

Assessment of Location Satisfaction in Slum Rehabilitation Housing: Insights from Raipur, Chhattisgarh, India

Sachin Kumar Sahu*, Vandana Agrawal

Department of Architecture & Planning, National Institute of Technology Raipur, India

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Abstract This study explores the determinants of location satisfaction in Slum Rehabilitation Housing (SRH) within Raipur, India, a city grappling with rapid urbanization and an increasing number of informal settlements. By examining two Slum Rehabilitation cases Telibandha (in-situ redevelopment) and Bhatagaon (relocation site), the research assesses how locational factors influence residents' satisfaction levels. Employing a systematic survey method, the study identifies key determinants, such as proximity to amenities, healthcare, education, transportation, and workplaces, and evaluates their impact on the perceived quality of life. The findings reveal significant disparities between the two Slum Rehabilitation Housing sites, with Telibandha generally demonstrating higher satisfaction due to better integration with urban infrastructure. At the same time, Bhatagaon faces challenges related to its peripheral location and limited access to essential services. Quantitative analysis highlights that satisfaction with transportation, health facilities, and commercial amenities strongly correlates with overall locational satisfaction. The results underscore the critical role of strategic location planning in the success of Slum Rehabilitation housing projects, emphasizing the need for equitable access to urban resources. This research contributes to the discourse of slum rehabilitation housing by offering actionable insights for policymakers to design inclusive, sustainable housing solutions that enhance the well-being of marginalized communities.

Keywords Location Satisfaction, Slum Rehabilitation Housing, Urban Housing, Urban Development, Residential Satisfaction

1. Introduction

Slum rehabilitation housing (SRH) is a vital aspect of urban development, particularly in rapidly urbanizing countries like India, where informal settlements are expanding. SRH involves relocating residents of non-tenable slums into formal housing provided by governments or private developers to improve living conditions, infrastructure, and access to services. However, the success of such initiatives depends not only on housing quality but also on the location of rehabilitation sites [1], [2]. Poorly planned locations can undermine the sustainability of these projects.

India has implemented several housing schemes, including the Integrated Housing Development Program (IHSDP), Basic Services for Urban Poor (BSUP), Valmiki Ambedkar Awas Yojana (VAMBAY), Rajiv Awas Yojana (RAY), and Pradhanmantri Awas Yojana (PMAY), many of which involve relocation to formal housing [3]. However, relocating residents to peri-urban areas far from employment and essential services often leads to social and economic isolation, limiting the effectiveness of these

programs [4].

Location satisfaction is a key tool for evaluating the success of SRH projects. It influences access to employment, education, healthcare, and social integration [5]. Dissatisfaction with location often leads to housing abandonment and the re-establishment of slums [6], [7]. This study highlights the critical role of location satisfaction in ensuring the long-term success of slum rehabilitation schemes. Location satisfaction data provides urban planners with valuable insights into how well slum rehabilitation housing (SRH) projects meet the needs of relocated residents.

Raipur, the capital of Chhattisgarh, has faced rapid slum growth since 2000. Government initiatives rehabilitate dwellers, often relocating them to fringe areas due to land scarcity. This study examines two SRH cases, aiming to identify and evaluate location satisfaction factors among residents, and analyze how these factors influence overall satisfaction.

1.1. Structure of the Paper

This paper is structured as follows: The Introduction outlines the concept of location satisfaction, provides background information, and highlights its significance. The Literature Review discusses existing research on location and residential satisfaction. The Methodology section details the study area, survey design, key variables analyzed, and the application of multiple regression analysis, specifying. The Results section presents descriptive statistics, the regression model, the correlation and a detailed interpretation of findings. The Discussion addresses key findings, explores policy implications, and provides directions for future research. Finally, the conclusion summarizes the main findings and underscores the importance of location satisfaction as a critical outcome of the study.

2. Literature Review

This section explores the literature on locational satisfaction and its relevance to residential satisfaction. Locational satisfaction is a key component of residential satisfaction; it reflects how well a neighbourhood meets its residents' needs and expectations. Aigbavboa and Thwala [8] emphasise that residential satisfaction studies are critical and can be further categorised into more specific subfields, with location satisfaction being one such category. Residential satisfaction refers to the perceived discrepancy between the housing occupants' needs and aspirations and their current residential environment. It reflects the level of contentment an individual or household experiences regarding their housing situation, including the dwelling and surrounding neighbourhood. They also explained proximity to amenities and access to transportation are significant factors influencing overall

residential satisfaction.

Location satisfaction, as a subset of residential satisfaction, pertains to the satisfaction individuals derive from the characteristics of their neighbourhood, including the availability of amenities, the quality of infrastructure, and the nature of the local community [9]. Essential neighbourhood amenities such as access to the city centre, schools, hospitals, markets, and retail centres play a crucial role in shaping residents' satisfaction with their location [10].

Location satisfaction is defined as the degree, to which a neighborhood's characteristics align with residents' desired neighbourhood conditions. Factors determining location satisfaction include a neighborhood's position within the urban hierarchy, the quality of the residential environment, and residents' individual characteristics. The residents assess their satisfaction with their location by comparing their actual experiences with their initial expectations or those of their peers. The degree of satisfaction with one's neighbourhood is correlated with multiple elements, such as the features of the residential environment, the traits of the individuals and communities living nearby, and the location or standing in the urban hierarchy. Satisfaction is considered a cognitive concept, as well as behavioural; moving out of the residence when unsatisfied is proof of the behavioural change [11]. Fleury-Bahi [12] described location satisfaction as a multifaceted construct mainly related to the neighbourhood's social reputation and the opportunities for relationships it provides its citizens. Sense of belonging and being identified with a place, as well as positive perceptions of the social image, friendliness, and quality exchanges with one's neighbours, promotes a positive evaluation of the people and atmosphere in the residential environment, leading to satisfaction with the location. Location satisfaction refers to the level of contentment individuals feel regarding their residence's location, particularly its proximity to key amenities such as schools, churches, markets, and various services. It is crucial in predicting overall residential satisfaction and quality of life [13], [14]. Additionally, this concept is strongly linked to the distance between one's home and essential facilities, including workplaces, shopping centers, hospitals, and sports facilities, with the workplace often deemed the most critical factor [15]. Ultimately, location satisfaction reflects the degree to which residents are content with their dwelling's proximity to neighborhood amenities and services [16].

The location of slum rehabilitation significantly impacts residential satisfaction and residents' overall quality of life. In Mumbai, for instance, the study found that the community environment and access to facilities are crucial determinants of residential satisfaction in slum rehabilitation housing, indicating that well-planned locations can enhance living conditions [17]. Similarly, in China's urban villages, the presence of basic infrastructure, such as water and sanitation, varies by location, affecting

residents' perceptions of their neighbourhoods [18]. Moreover, the socio-architectural complexities of low-income housing layouts suggest that strategic location choices can facilitate better access to urban services, thereby improving the living conditions of slum dwellers [19]. Thus, the effectiveness of slum rehabilitation is closely tied to the chosen location and its associated amenities.

This research focuses on location satisfaction within slum rehabilitation housing, an area that has been largely overlooked in existing literature. While numerous studies have addressed residential satisfaction in general, none have specifically emphasised the role of location satisfaction in the context of slum rehabilitation. This gap is particularly significant, as the success of slum rehabilitation housing often hinges on how well the relocated residents adapt to and are satisfied with their new location. By addressing this neglected aspect, this study aims to contribute to the broader field of residential satisfaction studies, offering new insights and potentially informing future urban development and policy-making efforts.

3. Methodology

3.1. Description of Study Area

Raipur is the capital of Chhattisgarh state in India. According to the Raipur municipal records, its population is 1.8 million as of 2024. It is a rapidly growing urban centre and one of the major cities of central India. The rapid urban development in Raipur has attracted a significant rural population from surrounding areas, leading to the formation of dispersed slums across the city.

According to the Raipur Municipal Corporation (2024), nearly 130,000 people live in informal settlements, highlighting a pressing need for sustainable rehabilitation solutions. Nationally, India's slum population stands at over 80 million, accounting for 24% of the urban populace (MoHUA, 2023). Compared to other national cases, Raipur's slum population is lower than that of Mumbai but faces similar challenges in access to essential services.

These informal settlements house a considerable segment of the urban population, posing challenges in terms of housing and infrastructure. To address these issues, the Raipur Municipal Corporation has implemented slum rehabilitation housing (SRH) projects across various locations within the city. This study examines two such SRH initiatives: Telibandha SRH and Bhatagaon SRH. While Telibandha follows an in-situ redevelopment model and Bhatagaon represents an off-site relocation model, it is important to note that both sites have been in existence for over 14 years. As a result, the direct impact of the initial transformation model has diminished over time. Instead,

factors such as accessibility to employment, infrastructure, and amenities have played a more dominant role in shaping resident satisfaction. This study, therefore, focuses on how current locational attributes influence satisfaction rather than the immediate effects of the original rehabilitation approach.

