YANGON UNIVERSITY OF ECONOMICS
DEPARTMENT OF APPLIED ECONOMICS
MASTER OF PUBLIC ADMINISTRATION PROGRAMME

A STUDY ON RESIDENTS' PERCEPTIONS ON URBAN QUALITY OF LIFE (CASE STUDY: THINGANGYUN TOWNSHIP, YANGON REGION)

EI THANDAR HLAING
MPA – 16 (22nd BATCH)

JUNE, 2025

YANGON UNIVERSITY OF ECONOMICS
DEPARTMENT OF APPLIED ECONOMICS
MASTER OF PUBLIC ADMINISTRATION PROGRAMME

A STUDY ON RESIDENTS' PERCEPTIONS ON URBAN QUALITY OF LIFE (CASE STUDY: THINGANGYUN TOWNSHIP, YANGON REGION)

A thesis paper submitted in partial fulfillment of the requirements for the Master of Public Administration (MPA) degree.

Supervised by:

Dr. Thet Mon Soe
Lecturer
Department of Applied Economics
Yangon Institute of Economics

Submitted by:

Ei Thandar Hlaing
Roll No. 16
MPA 22nd Batch
(2023-2025)

JUNE, 2025

YANGON UNIVERSITY OF ECONOMICS

DEPARTMENT OF APPLIED ECONOMICS

MASTER OF PUBLIC ADMINISTRATION PROGRAMME

This is to certify that this thesis entitled "**A STUDY ON RESIDENTS' PERCEPTIONS ON URBAN QUALITY OF LIFE (CASE STUDY: THINGANGYUN TOWNSHIP, YANGON REGION)**" submitted as a partial fulfillment towards the requirements for the Degree of Master of Public Administration has been accepted by the Board of Examiners.

BOARD OF EXAMINERS

……..

Dr. Tin Tin Htwe

(Chairperson)

Rector

Yangon University of Economics

……

Dr. Cho Cho Thein

(Examiner)

Pro-Rector

Yangon University of Economics

……

Dr. Su Su Myat

(Examiner)

Professor and Head of Department

Department of Applied Economics

Yangon University of Economics

……

Dr Khin Thu Thu Thein

(Examiner)

Lecturer

Department of Applied Economics

Yangon University of Economics

……

Dr Thet Mon Soe

(Supervisor)

Lecturer

Department of Applied Economics

Yangon University of Economics

JUNE, 2025

ABSTRACT

This study aims to investigates residents' perceptions of urban quality of life in Thingangyun Township by examining four core domains: housing, transportation, environmental comfort, and public services. Using a structured survey with Likert-scale questions, data were collected from a representative sample of township residents to capture subjective evaluations across these dimensions. A weighted composite Urban Quality of Life (UQL) Index was calculated to provide an overall measure of satisfaction. The findings reveal that while public services such as electricity supply, garbage collection, and healthcare access are generally satisfactory, significant challenges remain in transportation, housing affordability and quality, and environmental management. Transportation received the lowest satisfaction scores due to issues with availability, safety, and infrastructure, while housing conditions were marked by affordability concerns and tenure insecurity. Environmental comfort was also rated below satisfactory levels, with flooding, pollution, and lack of green spaces cited as major problems. The study highlights disparities in satisfaction across demographic groups and underscores the importance of inclusive, equity-focused urban planning to address these multifaceted challenges.

ACKNOWLEDGEMENTS

I would like to express my heartfelt gratitude to everyone who has played a pivotal role in my academic journey. My sincere appreciation goes to Professor Dr. Tin Tin Htwe, Rector of Yangon University of Economics, and Professors Dr. Cho Cho Thein and Dr. Tin Tin Wai, Pro-Rectors, for the invaluable opportunity to undertake this study. I am deeply grateful to my supervisor, Lecturer Dr. Thet Mon Soe, for her expertise in Public Sector Economics.

I also owe my gratitude to Professor Dr. Kyaw Min Htun for his guidance on Political Economy, Professor Dr. Mya Thanda for her insights into Statistics, Professor Dr. Su Su Myat for her expertise on Financial Institutions, and Professor Dr. San Tun for his teachings on Administrative Ethics. I would like to thank Associate Professors N. Khum Ja Ra, Khun Maung Gyi, Dr. May Win Kyaw, and Dr. Su Su Mon for their valuable knowledge in Economic Policy, Public Administration, Management, and Administrative Law.

Special thanks also go to Associate Professor Than Tun Lay for his expertise in Economic Policy and Environmental Management, and Dr. Khin Thu Thu Thein. I am equally grateful to the administrative staff of Yangon University of Economics for their unwavering support.

I would like to acknowledge the residents of Thingangyun Township for generously contributing their time and insights. My sincere thanks also go to my fellow classmates and friends in the MPA 22nd Batch for their camaraderie and moral support. Lastly, I am deeply thankful to my family for their constant encouragement, patience, and understanding.

.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATIONS

UQL	Urban Quality of Life
GAD	General Administration Department
YCDC	Yangon City Development Committee
NGO	Non-Governmental Organization
MOHA	Ministry of Home Affairs
MoPF	Ministry of Planning and Finance
UN-Habitat	United Nations Human Settlements Programme
CSO	Central Statistical Organization
GDP	Gross Domestic Product
EIA	Environmental Impact Assessment
SPSS	Statistical Package for the Social Sciences
GPS	Global Positioning System

CHAPTER I
INTRODUCTION

1.1 Rationale of the Study

Urbanization is a defining trend of the 21st century, influencing not only the physical development of cities, but also the quality of life (QoL) experienced by urban populations. Urban Quality of Life (UQL) is a broad concept that encompasses the tangible and intangible factors that contribute to the well-being of people living in urban areas. These include infrastructure, housing quality, access to basic services, safety, environmental conditions, and residents' overall satisfaction with their living environment (Dempsey & Dawson, 2011). As cities grow and develop, the importance of UQL becomes more evident, as it helps ensure that the benefits of urban growth are shared by all residents and are not limited only to economic or physical development (Stefanini, 2025).

In cities like Yangon, Myanmar's commercial capital, the challenges of urbanization are especially evident. Rapid population growth, combined with continued economic development and industrialization, has created opportunities and struggles. The city's growth has outpaced infrastructure development, leading to problems such as overcrowding, pollution, and inadequate public services. These factors have a direct impact on the quality of life of residents and it is crucial to measure and understand UQL to improve urban planning and policies. Effective urban planning, based on a strong understanding of UQL, can help manage the challenges of urban growth by addressing concerns such as congestion, housing affordability and environmental degradation (Sassen, 2018; Bhatta, 2019).

Thingangyun township, located in the eastern part of Yangon, is a representative example of these urban challenges. It is densely populated and features a mix of residential neighborhoods, educational institutions, healthcare facilities and informal economic activities. Despite some progress in infrastructure development, the municipality continues to face challenges such as inadequate transportation, rising housing costs and environmental issues, which affect daily life and resident

satisfaction. Access to public services remains unequal, further contributing to disparities in quality of life (Kenworthy, 2019).

In Thingangyun, understanding quality of life from the residents' perspective is essential to identifying gaps in public service delivery and urban governance. Examining UQL in this context allows for a clearer understanding of the specific needs and concerns of the community, offering insights into how urban policies can be better adapted to improve the living conditions of residents. The focus on UQL is crucial because it ensures that development efforts are not just focused on economic growth or infrastructure expansion, but also on improving the social and environmental aspects of urban life. Improving the UQL in Thingangyun could lead to better transport options, affordable housing, better environmental conditions and better access to public services, contributing to the overall well-being of residents.

1.2 Objective of the study

The objectives of this study are-

1. to assess residents' perceptions regarding the key dimensions of urban quality of life in Thingangyun Township, and
2. to identify specific areas that require improvement for enhancing overall urban living standards in Thingangyun Township.

1.3 Method of the Study

The study used descriptive methods with a combination of quantitative approaches by using both primary and secondary data. The primary data is collected through the distribution of a structured questionnaire to the 310 respondents from Thingangyun Township, Yangon Region. Secondary data are obtained from reports on census data, urban development plans, other administrative departments, and General Development Association.

1.4 Scope and Limitations of the Study

This study focuses on assessing the urban quality of life (UQL) from the perspective of residents living in Thingangyun Township, Yangon Region. The scope includes the evaluation of key urban dimensions such as housing conditions, access to public services, transportation, environmental comfort, economic opportunities, social security, and recreational facilities. The research covers five selected wards within the

township, ensuring representation across different demographic and infrastructural contexts. A total of 310 residents participated in the survey using a structured questionnaire consisting of 59 Likert-scale items.

However, the study is subject to certain limitations. It is geographically restricted to Thingangyun Township and may not fully represent urban conditions in other parts of Yangon or Myanmar. The data collection was conducted between May and June 2025, and findings reflect residents' perceptions during this specific period. Additionally, the study relies primarily on self-reported data, which may be influenced by individual bias, short-term experiences, or subjective interpretation of urban conditions.

1.5 Organization of the Study

This research is presented in five chapters. In Chapter 1, the introduction about the topic and rationale of the study are discussed first followed by objectives of the study, method of the study, scope and limitations of the study, and organization of the study. In Chapter 2, literature reviews on urban quality of life. Chapter 3, overview of urban quality of life in Thingangyun Township, Yangon, Chapter 4 presents survey analysis including demographic profiles of respondents and survey outcomes. In Chapter 5, a conclusion and recommendations are provided based on the findings of the study.

CHAPTER II
LITERATURE REVIEW

2.1 Definition of Quality of Life (QoL) and Urban Quality of Life (UQL)

Quality of Life (QoL) refers to the overall well-being of individuals and societies, incorporating both objective indicators such as income, health, and education and subjective dimensions, including happiness and life satisfaction (Diener & Suh, 1997). The World Health Organization (WHO) defines QoL as "an individual's perception of their position in life in the context of the culture and value systems in which they live, and in relation to their goals, expectations, standards, and concerns" (WHO, 1997). QoL is widely recognized as a multidimensional construct that includes physical, psychological, social, and environmental domains.

Urban Quality of Life (UQL) is a more focused concept that examines how people perceive and experience life within urban environments. It encompasses a range of elements such as access to adequate housing, transportation, public services, economic opportunities, environmental conditions, safety, cultural amenities, and social integration (Marans & Stimson, 2011). UQL evaluates not only the tangible and material conditions of urban living such as infrastructure, air quality, and income levels but also residents' subjective satisfaction with those conditions (Pacione, 2003). As such, UQL serves as a valuable tool for urban planning, governance, and policy-making aimed at enhancing the overall livability of cities.

UQL has become a central theme in urban planning, public policy, and social development. Theories such as Human Development Theory (Sen, 1999), the Sustainable Livelihoods Framework**,** and the Social Determinants of Health Model stress that material and social conditions must be integrated to understand how urban environments support or hinder well-being.

Modern approaches to UQL emphasize participatory assessments, which highlight local voices and community needs. These frameworks typically group indicators into key thematic areas: urban services, housing, economic security,

transport, environment, safety, culture, and social life all of which are explored below in relation to the findings and themes in later chapters.

2.1.1 Urban Services, Housing, and Infrastructure

Access to basic services including electricity, water supply, sanitation, and waste management is foundational to urban quality of life. The Urban Service Quality Model suggests that service performance should be judged based on accessibility, reliability, responsiveness, and equity (Bhatta, 2019). Poor infrastructure and unreliable services are often associated with health risks and dissatisfaction among residents, while transparent governance and citizen feedback improve service delivery (UN-Habitat, 2020).

Housing is another critical determinant. According to Basic Needs Theory (Max-Neef, 1991), safe and affordable housing contributes to both physical and psychological well-being. In urban areas, overcrowding, rising rents, and unequal access to public infrastructure have been widely studied as drivers of inequality. Spatial planning and zoning policies are essential tools for ensuring balanced development and avoiding the marginalization of low-income groups (Agarwal, 2017).

2.1.2 Economic Well-being and Livelihood Opportunities

The economic dimension of UQL includes employment availability, income sufficiency, affordability of living, and financial inclusion. Drawing from Human Capital Theory, scholars argue that skill development and job access significantly influence residents' satisfaction and quality of life. In many urban areas, a mismatch between labor supply and demand, combined with rising living costs, contributes to economic stress (Sassen, 2018).

Moreover, access to banking, credit, and vocational training enhances individual capacity for economic resilience. The informal economy common in urban environment plays a dual role: while it offers immediate income sources, it often lacks stability and protection. Strengthening local entrepreneurship, supporting small and medium enterprises (SMEs), and expanding training opportunities are frequently recommended to promote inclusive economic development (López et al., 2020).

2.1.3 Mobility, Environment, and Urban Sustainability

Urban mobility is crucial for enabling access to employment, education, and services. According to the Transit-Oriented Development (TOD) model, cities with well-integrated transportation systems tend to be more inclusive and productive (Kenworthy, 2019). Barriers such as traffic congestion, lack of pedestrian infrastructure, and limited public transport coverage often reduce mobility for vulnerable populations. Investments in multimodal, safe, and accessible transport infrastructure can significantly improve daily urban experiences and social inclusion.

Environmental comfort is equally vital. The Environmental Stress Model (Carter et al., 2018) shows that exposure to pollution, noise, and lack of green space contributes to physical and mental health problems. Green infrastructure such as parks and tree-lined streets not only provide recreational benefits but also mitigate urban heat and environmental degradation (Yang et al., 2020). Urban sustainability requires drainage systems, waste regulation, and climate resilience planning to create livable and healthy communities.

