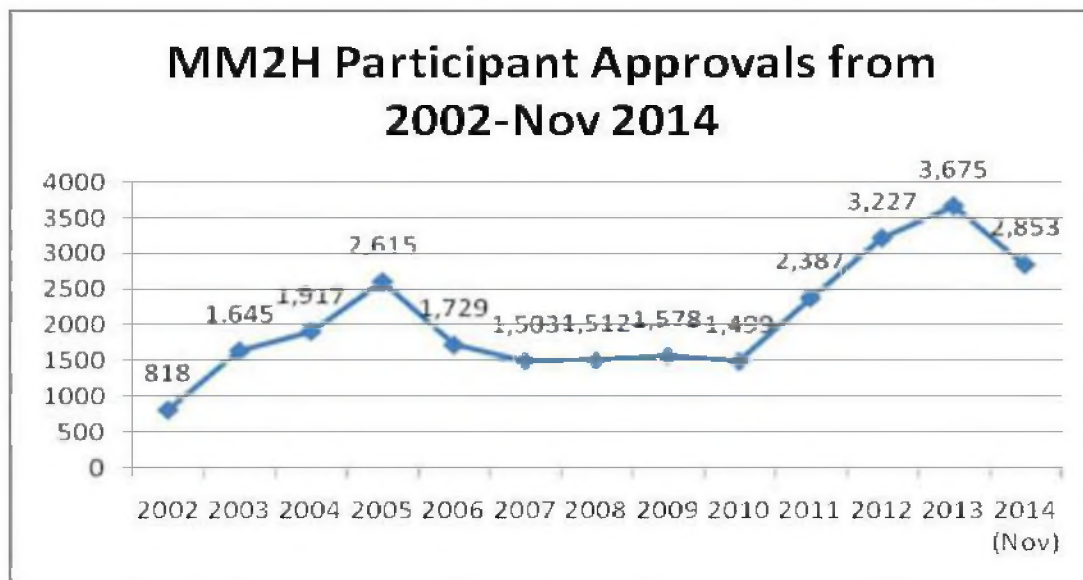


Figure 1.2: MM2H Participant Approvals from 2002-Nov 2014

Source: Ministry of Tourism Malaysia, Malaysia My Second Home Centre (2014)

Table 1.2 shows all foreigners transaction volume and value from 2002 to 2012 in Malaysia. From the data obtained from NAPIC (2013), it shows foreign buyers include non-MM2H participants and MM2H participants contribution towards the real estate factor and also tourism economy at average RM 11 billion of each year. For a period of 11 years, it had contributed around RM 120.62 billion to the real estate sector. Besides this, Table 1.3 shows the volume of foreigner transaction according to the States in Malaysia from the period of 2002 to 2012. Kuala Lumpur has the highest transaction volume which recorded 43.62%, following therewith was Selangor, Johor, Pulau Pinang. On the other hand, Perak, Pahang, WP Labuan, WP Putrajaya and Terengganu have the lower transaction volume which recorded not more than 1.00%. Volume of foreigner transaction according to the type of residential (2002-2012) was shown on Table 1.4. The foreigners' preference was condominium or apartment as shown on the chart which occupies the highest percentage of 65.66%.

Table 1.2: Volume and Value of Foreigner Transaction (2002-2012)

Year	Transaction Volume	Value (RM billion)
2002	429	11.17
2003	548	11.13
2004	831	11.08

2005	1,053	11.03
2006	1,009	10.99
2007	1,818	10.99
2008	1,960	10.93
2009	1,687	10.86
2010	1,185	10.82
2011	1,406	10.81
2012	1,180	10.81
Total	13,106	120.62

Source: NAPIC, Valuation and Property Service Department, Ministry of Finance
(2013)

Table 1.3: Volume of Foreigner Transaction according to the States (2002-2012)

State	Transaction Volume	Percentage (%)
Johor	1,888	14.41
Kedah	185	1.41
Kuala Lumpur	5,717	43.62
Melaka	184	1.4
Negeri Sembilan	153	1.17
Pahang	91	0.69
Perak	107	0.82
Pulau Pinang	1,568	11.96
Sabah	413	3.15
Sarawak	146	1.11
Selangor	2,571	19.62
Terengganu	4	0.03
WP Labuan	12	0.09
WP Putrajaya	67	0.51
Total	13,106	100.00

Source: NAPIC, Valuation and Property Service Department, Ministry of Finance
(2013)

Table 1.4: Volume of Foreigner Transaction according to the type of Residential
(2002-2012)

Types of Residential	Transaction Volume	Percentage (%)
1-1 1/2 storey semi-detached	63	0.48
1-1 1/2 storey terraced	89	0.68

2-2 1/2 storey semi-detached	840	6.41
2-2 1/2 storey semi-terraced	1,710	13.05
Cluster House	104	0.79
Condominium/Apartment	8,606	65.66
Detached	860	6.56
Townhouse	211	1.61
Vacant Plot	519	3.96
Flat	70	0.53
Others	34	0.26
Total	13,106	100.00

Source: NAPIC, Valuation and Property Service Department, Ministry of Finance
(2013)

The MM2H Programme catered for house purchases was the government's main target towards second homers from foreign countries. Other developing countries like Myanmar, Indonesia and Philippines have also well risen. In order to maintain its competitive positioning, the SwhengTee Property World Tour introduced to the world Malaysia's true potentiality as a property investment destination in Southeast Asia. An international property consultant from International Real Estate Investors (REI) Club (2013) said "the authorities from Iskandar, Greater Kuala Lumpur (KL), Penang and even Kota Kinabalu have been trying their best to secure foreign investment. Thus, Malaysia has shown to the world it is the best choice for property investment especially in terms of its open policy by inviting foreigners to share the economic growth so as to maintain the growth."