Details of these two slum rehabilitation housing sites are provided in table 1 and figure 1.

Table 1. Details of Slum Rehabilitation Housing

SRH	No of Households	Population
Telibandha	720	2882
Bhatagaon	608	2433

Source: Raipur Municipal Corporation.

3.2. Research Design

This study is based on the premise that location satisfaction is influenced by various factors, including basic amenities, social infrastructure, and physical infrastructure—such as schools, kindergartens, colleges, hospitals, pharmacies, commercial establishments, transportation options, and proximity to the workplace [20]. A review of existing literature helped to identify and finalise nine key determinants of location satisfaction, which led to the development of a personal interview questionnaire. Residents were asked to rate their satisfaction with each factor on a 5-point Likert scale, where five indicates "extremely satisfied" and one indicates "very dissatisfied." The collected data was subsequently analyzed to assess resident satisfaction with their location. Demographic data was also collected to examine its relationship with levels of satisfaction or dissatisfaction.

Given the importance of incorporating resident perspectives in evaluating location satisfaction, a pilot study was conducted before the main survey to validate the key determinants used in the research. This pilot study involved a small sample of ten residents from both sites, allowing researchers to refine the questionnaire and ensure that it accurately reflected the concerns and priorities of the community. By integrating feedback from residents during the pilot phase, this study aligns with participatory research principles, ensuring that the assessment of location satisfaction is grounded in lived experiences.

The questions were designed to be simple and direct to facilitate the collection of authentic, accurate responses. To choose the sample, systematic random sampling was used to select the person for the interview. The survey was administered in July 2024, and the surveys were conducted on weekends for a better response from the residents; the surveyors generally took 25-30 minutes to note the responses.

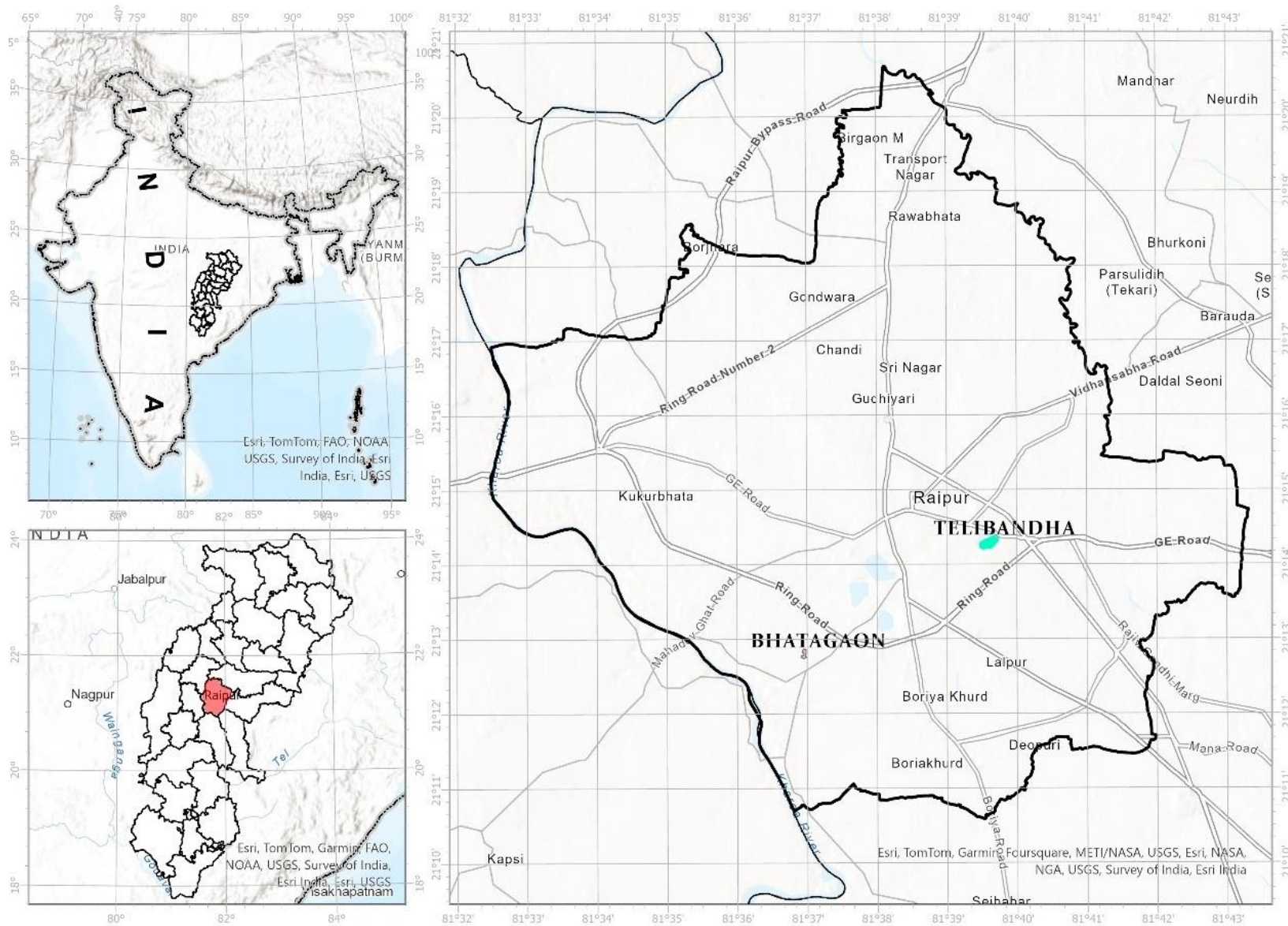


Figure 1. Location map of SRH sites in Raipur

3.3. Determinants of Residential Satisfaction

A comprehensive literature review was conducted to identify the factors influencing residents' satisfaction with their location. These factors are grouped into nine major categories, which are amenities [9], [17], [21], [22], [23], City Centre [24], [25], [26], [27], [28], [29], [30], [31], Community Space [14], [23], [24], [27], [32], [33], [34], [35], Education [23], [27], [32], [36], [37], [38], [39], [40], Market & Commercial [7], [26], [41], [42], [43], Health [16], [21], [44], [45], [46], [47], [48], Park & Playground [6], [16], [28], [49], [50], [51], [52], Transportation infrastructure [28], [34], [39], [53], [54] and Workplace [28], [37], [42], [50], [55], [56], [57].

Multiple linear regression is a statistical technique used to model the relationship between a dependent variable and

multiple independent variables. By estimating the coefficients for each predictor, this method allows for the quantification of the individual impact of each independent variable on the outcome while controlling for the effects of others. A multiple linear regression model was run in JASP Software to analyze the data and identify the variables determining location satisfaction.

4. Analysis and Findings

This section is divided into three parts. The first part discusses the sociodemographic characteristics of slums. The second part examines the correlations among the determinants. Finally, the third part describes and discusses the results of multiple regression analysis.

Table 2. Resident's Sociodemographic Character

Characteristics	Variables	Telibandha N=77		Bhatagaon N=72	
		Frequency	%	Frequency	%
Gender	Male	51	66.2	43	59.72
	Female	26	33.7	29	40
Age of Head	25-35	11	14.28	20	27.778
	36-45	19	24.67	34	47.222
	46-60	40	51.94	17	23.611
	More than 60	7	9.091	1	1.389
Education status	Graduate	4	5.195	2	2.778
	Illiterate	18	23.377	19	26.389
	School	55	71.429	51	70.833
Household size	2	2	2.597	4	5.556
	3	8	10.39	14	19.444
	4	25	32.468	29	40.278
	5	21	27.273	12	16.667
	6	7	9.091	7	9.722
	7+	14	18.182	6	8.333
Employment	Daily wages	40	51.9	51	70.833
	Job	24	31.1	2	2.778
	Unemployed	13	16.8	19	26.389
Household income	10000 and above	29	37.66	20	27.778
	2001-5000	8	10.3	6	8.333
	5000-10000	40	51.9	46	63.889
	<2000	0		0	
Tenure	2-5 Years	7	9	3	5.3
	5-8 Years	38	49.35	4	5.8
	> 8 Years	32	41.26	64	88.8
Vehicles in the house	Cycle	44		21	
	Two wheeler	17		37	
	auto	5		9	

4.1. Socio Demographic Characteristics

In Telibandha, 77 surveys, and in Bhatagaon, 72 surveys have been conducted the details of the survey are displayed in table 2. In Telibandha, 66% of families are headed by male members, compared to 59% in Bhatagaon. The age of the family head differs significantly between the two locations, with most heads of household aged 46–60 years in Telibandha and 36–45 years in Bhatagaon. Literacy levels are high in both areas, with most respondents being literate.