2.1.4 Social Life, Safety, and Community Cohesion

Social and psychological dimensions of UQL include perceptions of safety, opportunities for recreation, and community interaction. Social Disorganization Theory highlights how weak public infrastructure, poor lighting, and limited law enforcement can increase insecurity and reduce community trust (Davis, 2020). While actual crime levels matter, perceived safety especially at night or in poorly lit areas can be just as influential in shaping urban behavior (Jokinen, 2019).

Culture and recreation are also important for social well-being. Drawing on Cultural Capital Theory (Bourdieu, 1986), researchers argue that access to community events, artistic programs, and sports facilities enhances personal development and social integration (Smith, 2020). Finally, Social Capital Theory (Putnam, 2000) emphasizes that social networks, mutual trust, and civic participation contribute to a cohesive and resilient urban society. Well-designed public spaces and inclusive community initiatives are essential to building strong and connected neighborhoods.

Safety measures, such as improved street lighting, increased patrolling, and active community watch programs, in enhancing public trust and reducing crime-related anxiety (Jokinen, 2019; Davis, 2020). For Thingangyun, implementing

neighborhood-level security initiatives especially in more cohesive and resilient community.

2.2 Legal and Functional Frameworks in Urban Governance

Urban legal and functional frameworks comprise the collection of laws, regulatory instruments, institutional arrangements, and administrative procedures that guide urban development, land use, and municipal governance. These frameworks provide the legal basis for urban planning, infrastructure provision, housing policy, and public service delivery (UN-Habitat, 2020). A clear and coherent legal structure is essential for promoting sustainable urban growth, ensuring compliance with zoning and development regulations, and facilitating investment in urban infrastructure.

In many countries, urban governance systems are evolving to address the challenges of rapid urbanization, social inequality, and environmental sustainability. However, weaknesses in legal frameworks—such as outdated planning laws, overlapping institutional mandates, and lack of enforcement—often undermine effective urban management (Angel, 2012). As noted by Watson (2009), fragmented governance structures can result in uncoordinated planning efforts, inefficient use of resources, and the proliferation of informal settlements.

The functional dimension of urban governance refers to the practical implementation of urban policy through institutional coordination, planning processes, and public administration. Effective urban management depends on inter-agency collaboration and the capacity of local authorities to deliver services, regulate development, and engage citizens (Healey, 1997). Urban planning today is increasingly viewed not only as a technical or regulatory function, but as a participatory and integrative process that shapes equitable and resilient urban spaces (UN-Habitat, 2016).

Decentralization has emerged as a key strategy for improving urban governance by granting greater autonomy to local governments. When properly supported by legal authority and fiscal resources, decentralization enhances accountability and responsiveness to local needs (Smoke, 2003). However, in the absence of strong institutional frameworks, decentralization may lead to governance gaps and uneven development. Strengthening legal foundations, building institutional capacity, and fostering cross-sector collaboration remain essential components of a well-functioning urban system.

2.3 Urban Quality of Life Index (UQL Index)

To systematically assess urban livability, this study adopts a composite Urban Quality of Life (UQL) Index. The UQL Index offers a multidimensional measurement approach, integrating various aspects that shape everyday urban experiences. According to Dempsey & Dawson (2011), Bhatta (2019), and other scholars, the use of such an index enables the combination of quantitative survey data into a single, interpretable metric, facilitating a comprehensive evaluation of quality of life in urban environments.

In this study, the UQL Index comprises four core dimensions identified through literature and resident feedback: housing, environmental comfort, access to public services, and transportation. Each dimension was evaluated using a 5-point Likert scale and assigned a specific weight based on its perceived significance in the local context:

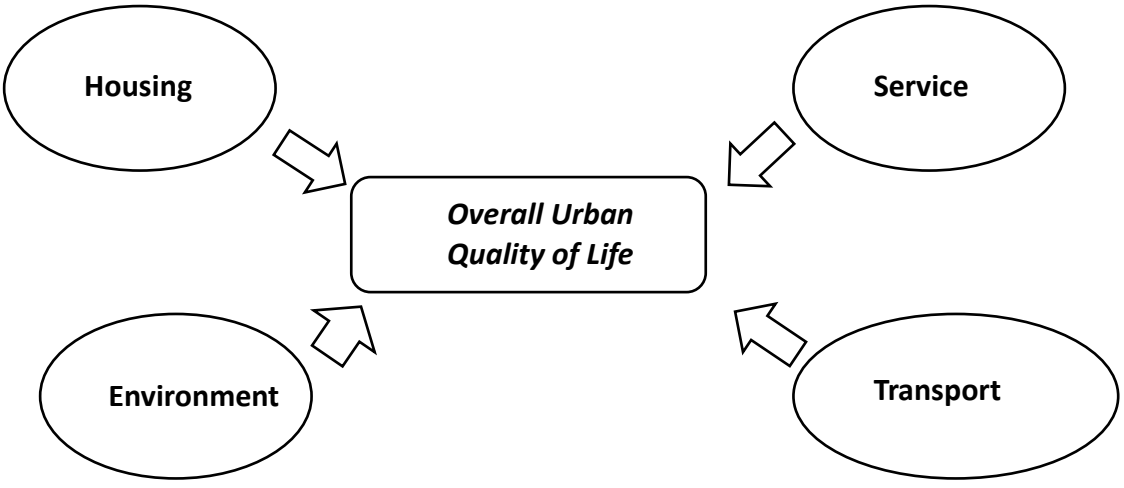
$$\text{UQL Index} = (0.3 \times H) + (0.2 \times E) + (0.3 \times S) + (0.2 \times T)$$

Where:

- H = Housing score
- E = Environmental quality
- S = Access to services (e.g., electricity, healthcare, sanitation)
- T = Urban transportation and mobility

The rationale for these weights was informed by survey patterns and supported by findings from previous urban livability studies (e.g., Agarwal, 2017; Kenworthy, 2019). The complete calculation of this index and its interpretation are presented in Chapter 4.

Figure 1 Conceptual Framework Linking Urban Factors to UQL



Source: Zhang et al., (2021) and Marans & Yan (2016).

2.3.1 Housing (H)

Housing is a fundamental component of urban quality of life, as it not only provides shelter but also serves as a foundation for social stability, economic participation, and personal well-being. Adequate housing must meet standards related to space, affordability, safety, and access to basic services (UN-Habitat, 2011). Housing quality significantly influences physical and mental health, with overcrowding and substandard living conditions being linked to stress, respiratory issues, and reduced life satisfaction (Evans et al., 2000). Moreover, the spatial distribution of housing, especially in terms of proximity to employment and public services, affects residents' access to urban opportunities (Talen, 2006). In developing urban areas, rapid growth often leads to the proliferation of informal housing lacking legal tenure, infrastructure, and safety, which undermines residents' quality of life (Angel, 2012). Therefore, assessing housing conditions is essential for understanding broader urban well-being.

2.3.2 Environmental Quality (E)

Environmental quality in urban settings encompasses factors such as air and water quality, noise levels, green space availability, and exposure to pollution. These elements are closely tied to public health and overall life satisfaction (WHO, 2016). Poor air quality has been identified as a leading cause of respiratory and cardiovascular illnesses in cities worldwide, particularly in areas with heavy industrial activity and high traffic density (Giles et al., 2011). In contrast, access to green spaces and cleaner environments enhances mental health, encourages physical activity, and fosters social cohesion (Maas et al., 2006). The concept of "environmental livability" is increasingly integrated into urban planning strategies aimed at creating sustainable and resilient cities (Pacione, 2003). Thus, environmental quality is a key pillar in measuring urban livability and must be incorporated into any comprehensive urban quality of life index.

2.3.3 Access to Services (S)

Access to essential public services such as clean water, sanitation, electricity, healthcare, and education is critical to improving the quality of life in urban areas. These services ensure not only survival but also contribute to human development and economic empowerment (UNDP, 2020). Disparities in service provision, especially in

informal settlements or peripheral urban zones, often exacerbate social inequality and marginalization (Baker & Gadgil, 2017). According to the World Bank (2013), equitable access to services improves health outcomes, reduces poverty, and enhances social inclusion. Health services, in particular, are strongly linked to life expectancy, maternal and child mortality rates, and overall well-being (Penchansky & Thomas, 1981). Therefore, evaluating service accessibility is essential for assessing residents' perceptions of urban life and identifying areas needing policy intervention.

2.3.4 Urban Transportation and Mobility (T)

Urban transportation and mobility directly influence access to employment, education, healthcare, and social opportunities, making it a core determinant of quality of life. Efficient, reliable, and safe transportation systems enhance urban productivity and reduce travel-related stress and economic burden (Litman, 2013). According to Banister (2008), sustainable mobility strategies—such as investments in public transit, non-motorized transport infrastructure, and integrated land-use planning—are vital for reducing congestion and environmental degradation. However, in many cities, poor transportation infrastructure, inadequate public transit coverage, and rising private vehicle use have led to increased traffic congestion, pollution, and socio-spatial inequalities (Lucas, 2012). Ensuring equitable mobility options, including for vulnerable populations, is central to creating inclusive and liveable urban environments.

2.4 Reviews on Previous Studies

Marcuse (2009) examined the effects of urban displacement and gentrification in his research titled “Urban Displacement and Social Inequality in the Global City.” The study highlighted that urban development strategies that prioritize economic growth often result in the marginalization and displacement of low-income communities. Such practices contribute to increased social inequality and negatively impact the quality of life for vulnerable populations. The study advocated for inclusive urban policies that safeguard affordable housing and promote equitable access to services and resources.

Dempsey, Dawson, and Smith (2011) carried out a study titled “Factors Shaping Urban Quality of Life: Social Inclusion, Economic Opportunities, and Sustainability.” This research used a mixed-methods approach to identify core

determinants of urban livability. The study concluded that social inclusion, access to economic opportunities, and environmental sustainability are essential components that influence how residents perceive their quality of life. The authors called for policy frameworks that integrate these dimensions to create more equitable and sustainable urban environments.

Ali and Liu (2016) explored the role of urban green spaces in a study entitled "The Role of Green Spaces in Enhancing Urban Quality of Life: Case Study of Asian Cities." This research was based on case studies from Hong Kong, Singapore, and Jakarta. Through a combination of resident surveys and field observations, the authors found that access to green spaces significantly contributes to mental health, social cohesion, and general life satisfaction. The study concluded that urban planning must prioritize green infrastructure to promote public well-being and urban livability.

Marans and Yan (2016), in their study "The Interplay Between Urban Environment and Quality of Life in U.S. Cities," investigated how environmental conditions such as air quality, noise pollution, and availability of green spaces affect quality of life. Employing both objective environmental data and resident perception surveys, the study found that improved environmental conditions positively correlate with higher levels of life satisfaction. Conversely, poor environmental conditions significantly diminished perceived livability. The study recommended greater investment in environmental management as part of quality of life improvement strategies.

Vargas et al. (2018) explored the role of transportation in urban well-being in a study entitled "Public Transport Accessibility and Its Impact on Urban Quality of Life in Latin American Cities." Focusing on São Paulo, Rio de Janeiro, and Buenos Aires, the study combined resident surveys and infrastructure audits to assess transport efficiency. The findings indicated that accessible and efficient public transportation improves overall quality of life, especially for low-income residents, by reducing travel time and enhancing access to services and employment.

Hasselaar et al. (2019) conducted a study titled "Urbanization and its Impacts on Quality of Life in Emerging Cities" to examine the effects of rapid urbanization on urban residents' living conditions. The research utilized both qualitative interviews and quantitative surveys, focusing on core areas such as housing, infrastructure, and social inclusion. The findings indicated that rapid urban growth in developing cities often results in overburdened public services, rising housing costs, and reduced access

to essential services. These challenges were found to contribute to a decline in the overall quality of urban life. The study underscored the importance of integrated urban planning that addresses the needs of a growing urban population.

Bhatta and Singh (2020), in their study "Urban Mobility and Its Role in Enhancing Quality of Life in South Asian Cities," examined traffic congestion, public transit, and pedestrian infrastructure in major South Asian cities. The study found that enhanced urban mobility plays a critical role in improving satisfaction with urban living. The authors emphasized that improved transport networks reduce stress, foster economic activity, and support greater social engagement among residents.

Zhang et al. (2021), in their study "Sustainable Urban Development and Quality of Life in Chinese Cities," assessed the influence of sustainability initiatives on quality of life. Using a mixed-methods approach, they evaluated environmental policies such as waste management and green infrastructure in relation to residents' satisfaction. The results revealed that well-managed environmental programs were closely associated with higher levels of perceived quality of life. The study emphasized the importance of balancing economic growth with environmental protection to maintain long-term urban sustainability.

Kyaw Swar Yei (2024) conducted a survey-based study titled "Residents' Perceptions of Urban Quality of Life in Pabedan Township." The research focused on housing, public services, transportation, and environmental conditions in a densely populated urban area. While respondents acknowledged improvements in infrastructure, they expressed concern over housing affordability, transportation shortages, and pollution. The study concluded that public feedback should be incorporated into urban planning to ensure that development policies align with residents' needs and expectations.