Malaysia has plans of transforming Greater KL into one of the top 20 most livable metropolis globally with tremendous economic growth. Therefore this is the opportunity Greater KL can offer to foreign investors. Besides this, International Real Estate Investors (REI) Club (2013) explained even Germany and Japan have identified Malaysia, in particularly Greater KL as the best investment opportunity in Southeast Asia. Several foreigners came to study Malaysia market but stayed out for various reasons. The pent-up demand is strong that Malaysia property market will become one of the most active in Southeast Asia with prices moving aggressively upwards. The economy and extension of real estate market will boom. So the government has to provide better policies and incentives to boost up Malaysia's status so as to become a world class city in the shortest time.

1.2 Problem Statement

A second home or vacation home can be an asset to home owners who can generate additional income by renting out a property. This trend towards vacation type of property is increasing (McIntyre et al, 2006). Second homers sometimes consider moving to their second home permanently upon retirement. According to Norris and Winston (2010) stated that the purpose of second homes are mostly for retirement, investment and enjoyment.

The new pattern of tourism and migration has induced the demand for second homes (Lew et al, 2004). Second homes have become a developing trend aided by flexible accessibility and increasing personal income, notably in Western countries (Shaw and Willians, 2001). Countries such as China, Taiwan, Hong Kong, due to various reasons including the imposed cooling measures by their government and economic changes are considering investing out of their country. The trend for Malaysians investing overseas is also very encouraging with strong investment notably in London, China, Melbourne, Indonesia and Singapore. This can stimulate the economy growth if Malaysia can balance it out by bringing in foreign investment.

MM2H have opened up the property market to foreign retirees and business cum leisure travelers who have enhanced and promoted properties in Malaysia. It also encourages foreigners to invest in Malaysia property market. Davinson (2007) reveals that 83 percent of the expatriates (including the MM2H participants) spend an average of RM830,000 on property in Malaysia. This indicates that second homers can act as an important contribution towards the economy of Malaysia, notably in the property industry. As foreign interest and property investment will increase overseas exposure of Malaysia, the Malaysia government have exempted the Foreign Investment of Committee (FIC) rules on MM2H participants and have introduced other initiatives to attract more foreigners to Malaysia (Saidon,2006). Such initiatives encourage foreigners to purchase second homes in Malaysia.

Most second homers purchase second homes for the purpose of retirement, investment and enjoyment (Norris and Winston, 2010). However, majority of the researches were performed in European countries as European countries were the earlier regions to perform the second home practice. Apart from that, Asian countries conducted fewer studies compared to European countries as the second home industry was still at a premature stage. Malaysia is one of the Asian countries as well developing country that still has lots of weakness to improvise and needs to produce better policy to stimulate the economy growth to be included in the promotion of second home programme (Yeoh, 2008).

Ramli (2006) stated that the Ministry of Tourism has loosened the rule and conditions as well as restriction for joining the MM2H Programme which is evaluated from Silver Hair Programme. The purpose of this evaluation to MM2H Programme from Silver Hair Programme (1996) is estimated to attract 100,000 expatriates to stay in Malaysia by 2010. However, based on the statistics of Malaysia My Second Home Center (2014), the total of approved applicants comprised of only 26,958. According to Ho and Khor (2008), the expectation was low and MM2H programme has only enjoyed in moderate level of success. Meanwhile, the neighboring countries such as Thailand, Singapore and Indonesia also offered a slightly different second home programme to boost up their countries' economy. The response rate will increase to attract foreigner to stay in Malaysia if the MM2H programme can offer and meet the requirement of foreigner. Hence, it is worthwhile to find out the intention to join the MM2H Programme in order to provide concrete policy to enhance the quality of MM2H Programme.

Another issue which occurred was simply the fact that second home programme does not measure up to the success of the entire programme in either developed or developing countries. The suitability of the new living environment and the needs of residents are essential for second home programme to be judged as successful. Schachter (2001) found that residential dissatisfaction was the most common factor in mobility decision. Several other studies have repeatedly demonstrated that residential satisfaction is a key component in predicting residential mobility (McHugh, Gober, and Reid 1990; Oh 2003; Reschovsky 1990; Sinai 2001).

There have been many researches carried out in Malaysia to measure the level of satisfaction such as low income group with public housing, high-rise residential, Bumiputera lots and so forth but there was no research to identify the satisfaction level of foreign owners of second home in Malaysia. Besides this, there were many studies conducted focusing on second home impact but only a few studied on the satisfaction level of second home programme. Since Malaysia was voted as the 'Best Place in the World to Retire' in Southeast Asia and ranked at number 19 in the world, in order to avoid the MM2H participant from surrendering their MM2H status because of dissatisfaction on this second home programme, this research helps to create an awareness on the need to understand the determinants of satisfaction with second home environment. Therefore, improvement can be initiated to attract more foreigners to join the second home programme in Malaysia.

The MM2H Programme was promoted via media, newspaper as well as website to attract more potential foreigners to become second homers in Malaysia. Many applicants for the MM2H Programme, particularly those from developed countries, are retirees who want to take advantage of the country's combination of good service and infrastructure and relatively low cost of living (MM2H Center, 2013). Certainly Malaysia offers foreigners with a high standard of living at a very reasonable price. The expenses costs are affordable by the foreigners to enjoy a satisfactory lifestyle in Malaysia. Those people especially retirees who have chosen Malaysia as their second home seem to be very satisfied with the decision and very few of them have changed their mind and decided to return to their native countries (Davinson, 2013). Yeoh (2008) also stated that Japanese ranked Malaysia as the top choice for long-stay programme for 5 consecutive years from 2006 to 2010 in the polls conducted.

The contribution of foreigners to economic growth on real estate sector is significant under the MM2H programme as evidenced on Table 1.2, the information obtained from this research could assist both the government and private sector in fulfilling the needs and wants of the foreigners, which in turn leads to their satisfaction level. By using existing occupants (participant of MM2H Programme) as a benchmark in evaluation, the potentiality for improving the performance of a

second home programme is enormous (Natasha & Husrul Nizam, 2009). Satisfied participants will usually have positive recommendations; this in turn will generate more foreigners to the programme. For example, the existing Japanese MM2H participant feels satisfied with this programme and will be willing to introduce Malaysia to their fellow country citizen (Yeoh, 2008). Therefore, it is important for the government of Malaysia and the related parties to find out what is the main objective to attract them to come and join this programme, as well as understand the satisfaction level of existing MM2H participants in order to explore their perception on this second home programme and examine the relationship between the purpose and satisfaction level. Based on their feedback and opinions, the government will be able to find out which of the aspect needs to be improved in order to enhance the quality of second home programme.