The primary occupation of respondents highlights a distinct socioeconomic pattern. In Telibandha, 51% are engaged in daily wage labor, 31% hold regular jobs, and 13% are unemployed. In contrast, Bhatagaon has a higher reliance on daily wage labor, with 70% engaged in such work, only 2% holding regular jobs, and 26% unemployed. Household incomes in both areas predominantly fall within the range of 5,000–10,000 INR per month. Residential stability is notable, with over 90% of households in both SRH living there for more than five years.

4.2. Locational Satisfaction with Amenities

Amenities provide essential conveniences that enhance the quality of life and promote the well-being of residents in any given location. Ensuring that these amenities are strategically located and readily accessible is crucial for maximizing their utility and impact [44]. The study examined the satisfaction towards the location and accessibility of amenities around the slum rehabilitation housing (SRH) that involves a bank, police station, government offices, post offices, ATMs, digital Service centres, and Municipal corporation offices.

In Telibandha, over 70% of respondents express high satisfaction with the bank's location and accessibility, reflected in a mean score of 3.8 (Figure 2).

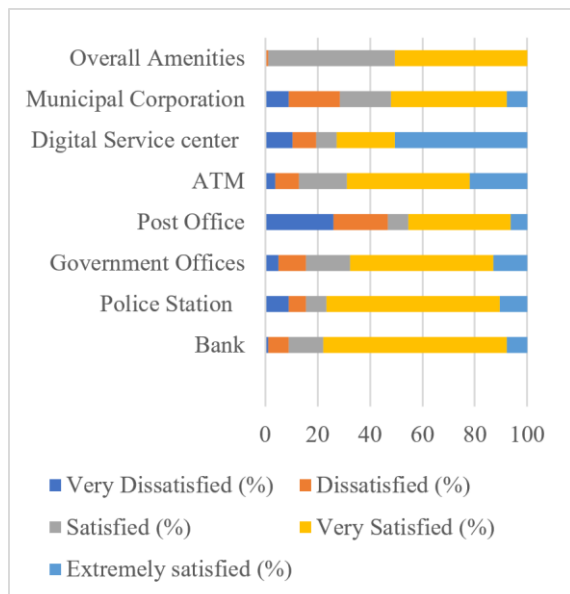


Figure 2. Satisfaction with location of amenities in Telibandha

In Bhatagaon, satisfaction is mixed but leans positive, with 55.5% very or extremely satisfied, though a significant 25% are dissatisfied, lowering the mean to 3.3 (Figure 3). Police stations follow a similar pattern; Telibandha respondents report high satisfaction (M = 3.6), while Bhatagaon sees nearly half dissatisfied, resulting in a mean of 2.6.

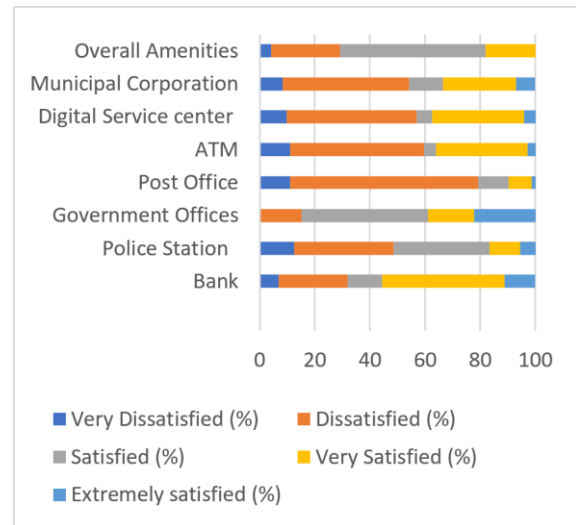


Figure 3. Satisfaction with location of amenities in Bhatagaon

Government Offices are reasonably well-regarded, with mean scores of 3.6 and 3.5 in Telibandha and Bhatagaon, respectively, suggesting balanced perceptions. However, Post Offices reveal sharp contrasts: Telibandha shows diverse opinions, while Bhatagaon exhibits widespread dissatisfaction, strongly correlating with overall negative perceptions.

ATM services display high satisfaction in Telibandha where mean is 3.7 but are polarizing in Bhatagaon, where dissatisfaction and intense satisfaction coexist having mean 2.7. Similarly, Digital Service Centers receive high satisfaction in Telibandha but evoke polarized opinions in Bhatagaon, significantly influencing overall attitudes. Municipal Corporation satisfaction leans positive in Telibandha but is more evenly split in Bhatagaon, with a stronger correlation to overall perceptions in the latter. Overall, Telibandha exhibits higher and more consistent satisfaction levels across amenities, fostering a uniformly positive sense of place. In contrast, Bhatagaon's satisfaction levels are polarized, with a notable reliance on peripheral location and mobility challenges.

4.3. Locational Satisfaction with City Centre

In this study, Telibandha SRH is located at the city's core, and Bhatagaon is at the city's periphery. Raipur is an old administrative and commercial city, so the three city centres identified after the expert opinion survey are Ghadi Chowk, Pandri Market and any other local market that is considered a city centre by the residents of SRH. Ghadi

Chowk is an old square that means Clock Tower Square, and Pandri is one of the biggest wholesale Cloth markets in Central India.

These three places are considered city centres in this study. In Telibandha, satisfaction with the city centre is high and consistent (Figure 4). Ghadi Chowk and the Nearest Local Market both achieve strong mean scores of 4.0, with over 50% of respondents “Very Satisfied.” Overall City Centre satisfaction is positive, with a mean of 3.7, although Pandri Market receives mixed feedback, lowering its mean to 3.2.

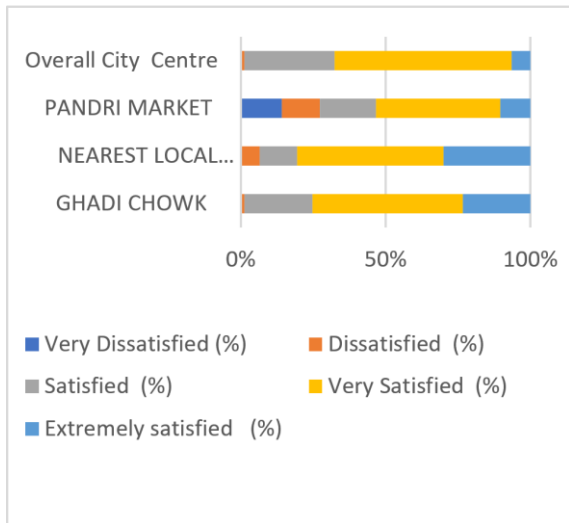


Figure 4. Satisfaction with location of city Centre in Telibandha

In contrast, Bhatagaon shows more polarized results (Figure 5). Ghadi Chowk has a lower mean of 3.2, with 30.5% dissatisfied. The Nearest Local Market performs well (mean 3.6, 73.6% “Very Satisfied”), but Pandri Market emerges as a concern, with 43.1% dissatisfaction and a mean of 2.8. Overall, Bhatagaon’s City Centre satisfaction is moderate, with a mean of 3.2.

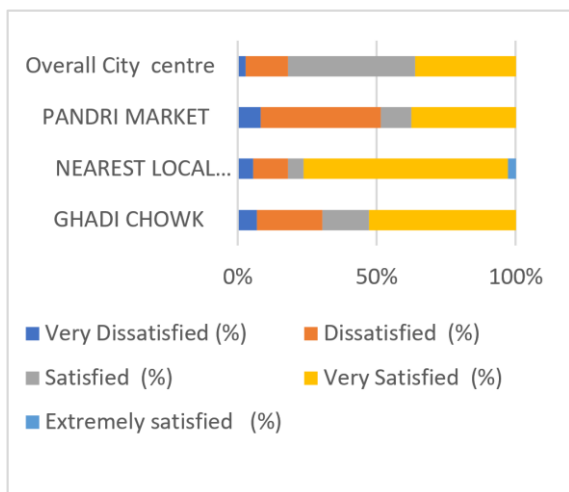


Figure 5. Satisfaction with Location of city centre in Bhatagaon

These findings suggest that Telibandha enjoys higher

and more consistent satisfaction with amenities, while Bhatagaon faces variability, with local markets playing a significant role in shaping perceptions.