CHAPTER III
OVERVIEW OF UQL IN MYANMAR

3.1 Urbanization Trends and the Evolving Urban Landscape in Myanmar and Yangon

Urbanization in Myanmar has intensified in recent decades, with Yangon emerging as the country's primary urban center. The United Nations (2022) estimates that over 30% of Myanmar's population now lives in urban areas, with Yangon hosting nearly one-third of that total. This rapid expansion is driven by migration, job concentration, and infrastructural investment. However, urban growth in Yangon has been largely unplanned in peripheral zones, leading to informal settlements and inadequate services (ADB, 2020). Such urban sprawl strains city resources, resulting in uneven living standards across townships.

Yangon exhibits a stark contrast between central and peripheral areas. Core townships like Kyauktada and Pabedan benefit from colonial-era planning and proximity to public services, while new townships like Dagon Seikkan and South Dagon lack connectivity and basic amenities (JICA, 2016). Urban inequality manifests not only in infrastructure but also in access to health, education, and housing. These gaps contribute to social fragmentation and spatial marginalization, especially for low-income migrants who settle in transitional neighborhoods.

To tackle urban inequality, Myanmar's National Urban Policy emphasizes inclusive and resilient development (MoC, 2017). Yet, implementation challenges persist due to institutional fragmentation and limited financing. Urban planners advocate for integrated spatial strategies that connect underserved areas with economic hubs, ensure equitable distribution of services, and support sustainable population density (UN-Habitat, 2020). Such approaches are essential for elevating the quality of life across the expanding urban landscape of Yangon.

3.2 Infrastructure and Public Services in Myanmar and Yangon's Urban Areas

Urban infrastructure is a key determinant of quality of life, directly influencing health, economic opportunity, and social well-being. In Myanmar, Yangon stands out with relatively higher access to basic services compared to other urban centers. However, service delivery remains uneven across its townships. According to the Yangon City Development Committee (YCDC, 2022), central areas such as Kyauktada benefit from near-universal access to piped water and electricity, while peripheral areas like South Dagon report waste collection coverage of less than 50%. These disparities highlight the historical underinvestment in infrastructure development in outlying zones, contributing to heightened urban poverty and increased public health vulnerabilities.

In recent years, efforts to enhance urban service delivery have included collaborations with international development partners, such as the Japan International Cooperation Agency (JICA) and the Asian Development Bank (ADB), which have supported various urban upgrading initiatives (JICA, 2016). Despite these contributions, lasting improvements require more than project-based interventions. Strengthening local governance capacities, promoting transparency in planning and budgeting processes, and prioritizing investments in underserved townships are essential for sustainable and inclusive development. As emphasized by the ADB (2020) and UN-Habitat (2020), equity-oriented urban planning is crucial to reducing spatial inequalities and ensuring that all residents, regardless of location, benefit from public infrastructure and services.

The below Table 3.1 presents the levels of access to essential urban infrastructure and public services across selected townships in Yangon in 2024, highlighting disparities between central and peripheral areas.

Table 3.1 Infrastructure Access in Key Yangon Townships (2024)

Township	Electricity Access (%)	Piped Water Access (%)	Waste Collection (%)
Kyauktada	99	94	95
Insein	96	82	86
Hlaingthayar-East	92	55	62
South Dagon	87	47	45
Dagon Seikkan	89	51	49

Thingangyun	98	89	91
Tamwe	97	87	90
North Dagon	94	76	72
Hlaing	95	83	88
Mingaladon	90	62	65

Source: Yangon City Development Committee data (2024)

Table 3.1 illustrates the variation in access to essential infrastructure electricity, piped water, and waste collection across several key townships in Yangon as of 2024. The data reveal a generally high level of electricity access citywide, with most townships reporting coverage rates above 90%. Kyauktada and Thingangyun townships lead with electricity access rates of 99% and 98%, respectively, reflecting their more developed urban cores. Even peripheral townships such as South Dagon and Dagon Seikkan show relatively strong electricity coverage, exceeding 85%, indicating substantial progress in electrification across the metropolitan area.

Access to piped water exhibits more significant disparities between townships. Central townships like Kyauktada (94%) and Thingangyun (89%) enjoy near-universal access to piped water, supporting better public health and hygiene outcomes. Conversely, outlying areas such as South Dagon (47%) and Dagon Seikkan (51%) report access rates barely reaching half the population, underscoring persistent infrastructural deficits. This gap points to unequal investment and infrastructural challenges faced by more peripheral zones.

Waste collection services demonstrate the widest variation and generally lower coverage compared to electricity and water access. Central townships maintain relatively high waste collection rates, with Kyauktada at 95% and Thingangyun at 91%, indicating better municipal service provision. However, peripheral townships such as South Dagon (45%) and Dagon Seikkan (49%) lag substantially behind, with less than half the population benefiting from regular waste management. Such disparities increase environmental and health risks in underserved communities and reflect the need for targeted improvements in urban sanitation services.

3.3 Housing Conditions and Urban Quality of Life in Myanmar

Housing conditions are a fundamental determinant of urban quality of life, influencing not only residents' physical health but also their social and psychological well-being (UN-Habitat, 2020). In Myanmar, rapid urbanization over recent decades

has placed significant pressure on housing markets, particularly in major cities like Yangon and Mandalay. The influx of rural migrants seeking employment opportunities has contributed to a surge in informal settlements characterized by overcrowding, inadequate infrastructure, and insecure tenure (Asian Development Bank [ADB], 2019). These conditions adversely affect residents' quality of life by limiting access to basic services and increasing vulnerability to environmental hazards.

Despite Myanmar's ongoing economic growth, housing affordability remains a critical challenge for many urban households. According to the World Bank (2021), a large proportion of the urban population spends a significant share of their income on housing costs, pushing low-income families into substandard living environments. The scarcity of affordable housing options is exacerbated by limited government investment and regulatory constraints that slow the development of new housing projects (ADB, 2019). Consequently, informal housing continues to expand, often lacking basic amenities such as clean water, sanitation, and electricity, thereby compromising urban livability.

Improving housing conditions is thus essential for enhancing overall quality of life in Myanmar's urban centers. UN-Habitat (2020) emphasizes the importance of integrated urban planning that addresses housing, infrastructure, and service provision simultaneously to create more sustainable and inclusive cities. Efforts to upgrade informal settlements through participatory approaches have shown promise in improving living standards and fostering community resilience (ADB, 2019). However, scaling up these initiatives requires coordinated policies, increased funding, and strengthened institutional capacity to ensure secure tenure, adequate infrastructure, and affordable housing options for all urban residents.

In Yangon, a dual housing market has emerged one for high-income residents in gated communities and condominiums, and another for low-income populations in informal or substandard housing (UNESCAP, 2018). Over 30% of Yangon's population resides in informal settlements, facing challenges such as land insecurity, poor sanitation, and fire risks (Slingsby et al., 2021). Peripheral townships like Dagon Seikkan and Shwepyithar are especially affected by poor housing quality. Basic Needs Theory (Max-Neef, 1991) highlights housing as essential for physical safety and social development. However, many homes lack concrete flooring, ventilation, or legal tenure. Without secure land rights, families are reluctant to invest in upgrading,

creating a cycle of poverty and instability. Government-built rental units are limited and often inaccessible to those who need them most.

Affordable housing policies are gradually emerging through the Urban Housing Development Division under the Ministry of Construction (MoC, 2020). Still, gaps remain in regulatory frameworks, financing, and land use coordination. Successful housing strategies require integrating informal settlements into formal planning, offering affordable credit options, and encouraging inclusive zoning (UN-Habitat, 2020). Only then can housing systems support the broader goals of urban livability and social equity.

3.4 Environmental Sustainability and Quality of Life in Yangon's Urban Growth

Yangon's environmental challenges are becoming increasingly urgent. Rapid urbanization has resulted in deforestation, heat islands, and air and water pollution. According to the Department of Meteorology and Hydrology (DMH, 2023), Yangon recorded some of its highest heat index levels in recent years, largely due to declining green space. Urban wetlands and farmlands have been converted into residential or industrial zones, reducing the city's capacity to regulate temperature and water runoff.

Public parks like Kandawgyi and Inya Lake provide crucial recreational and environmental functions, but access is uneven and insufficient. WHO (2022) recommends 9 sqm of green space per capita, but Yangon offers less than 2 sqm, especially in outer townships. Drainage problems also persist, with seasonal flooding affecting low-lying areas due to clogged or outdated infrastructure. This disproportionately impacts informal communities where flood defenses are weak (Slingsby et al., 2021).

Sustainable solutions require integrated planning approaches such as Green Infrastructure and Climate-Resilient Urban Design (ADB, 2020). Investments in tree cover, eco-drainage systems, and solid waste management are essential. Policy alignment with the National Environmental Conservation Law (2012) and greater local participation can help build environmentally just and livable cities (UNESCAP, 2018; UNEP, 2021).

3.5 Social Inclusion, Safety, and Urban Governance in Yangon

Social inclusion and governance are core to building equitable urban environments. Despite Yangon's diversity, many vulnerable groups remain excluded from planning and service delivery. Migrants, informal workers, and ethnic minorities often face barriers in accessing identification, housing, or public services (UNDP, 2021). These structural barriers perpetuate cycles of exclusion, especially in outer townships like Hlaingthayar and Dala.

Safety and public order also vary widely. While central zones benefit from street lighting, police patrols, and organized civil society presence, outer areas often report increased risks of petty theft, violence, and harassment (Asia Foundation, 2019). Women, persons with disabilities, and the elderly are especially affected, limiting their mobility and participation in public life. The Social Disorganization Theory (Shaw & McKay, 1942) suggests that weak institutional presence in such areas correlates with higher insecurity and disorder.

Improving governance involves building trust through participation. Ward and township development committees must be empowered with training, funding, and authority to reflect residents' needs (World Bank, 2019). Community policing, grievance redress mechanisms, and transparent budgeting processes can also enhance accountability. As Yangon continues to urbanize, embracing inclusive governance and safety frameworks will be essential to ensure no community is left behind (UN-Habitat, 2020).

3.6 Urban and Suburban Context of Yangon Region

The Yangon Region comprises 14 administrative districts, each encompassing one or more townships with varying population sizes. Among them, Dagon Myothit District is the most populous, with a total of 1,049,759 residents spread across East Dagon, South Dagon, North Dagon, and Dagon Seikkan townships. Insein District follows closely, housing 898,031 people, including large urban populations in Hlaingthayar East and West. Thanlyin District and Twantay District also show significant population figures, with 795,548 and 730,877 respectively, due to their multiple townships such as Kyauktan, Kayan, Dala, and Kawhmu. Mayangone District has a total population of 666,676**,** while Mingalardon and Hmawbi Districts hold 616,508 and 449,927 residents, respectively. Thingangyun District, comprising Thingangyun, South Okkalapa, Yankin, and Tamwe, records a combined population

of 459,082. In contrast, smaller urban districts such as Kyauktada and Kamayut report lower populations of 119,424 and 156,194, respectively. Botataung District, despite consisting of five townships, accounts for 488,810 people. The least populated is Cocokyun Township**,** part of Thanlyin District, with only 1,248 residents. Overall, this demographic distribution highlights the concentration of populations in suburban and peri-urban townships, particularly in Dagon Myothit and Insein, reflecting ongoing urban expansion in the Yangon Region.

Table 3.2 Population of Each Township in Yangon Region

No.	**District**	**Township**	**Township Population**	**District Total**
1	Taikkyi	Taikkyi	169,1370-	169,137
2	Hlegu	Hlegu	270,674	270,674
3	Hmawbi	Hmawbi	243,331	449,927
		Htantabin	206,596	
4	Mingalardon	Mingalardon	331,586	616,508
		Shwepyithar	284,922	
5	Insein	Insein	247,880	898,031
		Hlaingthayar-East	303,073	
		Hlaingthayar-West	347,078	
6	Thingangyun	Thingangyun	235,739	459,082
		South Okkalapa	158,780	
		Yankin	64,563	
		Tamwe	158,201	
7	Botataung	Botataung	33,422	488,810
		Dawbon	77,534	
		Mingalar Taungnyunt	128,180	
		Pazundaung	39,635	
		Thaketa	210,039	
8	Dagon Myothit	East Dagon	208,248	1,049,759
		South Dagon	375,597	
		North Dagon	198,401	
		Dagon Seikkan	267,513	

9	Kyauktada	Kyauktada	26,957	119,424
		Pabedan	30,039	
		Latha	25,341	
		Lanmadaw	37,087	
10	Ahlone	Ahlone	51,693	237,539
		Kyimyindaing	105,334	
		Sanchaung	80,512	
11	Mayangone	Mayangone	191,321	666,676
		North Okkalapa	348,994	
		Hlaing	126,361	
12	Kamayut	Kamayut	81,357	156,194
		Bahan	74,837	
13	Thanlyin	Thanlyin	283,621	795,548
		Thongwa	164,625	
		Kyauktan	170,476	
		Kayan	175,578	
		Cocokyun	1,248	
14	Twantay	Twantay	249,188	730,877
		Seikgyi Kanaungto	40,818	
		Dala	181,456	
		Kawhmu	135,093	
		Kungyangon	124,322	

Source: General Administration Department,2025

Table 3.2 summarizes the administrative and demographic structure of Yangon Region as of 2025. The region is divided into 14 districts, which collectively encompass 44 townships (General Administration Department, 2025). Township populations range widely, from as few as 1,248 residents in Cocokyun Township (Thanlyin District) to 375,597 residents in South Dagon Township (Dagon Myothit District). Overall, the combined population across all 44 townships is approximately 7,266,387, reflecting Yangon's status as Myanmar's most populous and urbanized region.