1.3 Research Questions

Based on the problems raised in this research, the following research questions are formulated for this study:

- a) What is the main purpose of joining MM2H Programme by MM2H participants?
- b) Whether the MM2H participants are satisfied whilst staying in Malaysia under the MM2H Programme?
- c) What is the relationship between the purpose to join MM2H Programme and the satisfaction level?

1.4 Objectives of the Study

The problem statement led to the formulation of the objectives of this study as follows

- i) To identify the main purpose to join MM2H Programme by MM2H participants.
- ii) To determine the satisfaction level on second home motivators by MM2H participants.
- iii) To examine the relationship between purpose to join MM2H Programme and satisfaction level on second home motivators by MM2H participants.

1.5 Scope of the Study

This study will focus mainly on Greater Kuala Lumpur as this region is a well developed area, which is also the key towards improving Malaysia's economy. Furthermore, the respondents of this study will focus on existing participants in MM2H Programme who stayed or traveled in Greater KL region.

1.6 Significance of the Study

The purpose of this research is to identify the main purpose of joining MM2H Programme, to understand the satisfaction level of MM2H participants on second home motivators and also to examine the relationship between the purpose to join MM2H Programme and the satisfaction level of MM2H participants on second home motivators. Therefore, the result of this research will provide the benefits to the following stakeholders to acquire improvement on both new construction and upgrading the existing:

a) Contribution towards the knowledge

This research is to help enhance as well as create a new guideline for assessment satisfaction level with second home in Malaysia. The second home is a global trend all over the world as a retirement place, investment, business shelter as well as vacation home. This becomes a new lifestyle for certain people especially people who come from overseas all around the world. The satisfaction of foreigners is very important to provide a clear picture to communities in Malaysia on what Malaysia can provide them and also based on the point, what can be improvised to enhance the reputation of our country as well as what aspects of the economy should be increased.

b) Government

Foreign investment helps to maintain the growth and provide more investment opportunities in some markets such as manufacturing, business, tourism or real estate sector. Government can control the stamp duty or other legal fees to attract more foreigners to invest in this country. Besides this, based on the feedback or opinions from foreigners, the government can build more infrastructures or enhance the environment to attract them.

c) Policy makers

Policy makers can consider this type of evaluation in the future as a strategy towards achieving the best to satisfy residents' needs and aspirations. This research gives a picture to the policy makers as it provides necessary information for improving the satisfaction level of foreigner. To ensure the success of the MM2H program, policy makers should be sensitive to foreigners' interests by determining what the applicant actually needs and wants on second home programme. This will help to prevent them from committing the same mistakes made previously, in order to improve the satisfaction level on the quality of life of the foreign residents.

1.7 Structure of Dissertation

Generally, this study has been divided into 7 chapters. The chapter layout is presented as follows:

1.7.1 Chapter 1: Introduction

This chapter briefly describes an overview of study topics including an introduction of study. It continues with the problem statement that explains about the problems that occur in the study, followed by the objectives of the study and scope of the study. In addition, significance of the study and the study methodology are also contained here.

1.7.2 Chapter 2: Literature Review on Second Home

This chapter basically discusses the definition of second home, second home practice, and procedure and guideline of MM2H Programme. The source of this study is to complete the literature review derived from academic books, journals, internet and articles that have been done by previous researchers.

1.7.3 Chapter 3: Literature Review on Residential Satisfaction

This chapter comprises a literature review of residential satisfaction by second homers. It includes definition of residential satisfaction and determinants of residential satisfaction on second home motivators. The information is collected from journals, book, article or website.

1.7.4 Chapter 4: Research Methodology

This chapter presents the research methodology such as explanations on techniques of data collecting and analyzing data. The methodology that has been chosen to collect and analyze data must be able to achieve the objectives of the study.

1.7.5 Chapter 5: Case Study Area

This chapter shows the case study area which is located at the Greater Kuala Lumpur. The cultural and features such as population of Greater KL and multi-cultural living environment of Greater Kuala Lumpur will be discussed in this chapter.

1.7.6 Chapter 6: Data Analysis and Findings

This chapter will cover the analysis on the data that have been collected. Research methodology and the aforementioned in Chapter 3 are being applied on the data analysis to achieve the objectives of this study. After the data have been analyzed, findings and results of the study are being previewed in this chapter.

1.7.7 Chapter 7: Conclusion and Recommendation

This is the final stage of the study where the researcher will formulate and conclude on the findings obtained after the data have been analyzed. The conclusion is crucial to ensure the study is carried out to achieve the objectives of the study. The limitation and recommendation will also be proposed in the last part of this chapter.