4.4. Locational Satisfaction with Community Space

Community spaces are pivotal in enhancing residents’ satisfaction with their surroundings. They not only encourage social interaction and foster a strong sense of belonging and community spirit but also serve as valuable venues for cultural events. Religious places such as Hindu Temples and mosques are considered great community spaces in India; multipurpose halls/grounds are required by the residents for day-to-day functions and gatherings of family and society. Mangal Bhawans are buildings in India that are used as community banquets. These three community spaces are evaluated in this study. Community spaces in Telibandha and Bhatagaon exhibit notable contrasts in resident satisfaction. In Telibandha, Religious Places and the Multipurpose Hall/Ground receive highly positive evaluations (Figure 6). Religious Places show no dissatisfaction, with 62.3% “Very Satisfied” and 19.5% “Extremely Satisfied,” yielding a mean of 4.0. The Multipurpose Hall/Ground performs even better, with 80.6% expressing high satisfaction and no dissatisfaction, producing a mean of 4.2.

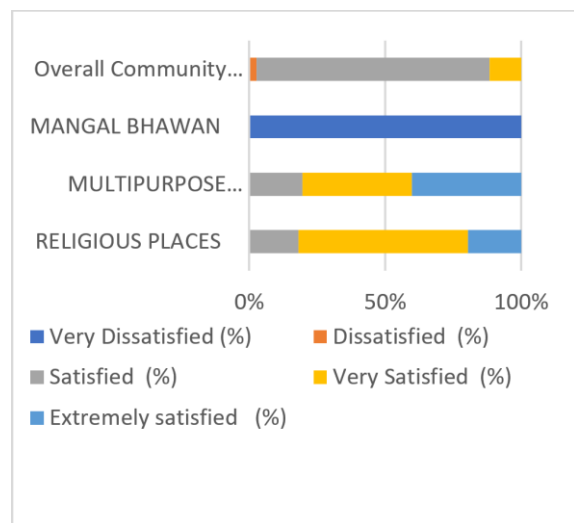


Figure 6. Satisfaction with location of Community infrastructure in Telibandha

However, the absence of Mangal Bhawan near Telibandha SRH leads to unanimous dissatisfaction (100% “Very Dissatisfied”), resulting in a mean of 1.0. Despite this anomaly, the overall community space satisfaction in Telibandha is positive, with 85.7% “Satisfied” and a mean of 3.1. In contrast, Bhatagaon’s community spaces are marked by polarization (Figure 7). Religious Places achieve some positivity (55.6% “Very Satisfied”), but 37.5% dissatisfaction lowers the mean to 3.1. The Multipurpose Hall/Ground faces significant dissatisfaction,

with 77.8% “Dissatisfied,” leading to a mean of 2.1. Mangal Bhawan also skews negative, with 63.9% dissatisfied and a mean of 2.5. Overall community space satisfaction in Bhatagaon remains low, with a mean of 2.7 despite 33.3% “Satisfied.” These findings highlight Telibandha’s strong satisfaction with most community spaces, contrasting sharply with Bhatagaon’s more variable and often negative perceptions.

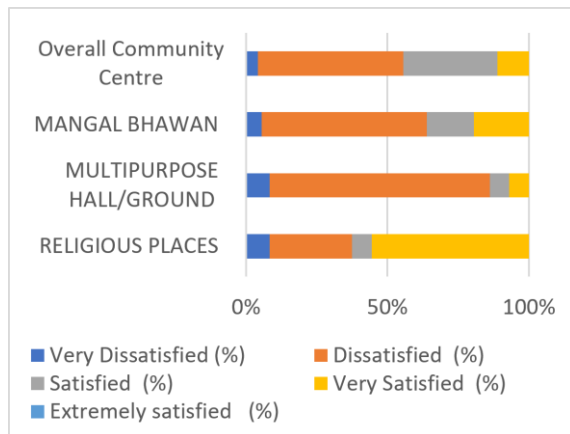


Figure 7. Satisfaction with community infrastructure in Bhatagaon

4.5. Locational Satisfaction with Education

Proximity to quality educational institutions is a key factor influencing residential choices. Easy access to reputable schools guarantees a solid foundation for children, while nearby colleges provide opportunities for higher education and skill advancement.

The analysis of educational centres reveals distinct differences between Telibandha and Bhatagaon. In Telibandha, early and secondary education facilities receive overwhelmingly positive feedback (Figure 8). Kindergartens/ Aanganwadis report no dissatisfaction, with 51.9% “Very Satisfied” and 29.9% “Extremely Satisfied,” yielding a mean score of 4.1. Middle Schools and Higher Secondary Schools also perform well, each achieving a mean of 3.8, supported by a majority expressing satisfaction. However, satisfaction plummets at the tertiary level. Colleges/Universities record significant dissatisfaction (55.9%), resulting in a mean of 2.3, while Polytechnic/ITI institutes fare similarly poorly with a mean of 2.2. Despite these gaps, Telibandha’s overall education satisfaction remains positive at 3.4, driven by the strength of its early and secondary education offerings.

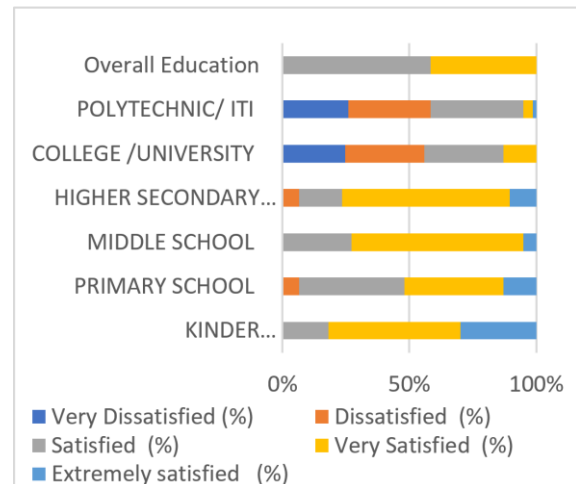


Figure 8. Satisfaction with Educational Infrastructure in Telibandha

In contrast, Bhatagaon’s education system struggles across all levels (Figure 9). Kindergartens/Aanganwadis record high dissatisfaction (66.6%), resulting in a mean of 2.5, while Primary Schools fare slightly better with a mean of 3.0 but still face notable dissatisfaction (44.5%). Middle and Higher Secondary Schools both register mean scores of 2.5, with dissatisfaction exceeding 50%. Tertiary education is similarly weak; Colleges/Universities achieve a mean of 2.4, and Polytechnic/ITI institutes fall to 2.0, reflecting critical shortcomings. The overall education metric in Bhatagaon stands at 2.5, underscoring systemic dissatisfaction despite 66.7% expressing minimal satisfaction.

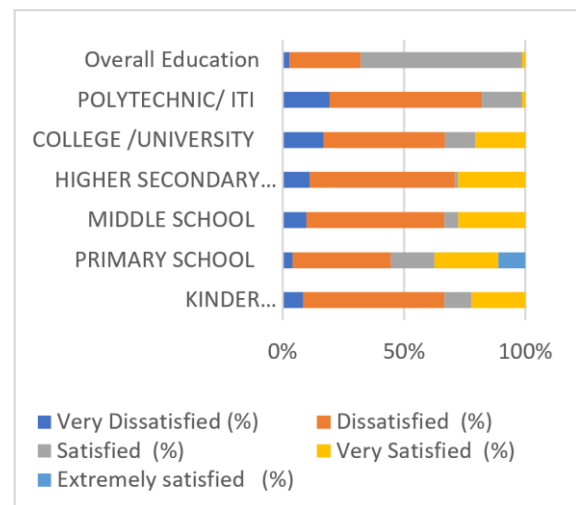


Figure 9. Satisfaction with Educational Infrastructure in Bhatagaon

These findings highlight Telibandha’s accessibility in terms of primary education, which residents are satisfied with, while exposing its gaps in advanced education. Bhatagaon, however, faces widespread challenges at all levels, emphasizing the need for substantial improvements in accessibility to the educational landscape.

4.6. Locational Satisfaction with Commercial Stores

Convenient access to commercial centres guarantees easy shopping for everyday essentials and leisure pursuits. Being close to markets strengthens local businesses, encourages community involvement, and provides residents with various products, services, and entertainment options, enriching their overall quality of life.

The survey regarding commercial centers highlights contrasting patterns of satisfaction between Telibandha and Bhatagaon. In Telibandha, core retail options perform strongly (Figure 10). Local Vegetable Shops achieve a high mean of 3.9, with 77.9% of respondents “Very Satisfied” or “Extremely Satisfied.” Retail/Kirana stores perform even better, with a mean of 4.1, supported by 83.1% of respondents expressing high satisfaction.