Among the 14 districts, Thanlyin and Twantay each contain the largest number of townships (five apiece), while districts such as Taikkyi and Hlegu are

comprised of just a single township each. District total populations also vary, with Dagon Myothit District reporting the highest aggregate at 1,049,759, and Kyauktada District the lowest at 119,424. This disparity underscores the uneven urbanization patterns within Yangon, where central districts tend to be more densely settled compared to peripheral and island townships.

The distribution of population across these administrative units has important implications for urban planning and service delivery. High-population districts like Dagon Myothit and Insein (898,031) require substantial infrastructure investment and management, whereas smaller or more isolated townships may face challenges of scale, such as limited public transport and health services. Understanding this district- and township-level population breakdown is therefore critical for equitable allocation of resources and for tailoring development initiatives to local needs.

CHAPTER IV
SURVEY ANALYSIS

4.1 Survey Profile

This study was conducted in Thingangyun Township, located in the eastern part of Yangon Region, in March 2025. Thingangyun is a highly urbanized township known for its dense residential zones, vibrant markets, and educational institutions. It is bounded by Tamwe Township to the west, South Okkalapa Township to the north, and North Dagon and South Dagon Townships to the east. According to the General Administration Department (2025), Thingangyun Township is subdivided into 38 administrative wards and has a total population of 235,739 people. The township spans approximately 11.5 square kilometers, with a high population density of 20,503 persons per square kilometer, indicating intense urban pressure and limited land availability per capita.

The township features a mix of residential, commercial, and institutional zones. Prominent facilities include the University of Dental Medicine, Thingangyun Education College, Thuwunna Stadium, and major public markets such as Thingangyun Market, San Pya Nga Moe Yeik Market, and Yay Nant Thar Market. Its road system comprises key arterial routes like Waizayandar Road, Than Thu Mar Road, and Laydaungkan Road, which form the backbone of local mobility and commerce.

To investigate the urban quality of life (UQL) in this context, five wards were selected for in-depth survey sampling. The selected wards were chosen to reflect a diversity of residential, commercial, and infrastructural conditions within the township. These include both high-density urban neighborhoods and mixed-use zones near major transport routes and markets.

Table 4.1 Population of Selected Wards in Thingangyun Township

No.	Wards	Households	Male	Female	Total Population
1	Ward 3	2,087	4,469	4,468	8,937
2	Ward 7	2,036	4,440	4,439	8,879
3	Ward 13	1,420	3,157	3,158	6,315
4	Ward 24	1,539	3,110	3,409	6,719
5	Ward 35	1,541	3,409	3,509	6,917
	Total	8,623			37,767

Source**:** General Administration Department (2025)

To determine the appropriate sample size for the survey, the Yamane (1967) formula was applied.

$$n = \frac{N}{1+N(e)^2} = \frac{37767}{1+37767(0.056)^2} = 316.21$$

n = sample size

N = total population size

e = margin of error (level of precision), usually 0.056 for a 95% confidence level

Using this formula, the calculated sample size was approximately 310 respondents. The proportional allocation method was used to distribute the sample across the five selected wards.

Table 4.2 Sample of the survey area

No.	Ward	Population	Proportion (%)	Sample Size
1	Ward 3	8,937	23.7%	74
2	Ward 7	8,879	23.5%	73
3	Ward 13	6,315	16.7%	52
4	Ward 24	6,719	18.1%	56
5	Ward 35	6,917	18.3%	55
	Total	37,767	100%	310

Source**:** General Administration Department (2025);calculation using Yamane formula.

4.1.1 Background Information of Thingangyun Township

Thingangyun Township, located in East Yangon District, spans 11.5 square kilometers (4.44 square miles) and includes 38 administrative wards. With a population of 235,739, it shares borders with Tamwe Township to the west, South Okkalapa to the north, and North and South Dagon as well as Dagon Seikkan Townships to the east. The township is strategically linked by key roadways such as Waizayandar Road, Laydaungkan Road, Saya San Road, Kyaikkasan Pagoda Road, Than Thu Mar Road, and Yadanar Road. It is served by YBS bus lines and a circular railway station, providing effective connectivity for both residents and commerce.

Functionally, Thingangyun is a vibrant urban area that combines residential, commercial, and institutional land use. Its educational institutions include the University of Dental Medicine and Thingangyun Education College, supplemented by numerous public schools as 5 Basic Education High Schools, 5 Middle Schools, 30 Primary Schools, 2 Secondary Schools, and 5 Post-Primary Schools. Healthcare is supported by three major hospitals: Thingangyun Sanpya General Hospital, Aung Yadanar Hospital, and Nadi Ayer Hospital. Public safety services are ensured through two police stations—Thingangyun and Thuwana and a centrally located fire station in Laydaungkan Ward.

The township is also a commercial hub, home to key markets such as San Pya Nga Moe Yeik Market, Thuwunna Market, Yadanar Market, and Yay Nant Thar Market. These are complemented by 22 banking institutions, which contribute to local economic activity and household financial access. For leisure and public interaction, residents can enjoy facilities like Thuwunna Stadium, Pyidaungsu Park, and Thuwana Park, adding to the livability of the township.

To enhance the understanding of how Thingangyun's layout affects urban life, a functional zoning analysis provides critical insights. Residential zones are mainly concentrated around inner roads like Thumingalar, while commercial activity thrives along Waizayandar and Laydaungkan Roads. However, recreational areas and public services are not evenly distributed. Central wards benefit from better facilities and green spaces, while peripheral zones often face shortages in public lighting, emergency services, and leisure amenities. This spatial inequality may influence disparities in perceived quality of life across the township. Incorporating spatial models such as the concentric zone or sector model would help interpret these

patterns and support more equitable urban planning and service provision in Thingangyun.

Table 4.2 Key Demographic & Infrastructure Data (Thingangyun Township)

Category	Details
Total Area	11.5 km² (4.44 sq mi)
Population	235,739
Number of Wards	38
Number of Banks	22
Administrative District	East Yangon
Borders	Tamwe (W), South Okkalapa (N), Dagon Seikkan, North/South Dagon (E)
Main Roads	Waizayandar Rd; Laydaungkan Rd; Saya San Rd; Kyaikkasan Pagoda Rd; Than Thu Mar Rd, Yadanar Rd
Parks	Thuwana Park, Pyidaungsu Park
Markets	15 Markets: San Pya Nga Moe Yeik Market; Thingangyun Market; Thuwunna Market; Yadanar Market; Yay Nant Thar Market,Bawga Market ,GaphuKwate Market, Butar Market, Thanlan Market, Lay Daung Kan Market, Kyuntaw Market,Kar Gyi Gate Market
Universities/Schools	Universities: University of Dental Medicine; Thingangyun Education College; Schools: 5 B.E.H.S schools, 5 B.E.M.S schools, 30 primary schools, 2 secondary schools , 5 post-primary schools
Police Stations	Thingangyun Police Station (U San Phay St); Thuwana Police Station (Than Thu Mar Rd)
Fire Stations	Thingangyun Fire Station (U Ba Han St, Lay Daungkan Ward)
Health Facilities	Thingangyun Sanpya General Hospital, Aung Yadanr Hospital, Nadi Ayer Hospital
Transport	YBS bus lines; Circular Railway station
Recreation & Sports	Thuwunna Stadium,Pyi Daung Su Park, Thuwana Park

Source: General Administration Department (2025)

4.1.2 Economic Situation in Thingangyun Township

The economy of Thingangyun Township is primarily based on small and medium enterprises (SMEs), informal sector activities, and household-level trade. Prominent markets like Myittar Nyunt and Laydaungkan are central to daily economic activities, offering groceries, clothing, food, and other essentials. The township also supports numerous service-based businesses such as tuition centers, clinics, tailor shops, beauty salons, and tea shops. Despite the absence of major shopping malls within the township, its economic vibrancy is maintained by its proximity to commercial hubs in neighboring townships. Additionally, many residents commute to downtown Yangon or Tamwe for work. Informal economic participation, including roadside vending and home-based microenterprises, plays a vital role in supporting livelihoods.

4.1.3 Shopping Malls, Markets in Thingangyun Township

Thingangyun Township, situated in the eastern part of Yangon, serves as a vibrant economic center characterized by a diverse mix of small enterprises, retail activities, and informal markets. The township's economy thrives on its bustling markets, including San Pya Nga Moe Yeik Market, Thingangyun Market, and Thuwunna Market, which offer a wide array of goods such as groceries, clothing, and household items. These markets not only cater to the daily needs of residents but also attract visitors, significantly contributing to the local economy (General Administration Department, 2025).

In addition to traditional markets, Thingangyun hosts numerous mini-markets and retail shops, such as 7 Mart, Lavender, and Million Mart, providing convenient access to essential products for the community (General Administration Department, 2025). The presence of these establishments underscores the township's role in facilitating daily commerce and supporting local livelihoods.

The informal sector plays a crucial role in Thingangyun's economy. Street vendors and home-based businesses are prevalent, offering a range of products and services that meet the immediate needs of the local population. This sector not only provides affordable goods but also fosters a sense of community and resilience among residents.

Moreover, the township's strategic location enhances its economic vibrancy. Proximity to major roads and transportation hubs facilitates the movement of goods

and people, supporting the operations of businesses and enabling residents to access employment opportunities in neighboring areas.

However, the economic landscape of Thingangyun is not without challenges. Small business owners often face intense competition and fluctuating market conditions, which can impact their profitability and sustainability. Despite these challenges, the township's economy remains dynamic, driven by the entrepreneurial spirit of its residents and the diverse economic activities that characterize the area (General Administration Department, 2025).

Table 4.3 List of Shopping Malls, Markets in Thingangyun Township

No	Name	Year
1	Zawana City Mart	2007
2	San Pya	1956
3	Orange	2003
4	Thingangyun	1945
5	Thuwana	1972
6	San Pya- Nga Moe Yeik	1963
7	Yay Nant Thar	1977
8	Yadanar	1971
9	Bawga (temporary)	1981
10	Gaphu Gawe (temporary)	2000
11	Butar (temporary)	1980
12	Thanlan (temporary)	1982
13	Lay Daung Kan (temporary)	1982
14	Kyun Taw 3 (temporary)	1989
15	Kar Kyi Gate (temporary)	2012

Source: Administration Department, 2025

Zawana City Mart, a prominent shopping destination in Thingangyun Township, opened in 2007 and has since become a hub for local retail and consumer activity. San Pya, one of the oldest markets in the township, has been operating since 1956 and continues to serve as a central point for a wide variety of goods, including fresh produce and household items. Orange, established in 2003, is known for its modern layout and diverse retail offerings, catering to both locals and visitors.

In terms of traditional markets, Thingangyun Market, founded in 1945, remains a key economic center in the township, offering a wide range of goods from groceries to clothing. Thuwana Market, established in 1972, is another essential marketplace, offering essential goods and contributing to the local economy. San Pya-Nga Moe Yeik Market, which began in 1963, has long been a significant part of the township's commercial activity, serving as a hub for local trade.

Other notable markets in the area include Yay Nant Thar Market, which opened in 1977, and Yadanar Market, established in 1971, both of which continue to play an integral role in the township's commerce. Temporary markets like Bawga (1981), Gaphu Gawe (2000), Butar (1980), and Thanlan (1982) provide essential services to local residents, despite their temporary nature. Lay Daung Kan Market, founded in 1982, and Kyun Taw 3, established in 1989, continue to serve as important local shopping destinations. Kar Kyi Gate Market, the newest addition to the township's market landscape, was established in 2012 and offers a modern retail experience for the local community.

4.1.4 Banks in Thingangyun Township

In Thingangyun Township, a diverse range of both government and private banks cater to the financial needs of the local population. The Myanmar Economic Bank, a government-owned institution, provides essential banking services, while several private banks, such as Myawaddy Bank**,** Ayarwaddy Bank**,** ABank**,** and KBZ Bank**,** offer a wide array of financial products including savings accounts, loans, and business services. Notably, KBZ Bank operates five branches in the township, making it one of the most accessible private banks in the area. Other private institutions like YOMA Bank**,** CB Bank**,** UAB Bank, and Global Treasure Bank further contribute to the local economy by supporting individuals and businesses with various banking services. AGD Bank**,** MOB Bank**,** and MAB Bank also play an important role in providing personalized financial services to meet the growing needs of residents and entrepreneurs in Thingangyun. The presence of multiple banks ensures that residents have easy access to banking facilities, contributing to the economic vibrancy of the township.