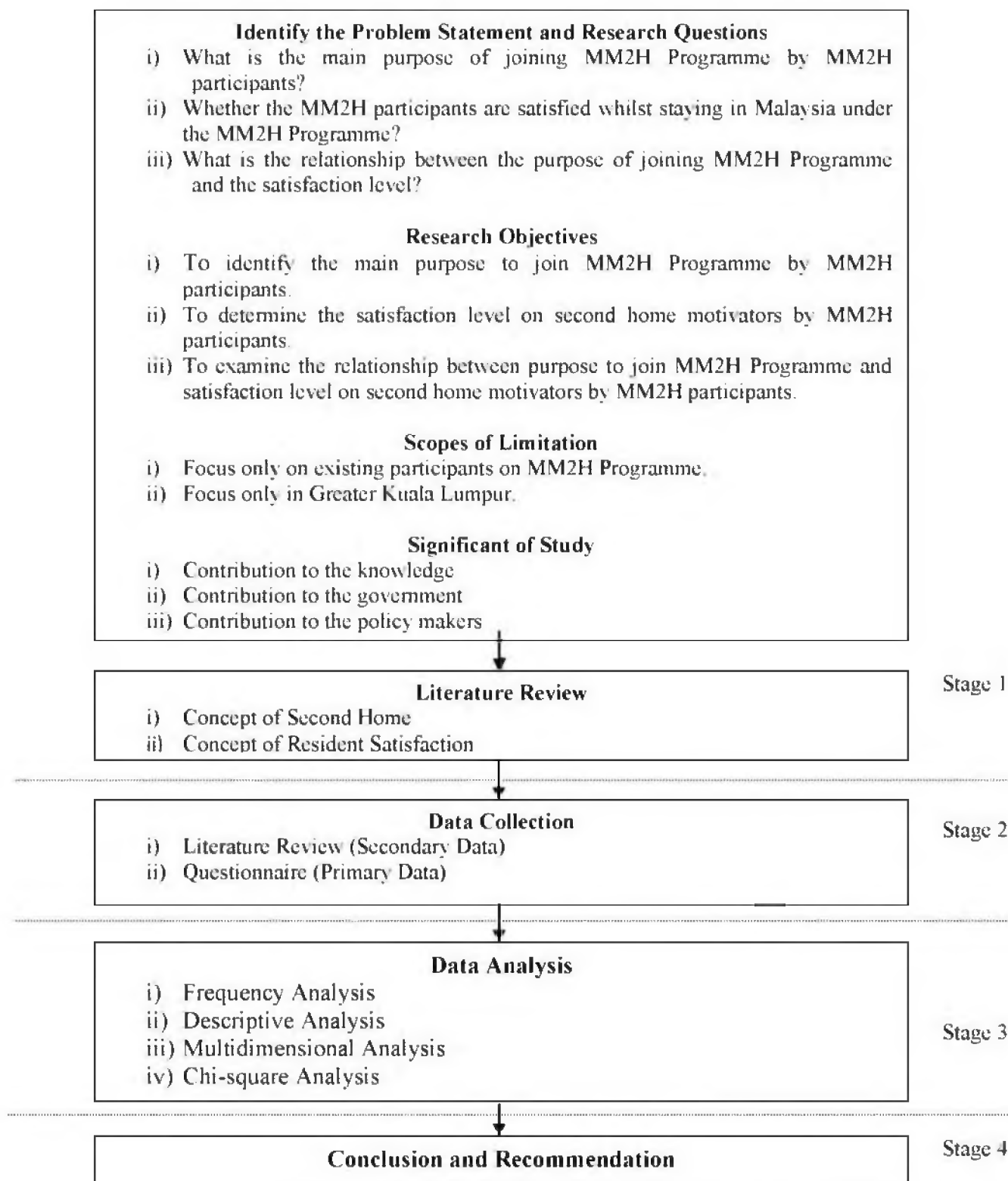


Figure 1.3: Research Flow Chart

Source: Researcher (2014)

REFERENCES

- Anderson, G. (1998). *Basics for Educational Research*. Montreal: Solar Publishing.
- Aschauer, W., (2010). *Perceptions of Tourists At Risky Destinations. A model of Psychological Influences Factors*. *Tourism Review*, 65 (2), 4-20.
- Awotona, A. (1991). *Nigerian government participation in housing: 1970-1980. Nigeria*. *Social Indicators Research* 25, 63-98.
- Ball, M., (2005). *The Second Home Boom*. *The Appraisal Journal*, 240-248.
- Barness, S.J. (2005). *Assessing the value of IS journals*. *Communications of the ACM*, 48(1), 110-112.
- Belsky, E.S., and Prakken, J.L. (2004). *Housing wealth effects: Housing's impact on wealth accumulation, wealth distribution and consumer spending*. Cambridge, Mass.: Joint Center for Housing Studies, Graduate School of Design and John F. Kennedy School of Government, Harvard University.
- Blaxter, L., C. Hughes & M. Tight. (2006). *How to Research*. Berkshire: Open University Press.
- Bulter, E. W., Chapin, Jr., F.S., Hemmens, G.C., Kaiser, E.J., Stegman, M.A., & Weiss, S.F., (1969). *Moving Behaviour and Residential Choice*.
- Burby, R. J. and Rohe, W. M. (1989). *Deconcentration of Public Housing: Effects on Residents, Satisfaction with Their Living Environments and Their Fear Of Crime*. *Urban Affairs Quarterly* 25, 117-141.

- Campbell, A., Converse, P.E., Rodgers, W.L., (1976). *The Quality of American Life: Perceptions, Evaluations and Satisfaction*. New York, Russell Stage Foundation.
- Carrie Chan (2006, April 10). *Malaysia My Second Home Programme: Malaysia Beckons Foreign Retirees*. Asia Times Online. Retrieved from <http://m-m-2-h.com/malaysia-beckons-foregin-retirees.html>
- Carver, R.H. & Nash, J.g., (2009). *Doing data analysis with SPSS version 16*. Canada: Brooks/ Cole Cengage Learning.
- CBRE Research (2013). *Greater Kuala Lumpur*. MarketView.
- Charles Stangor. (2011). *Research Methods for the Behavioral Sciences*. (4th Edition) United States of America.: Wadsworth Cengage Learning.
- Chin, Y., (1990). *Resident Housing Satisfaction in Multi-Family Housing Environments in Korea*. Unpublished Doctoral Dissertation, University of Illinois.
- Clark, P.A. (1992). *Second Home Ownership: The case of Whistler Resort, British Columbia*. Master of Arts. Department of Geography, Simon Fraser University.
- Coakes, S. J., Steed, L., & Ong, C. (2006). *SPSS version 13.0 Windows: Analysis without anguish*. John Wiley & Sons Australia.
- Cooper Marcus, C. and Sarkissan, W (1986). *Housing as If People Mattered*. Berkeley, CA: University of California Press.
- Coppock, J. T. (1977). *Second homes: curse or blessing?*.Oxford:Pergamon Press.
- David de Vaus. (2001). *Research Design In Social Research*. London.: Stage Publications Ltd.
- Davinson (2007). *The MM2H Guide*. Kuala Lumpur. The Expat Group.