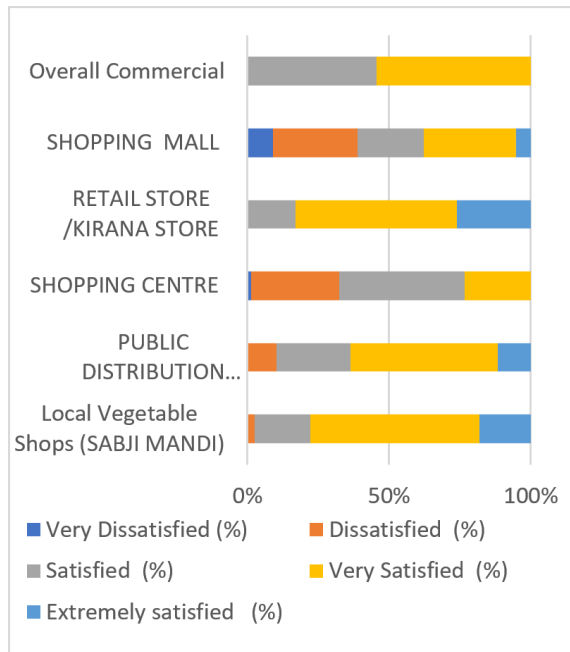


Figure 10. Satisfaction with commercial stores in Telibandha

Public Distribution Stores also receive positive feedback, with a mean of 3.6 and over half (51.9%) “Very Satisfied.” However, larger commercial spaces garner mixed reactions. Shopping Centres and Malls record dissatisfaction rates of 32.5% and 39.0%, respectively, leading to lower means of 2.9 for both. Telibandha’s overall commercial satisfaction stands at 3.5, closely linked to positive perceptions of the

area.

In Bhatagaon, commercial amenities face more variability and higher dissatisfaction (Figure 11). Local Vegetable Shops record a mean of 3.1, with 33.3% dissatisfaction but 48.6% “Very Satisfied.” Public Distribution Stores perform well, achieving a mean of 3.6 and satisfying 76.4% of respondents. Retail/Kirana stores, and Shopping Centres show more polarized responses, with means of 3.1 and 3.0, respectively, and significant dissatisfaction levels (37.5%-41.7%). Shopping malls also reflect this trend, with a mean of 3.0. Overall, Bhatagaon’s commercial satisfaction is lower at 3.3.

Telibandha exhibits high satisfaction with retail and grocery options, though larger shopping venues require improvement. Bhatagaon, meanwhile, needs targeted interventions to address quality and accessibility issues, given its more polarized satisfaction trends.

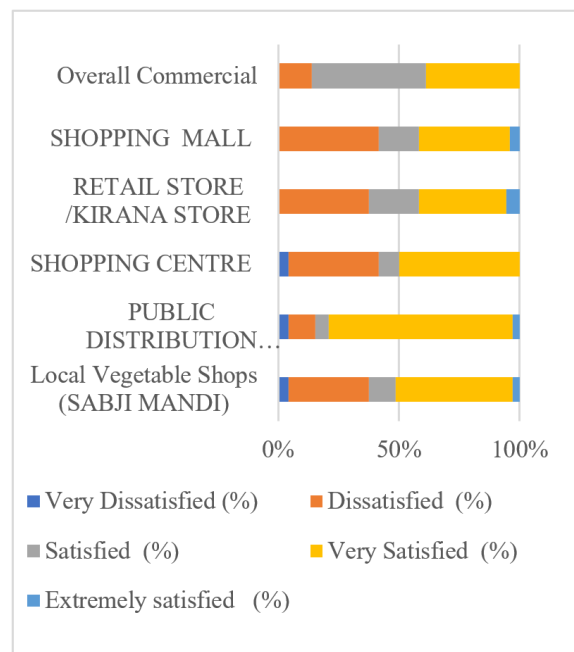


Figure 11. Location satisfaction with commercial store in Bhatagaon

4.7. Locational Satisfaction with Health Facilities

Proximity to healthcare facilities ensures prompt access to medical services in emergencies and for routine care. Living near hospitals instils a sense of security and peace of mind, making it a vital factor in shaping residents’ overall satisfaction with their location.

The evaluation of health infrastructure reveals significant differences between Telibandha and Bhatagaon. In Telibandha, private healthcare facilities and pharmacies are standout strengths (Figure 12). Private Clinics, Private Hospitals, and Medical Stores/Pharmacies show high satisfaction with means of 4.0, 3.9, 4.1 respectively, with over 75% of respondents “Very Satisfied.”

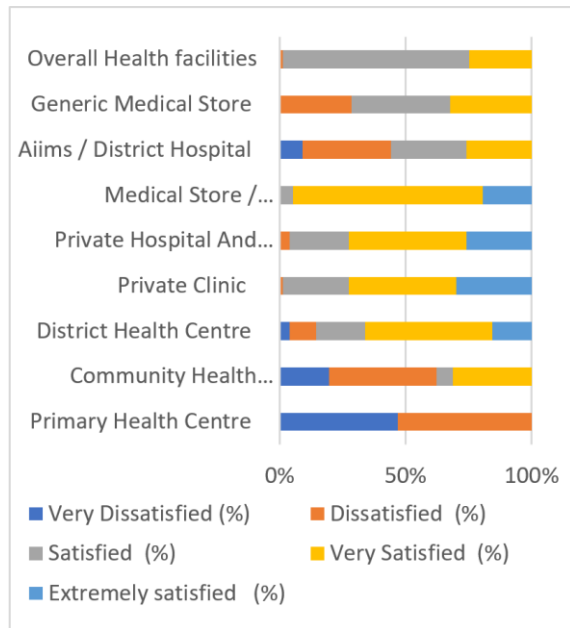


Figure 12. Satisfaction with health facilities in Telibandha

The District Health Centre also performs well with a mean of 3.6, supported by 50.6% “Very Satisfied.” However, public health facilities face serious challenges. The Primary Health Centre having mean satisfaction 1.5 is particularly concerning, with 100% dissatisfaction, and Community Health Centres record a mean of 2.5 despite some positive feedback. AIIMS/District Hospital and Generic Medical Stores show moderate results with means 2.7 and 3.0 but room for improvement. Overall, Telibandha’s health amenities average a mean of 3.2, with private sector performance offsetting weaknesses in primary public healthcare.

Bhatagaon presents a more uniformly mixed scenario, often leaning toward dissatisfaction (Figure 13). While the Primary Health Centre performs better than Telibandha’s with a mean of 2.6, persistent dissatisfaction (50%) remains.

Private Clinics and Medical Stores having means of 3.1 both show some promise, but Community Health Centres and District Health Centres suffer from significant dissatisfaction having a low mean satisfaction of 2.3. The Generic Medical Store, with 77.8% dissatisfaction, highlights a critical gap. Overall, Bhatagaon’s healthcare averages a mean of 2.8, reflecting broad dissatisfaction

across all health services.

Telibandha is overall satisfied with strong private healthcare but needs improvements in public primary care. In contrast, Bhatagaon requires comprehensive reforms to enhance the accessibility and reliability of its healthcare infrastructure.

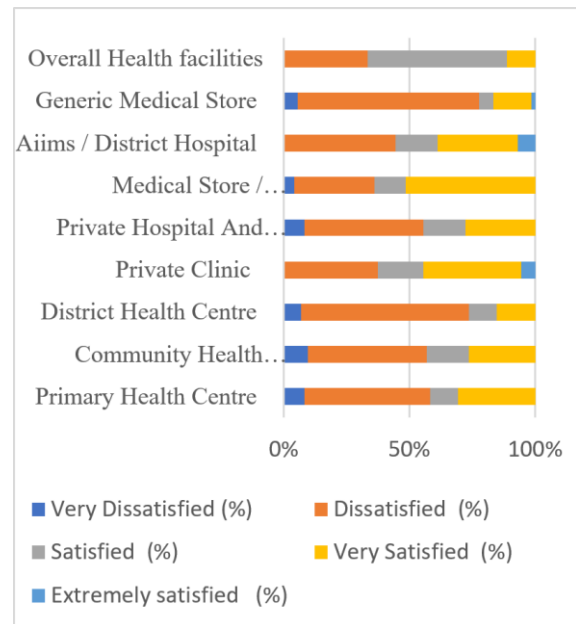


Figure 13. Satisfaction with health facilities in Bhatagaon

4.8. Locational Satisfaction with Parks & Playgrounds

Parks and playgrounds significantly enhance the quality of life in any neighborhood, contributing to overall location satisfaction. They offer inviting spaces for exercise, leisure, and family activities, promoting physical health and well-being. Beyond serving as recreational hubs, these green areas also foster social interaction, strengthen community ties, and create a visually appealing environment, all positively influencing residents’ perceptions and experiences of their surroundings.