Table 4.4 List of Banks in Thingangyun Township

No.	Name	Government/ Private
1.	Myanmar Economic Bank	Government
2.	Myawaddy Bank	Private
3.	Ayarwaddy Bank (3 Branch)	Private
4.	ABank	Private
5.	KBZ Bank (5 Branch)	Private
6.	YOMA Bank	Private
7.	CB Bank (4 Branch)	Private
8.	UAB Bank	Private
9.	Global Treasure Bank	Private
10.	AGD Bank	Private
11.	MOB Bank	Private
12.	MAB Bank	Private

Source: Administration Department,2025

4.1.5 Hotels in Thingangyun Township

Thingangyun, a bustling township in the eastern part of Yangon, Myanmar, offers a unique blend of urban vibrancy and traditional charm. The township is home to a variety of hotels that cater to both tourists and business travelers, providing options for different budgets and preferences. Mid-range hotels offer essential amenities such as Wi-Fi, air conditioning, and breakfast, ensuring a comfortable stay for those looking for practicality and convenience. Boutique hotels in Thingangyun combine modern design with local touches, creating a cozy, personalized atmosphere for guests. For those seeking luxury accommodations, upscale hotels provide exceptional services such as rooftop bars, fine dining, and panoramic views of the city. Budget hotels and guesthouses, situated near key local attractions like Thingangyun Market and Thuwanna Sports Complex, provide affordable and basic options for travelers on a budget. The township's strategic location and accessibility make it a great choice for visitors looking to explore the city while staying in a dynamic, community-focused environment.

Table 4.5 List of Hotels

No	Name	Government/ Private
1	Royal Ruby	Private
2	Goal Hotel	Private
3	Hotel Captain	Private
4	Royal Malikha Hotel	Private
5	Ibis Style Yangon Stadium Hotel	Private
6	8 Days	Private
7	Myanmar Sport	Private
8	Asia Smile	Private
9	Thumingalar	Private

Source: Administration Department, 2025

4.1.6 Transportation Roads in Thingangyun

Public transportation in Thingangyun Township is well-connected and plays a vital role in the daily lives of its residents. The township benefits from the comprehensive Yangon Bus Service (YBS), which operates a fleet of yellow buses across various routes. These buses connect Thingangyun to key parts of Yangon, providing convenient access to both urban and suburban areas. In addition to the bus service, Thingangyun is also accessible through other public transport options, such as taxis, trishaws, and motorcycle taxis, which are commonly used for short distances. The township's location, with easy access to major roads like Than Thu Mar Road and Yadanar Road, ensures smooth connectivity to central areas and beyond. This strong transport network makes Thingangyun an attractive area for both business and residential purposes. The ongoing infrastructure improvements have enhanced the ease of commuting, making daily travel more efficient for the township's growing population.

Table 4.6 Road of Transportation in Thingangyun Township

No	Main Road (Car)	Distance (Mile)
1	LayDaung Kan Road	2.2
2	Waizayandar Road	2
3	Yadanar Road	2
4	Than Thu Mar Road	4

Source: Administration Department,2025

4.1.7 Social Situation in Thingangyun Township

Thingangyun Township exhibits ethnic diversity, though the majority ethnic group remains the Burmese, who account for 96.03% of the total population with a headcount of 227,555 people. Other ethnic minorities include the Rakhine (3,940 or 1.67%), Kayin (2,507 or 1.06%), Mon (1,035 or 0.44%), Chin (323 or 0.14%), and Kachin (379 or 0.16%). This composition reflects the broader demographic distribution common in urban centers of Myanmar, where a dominant majority is accompanied by smaller minority communities. The presence of these groups contributes to a multicultural urban identity, influencing local traditions, languages, and religious practices. Although Thingangyun is not as ethnically diverse as some other townships in Yangon, the cultural contributions of these minorities add richness to the social fabric. Inclusive administrative practices, equitable access to public services, and community engagement strategies are essential to ensure social cohesion and representation for all ethnic groups in the township.

Table 4.7 Ethic Composition

Ethnic Group	Population	Percentage
Burmese	227,555	96.03%
Rakhine	3,940	1.67%
Kayin	2,507	1.06%
Mon	1,035	0.44%
Chin	323	0.14%
Kachin	379	0.16%

Source: Administration Department (2025)

4.1.8 Population Status of Thingangyun

Thingangyun Township, located in the eastern part of Yangon, has a population structure that reflects the urban dynamics of Myanmar's largest city.

Table 4.8 Population Status of Thingangyun,2025

Township	Male	Female	Total
Thingangyun	94,296	141,443	235,739

Source: General Administration Department,2025

Thingangyun Township, located in the eastern part of Yangon, Myanmar, has a population of 235,739, with 94,296 males and 141,443 females. The higher female population in Thingangyun is influenced by migration trends, as many women move to urban areas for employment opportunities in sectors such as retail, services, and small enterprises. Thingangyun's bustling markets and local businesses, including those near Thingangyun Market and Thuwanna Market, offer a significant number of jobs for women in both formal and informal sectors. This trend reflects the broader socio-economic dynamics of the township, where women are increasingly participating in the local economy.

The township's population density is high, given its strategic location near major roads and commercial hubs in Yangon. Thingangyun is home to a predominantly working-class population, many of whom are engaged in small businesses, street vending, and local trade. The area's economic activity, coupled with its accessibility, makes it an attractive place for residents seeking employment opportunities in the local market and service industries. The demographic structure of Thingangyun mirrors the urbanization trends in Yangon, with a growing female workforce supporting the township's commercial and economic growth.

4.1.9 Education Status in Thingangyun Township

Government-run schools in Thingangyun Township provide primary and secondary education to a large portion of the local population. Similar to other urban townships in Yangon, Thingangyun's public schools face challenges such as high student-to-teacher ratios, a result of the dense population and ongoing urban migration. These schools adhere to the national curriculum established by the Ministry of Education, offering subjects such as Myanmar language, mathematics, science, and social studies. The demand for quality education is high, with many schools striving to meet the educational needs of both local residents and migrants from surrounding areas. Despite these challenges, the schools in Thingangyun play a crucial role in shaping the township's educational landscape, offering opportunities for growth and development to its young population.

Table 4.9 List of Public Schools in Thingangyun Township

No.	Type of School	No. of Schools	No. of Teachers	No. of Students
1.	University of Dental Medicine	1	92	712
2	Thingangyun Education College	1	46	115
3.	Basic Education High School	5	186	4811
4	Secondary School	2	51	2116
5.	Middle School	5	43	1942
6	Post Primary School	5	37	2037
7	Primary School	30	102	6039
8	Monastic school	6	38	1205

Source: Administration Department,2025

The educational landscape in Thingangyun Township is diverse, catering to various educational levels. The township has five Basic Education High Schools, employing 186 teachers and educating 4,811 students, playing a key role in preparing students for higher education and future careers. There are also five Middle Schools, with 43 teachers serving 1,942 students, focusing on bridging the gap between primary and high school education. Additionally, Thingangyun is home to 30 Primary Schools, employing 102 teachers and serving 6,039 students, providing essential early childhood education and focusing on foundational literacy, numeracy, and social skills.

4.1.10 Health Situation in Thingangyun Township

Thingangyun Township is served by a variety of healthcare facilities, including hospitals, clinics, and specialized medical centers, which cater to the healthcare needs of its residents. These facilities offer a broad range of medical services, from general healthcare to specialized treatments. Notable institutions in the area provide both outpatient and inpatient services, ensuring access to essential medical care for the local population. The presence of both government-run and private healthcare options contributes to the township's healthcare infrastructure, supporting the well-being of residents and offering medical solutions for a growing urban community.

Table 4.10 List of Hospital/ Clinics in Thingangyun Township

No.	Hospital / Clinic	No. of / Hospital / Clinic	Government/ Private
1.	Thingangyun San Pya Hospital	1	Government
2.	Aung Yadanar Hospital	1	Private
3.	Nadi Ayar Hospital	1	Private
4.	Regional Clinic	1	Government
5.	Special Clinic	6	Private

Source: Administrative Department, 2025

4.2 Survey Design

The structured questionnaire used in this study was designed to support the research objective of assessing the quality of life perception of residents living in Thingangyun Township, Yangon Region. It consisted of two main parts. The first part focused on the demographic characteristics of the respondents, including gender, age, education level, occupation, duration of residence, housing status, household size, and monthly income level. These demographic variables were essential for understanding the socioeconomic background of the respondents and analyzing how such characteristics might influence their perceptions of urban quality of life.

The second part of the questionnaire comprised 59 Likert-scale items, which were systematically organized into eight thematic dimensions that reflect key aspects of urban living. The first dimension, Public Utilities and Basic Services, assessed residents' perceptions of access and satisfaction with essential services such as electricity supply, water availability, public lighting, garbage collection, recycling systems, and sanitation. The second dimension, Housing and Living Conditions, measured satisfaction with housing quality, affordability, safety, ventilation, and the overall adequacy of housing availability. The third dimension, Urban Environment, focused on waste disposal practices, noise pollution, green space availability, and the general cleanliness of the urban environment. The fourth dimension, Transportation and Road Conditions, evaluated residents' experiences with road accessibility, traffic flow, pedestrian safety, and the availability and reliability of public transportation services. The fifth dimension, Employment and Economy, examined perceptions

related to job availability in the area, adequacy of income, job security, and fairness in employment opportunities. The sixth dimension, Healthcare and Public Health, explored issues related to pollution-induced health problems, access to healthcare facilities, and the effectiveness of public health awareness and education. The seventh dimension, Social Security and Neighborhood Safety, captured experiences related to crime rates, trust within the community, neighborhood safety, and preparedness for natural or human-made disasters. Finally, the eighth dimension, Recreational and Social Life, assessed access to recreational amenities such as parks, playgrounds, and cultural centers, as well as opportunities for social interaction and community participation. These eight categories were carefully chosen to ensure a comprehensive assessment of the urban quality of life experienced by residents of Thingangyun Township.

Each of the 59 items was rated on a 5-point Likert scale, with the options: "strongly disagree," "disagree," "neutral," "agree," and "strongly agree," corresponding to scores of 1 to 5, respectively. This structured design allowed for the collection of quantifiable and comparable data across a diverse set of urban indicators, enabling robust analysis of how urban factors influence the perceived quality of life in Thingangyun Township. A total of 310 residents were surveyed across selected wards using proportional sampling to ensure demographic and geographic representation.

According to Bowling (1997), the mean values of Likert scale items are interpreted as follows:

Table 4.11 Five-point Likert Scale for Respondents and Measuring Level

Mean Score	Scale Range	Interpretation
1	1.00–1.80	Strongly Disagree
2	1.81–2.60	Disagree
3	2.61–3.40	Neutral
4	3.41–4.20	Agree
5	4.21–5.00	Strongly Agree

(Bowling, 1997)

4.3 Survey Results

In this section, the survey explores the residents' perceptions of urban quality of life in Thingangyun Township, Yangon Region, Myanmar. A total of 310 respondents were selected using proportional random sampling from five representative wards within the township Ward (3), Ward (7), Ward (13), Ward (24), and Ward (35). These wards were strategically chosen to reflect diverse socio-economic conditions, residential densities, and infrastructure contexts across the township. The survey focused on key dimensions of urban life, including housing, transportation, public services, environmental comfort, economic opportunities, safety, and social cohesion. By capturing residents' views across these domains, the study aims to identify specific challenges and opportunities for improving urban quality of life in Thingangyun Township.

4.3.1 Demographic Profile of Respondents

This section presents the demographic characteristics of the 310 respondents who participated in the survey conducted in five wards of Thingangyun Township. The survey aimed to capture a diverse cross-section of residents based on gender, age, education, occupation, duration of residence, and monthly income, providing a comprehensive understanding of the township's population composition.

Table 4.12 Demographic Characteristics of the Respondents

Category	Subcategory	Total Respondents	Percent (%)
Gender	Female	162	52.3
	Male	148	47.7
Age	35-44	109	35.2
	25-34	98	31.6
	18-24	49	15.8
	45-54	37	11.9
	55-64	17	5.5
Education Level	Secondary	138	44.5
	University	109	35.2
	Postgraduate	29	9.4
	Primary	28	9
	No formal	6	1.9

Occupation	Employed	147	47.4
	Self-employed	71	22.9
	Unemployed	38	12.3
	Student	33	10.6
	Retired	21	6.8
Duration of Residence	1-5y	128	41.3
	6-10y	94	30.3
	>10y	58	18.7
	<1y	30	9.7
Monthly Income	500k-1M	133	42.9
	1M-1.5M	97	31.3
	1.5M-2M	36	11.6
	<500k	33	10.6
	>2M	11	3.5

Source: General Administration Department (2025)

A total of 310 respondents from five wards in Thingangyun Township participated in the survey. The gender distribution was relatively balanced, with 52.3% female and 47.7% male. The majority of respondents were of working age**,** especially those aged 35–44 (35.2%) and 25–34 (31.6%), followed by younger adults aged 18–24 (15.8%). In terms of educational attainment**,** the largest group had completed secondary education (44.5%)**,** followed by those with university degrees (35.2%)**,** postgraduate qualifications (9.4%)**,** primary education (9%), and no formal education (1.9%).

Regarding occupation, most respondents were employed (47.4%), with others being self-employed (22.9%)**,** unemployed (12.3%)**,** students (10.6%)**,** and retired (6.8%). In terms of residential duration**,** 41.3% had lived in Thingangyun for 1–5 years**,** 30.3% for 6–10 years**,** 18.7% for more than 10 years, and 9.7% for less than a year.

Monthly income levels revealed that the largest portion (42.9%) earned between 500,000 and 1,000,000 MMK, followed by 31.3% earning 1,000,000–1,500,000 MMK**,** 11.6% earning 1,500,000–2,000,000 MMK**,** 10.6% earning below 500,000 MMK, and 3.5% earning over 2,000,000 MMK**.** These results show that most people living in Thingangyun are city residents who are working, fairly well-educated, have different kinds of jobs, and tend to live in the same place for a long time.