- Davinson (2013). *The MM2H Guide*. Kuala Lumpur. The Expat Group.
- Denzin, N. K. (1978). *Sociological Methods*, Berkshire, McGraw-Hill.
- Department for Communities and Local Government (2014). *Location of Second Home. English Housing Survey*. Retrieved from <https://www.gov.uk/government/statistical-data-sets/owner-occupiers-recent-first-time-buyers-and-second-homes>
- Dijst, M., Lanzendorf, M., Barendregt, A. and Smit, L., (2004). *Second Homes in Germany and the Netherlands: Ownership and Travel Impact Explored*. Tijdschrift voor Economische en Sociale Geografie, 96 (2), 139-152.
- Djebarni, R. and Al-Abed, A. (2000). *Satisfaction Level With Neighbourhoods in Lowincome Public Housing in Yemen*, Property Management, 18(4): 230-239.
- Fateh Iskandar Mohamed Mansor (2006). *Securing More Foreign Buyers for Malaysia Properties: Malaysia My Second Home Programme-Making It More Attractive*. National Property & Housing Conference. 12-13 September 2006.
- Fox, W. & Bayatt, M.S., (2007). *A Guide to Managing Research*. Cap down: Juta & Cp Ltd.
- Francescato, G.B., Weidemann, S., Anderson, J., & Chenoweth, R., (1979). *Residents' Satisfaction in HUD-Assisted Housing: Design and Management Factors*. Washington, D.C: Office of Policy Development and Research, U.S., Department of Housing and Urban Development.
- Francescato, G.B., Weidemann, s., & Anderson, J., (1990). *Evaluating the Built Environment from the User's Point of View: An Attitudinal Model of Residential Satisfaction*. In Preiser, W. F., (Ed), Building Evaluation, New York: Plenum Press.
- Francescato, G.B., (1998). *Residential Satisfaction*. In Van Vliet, W (Ed). The Encyclopaedia of Housing, London. Sage Publication.

- Francesse, P. (2001). *The Coming Boom in Second Home Ownership*. *American Demographics*. US: Media Central Inc. Retrieved from http://findarticle.com/p/articles/mi_m4021/is_2001_Oct_1/ai_79052841/
- Fritz, R. G., (1982). *Tourism, Vacation Home Development and Residential Tax Burden*. *American Journal of Economics and Sociology*, 41 (4), 376-385.
- Gallent, N. (2005). *Regional Housing Figures In England: Policy, Politics And Ownership*. *Housing Studies*. 20 (6): 973-988.
- Galster, G.; Hesser, C. (1981). *Residential satisfaction: Compositional and contextual correlates*. *Environment and Behavior*, 13(6), 735-758.
- Gibler, K.M., Casado-Diaz, J.M., Casado-Riaz, M. A., Rodriguez, V., & Taltavull, P. (2009). *Late Life Second Move Housing Choices of International Retires Migrants*. *International Journal of Housing Markets and Analysis*, 2(2), 190-210.
- Giddens, A. (1990). *Sociology*. (2nd ed.). UK: Blackwell Publishing.
- Hafner, A. W. (1998). *Descriptive Statistical Techniques for Librarians* (2nd ed). Chicago: American Library Association.
- Hall, C.M. & Muller, D.K. (2002). *Tourism, Mobility and Second Homes, Aspects Of Tourism*, Clevedon, UK: Channel View Publications.
- Hall, C. M., and Muller, D.K., (2004). *Second homes, curse or blessing ? Revisited*, in Hall, C.M. and Muller D.K. (Eds.) *Tourism, Mobility and Second Homes. Between Elite Landscape and Common Ground*, pp. 244-258. Clevedon. Channel View.
- Hart, C. (1998). *Doing A Literature Review: Releasing The Social Science Research Imagination*. London. UK: Sage Publications.
- Henry Butcher Penang, Malaysia (2009, May 27). *Low Property Purchase by MM2H Participants*. Market Research and Property Consultant. The Star. Retrieved

from http://www.henrybutcher.com.my/uploadfile/News_and_Updates/ez23060912457277163.pdf

- Ho, R., (2006). *Handbook of Univariate and Multivariate Data Analysis and Interpretation with SPSS*. USA: Chapman & Hall/ CRC.
- Ho, R., & Khor, H. T., (2008). *Malaysia My Second Home (MM2H): A Review of Current Implementation & Growth Potential*. Socio-economic & Environmental Research Institution. Penang: Penang Economic Monthly.
- Hoggart, K. and Buller, H., (1994). *Geographical differences in British property Acquisitions in Rural France*. *The Geographical Journal*, 161 (1), 69-78.
- Hoggart, K., & Buller, H. (1995). *British Home Owners and Housing Change In Rural France*. *Housing Studies*. 10 (2): 179-198.
- Huang, Youqin and Yi, Chengdong (2011). *Second Home Ownership in Transitional Urban China*. *Housing Studio*. 26 (3): 423-447. Retrieved at <http://www.informaworld.com/smpp/title-content=t713424129>
- International Real Estate Investors (REI) Club. (2013, January 18). *FOCUS :Greater KL. Tipped to be World's Rising Star Within 3 Years*. New Strait Times. Retrieved from <http://www.nst.com.my/red/focus-greater-kl-tipped-to-be-world-s-rising-star-within-3-years-1.203565>
- Khu, S. Y., (2012). *Factors Influencing the Intention to Make Malaysia A Second Home: A Study on Japanese and Indonesia*. Master of Business Administration (MBA). Universiti Sains Malaysia.
- Kim, S., (1995). *Outdoor Environment Satisfaction; Contributions of Landscape Design to Multi-family Housing Residents' Satisfaction*. Master's Thesis for Department of Landscape Architecture, University of Illinois.
- Knight Frank Research (2013, September 13). *Malaysia Properties Take On the World: Property Restrictions in Asia Pacific*. New Straits Times. Retrieved

from <http://www.nst.com.my/red/cover-story-malaysian-properties-take-on-the-world-1.355013>