The analysis of recreational spaces in Telibandha and Bhatagaon highlights pervasive dissatisfaction across parks, playgrounds, and sports facilities, with neither neighbourhood meeting resident expectations. In Telibandha, the Local Park and Playing Areas for Kids receive extremely low satisfaction (Figure 14).

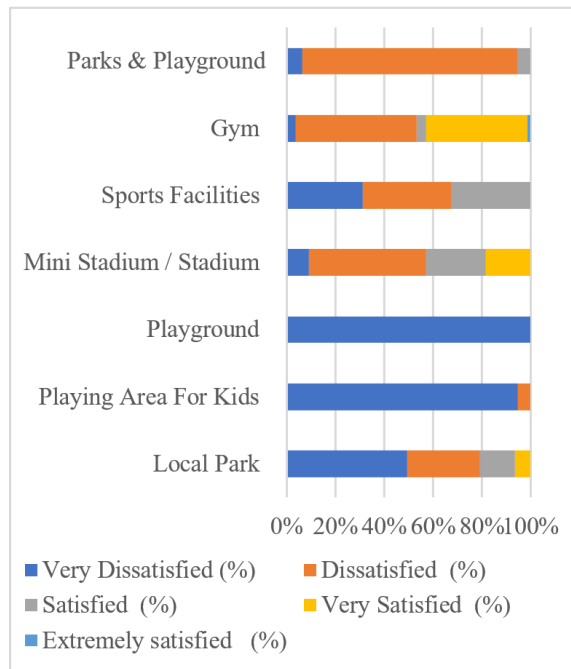


Figure 14. Satisfaction with Parks and playground in Telibandha

The Local Park records a mean of 1.8, with 49.4% “Very Dissatisfied,” while the Playing Area for Kids fare worse, with 94.8% “Very Dissatisfied” and a mean of 1.1. The Playground garners a 100% “Very Dissatisfied” response. The Mini Stadium/Stadium shows slightly better results, with a mean of 2.5 and 24.7% “Satisfied.” Sports Facilities average a mean of 2.0, with dissatisfaction (67.6%) overshadowing satisfaction. The Gym is a notable exception, achieving a mean of 2.9, supported by 41.6% “Very Satisfied,” despite significant dissatisfaction. Overall, Telibandha’s Parks & Playground metric averages at a low mean of 2.0.

Bhatagaon’s recreational facilities reflect similar issues. The Local Park, Playing Areas for Kids, and Playground each record means of 1.9, with over 80% dissatisfaction across categories (Figure 15). The Mini Stadium/Stadium and Sports Facilities also perform poorly, with a means of 2.0. The Gym shows no improvement, also averaging 2.0, with 84.7% dissatisfaction.

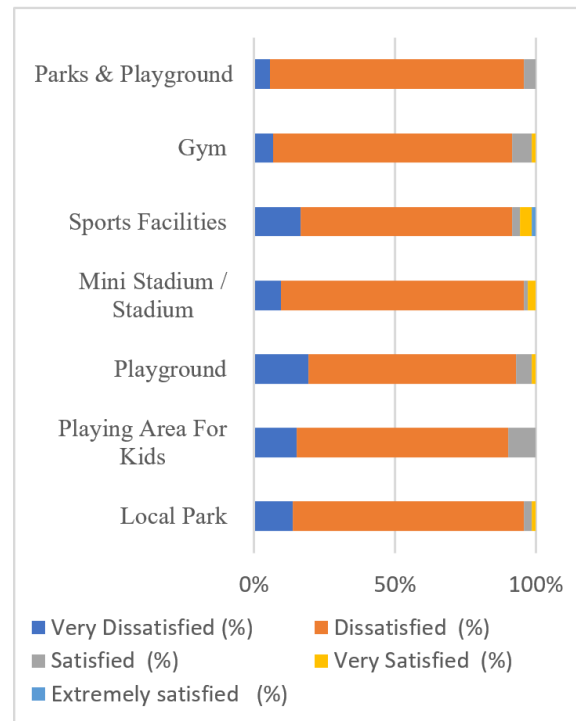


Figure 15. Satisfaction with Parks and playground in Bhatagaon

In conclusion, both Telibandha and Bhatagaon lack accessible, high-quality outdoor recreational amenities. Telibandha’s gym offers some respite, but overall, both areas require significant improvements to address residents’ needs for parks, playgrounds, and sports facilities.

4.9. Locational Satisfaction with Transport

Proximity to public transportation, major roads, and highways helps shorten commute times and simplify travel to workplaces, schools, and various amenities. Efficient transport connectivity improves mobility, enhances convenience, and ultimately elevates residents’ overall quality of life.

The satisfaction survey on transportation amenities highlights distinct differences between Telibandha and Bhatagaon. In Telibandha, resident feedback is mixed. Auto Stands perform well, with 50.6% “Very Satisfied” and a mean of 3.9 (Figure 16).

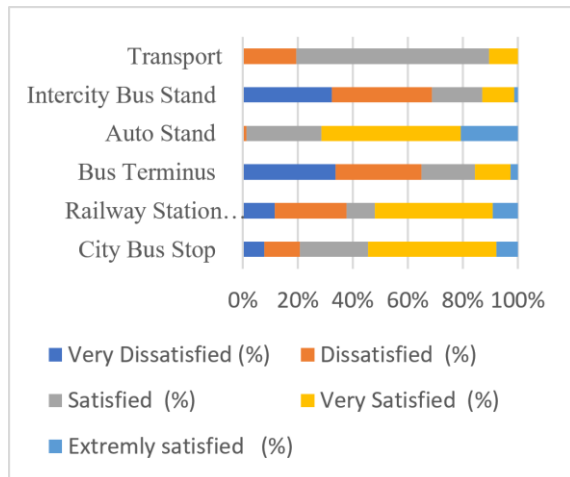


Figure 16. Satisfaction with Transport infrastructure in Telibandha

The City Bus Stop also achieves moderate approval, with 46.8% “Very Satisfied” and a mean of 3.3. However, dissatisfaction dominates for the Bus Terminus (65% dissatisfied, mean 2.2) and the Intercity Bus Stand (68.9% dissatisfied, mean 2.1). The Railway Station receives balanced feedback, with 42.9% “Very Satisfied” but 37.7% dissatisfied, resulting in a mean of 3.1. Telibandha’s overall transport satisfaction score averages 2.9, reflecting moderate satisfaction with significant dissatisfaction in bus-related infrastructure.

Bhatagaon demonstrates more consistently positive feedback. The City Bus Stop and Intercity Bus Stand both achieve strong satisfaction, with a mean of 3.4 (Figure 17). Auto Stands and the Bus Terminus also perform well, with 63.9% and 61.1% “Very Satisfied,” respectively. The Railway Station is the weakest point, with 54.2% dissatisfaction and a mean of 2.7. Despite this, Bhatagaon’s overall transport score is 3.3, reflecting greater resident satisfaction, especially with bus and auto services.

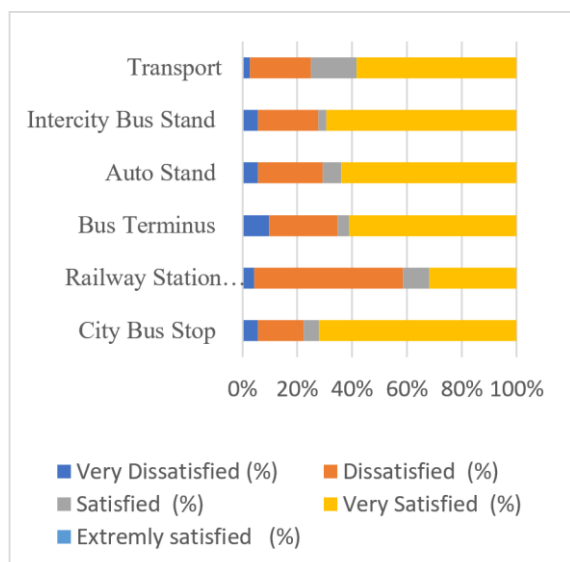


Figure 17. Satisfaction with Transport infrastructure in Bhatagaon

In summary, Telibandha shows varied satisfaction, excelling in location of Auto Stands but facing significant dissatisfaction with bus infrastructure. Bhatagaon demonstrates stronger overall satisfaction, benefiting from well-functioning bus and auto services, though railway facilities require improvement.

4.10. Locational Satisfaction with Workplace

When jobs are situated closer to their homes, individuals spend less time and money on commuting, which directly influences their financial stability and overall well-being.

The analysis of workplace location satisfaction highlights notable differences between Telibandha and Bhatagaon.