4.3.2 Perceptions on Urban Services

The survey results indicated that residents showed moderate levels of satisfaction with essential urban services such as garbage collection, water supply, and electricity provision. These services were generally considered acceptable, although there remains room for improvement. On the other hand, notable dissatisfaction emerged in several key areas. Respondents expressed concerns regarding the condition and availability of public toilets, the lack of effective waste recycling mechanisms, and the limited accessibility of emergency services. Additionally, over 50% of participants highlighted significant shortcomings in street lighting and overall waste management operations. These deficiencies were commonly perceived as unreliable or inadequate, contributing to safety issues and environmental concerns in the community. The findings suggest that, while some foundational urban services meet basic expectations, there are critical infrastructure and service gaps that require urgent attention from policymakers. Addressing these issues through targeted urban planning, increased investment, and community engagement will be essential for improving the overall urban quality of life in the township. Table 4.5 below provides a quantitative breakdown of residents' satisfaction levels with selected urban services. The calculated satisfaction and dissatisfaction scores highlight the disparity between perceived adequacy and actual service delivery. Notably, recycling services and public lighting exhibit high dissatisfaction indices, reflecting critical infrastructure deficits in the township.

Table 4.13 Assessment of Urban Services (n=310)

No	Particular	Mean	Std. Dev.
1	Garbage collection services satisfaction	3.14	1.36
2	Water supply quality and availability	3.16	1.37
3	Electricity supply reliability	3.37	1.35
4	Satisfaction with public lighting	2.91	1.34
5	Availability of waste recycling services	2.76	1.35
6	Accessibility of emergency services	2.95	1.39
7	Availability and cleanliness of public toilets	2.71	1.35
Overall Mean		3.01	1.36

Source: Survey Data (2025)

4.3.3 Economic Opportunities

This section of the survey assessed residents' views on the availability and accessibility of economic opportunities within Thingangyun Township. The results reveal a moderate level of satisfaction with the township's economic environment.

Table 4.14 Assessment of Economic Opportunities (n=310)

No	Particular	Mean	Std. Dev.
8	Sufficient job opportunities available	2.86	1.29
9	Affordability of housing in my neighborhood	3.11	1.22
10	Local businesses contribute positively	2.65	1.32
11	Accessibility of financial services	2.64	1.22
12	Availability of vocational training programs	2.92	1.34
13	Availability of career advancement opportunities	2.92	1.25
14	Economic opportunities for youth	2.85	1.25
Overall Mean		2.89	1.21

Source: Survey Data (2025)

Among the key indicators, respondents showed relatively higher satisfaction with the affordability of housing (Mean = 3.11, Std. Dev. = 1.22), suggesting that housing costs are manageable for many residents. Similarly, there was the availability of vocational training programs (Mean = 2.92, Std. Dev. = 1.34) and career advancement opportunities (Mean = 2.92, Std. Dev. = 1.25), reflecting a perception of some opportunities for skill-building and professional growth.

However, concerns were expressed in areas such as accessibility of financial services (Mean = 2.64, Std. Dev. = 1.22) and the role of local businesses in contributing to economic well-being (Mean = 2.65, Std. Dev. = 1.32), indicating that these aspects may not be fully meeting residents' expectations. The lowest score was observed for sufficient job opportunities (Mean = 2.86, Std. Dev. = 1.29), which remains a critical area for development.

Overall, the mean score for the economic dimension stands at 2.89**,** with a standard deviation of 1.21, reflecting a moderately low but varied perception of economic conditions in the township. These findings suggest room for improvement, particularly in expanding employment and enhancing access to financial infrastructure.

4.3.4 Cultural and Recreational Facilities

This section evaluates the residents' access to and engagement with cultural, recreational, and artistic activities in Thingangyun Township. Overall, the findings indicate a moderate level of satisfaction**,** with several areas showing potential for further enhancement.

Table 4.15 Assessent of Cultural and Recreational Facilities (n=310)

No	Particular	Mean	Std. Dev.
15	Availability of cultural/recreational facilities	2.99	1.22
16	Participation in cultural/recreational activities	2.79	1.22
17	Availability of sports/fitness facilities	2.81	1.25
18	Community events or festivals are held regularly	2.82	1.28
19	Importance of preserving local traditions	3.46	1.27
20	Accessibility of educational/artistic programs	2.99	1.23
21	Availability of public spaces for social gatherings	2.83	1.22
Overall Mean		2.91	1.21

Source: Survey Data (2025)

The highest level of agreement was observed regarding the importance of preserving local traditions (Mean = 3.46, Std. Dev. = 1.27), suggesting that cultural identity remains a strong value among residents. Accessibility of cultural/recreational facilities and educational or artistic programs both received mean scores of 2.99, indicating moderate satisfaction with the availability of such resources.

Slightly lower scores were reported for availability of sports and fitness facilities (Mean = 2.81), community events or festivals (Mean = 2.82), and public spaces for social gatherings (Mean = 2.83), highlighting potential areas for investment in community engagement infrastructure. The lowest score in this section was for actual participation in cultural or recreational activities (Mean = 2.79, Std. Dev. = 1.22), pointing to a possible gap between availability and utilization.

With an overall mean of 2.91 and a standard deviation of 1.21, this section reflects a moderately positive yet diverse perception of the township's cultural and recreational environment. These results suggest that while residents value cultural

identity and have access to certain resources, more can be done to enhance engagement and expand facilities.

4.3.5 Urban Mobility

This section explores the perceptions of residents regarding urban mobility, transportation infrastructure, and commuting conditions in Thingangyun Township. The findings suggest an overall low-to-moderate level of satisfaction across various aspects of urban transportation.

Table 4.16 Assessment of Urban Mobility (n=310)

No	Particular	Mean	Std. Dev.
22	Condition of roads and transportation infrastructure	2.62	1.24
23	Reliability and accessibility of public transportation	2.91	1.2
24	Availability of bike lanes or walking paths	2.3	1.21
25	Frequency of traffic congestion	2.53	1.23
26	Availability of alternative transportation options	2.59	1.3
27	Pedestrian safety is a priority	2.88	1.29
28	Adequacy of parking facilities	2.9	1.25
Overall Mean		2.61	1.26

Source: Survey Data (2025)

The highest rated aspects were the reliability and accessibility of public transportation (Mean = 2.91, Std. Dev. = 1.20) and the adequacy of parking facilities (Mean = 2.90, Std. Dev. = 1.25), indicating some availability of functional commuting options. Pedestrian safety also received a slightly above-average rating (Mean = 2.88, Std. Dev. = 1.29), which may reflect ongoing efforts to improve walkability.

However, residents expressed concerns about several key areas. The condition of roads and transportation infrastructure scored relatively low (Mean = 2.62, Std. Dev. = 1.24), while the availability of alternative transportation options such as ride-sharing services received a mean of just 2.59. The issue of traffic congestion was also noted (Mean = 2.53, Std. Dev. = 1.23), pointing to inefficiencies in traffic management. The lowest rating was observed for the availability of bike lanes and walking paths (Mean = 2.30, Std. Dev. = 1.21), which indicates a significant gap in infrastructure that supports non-motorized transit.

With an overall mean of 2.61 and a standard deviation of 1.26, the results from this section highlight the need for improvements in transportation planning, infrastructure quality, and the promotion of sustainable mobility solutions.

4.3.6 Social Cohesion and Inclusion

This section evaluates residents' perceptions of social connectedness, inclusivity, and community engagement within Thingangyun Township. The findings indicate a generally positive outlook on sociability, with most indicators scoring above the midpoint on the satisfaction scale.

Table 4.17 Assessment of Sociability (n=310)

No	Particular	Mean	Std. Dev.
29	Sense of community and social interaction	3.24	1.2
30	Feeling welcomed and included in the community	3.27	1.26
31	Ease of making new friends	3.07	1.27
32	Supportive neighbors in times of need	3.17	1.21
33	Participation in community events or meetings	2.99	1.2
34	Positive attitude toward diversity and inclusivity	3.27	1.2
35	Availability of community-based social groups	3.03	1.23
Overall Mean		3.13	1.28

Source: Survey Data (2025)

The highest-rated aspects were feeling welcomed and included in the community (Mean = 3.27, Std. Dev. = 1.26) and a positive attitude toward diversity and inclusivity (Mean = 3.27, Std. Dev. = 1.20), suggesting that the social environment is open and accepting. A strong sense of community and social interaction also received favorable feedback (Mean = 3.24), indicating that interpersonal relationships are perceived as meaningful and accessible.

Moderate scores were observed for ease of making new friends (Mean = 3.07), availability of community-based social groups (Mean = 3.03), and participation in community events or meetings (Mean = 2.99), suggesting that while the social structure is welcoming, actual engagement in organized community activities may be limited. Support from neighbors during times of need was also acknowledged (Mean = 3.17), reinforcing the presence of informal social support networks.

The overall mean for this section is 3.13, with a standard deviation of 1.28, reflecting a broadly positive and inclusive social atmosphere within the township. These results underscore the importance of strengthening community-based initiatives and participation to further enhance social cohesion.

4.3.7 Safety and Security

This section examines residents' perceptions of personal and community safety, law enforcement effectiveness, and crime-related concerns in Thingangyun Township. The responses reflect a moderately positive overall sentiment, though variations exist between daytime and nighttime safety.

Table 4.18 Assessment of Safety and Security (n=310)

No	Particular	Mean	Std. Dev.
36	Feeling safe in the neighborhood during the day	3.67	1.26
37	Feeling safe in the neighborhood at night	2.73	1.23
38	Existence of neighborhood watch/security patrols	3.05	1.36
39	Crime is not a frequent problem	2.95	1.31
40	Effectiveness of police presence	3.2	1.38
41	Availability of emergency services for crimes	3.18	1.24
42	Trust in law enforcement agencies	3.01	1.25
Overall Mean		3.1	1.39

Source: Survey Data (2025)

Residents reported a high sense of safety during the day (Mean = 3.67, Std. Dev. = 1.26), indicating general comfort with the daytime security environment. In contrast, perceived safety at night was significantly lower (Mean = 2.73, Std. Dev. = 1.23), suggesting ongoing concerns about visibility, surveillance, or potential criminal activity after dark.

Moderate satisfaction was expressed regarding the effectiveness of police presence (Mean = 3.20), availability of emergency services for crimes (Mean = 3.18), and the existence of neighborhood watch or security patrols (Mean = 3.05). Residents also indicated a fair level of trust in law enforcement agencies (Mean = 3.01). The item "crime is a frequent problem" was reverse-coded, with a score of 2.95, implying that while crime is not seen as widespread, it is still a concern for some.

With an overall mean of 3.10 and a standard deviation of 1.39, the findings suggest that while security during the day is strong, improvements in nighttime safety, community policing, and trust-building measures could further enhance residents' perceptions of safety in Thingangyun Township.

4.3.8 Environmental Comfort

This section focuses on residents' perceptions of environmental comfort in Thingangyun Township, including cleanliness, greenery, pollution levels, and infrastructure that supports a healthy urban lifestyle. The results suggest a moderately positive outlook, though certain aspects require further attention.

Table 4.19 Assessment of Environmental Comfort (n=310)

No	Particular	Mean	Std. Dev.
43	Good air quality	2.76	1.23
44	Sufficient green spaces or vegetation	2.86	1.26
45	Low noise pollution level	2.5	1.28
46	Clean public spaces	2.99	1.27
47	Availability of environmental awareness programs	2.89	1.21
48	Effective waste management	2.74	1.26
49	Adequate street lighting at night	3.22	1.32
Overall Mean		2.84	1.24

Source: Survey Data (2025)

Adequate street lighting at night received the highest rating (Mean = 3.22, Std. Dev. = 1.32), indicating that lighting conditions are generally satisfactory and contribute to residents' sense of security and visibility during evening hours. Clean public spaces also scored well (Mean = 2.99), reflecting positive feedback on efforts to maintain hygiene in shared urban areas.

Moderate satisfaction was expressed regarding the availability of environmental awareness programs (Mean = 2.89), sufficient green spaces or vegetation (Mean = 2.86), and good air quality (Mean = 2.76). These responses suggest that while environmental amenities are present, there is still room for enhancement to meet community expectations more fully.

Areas of concern included effective waste management (Mean = 2.74) and low noise pollution levels (Mean = 2.50), both of which fell below the mid-point and may indicate issues related to urban density, noise from traffic, or inconsistent waste collection.

With an overall mean of 2.84 and a standard deviation of 1.24, the findings indicate that while environmental conditions in Thingangyun are generally acceptable, improvements in pollution control, greenery expansion, and waste systems could significantly enhance environmental comfort for residents.

4.3.9 Overall Quality of Life

This section captures residents' overall perceptions of their quality of life in Thingangyun Township, encompassing aspects such as safety, service reliability, cleanliness, housing, well-being, and future outlook. The results reflect a moderately favorable view, with several indicators scoring above the neutral point.