- Lee, E., & Gibler, K., (2004). *Preferences for Korean Seniors Housing*. Journal of Property Investment & Finance, 22(1), 112-135.
- Lee, J.H., (2006). *Post-Occupancy Evaluation of Assisted Living Facility*. Illinois Institute of Technology, Chicago.
- Lee, L. S., (2013). Preferred Housing Attributes by Participants of Malaysia My Second Home. Master of Real Estate. Univesity Teknologi Malaysia.
- Lew, A.A., Hall, C.M., & Williams, A.M. (2004). *A Comparison to Tourism*. Uk: Blackwell Publishing Ltd.
- Lord, J. D. and Rent, G. S. (1987). *Residential Satisfaction in Scattered-Site Public Housing Projects*. Science Journal 24(3), 287-3
- Malaysia Immigration Department (2009). *Malaysia My Second Home Programme*. Kuala Lumpur. Kementerian Hal Ehwal Dalam Negeri.
- Malaysia My Second Home Centre (2010). *Acquisition of Properties under Malaysia My Second Home Programme*. Ministry of Tourism and Cultural Malaysia. <https://www.google.com.my/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0CCYQFjAA&url=http%3A%2F%2Fwww.mm2h.gov.my%2Fpdf%2Fmm2h3.pdf&ei=7yonU8ftK4WqrAed3YGYDA&usg=AFQjCNHBi6e9mCzHneis5oegsatEg2yr4Q&bvm=bv.62922401,d.bmk&cad=rja>
- Malaysia My Second Home Centre (2010). *Step to Apply*. Ministry of Tourism and Cultural Malaysia. Retrieved from <http://www.mm2h.gov.my/index.php/en/apply-now/where-to-apply/steps-to-apply>
- Malaysia My Second Home Centre (2013). *Proccedures for Import Tax Free Car from Oversea*. Ministry of Tourism and Cultural Malaysia.

- Malaysia My Second Home Centre (2014). *Guidelines for bringing foreign Domestic Helper*. Ministry of Tourism and Cultural Malaysia.
- Malaysia My Second Home Centre (2014). *List of Registered Agents*. Ministry of Tourism and Cultural Malaysia.
- Malaysia My Second Home Centre (2014). *Property Purchase for MM2H Participants As at 22nd September 2014* . Ministry of Tourism and Cultural Malaysia.
- Malaysia My Second Home Centre (2014). *Statistics*. Ministry of Tourism and Cultural Malaysia. Retrieved from <http://www.mm2h.gov.my/statistic.php>
- Malaysia My Second Home Centre (2014). *Why Choose Malaysia*. Ministry of Tourism and Cultural Malaysia.
- Marans, R.W., & Rodgers, W., (1975). *Towards an Understanding of Community Satisfaction*. In Hawley, A. H., Rock, V.P., and U.S. National Research Council (Eds), *Metropolitan America in Contemporary Perspective*, pp. 299-352. Beverly Hills; New York: Sage Publications.
- Marjavaara, R., (2007). *Route to Destruction? Second Home Tourism in Small Island Countries*. *Island Studies Journal*, 2(1),27-46.
- Marjavaara, R., (2008). *Second Home Tourism. The Root to Displacement in Sweden*. Doctoral Dissertation, Department of Social and Economic Geography, Umea University, Sweden, pp1-67.
- Mark L. Mitchell and Janina M.Jolley. (2004). *Research Design Explained*. Canada.: Thomson Wadsworth.
- McHugh, Kevin E., Patricia Gober, and Neil Reid., (1990). *Determininants of Short-and Indicators of Housing Needs*. *Home Economics*, Vol.5 No.4, pp. 244-54.
- McIntyre, N., Williams, D. R., and McHugh, K. (2006). *Multiple Dwellings and Tourism: Negotiating Place, Home, and Identify*: Cambridge, Mass.:CABI Pub.

- Ministry of Federal Territories (2014). *Greater KL/KV comprises 10 Local Authorities*. Retrived from <http://app.kwpkb.gov.my/greaterklkv/overview/>
- Ministry of Federal Territories (2014). *The Goal of Greater KL under the Economic Transformation Programme*
- Ministry of Tourism and Cultural, Malaysia (2014). *Shopping & Dining*. Tourism Malaysia.
- Ministry of Tourism and Cultural, Malaysia (2014). *Malaysia Cultural Events & Festivals 2014*. Tourism Malaysia.
- MM2H Car Price List with Mercedes Models*. (2014). Ministry of Finance (MOF), Malaysia.
- MM2H Car Price List with Toyota Models*. (2014). Ministry of Finance (MOF), Malaysia.
- MM2H Car Price List with Honda Models*. (2014). Ministry of Finance (MOF), Malaysia.
- MM2H Car Price List with Polo Models*. (2014). Ministry of Finance (MOF), Malaysia.
- MM2H Car Price List with Volvo Models*. (2014). Ministry of Finance (MOF), Malaysia.
- MM2H Car Price List with BMW Models*. (2014). Ministry of Finance (MOF), Malaysia.
- MM2H Car Price List with Nissan Models*. (2014). Ministry of Finance (MOF), Malaysia.
- Mohd. Zulfa Awang (2000). *Kajian Kepuasan Penghuni dan Persekitarannya; Kajian Kes: Taman Perumahan Permin Jaya, Cendering, Kuala Terengganu*: Thesis Ijazah Sarjana Sains (Perumahan), Universiti Sains Malaysia: Pusat Pengajian Perumahan, Bangunan dan Perancangan.
- Morgan et al.,(2007). *SPSS for Introductory Statistics*. Third edition. USA: Lawreance Erlbaum associates, Inc.