In Telibandha, satisfaction is predominantly positive, with 39.0% “Very Satisfied” and 27.3% “Extremely Satisfied,” resulting in a high mean of 3.8. Minimal dissatisfaction (7.8%) suggests workplace accessibility and opportunities meet residents’ expectations. In contrast, Bhatagaon’s responses are more mixed, with 34.7% dissatisfaction and no “Extremely Satisfied” ratings. Although 48.6% are “Very Satisfied,” the mean of 3.1 reflects moderate contentment (Figure 18). These findings underscore that workplace accessibility and opportunities are significantly more favorable in Telibandha compared to Bhatagaon.

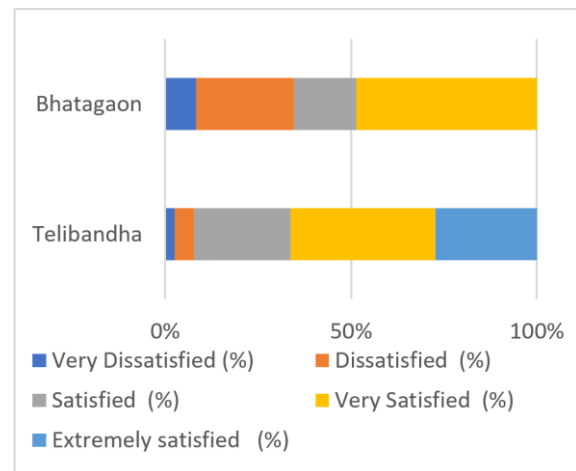


Figure 18. Satisfaction with location of workplace in Telibandha and Bhatagaon

4.11. Locational Satisfaction with Miscellaneous Factors

In this study, various additional factors identified through an expert opinion survey were considered before finalizing the determinants of location satisfaction.

These factors, such as the presence of liquor shops, tobacco shops, factories, landfill sites, and railway lines, can potentially reduce residents’ satisfaction. As a result, they serve as important considerations when assessing overall location satisfaction.

The analysis of miscellaneous factors highlights contrasting perceptions between Telibandha and Bhatagaon. In Telibandha, Wine/Liquor Shops and Factories are viewed positively, with over 60% satisfaction, while Tobacco Shops receive criticism. Environmental concerns dominate dissatisfaction, with Landfill Sites and Dump Yards recording over 98% dissatisfaction and means of 1.6 each. The Railway Line also draws negative feedback, with 66.2% dissatisfaction and a mean of 2.3. Overall, Telibandha’s score for miscellaneous factors is 2.6 (Figure 19).

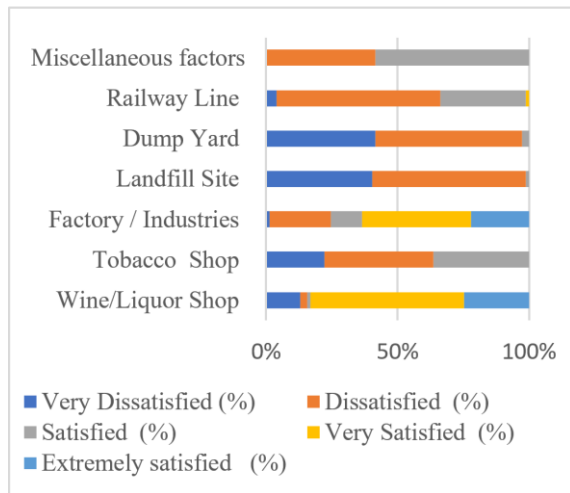


Figure 19. Satisfaction with miscellaneous infrastructure in Telibandha

In Bhatagaon, Wine/Liquor Shops and Tobacco Shops receive favorable feedback, but Factories and Landfill Sites are sources of significant dissatisfaction, with over 75% negative responses. Dump Yards and Railway Lines show mixed responses, with means of 2.6 and 2.3, respectively (Figure 20). Bhatagaon’s overall score of 2.8 reflects better acceptance of tobacco retail but ongoing dissatisfaction with industrial and waste infrastructure.



Figure 20. Satisfaction with miscellaneous infrastructure in Bhatagaon

4.12. Correlation between Components of Location Satisfaction

The correlation matrix is discussed in Table 3 and Table 4. In Bhatagaon, several factors showed strong positive correlations with overall residential satisfaction. For instance, transportation facilities emerged as a key determinant ($r = 0.646, p < .001$), suggesting that improved transport links are associated with higher satisfaction levels. Similarly, proximity to the city centre ($r = 0.565, p < .001$), access to commercial amenities ($r = 0.450, p < .001$), and availability of general amenities ($r = 0.503, p < .001$) were all positively correlated with satisfaction, highlighting their importance in shaping residents’ perceptions of their environment. The high statistical significance of these relationships (frequently $p < .001$) strengthens confidence in the findings.

In contrast, the analysis for Telibandha revealed a weaker, though still statistically significant, positive correlation between workplace proximity and overall satisfaction ($r = 0.236, p = 0.039$). This indicates that residents living closer to their workplaces tend to report higher levels of satisfaction with their location. However, other factors, such as access to health facilities ($r = 0.141, p = 0.39$) and transport availability ($r = -0.057, p = 0.623$), showed no significant direct relationship with satisfaction. However, trends suggest the potential for indirect effects that warrant further investigation. Miscellaneous factors ($r = 0.003, p = 0.981$) also exhibited no meaningful correlation, implying limited direct influence in this context.

Overall, these findings reveal critical differences between the two locations. While Telibandha benefits from tangible, well-integrated infrastructure—such as workplace proximity—Bhatagaon appears to lack comparable accessibility or quality of amenities, diminishing their measurable impact on satisfaction. The contrasting results underscore the need for context-specific interventions, with Telibandha as a clear example of how integrated infrastructure can significantly enhance satisfaction in slum rehabilitation housing.

4.13. Determinants of Location Satisfaction

A multiple linear regression analysis (MLR) was conducted to determine the variables that influence location satisfaction at both slum rehabilitation housing (SRH) sites, as detailed in tables 5 and 6. The dependent variable is overall location satisfaction, while the latent variables represent various factors identified in the survey as potential determinants of satisfaction.

Telibandha

The Telibandha MLR Model explains a substantial portion of the variance in location satisfaction, with an R-value of 0.866 and R^2 of 0.75, indicating that 75% of the variability is explained by the predictors included in the model. The adjusted R^2 of 0.712 confirms the model’s robustness even after accounting for the number of

determinants.

The root means square error (RMSE) of 0.084 indicates a relatively low prediction error. City centers and transport amenities emerge as the strongest predictors, emphasizing their critical role in influencing location satisfaction. Other significant factors include health facilities, miscellaneous factors, parks and playgrounds, and workplace location

satisfaction of head. The collinearity diagnostics reveal no significant multicollinearity issues, with all tolerance values exceeding 0.2 and VIF values remaining below 5, confirming the model's reliability. These findings underscore the importance of accessibility to key amenities such as transport, health facilities, and recreational spaces in enhancing location satisfaction.

Table 3. Correlation table for Telibandha

	Amenities	City Centre	Community Centre	Education	Commercial	Health	Parks & Playground	Transport	Workplace of Head	Miscellaneous factors	Overall Satisfaction
Amenities	1.00										
City Centre	0.536	1.00									
Community Centre	0.276	0.41	1.00								
Education	0.114	0.104	0.214	1.00							
Commercial	0.289	0.558	0.405	0.294	1.00						
Health	0.162	0.269	0.227	0.362	0.389	1.00					
Parks & Playground	-0.186	-0.451	-0.027	0.33	-0.18	-0.087	1.00				
Transport	0.472	0.506	0.535	0.24	0.415	0.216	0.064	1.00			
Workplace of Head	0.328	0.3	0.322	-0.144	0.313	-0.002	-0.169	0.424	1.00		
Miscellaneous factors	0.291	0.584	0.609	0.167	0.529	0.395	-0.167	0.495	0.501	1.00	
Overall Satisfaction	0.503***	0.565***	0.608***	0.328	0.45***	0.34	0.074	0.827***	0.487***	0.646***	1.00

Note ***P<0.001

Table 4. Correlation table for Bhatagaon

	Amenities	City Centre	Community centre	Education	Commercial	Health	Parks & Playground	Transport	Workplace of Head	Miscellaneous factors	Overall Satisfaction
Amenities	1										
City Centre	0.057	1									
Community Centre	0.037	0.054	1								
Education	-0.04	-0.056	0.078	1							
Commercial	0.113	0.064	0.013	-0.024	1						
Health	0.225	0.092	-0.128	0.03	-0.047	1					
Parks & Playground	-0.037	0.11	0.113	-0.045	0.118	0.02	1				
Transport	0.158	0.368***	-0.09	-0.004	-0.009	0.193	0.064	1			
Workplace of head	-0.193	0.01	0.079	0.038	0.217	0.06	0.15	0.02	1		
Miscellaneous factors	-0.01	0.012	-0.007	-0.144	-0.029	0.203	-0.032	-0.142	0.125	1	
Overall Satisfaction	-0.176	0.023	-0.146	0.168	-0.139	0.141	-0.048	-0.057	0.236	0.003	1