Table 4.20 Assessment of Overall Quality of Life (n=310)

No	Particular	Mean	Std. Dev.
50	Overall satisfaction with quality of life	3.04	1.2
51	General cleanliness of the area	2.92	1.24
52	Feeling safe in the area for overall	3.24	1.23
53	Reliability of basic services (water, electricity, etc.)	3.12	1.21
54	Pollution is not a significant issue	2.79	1.25
55	Satisfaction with housing quality	2.82	1.29
56	General sense of well-being	3.12	1.21
57	Opportunities to improve quality of life	3.19	1.36
58	Availability of mental well-being support services	2.90	1.27
59	Optimism about future quality of life	3.13	1.33
Overall Mean		3.03	1.26

Source: Survey Data (2025)

Respondents expressed relatively high satisfaction with feeling safe in the area (Mean = 3.24, Std. Dev. = 1.23) and opportunities to improve quality of life (Mean = 3.19, Std. Dev. = 1.36), suggesting a sense of security and openness to growth within the community. Other positively rated aspects include general sense of well-being

(Mean = 3.12), optimism about the future (Mean = 3.13), and the reliability of basic services such as water and electricity (Mean = 3.12).

Moderate responses were given for overall satisfaction with quality of life (Mean = 3.04), general cleanliness (Mean = 2.92), and access to mental well-being support services (Mean = 2.90). Satisfaction with housing quality received a slightly lower score (Mean = 2.82), while the statement "pollution is a significant issue" was reverse-coded and rated at 2.79, indicating some concerns about environmental conditions.

With an overall mean of 3.03 and a standard deviation of 1.26, the data suggests that residents perceive their quality of life in Thingangyun Township as stable and moderately positive, though improvements in housing, cleanliness, and mental health support services could further enhance their living experience.

4.3.10 Urban Quality of Life Index Calculation

To provide a comprehensive overview of urban livability in Thingangyun Township, an Urban Quality of Life (UQL) Index was developed based on four core dimensions derived from the resident survey: housing, environmental comfort, public services, and urban mobility. Each domain was scored using Likert-scale responses and weighted according to their significance as reflected in survey findings and literature-supported frameworks.

Table 4.21 Summary Table of UQL Scores (n=310)

Domain	Description	Average Score (1–5)
Housing (H)	Housing affordability, quality, and optimism for improvements	3.01
Environment (E)	Drainage conditions, green spaces, air/noise pollution	2.69
Services (S)	Access to healthcare, public toilets, and electricity	3.08
Transport (T)	Public transport, walkability, safety, and cycling access	2.59

Source: Survey Data (2025)

$$UQL\ Index = \frac{0.3.H + 0.2.E + 0.3.S + 0.2.T}{1.0}$$

Where:

- H: Housing score
- E: Environmental quality
- S: Service access (healthcare, education)
- T: Transportation availability
- W1=0.3, W2=0.2, W3=0.3, W4=0.2

Based on the qualitative analysis of survey responses:

- Housing received a score of **3.01**
- Environment received a score of **2.69**
- Services received a score of **3.08**
- Transportation received a score of **2.59**

Substituting into the formula:

$$UQL\ Index = \frac{(0.3 \times 3.01)\ +\ (0.2 \times 2.69)\ +\ (0.3 \times 3.08)\ +\ (0.2 \times 2.59)}{1.0}$$

$$= 2.88$$

The UQL Index value of 2.88 reflects a moderate but below-optimal level of urban livability in Thingangyun Township. While public services (such as electricity and waste collection) score relatively higher, challenges remain in housing affordability, environmental comfort, and transportation. These findings underscore the need for integrated urban planning interventions focused on equitable infrastructure development, improved mobility, and environmental resilience to elevate overall quality of life for Thingangyun residents.

CHAPTER V
CONCLUSION

The study revealed several critical aspects concerning urban quality of life in Thingangyun Township, particularly from the perspectives of housing, transportation, public services, and environmental comfort. It systematically examined residents' satisfaction levels, infrastructure accessibility, and the influence of contextual factors such as affordability, mobility, and service reliability. The analysis highlighted both strengths such as relatively stable public service delivery and weaknesses, including inadequate transportation options and housing affordability. These findings offer a well-rounded understanding of residents' lived experiences and perceptions regarding the livability of their urban environment.

5.1 Findings

Urban quality of life is shaped by multiple intersecting factors, including housing, transportation, environmental comfort, and public services, which collectively determine residents' everyday experiences. The survey results indicate that public services in Thingangyun Township were perceived as the most satisfactory among the assessed domains, particularly in areas such as electricity supply, garbage collection, and healthcare access. However, concerns remained regarding emergency response readiness and public toilet availability. These services are essential for maintaining the health and hygiene of residents and reflect the level of institutional capacity and urban governance within the township. Respondents reported relatively consistent access to electricity and a reliable garbage collection system, which have contributed positively to daily life convenience and public sanitation.

Conversely, the transportation domain received the lowest satisfaction score, highlighting a major challenge in urban mobility. Residents expressed dissatisfaction with the availability, affordability, and safety of public transport, pointing to long waiting times, overcrowding, and limited coverage of bus routes. The absence of designated cycling lanes, poor pedestrian infrastructure, and high traffic congestion

levels further diminished the quality of urban movement. These issues not only hinder the efficiency of daily commuting but also negatively impact economic productivity and social inclusion, particularly for low-income groups who rely more heavily on public transit. The lack of walkable environments also poses risks for vulnerable groups, such as the elderly and children, reducing their safe access to public spaces and services.

Housing, another essential component of urban livability, emerged as a domain with considerable dissatisfaction. The average score for housing conditions was low, particularly regarding affordability, physical quality, and tenure security. Many respondents live in rented apartments and face financial stress due to increasing rent prices and stagnant household incomes. There is also a prevailing sense of insecurity over long-term housing arrangements, with few viable options for affordable homeownership. Additionally, respondents expressed limited optimism for future improvements in housing conditions, reflecting a broader concern over policy gaps in urban residential planning. The shortage of public or subsidized housing options exacerbates these challenges, forcing many households into substandard or overcrowded living conditions.

Environmental comfort in Thingangyun Township was also rated below satisfactory levels. Survey respondents raised concerns over poor drainage systems, especially during the rainy season, which lead to frequent flooding in low-lying areas. Uncollected waste and pollution, both air and noise, were cited as persistent issues affecting public health and overall neighborhood livability. The lack of green and recreational spaces was another frequently mentioned concern. Such spaces are crucial not only for environmental balance but also for mental well-being and social cohesion. The absence of shaded walkways, tree coverage, and clean parks discourages outdoor activities and weakens community engagement. Respondents living in more densely populated areas reported a stronger sense of environmental discomfort, suggesting unequal spatial development and resource distribution across the township.

Beyond the core UQL dimensions, the survey also examined general perceptions of safety and optimism for future urban development. While a majority of residents felt relatively safe during the daytime, nighttime safety was a concern due to inadequate lighting and limited police patrols. The presence of crime hotspots and the lack of emergency response facilities added to the feeling of vulnerability. In terms of

optimism, responses were mixed. Some residents acknowledged recent infrastructure improvements and digital service upgrades, while others remained skeptical about long-term change, citing inconsistent public engagement and slow bureaucratic response. The mixed levels of trust in urban governance reveal an urgent need for stronger participatory planning mechanisms.

The cross-domain analysis reveals several interdependencies. For instance, housing affordability was closely linked with proximity to transport hubs and service access points. Respondents in peripheral areas faced higher transportation costs and longer travel times, which compounded their overall dissatisfaction. Similarly, environmental conditions had a direct bearing on housing quality, with poor drainage and waste management affecting the structural safety and sanitation of low-income residences. These overlaps suggest that improving one domain, such as infrastructure or transport, could yield positive spillover effects in other areas, thereby enhancing overall urban quality of life more effectively.

Demographic analysis of the survey data provided further insights into how urban quality of life varies across population segments. Younger respondents (aged 25–34) were more vocal about transportation inefficiencies, possibly due to their higher mobility needs and employment-related travel. Older respondents, in contrast, emphasized healthcare access and environmental cleanliness as top priorities. Female respondents were generally more critical of public safety and sanitation, reflecting gendered experiences of urban space. Household income levels also played a significant role, with lower-income groups reporting more difficulties in affording housing, transportation, and healthcare services. These variations underscore the importance of adopting an inclusive and differentiated approach in urban policy formulation.

The methodology adopted in this study using Likert-scale questions across four core UQL domains and calculating a weighted composite indexallowed for an objective assessment of perceived livability. The calculated Urban Quality of Life (UQL) Index of 2.88 out of 5 suggests a moderate level of satisfaction, signaling both strengths and pressing gaps in urban development. While the public service domain stands out for its relative adequacy, housing, transportation, and environmental management fall below expectations. The study’s findings also reinforce the value of resident-based data collection for urban planning, as the insights derived from lived

experiences provide a more accurate and actionable understanding of community needs.

In conclusion, the key findings of this study paint a complex picture of urban livability in Thingangyun Township. On one hand, there are commendable performances in service delivery and infrastructure maintenance. On the other, structural issues in housing, environmental degradation, and mobility constraints undermine the overall quality of life. The variation in satisfaction levels across domains and demographic groups further points to the need for targeted interventions and inclusive planning. These findings serve as a critical resource for policymakers, urban planners, and community stakeholders in designing interventions that are both context-specific and equity-driven. Future development efforts must prioritize not only infrastructure and service delivery but also resident engagement, affordability, and environmental sustainability to ensure a more resilient and livable urban future for all residents of Thingangyun Township.

5.2 Suggestions

In response to the above findings, this study puts forward a set of targeted, evidence-based suggestions to enhance the Urban Quality of Life (UQL) in Thingangyun Township. These recommendations aim to address the shortcomings identified in housing, transportation, environment, and public services, while promoting inclusive and sustainable urban development aligned with the needs of residents.

One of the most pressing challenges facing Thingangyun residents is housing affordability and quality. Local authorities should prioritize inclusive housing policies that cater to low- and middle-income households. Affordable rental schemes, rent-to-own programs, and support for community housing cooperatives can alleviate housing insecurity. Urban planners should partner with the private sector to create incentives for constructing mixed-income housing and renovating substandard buildings. Additionally, legal and financial mechanisms such as tenant protection laws, housing subsidies, and micro-mortgage programs should be introduced to improve tenure security and affordability. Transparent registration systems and improved access to housing-related information can also help residents make informed decisions.

Urban mobility emerged as the weakest domain in the survey, necessitating urgent intervention. Investments should be made in expanding and modernizing the

public transportation system to enhance reliability, coverage, and affordability. Buses and transit services must be made more frequent and accessible, particularly during peak hours and in underserved areas. Infrastructure for non-motorized transport such as pedestrian walkways and protected bike lanes should be developed to promote safe, sustainable alternatives. Traffic management strategies, such as synchronized traffic lights, designated crossing zones, and parking enforcement, can help reduce congestion. Public education on road safety and collaboration with private transportation providers will also strengthen urban mobility.

Environmental comfort is critical to livability and must be addressed through both infrastructure and policy reform. Authorities should prioritize regular maintenance and upgrading of drainage systems to prevent flooding in low-lying areas. Waste management systems must be streamlined through improved collection schedules, community recycling programs, and stricter enforcement of disposal regulations. Expansion of green spaces, tree planting campaigns, and conversion of vacant plots into recreational areas will help mitigate urban heat and improve air quality. Noise pollution should be addressed through zoning laws and sound barriers near high-traffic areas. Collaboration with environmental NGOs and schools for public awareness campaigns will help foster a culture of sustainability and environmental stewardship.

Although public services performed relatively better than other domains, several gaps remain. Emergency healthcare systems should be strengthened through better-equipped facilities, training of first responders, and quicker coordination protocols. Public toilet availability must be expanded with gender-sensitive and disability-inclusive designs. Services such as electricity, water, and waste collection should be monitored using citizen feedback platforms to ensure consistent delivery. Mobile service units for healthcare, sanitation, and administrative services can be deployed in underserved neighborhoods to address spatial inequality. Improved coordination among municipal departments and integrated service planning are also essential to ensure that residents across all areas benefit equitably.

Resident engagement and participatory decision-making are essential for inclusive urban development. The township administration should institutionalize mechanisms such as periodic resident satisfaction surveys, town hall meetings, and citizen advisory boards. Digital tools like mobile apps or web platforms can facilitate real-time feedback and transparent reporting on service quality and development

plans. Urban planning processes should adopt participatory budgeting methods that allow residents to propose and vote on local development projects. Inclusion of women, youth, elderly, and persons with disabilities in planning committees will ensure that diverse voices are represented. Training municipal staff in participatory techniques and responsiveness will help build trust and improve implementation.

The findings from this study underscore the need for continuous, data-informed planning. Authorities should establish a centralized data system to monitor key urban quality indicators across different domains and demographic groups. GIS mapping and resident satisfaction indices can help identify service gaps and prioritize interventions. Data should be disaggregated by income, age, gender, and geography to ensure that marginalized communities are not left behind. Urban development plans must also include measurable indicators and monitoring frameworks to assess progress and adapt policies based on results. Collaboration with universities, research institutions, and civil society can strengthen evidence-based decision-making and evaluation.

While economic aspects were not a core domain of the UQL Index, they intersect with housing and service access. Authorities should invest in vocational training programs, small business support, and employment linkages, particularly targeting youth and informal workers. Markets and commercial zones should be upgraded to support local entrepreneurship. Ensuring proximity of jobs to residential areas will reduce commuting burdens and promote work-life balance. Financial inclusion programs such as access to microcredit, digital banking, and financial literacy training can empower residents economically and enhance their ability to secure quality housing and services.