- Morris, E.W., & Winter, M. (1978). *Housing, Family and Society*. New York, NY: John Wiley & Sons, Inc.
- Muller, D.K., (1999). *German Second Home Owners in the Swedish countryside*. Umea University Department of Social and Economic Geography, Sweden.
- Muller, D. K.,(2001). *Second Home Ownership and Sustainable Development in Northern Swede*. *Tourism and Hospitality Research*, 3(4), 343-355.
- Muller, D.K., (2002). *Reinventing the Countryside: German Second-home Owners in Southern Sweden*. *Current Issues in Tourism*, 5(5), 426-445.
- Muller, D.K., (2004). *Second Home in Sweden: Patterns and Issues*. In: C.M.Hall, D.K. Muller (eds.), *Tourism, mobility and second homes: between elite landscape and common group*, pp. 244-258. Clevedon, Buffalo, Toronto: Channel View Publications.
- Muoghalu, L.N.(1984). *Subjective Indices of Housing Satisfaction As Social Indicators for Planning Public Housing in Nigeria*. *Social Indicators Research* 15,145-164.
- Naoum, S.G. (2007). *Dissertation Research and Writing for Construction Students*. Second Edition. USA: Butterworth-Heinemann.
- NAPIC, Valuation and Property Service Department (2013). *Transaction Data*. Ministry of Finance.
- Natasha, K., & Husrul Nizam, H. (2009). *Post Occupancy Evaluation towards Indoor Environment Improvement in Malaysia's Office Building*. *Journal of Sustainable Development*, 186-191.
- Nielsen, N. C., & Kromann, D.S., (2009). *The Role of Real Estate Agents in The Development Of Second Homes Ownership: A Case From Two Danish Rural Municipalities*. Institute of Rural Research and Development, Esbjerg.

- Norris, M., & Winston, n. (2010). *Second-home Owners: Escaping, Investing or Retiring?*. *Tourism Geographies*. 12 (4): 546-567. Taylor & Francis Group.
- Office of Population Censuses and Surveys (OPCS) (1992). *1991 Census: Great Britain*. National Monitor. London: HMSO.
- Omar, F., T.K. Lau, Y.N.Phang, and Awang. Z, (2011), *Oxford Fajar Polytechnic Series: Statistics*. pp. 6 and 15-16.
- Ogu, V.I (2002). *Urban Residential Satisfaction and the Planning Implications in a Developing World Context: The Example of Benin City, Nigeria*. *International Planning Studies*, 7(1): 37-53.
- Oh, J. H., (2003). *Social Bonds and the Migration Intention of Elderly Urban Residents : the Mediating Effect of Resident Satisfaction*. *Population Research and Policy Review*, No.22(2), pp. 127-46.
- One Million Klang Valley Residents to Face Water Supply Disruption Next Week (2013 December 2012). *The Star*. Retrieved from
- One Million Klang Valley Residents to Face Water Supply Disruption Next Week* (2013 December 12). *The star*. Retrieved from <http://www.thestar.com.my/News/Nation/2013/12/12/water-disruption-1mil/>
- Onyekwere, M.U and Julia O. B (1997). *Assessment of Residents' Satisfaction with Public Housing in Abuja, Nigeria*. *Habitat International* Vol. 21, no. 4, pp. 445-460
- Opacis, V.T., (2010). *Motivation Models for Owning Second Homes on The Croation Littoral: The Example of Malinska on the Island of KRK*. *Acta Turistica Nova*, 4(10), 81-113.
- Ozo, A. O. (1986). *Public Housing Policies And The Urban Poor In The Third World. A Case Study from Nigeria*. *Third Worm Planning Review* 8(1), 51 67.
- Ozo, A. O. (1990). *Low Cost Urban Housing Strategies in Nigeria*. *Habitat International* 14(1), 41-54.

- Parris, C., (2006). *Multiple "Homes", Dwelling And Hyper-Mobility And Emergent Transnational Second Home Ownership, Housing in An Expanding Europe: Theory, Policy, Participation and Implementation*. ENHR conference, Ljubljana, Slovenia, 2-5 July 2006.
- Patrick, L., Huili, H., James, K., Beverly, W., Tetiana, L., (2009). *Impact of Tourism on Community Life in Dare Country*. Center for Sustainable Tourism and Bureau of Business Research. East Carolina University.
- Patterson, I. (2007). *Growing Older: Tourism and Leisure Behavior of Older Adults*. UK: Cabi Pub.
- Perkins, D. D., Wandersman, A., Rich, R.C., & Taylor, R.B., (1993). *The Physical Environment of Street Crime : Defensible Space, Territoriality and Incivilities*. *Journal of Environment Psychology*, 13, 29-49.
- Portney., Walkin., (1993). *In Metodologi Kajian*. Retrieved from <http://images.leen184.multiply.multiplycontent.com/.../b>
- Prime Minister's Department (2014). *Guideline on Acquisition of Property*. Economic Planning Unit. Retrieved from <http://www.epu.gov.my/documents/10124/1c80080a-aeb1-4535-b0b2-56a5e7dbfd5a>
- Ramli, J. (2006). *Second Home Programme Targets 100,000 Expatriates*. *New Straits Times*. Retrieved from UTM PSZSKD NPC N10079082, <http://opac.psz.utm.my:8000/WebZ/GeacFETCH?sessionid=01-58766-164989383&recno=1&resultset=2&format=F&next=html/geacnfull.html&bad=error/badfetch.html&&entitytoprecno=1&entitycurrecno=1>, dated 18 October 2013.
- Paul, W.L., & Taylor, P.A., (2008). *A Comparison of Occupant Comfort and Satisfaction Between A Green Building and A Conventional Building*. *Building and environment*, Vol. 43 pp 1858-1870.
- Reschovsky, James D., (1990). *Residential Immobility of the Elderly: An Empirical Investigation*. *Journal of American Real Estate*, 18: 160-183.