Note ***P<0.001

Table 5. MLR statistics for Telibandha

	Unstandardized	Standard Error	Standardized	t	p	Collinearity Statistics	
						Tolerance	VIF
Constant	1.026	0.177		5.783	< .001		
Amenity	0.086	0.02	0.288	4.317	< .001	0.85	1.177
City Centre	0.097	0.019	0.371	5.229	< .001	0.753	1.328
Education	0.045	0.021	0.145	2.145	0.036	0.83	1.204
Health Facilities	0.076	0.023	0.221	3.337	0.001	0.862	1.16
Miscellaneous factors	0.074	0.032	0.159	2.349	0.022	0.823	1.215
Community	0.048	0.028	0.112	1.712	0.092	0.881	1.136
Commercial	0.037	0.021	0.115	1.738	0.087	0.874	1.145
Parks and Playground	0.067	0.023	0.202	2.948	0.004	0.806	1.241
Transport	0.1	0.023	0.301	4.269	< .001	0.764	1.309
Workplace of Head	0.027	0.011	0.169	2.554	0.013	0.868	1.153

*R = 0.866, Adjusted R² = 0.866

Table 6. MLR statistics for Bhatagaon

	Unstandardized	Standard Error	Standardised	t	p	Collinearity Statistics	
						Tolerance	VIF
Constant	0.14	0.284		0.494	0.623		
amenities	0.047	0.041	0.08	1.152	0.254	0.614	1.629
City Centre	0.104	0.054	0.183	1.914	0.06	0.328	3.051
Community centre	0.087	0.059	0.109	1.473	0.146	0.546	1.832
Commercial	-0.055	0.048	-0.086	-1.155	0.253	0.543	1.841
Health	0.073	0.047	0.104	1.568	0.122	0.674	1.484
Education	0.057	0.041	0.097	1.409	0.164	0.632	1.582
Transport	0.231	0.039	0.476	5.927	< .001	0.463	2.16
Miscellaneous factors	0.112	0.07	0.146	1.599	0.115	0.357	2.802
Parks & Playground	0.224	0.103	0.158	2.164	0.034	0.56	1.785
Workplace of Head	0.069	0.031	0.163	2.221	0.03	0.553	1.81

*R = 0.904, Adjusted R² = 0.818

Bhatagaon

The results reveal a robust relationship between the determinants and overall satisfaction. The model explains a substantial proportion of the variance in overall satisfaction, as indicated by a high R-value of 0.904 and R² of 0.818, suggesting that 81.8% of the variability in overall satisfaction is accounted for by the determinants. **Key predictors include transport, parks and playgrounds, and the satisfaction with the workplace of the head,** which were significant contributors to the overall location satisfaction in Bhatagaon.

However, other predictors, such as amenities, education, and health, did not reach statistical significance but may still play a role in explaining satisfaction in a broader context. Collinearity diagnostics show acceptable levels of

tolerance and variance inflation factor (VIF), indicating no severe multicollinearity issues among the predictors. The regression analysis highlights transport, parks and playgrounds, and workplace satisfaction as critical factors influencing overall satisfaction in Bhatagaon.

5. Discussion

This study has highlighted the key determinants of location satisfaction in slum rehabilitation housing (SRH) at Telibandha and Bhatagaon. While both sites have unique strengths and challenges, transport infrastructure and workplace accessibility emerge as the most critical factors driving residents' overall satisfaction. However, other

amenities such as healthcare, education, and recreational spaces also play a significant role in shaping the quality of life.

Although Telibandha and Bhatagaon originated from different slum rehabilitation strategies one as an in-situ redevelopment project and the other as a relocation site their long-term occupancy suggests that the original transformation model is no longer the primary determinant of satisfaction. Over the years, both sites have undergone urban integration, with factors such as proximity to essential services, transportation, and employment opportunities now having a greater influence on residents' well-being.

This finding highlights the need for ongoing infrastructure improvements and policy interventions that prioritize accessibility and service provision, regardless of the original rehabilitation model

5.1. Telibandha: Strengths and Areas for Improvement

Telibandha, an in-situ slum rehabilitation site located in the city's core, benefits from its central location. Its residents enjoy easy access to transportation, essential urban amenities, and job opportunities, making it a convenient choice for livelihood and daily commuting. However, significant gaps remain in healthcare, education, and recreational facilities.

The Primary Health Centre (PHC) in Telibandha is a notable area of concern. Residents report dissatisfaction with its services, which highlights the urgent need for upgrading infrastructure, increasing medical staff, and ensuring adequate medicine supply. In education, higher learning institutions such as colleges and polytechnic/ITI centers are particularly lacking. Improving access to and the quality of these facilities is critical to addressing the dissatisfaction among residents. Similarly, the absence of well-maintained parks and playgrounds limits opportunities for recreation, which could otherwise enhance the community's quality of life.

5.2. Bhatagaon: Strengths and Challenges

Bhatagaon, situated on the city's periphery, presents a more polarized picture of location satisfaction. Residents express high satisfaction with transport infrastructure and workplace accessibility, as the location meets their daily commuting needs. However, there are significant deficits in healthcare, education, and community infrastructure.

Healthcare services in Bhatagaon require comprehensive reform. Both public and private healthcare facilities need improvement, including the establishment of additional PHCs and community health centers, as well as enhancing the quality of services provided by private healthcare providers. Educational facilities in Bhatagaon face widespread dissatisfaction across all levels, from early childhood education to tertiary institutions. A systemic overhaul is essential to ensure that the needs of residents

are met.

In terms of recreational spaces, Bhatagaon residents show partial satisfaction with parks and playgrounds. Authorities should prioritize creating accessible green spaces and well-maintained play areas, particularly for children. Community centers also require significant upgrades, including the development of multipurpose halls and facilities like Mangal Bhawans (community halls) to foster social cohesion.

5.3. Common Challenges in Both Locations

Both Telibandha and Bhatagaon share certain challenges that affect residents' quality of life. Waste management is a major source of dissatisfaction in both areas, with landfill sites and dump yards located near residential zones. Local authorities should implement effective strategies such as relocating landfill sites, improving waste collection systems, and introducing recycling programs.

Commercial infrastructure, while less significant in terms of overall satisfaction, also requires attention. Ensuring a balance of retail options and improving accessibility can cater more effectively to the needs of residents.

5.4. Toward Holistic Development

Given Bhatagaon's location on the periphery, a holistic development strategy is essential. This should focus on improving access to healthcare, education, and recreational spaces, while also enhancing transport and community infrastructure. Similarly, in Telibandha, targeted interventions in healthcare, higher education, and green spaces are necessary to address resident concerns.

While transport infrastructure and workplace accessibility remain the primary drivers of satisfaction, addressing gaps in healthcare, education, and community facilities is equally crucial. Low-income households may prioritize job opportunities, as supported by Phillips et al. [40], but a sustainable improvement in their quality of life depends on a more integrated approach to urban planning.

In conclusion, improving location satisfaction in slum rehabilitation housing requires tailored solutions for each site's unique challenges, alongside a commitment to equitable and inclusive development.

6. Scope for Further Studies

This study provides valuable insights into the determinants of location satisfaction in slum rehabilitation housing, but several areas warrant further investigation, for example a Longitudinal Analysis for Future research could explore how resident satisfaction evolves over time as new policies and infrastructure projects are implemented. This would provide a clearer picture of the long-term impacts of interventions on location satisfaction. While this study

focused on quantitative data, qualitative interviews or focus group discussions could help uncover nuanced resident experiences and perceptions, particularly regarding community spaces and environmental concerns.

Impact of External Factors such as citywide economic changes, climate conditions, and policy reforms, on location satisfaction could be explored to identify broader trends.

By addressing these areas, future research can build on the findings of this study to develop more holistic and inclusive approaches to improving location satisfaction in slum rehabilitation housing and other urban residential developments.

This paper makes a significant contribution to the existing literature by:

1. Providing empirical evidence on location satisfaction in slum rehabilitation housing in Raipur, Chhattisgarh—a topic that has been underexplored in previous studies.
2. Emphasizing the critical role of transport infrastructure and workplace accessibility in shaping the satisfaction levels of slum rehabilitation housing residents.
3. Offering a comparative analysis of two contrasting slum rehabilitation sites—one located in the city core and the other on the urban periphery—thereby shedding light on how geographic context influences resident satisfaction.

This research fills a crucial gap in the field and adds valuable insights for urban planners and policymakers aiming to improve the quality of life in slum rehabilitation projects

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