Residents' concerns about nighttime safety and emergency preparedness point to a need for improved public safety infrastructure. Installing street lighting in poorly lit areas and increasing police patrols during the evening can reduce fear and actual crime rates. Creating neighborhood watch programs and community-based policing can foster shared responsibility for safety. Emergency preparedness drills, fire safety education, and improved emergency communication systems will enhance resilience. In high-density areas, clear evacuation routes and emergency response points should be established. Gender-based violence prevention strategies, safe public spaces for women and children, and victim support services must also be prioritized.

Effective implementation of these recommendations requires capable and responsive institutions. Local government departments must be adequately staffed, trained, and resourced to carry out urban planning and service delivery functions. Capacity building programs for urban administrators should focus on technical skills, community engagement, and evidence-based governance. Inter-departmental coordination platforms should be created to ensure coherent and synergistic planning. Transparency mechanisms such as public audits, social accountability tools, and performance scorecards will help maintain institutional integrity and public trust. Clear timelines, budgets, and evaluation benchmarks should accompany each urban intervention.

Finally, urban development in Thingangyun must be future-oriented and climate-resilient. Building codes should be updated to incorporate energy efficiency and climate-safe design. Rooftop gardens, rainwater harvesting systems, and solar panel installations can be incentivized. Public buildings and infrastructure should be designed to withstand climate-related risks such as flooding and heatwaves. Integrated transportation and land-use planning should reduce emissions and promote compact, efficient city design. Environmental impact assessments and climate risk analysis must become standard practice in all urban development projects.

Future studies should consider conducting longitudinal research to track changes in urban quality of life over time in response to policy interventions. Comparative studies across different townships in Yangon Region would also help identify best practices and localized challenges. Incorporating qualitative methods such as interviews or focus groups could enrich the findings by capturing deeper community insights. Spatial analysis using GIS could provide a more granular view of geographic disparities in service access and environmental quality. Further research should focus on the experiences of marginalized groups, including persons with disabilities, the elderly, and informal workers. Finally, future studies should explore the impact of digital service delivery and smart city initiatives on urban livability and resident satisfaction.

REFERENCES

Agarwal, P. (2017). The role of urban planning in improving the quality of life: Infrastructure, housing, and public services. BAU Journal, pp. 22–30.

Ali, M. & Liu, Y. (2016). The role of green spaces in enhancing urban quality of life: A case study of Asian cities. Urban Studies Review, pp. 45–58.

Bhatta, B. (2019). Key components influencing urban quality of life: A comprehensive analysis of infrastructure, socio-economic conditions, and environmental factors. ScienceDirect, pp. 15–29.

Bhatta, S. & Singh, A. (2020). Urban mobility and its role in enhancing quality of life in South Asian cities. South Asia Urban Review, pp. 88–101.

Crouch, R. & Jackson, L. (2018). The influence of urban design and public spaces on residents' well-being and satisfaction in cities. BAU Journal, pp. 60–69.

Davis, J. (2020). The role of public transportation in enhancing urban quality of life. Transportation Research Review, pp. 90–104.

Dempsey, N. & Dawson, J. (2011). Factors shaping urban quality of life: Social inclusion, economic opportunities, and sustainability. Huddersfield University, pp. 10–27.

Dempsey, N., Dawson, J. & Smith, M. (2011). Factors shaping urban quality of life: Social inclusion, economic opportunities, and sustainability. Journal of Urban Studies, pp. 33–50.

Embassy of Myanmar. (2020). Yangon: A city in transformation, pp. 1–18.

Frontiers in Built Environment. (2021). Assessing urban quality of life: Developing the criteria for Saudi cities. Frontiers in Built Environment, 7, Article 731020, pp. 1–13.

General Administration Department. (2023). Thingangyun Township local facts and figures. Ministry of Home Affairs, Myanmar, pp. 5–20.

General Administration Department. (2025). Urban governance and quality of life in Myanmar cities. Ministry of Home Affairs, pp. 10–34.

Google Maps. (2024). Infrastructure and facility mapping of Thingangyun Township.

Hasselaar, E., Smith, K. & de Groot, R. (2019). Urbanization and its impacts on quality of life in emerging cities. International Journal of Urban Planning Studies, pp. 77–89.

Huddersfield University. (2021). Urban quality of life: A systematic literature review, pp. 1–15.

IOP Science. (2020). Environmental factors impacting urban quality of life in Riyadh, pp. 44–56.

Jokinen, T. (2019). Green spaces and recreational areas: Their impact on urban quality of life and residents' mental and physical health, pp. 27–39.

Kenworthy, J. (2019). Sustainable urban mobility and its relation to urban quality of life in large cities, pp. 12–24.

Kyaw Swar Yei. (2024). A study on residents' perception on urban quality of life: A case study of Pabedan Township [Master's thesis, Yangon University of Economics], pp. 1–60.

López, S., Martínez, R. & González, A. (2020). The relationship between urban mobility and quality of life: The role of efficient transportation networks, pp. 91–103.

Marcuse, P. (2009). Urban displacement and social inequality in the global city. Urban Affairs Review, pp. 118–133.

Marans, R. & Yan, X. (2016). The interplay between urban environment and quality of life in U.S. cities. Journal of Environmental Psychology, pp. 74–85.

Meyer, J. (2020). Urban sustainability practices and their effect on overall quality of life in cities, pp. 16–29.

Myanmar.net. (2020). Overview of Yangon: Urban development and infrastructure.

Myanmar Yellow Pages. (2024). Contact listings for police and fire services.

ResearchGate. (2011). Urban quality of life studies – global trends and local applications, pp. 6–17.

ResearchGate. (2012). Defining the quality of urban life: Which factors should be considered?, pp. 1–14.

Sassen, S. (2018). Global cities: Urbanization, economic networks, and social inequalities in shaping quality of life. Routledge, pp. 22–41.

ScienceDirect. (2023). Sustainability and urban quality of life in Chinese cities, pp. 55–71.

Science Publications. (2011). Defining the quality of urban life: Which factors should be considered?, pp. 5–13.

Smith, A. (2020). The role of economic development and job opportunities in enhancing urban quality of life, pp. 34–48.

Stefanini, F. (2025). 5 ways smart cities improve the urban quality of life. BAU Journal, pp. 20–28.

Trip.com. (2017). Sanchaung Township: Urban characteristics of Yangon, Myanmar.

Vargas, L., Pereira, C. & Rocha, A. (2018). Public transport accessibility and its impact on urban quality of life in Latin American cities. Transport Policy Journal, pp. 99–112.

Yang, H., Zhang, X. & Li, Y. (2020). Environmental quality and urban green spaces: Their impact on residents' quality of life and well-being. Frontiers in Environmental Science, pp. 13–27.

Yangon Region Government. (2023). Statistical yearbook and township development data.

YCDC. (2025). Improving urban services and infrastructure in Yangon. Yangon City Development Committee, pp. 8–20.

Zhang, L., Liu, X. & Wang, F. (2021). Environmental pollution and green spaces: Effects on residents' health and urban quality of life, pp. 52–68.

Zhang, W., Li, X. & Zhou, H. (2021). Sustainable urban development and quality of life in Chinese cities. Journal of Urban Development, pp. 60–75.

ADB. (2019). Myanmar: Urban development sector review. Asian Development Bank. pp. 1–45.

UN-Habitat. (2020). State of Myanmar cities report 2020. UN-Habitat Myanmar. pp. 10–55.

JICA. (2020). Data collection survey on urban development in Yangon. Japan International Cooperation Agency. pp. 5–50.

Myint, T. (2021). Urban governance and planning in Myanmar: Legal and institutional challenges. Yangon University Press. pp. 1–120.

ADB. (2019). Myanmar: Urban development sector review. Asian Development Bank, pp. 1–45.

APPENDIX

Questionnaire for Residents on Perception of Urban Quality of Life

This questionnaire is intended to collect valuable information regarding your perception of the Urban Quality of Life (UQL) in Thingangyun Township. The data collected will remain confidential and will be utilized for the following purpose:

To investigate the current status of key urban life dimensions including housing, transportation, public services, environmental conditions, and economic opportunities.

We kindly request you to carefully read each question and tick [√] the appropriate box for each item.

Section 1: Demographic Information

1. Age
   - ☐ Under 18
   - ☐ 18-24
   - ☐ 25-34
   - ☐ 35-44
   - ☐ 45-54
   - ☐ 55-64
   - ☐ 65 or older
2. Gender
   - ☐ Male
   - ☐ Female
   - ☐ Other
   - ☐ Prefer not to say
3. Household income (monthly)
   - ☐ Below 500,000 MMK
   - ☐ 500,000 - 1,000,000 MMK
   - ☐ 1,000,000 - 1,500,000 MMK
   - ☐ 1,500,000 - 2,000,000 MMK
   - ☐ Above 2,000,000 MMK

4. Type of residence
   - ☐ Apartment
   - ☐ House
   - ☐ Condominium
   - ☐ Other (Please specify): _____
5. Educational level
   - ☐ No formal education
   - ☐ Primary school
   - ☐ Secondary school
   - ☐ University/College
   - ☐ Postgraduate
6. Employment status
   - ☐ Employed
   - ☐ Self-employed
   - ☐ Unemployed
   - ☐ Student
   - ☐ Retired
7. Number of people in household
   - ☐ 1-2
   - ☐ 3-4
   - ☐ 5-6
   - ☐ 7 or more
8. Length of residence in current neighborhood
   - ☐ Less than 1 year
   - ☐ 1-5 years
   - ☐ 6-10 years
   - ☐ More than 10 years
9. Ownership of residence
   - ☐ Own
   - ☐ Rent
   - ☐ Other

How would you rate the overall?

1. Strongly Disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly Agree

Section 2: Urban Services

No	Statement	1	2	3	4	5
1	I am satisfied with the garbage collection services in my area.					
2	The water supply quality and availability in my area meet my needs.					
3	The electricity supply in my area is reliable.					
4	I am satisfied with the public lighting in my area.					
5	There are waste recycling services available in my area.					
6	Emergency services (fire,medical, etc.) are easily accessible in my area.					
7	Public toilets in my area are available and clean.					

Section 3: Economy

No	Statement	1	2	3	4	5
8	There are sufficient job opportunities available in my area.					
9	I am satisfied with the affordability of housing in my neighborhood.					
10	Local businesses contribute positively to the economic well-being of my neighborhood.					
11	Financial services (credit, banking, etc.) are easily accessible in my area.					
12	There are vocational training or skill development programs available in my area.					
13	There are career advancement opportunities in my area.					
14	Economic opportunities for youth in my area are good.					

Section 4: Culture and Recreation

No	Statement	1	2	3	4	5
15	There are cultural or recreational facilities available in my area.					
16	I frequently participate in cultural or recreational activities in my area.					
17	Sports or fitness facilities are available in my area.					
18	Community events or festivals are held regularly in my area.					
19	Preserving local traditions is important to the people in my community.					

20	Educational or artistic programs are easily accessible in my area.					
21	Public spaces for social gatherings are available in my area.					

Section 5: Urban Mobility

No	Statement	1	2	3	4	5
22	The condition of roads and transportation infrastructure in my area is good.					
23	Public transportation in my area is reliable and accessible.					
24	There are bike lanes or walking paths available in my area.					
25	Traffic congestion in my area is frequent.					
26	Alternative transportation options, such as ride-sharing, are available in my area.					
27	Pedestrian safety on the streets in my area is a priority.					
28	Parking facilities are adequate in my area.					

Section 6: Sociability

No	Statement	1	2	3	4	5
29	There is a strong sense of community and social interaction in my area.					
30	I feel welcomed and included in my community.					
31	It is easy to make new friends in my neighborhood.					
32	Neighbors in my area are supportive in times of need.					
33	I participate in community events or meetings in my area.					
34	People in my area have a positive attitude toward diversity and inclusivity.					
35	There are community-based social groups or organizations in my area.					

Section 7: Security

No	Statement	1	2	3	4	5
36	I feel safe in my neighborhood during the day.					
37	I feel safe in my neighborhood at night.					
38	There are neighborhood watch programs or security patrols in my area.					
39	Crime is not a frequent problem in my neighborhood.					

40	The police presence in my neighborhood is effective in maintaining security.					
41	Emergency services for criminal activities are available in my area.					
42	I trust law enforcement agencies in my area.					

Section 8: Environmental Comfort

No	Statement	1	2	3	4	5
43	The air quality in my area is good.					
44	There is a sufficient amount of green spaces or vegetation in my neighborhood.					
45	The noise pollution level in my area is low.					
46	Public spaces in my area are clean.					
47	Environmental awareness programs are available in my area.					
48	Waste management in my area is effective.					
49	Street lighting at night in my area is adequate.					

Section 9: Overall Quality of Life

No	Statement	1	2	3	4	5
50	Overall, I am satisfied with the quality of life in my area.					
51	The general cleanliness of my area is good.					
52	I feel safe in my area.					
53	Basic services (water, electricity, etc.) are available and reliable in my area.					
54	Pollution (air, noise, etc.) is not a significant issue in my area.					
55	I am satisfied with the quality of housing in my area.					
56	I feel a general sense of well-being in my neighborhood.					
57	There are opportunities to improve quality of life in my area.					
58	There are services or activities available to support mental well-being in my area.					
59	I am optimistic about the future quality of life in my area.					

Thank you for your co-operation.