- Rogerson, C.M., & Visser, G. (2007). *Urban Tourism in The Developing World: The South African Experience*. New Brunswick: Transaction Publishers.
- Ross, Chuck (2010). *Second home, First Class*. Residential Design & Build Magazine, 2010. Retrieved from <http://www.rdbmagazine.com>, dated 16 March 2014.
- Rubin, A. (2007). *Statistics for Evidence-Based Practice and Evaluation*. Belmont, CA: Brooks/ Cole.
- Rukwaro, R.W., and Olima, W.H.A., (2003). *Developer Profits Undermine Resident's Satisfaction in Nairobi's Resident Neighbourhood: Implication For Local Government In Kenya*. Habitat International, Vol 27,pp.143-157.
- Saidon, I. (2006, December 21). *Kerajaan Longgar Syarat Warga Asing Beli Rumah : Kediaman Bernilai RM250,000 boleh Dimiliki Tanpa Kelulusan FIC*. Berita Harian. UTM PSZSKD NPC N10092300.
- Schachter, Jason., (2001). *Why People Move: Exploring the March 2000 Current Population Survey*. Washington, D.C.: U.S. Census Bureau.
- Schiffman. S. S., Reynolds, M. L., and Young. F. W. (1981). *Introduction to Multidimensional Scaling*. Academic Press, New York
- Shaw, G. and Willians A. M. (2001). *Critical Issues in Tourism: A Geographical Perspective*. Uk: Blackwell Publishers Ltd.
- Sekaran, U., & Bougie, R. (2010). *Research Method for Business- A Skill Building Approach*. (5th. Ed). United Kingdom: John Wiley & sons Ltd.
- Shucksmith, D.M. (1983). *Second Homes: A Framework for Policy*. Town Planning Review. 54 (2): 174-193. UK: Liverpool University Press.
- Sinai,Irit., (2001). *Moving or Improving: Housing Adjustment Choice in Kumasi, Ghana*. Housing Studies, 16 (1):97-114.

- Singapore Haze Hits Record High from Indonesia Fires* (2013 June 21), BBC News. Retrieved on <http://www.bbc.com/news/world-asia-22998592>
- Svenson, S., (2004). *The Cottage and The City: An Interpretation of The Canadian Second Home Experience*. In: C. M. Hall, D.K. Muller (eds.), *Tourism, mobility and second homes: between elite landscape and common group*, pp. 55-74. Clevedon, Buffalo, Toronto: Channel View Publications.
- Thorn, K., (2009). *The Relative Importance of Motives for International Self-Initiated Mobility*. 14-(5), 441-464.
- Townshend, K. (2007). *The Social and Economic Impacts of Second Home Ownership in Western Sweden: A Case study in Sunnana*. Rhode University.
- Tress, G, 2002. *Development of Second Home Tourism in Denmark*. *Scandinavian Journal of Hospitality and Tourism*. 2 (2): 09-121.
- Turkoglu, H.D., (1997). *Residential Satisfaction of Housing Environments : The Case Of Istanbul. Turkey*. *Journal of Landscape and Urban Planning*. Vol.39, pp-55-67.
- Vagner, J., Muller, D.K., Fialova, D., (2011). *Second Home Tourism In Light of The Historical-Political and Socio-Geographical Development Of Czechia And Sweden*. *Geografie*, 116(2), 191-210.
- Venturoni, L., Long, P., & Purdue, R., (2005). *The Economy and Social Impacts of Second Homes in Four Mountain Resorts Countries of Colorado*. Annual Meeting of the Association of America Geographers. Denver.
- Visser, A. (2002). *The Impact of Crime on Tourism*. Thesis. Master of Arts. South Africa: Potchefstroom University for Christian Higher Education.
- Visser, G., (2004). *Recreational Second Homes in The United States: Development Issues and Contemporary Patterns*. In: C.M. Hall, D.K. Muller (eds.), *Tourism, mobility and second homers:between elite landscape and common ground*, pp. 133-148. Clevedon, Buffalo, Toronto: Channel View Publications.

- Walliman, N.,2006. *Social Research Methods*. London: Sage publications.
- Webster, J., & Watson,R.T. (2002). *Analyzing The Past To Prepare For The Future: Writing A Literature Review*. MIS Quarterly, 26(2), 13-23.
- Weidemann, S., Anderson, J. R., Butterfield, D. I. and O'Donnell, P. A. (1982) *Residents' Perceptions of Satisfaction and Safety. A Basis for Change in Multifamily Housing*. Environment and Behavior 14(6), 695 724.
- Weidemann, S. And Anderson, J., (1985). *A Conceptual Framework for Residential Satisfaction*. Home Environment, pp. 153-182. Plenum Press, New York.
- Wee, V. (2006). *Securing More Foreign buyers for Malaysian Properties: Malaysia My Second Home*. National property and housing summit 2006. 12-13 September. Grand Bahams, Level 12, Sunway Lagoon Resort Hotel, REHDA and Asian Strategy & Leadership Institute (ASLI)
- Wildemuth, B.M. (2009). *Applications of Social Research Methods to Questions in Information and Library Science*. United States of America: Libraries Unlimited.
- Williams, A.M., King, R., Warnes, T., (2004). *British Second Homes in Southern Europe: Shifting Nodes in The Scapes and Flows Of Migration and Tourism*. In C.M. Hall, D.K. Muller (eds.), *Tourism, mobility and second homes: between elite landscape and common ground*, pp. 97-112. Clevedon, Buffalo, Toronto: Channel View Publications.
- Yamane, T.1976. *Statistics. An Introductory Analysis*. Third Edition. New York: Harper & Row.
- Yang, L., (2004). *Neighbourhood Physical Form and Residential Satisfaction: Do New Urbanist Neighbourhood Physical Attributes Enhance Residential Satisfaction?* Retrieved from the internet <http://www.oup.org.Yang.html>.
- Yeoh, W. (2008). *Foreign retirees promoting Malaysia second home plan to countrymen*. Georgetown: The Star Online.

Yockey, R. D. (2008). *A Step-by-step guide to successful data analysis*. Fresno, Pearson Prentice Hall.

Young, F. W. and Hamer, R. M. (1994). *Theory and Applications of Multidimensional Scaling*. Erlbaum Associates. Hillsdale, NJ

Zhu, X. D., McArdle, N., & Masnick, G.S. (2001). *Second Homes: What, How Many, Where and Who*. Cambridge, MA: Joint Center for Housing Studies, Harvard University.

<http://www.malaysiavacationguide.com/kuala-lumpur-public-transport.html>

<http://www.statistics.gov.my/mycensus2010>