3 At the beginning there was a researching project, I made for PhD, about housing-estates in graz, a midsized town in Austria. I at first wanted to compare the subjective Value judgement of the residents to the „objective“ assessments for housing quality from experts. On the search of such objective criteria, I found the swiss „Housing Evaluation System.

4 Years ago, after using the evaluation system in different lectures, in experiments with collegues and students, prof. dokonal had the idea, to try to expand the research and the comparison, and to compare the tenants housing satisfaction in Hong Kong and Austria due to the different conditions in terms of culture, social structure, education and climate.

6 In order to approach this first unmanageable seeming task, even 'social housing' for both regions must be defined. So here is meant basically the housing, subsidized by public institutions (state, country, community ....) for social groups that can not find their needs on the free housing market.

**Housing Satisfaction** is a subjective judgment of the occupants that can be measured using a questionnaire that is created by sociologists. If one uses always the same scale of values, the result is quite comparable. But the result does not make any statement about the objective quality of the studied buildings.

7 To an approaching to the objectivity, criteria and their maxim must be formulated. By choosing the criteria and defining the maxim, parameters are selected in turn, which can never be universal. Therefore, an **evaluation system** can never be called objective, but inter-subjective, which means:

For some of these inter-subjective values much agreement (consensus) ​​is prevailing within a given society at a given time on a given place that one can speak of a collective value development. These values ​​are then fixed in the form of standards, minimum requirements and other regulations like that. These include technical, design, building physics and medical-hygienic requirements for the apartment and the standardized functions such as eating and sleeping, psychological and social factors, such as the protection from unwanted interference and insight like security and intimacy.

8 Like I learned during my dissertation and my further research, there are 2 kinds of methods for the comparison, that should lead to the same result:

The sociological method to make resident´s surveys about housing satisfaction with the questionnaire in Hong Kong and in Austria

And the

Researching for the inter-subjective evaluation criteria for Hong Kong and its society and to compare it with the Austrian criteria.

 This could also be find out on the basis of key projects, survey of residents and the cooperation of housing experts:

 Architects, social scientists, university teachers, social workers, like the Swiss System was created up from the 1960ies.

When we started, we wanted to make both. But because of several problems and restrictions and the availability of researching staff (e.g. students) and of course, too few time, we were not able to do the full research in the timeframe we had till now. But we managed to do a part of our strategy in two „test-runs“ – one in hong kong in december 2016 and one in vienna in april 2017.

9 Where did we make this?

10

The area, Prof. Jin Jie Tsou picked for the test run in Hong Kong was Upper Ngau Tau Kok Estate. It is considered as one of the most livable public housing projects constructed in Hong Kong and is therefore the best match with the more „upmarket“ situation in Social housing in Austria.

11

It has great central plaza with one of the preserved mature trees and comunity facilities around it. On the same site there was a housing estate from the sixties, and the inhabitants, who wanted to stay there, could participate. They reached to save the old trees for the newe place.

12

The view from the air...you can also see the square with some more old trees, I think.

13

Here you can see the floor plan of UNTKE. The flats have one, or 2 or 3 rooms. The ventilation across the apartments was an important fact for the planning.

This is a researching project from a colleague of us on the tu graz.

14

I show it as an example for a small unit.

15

The area for the test run in Austria was Seestadt Aspern, which is a new urban development in the city of Vienna. It is not already finished, so I show you the modell of the project, how it should look like in the year 2028.

16

This is the situation today

17

We focused on the site, where participation was done, because this was also an important fact at Upper Ngau Tao Kok Estate.

18

Here you can see the modell and the 5 houses, where we made the interviews.

19

Here are the 5 houses of the assemblies lisa, jaspern, brot, seestern and pegasus

On the site plan you can see the ground floor plan and the common courtyard.

20

LISA

21 B.R.O.T

22

You see it is really alive nowadays.

23

In front of the blocks with the courtyard, there is also a green public square with new young trees. Behind are two of the 5 houses were the students of Graz made the interviews.

You see in the ground floor there are also public and common facilities.

24

The View to the other side could be like this in the future. This is the rendering of the competition, which will be decided in august. You see, perhaps we will also have skyscrapers in Vienna, we have it still now, but they are not the standard in Austria for social housing. So we choose the part, where the buildings have 4-8 floors, what is more usual.

25

Here is the comparison, that is more a confrontation or contrast in the first lines, where the numbers are.

But we have many consensuses below: the green building awars, the aims, the participation and both are at a higher level than usual in their culture.

26

After some discussions and workshops in hong kong with prof. tsou and his team, it was decided, that chinese students would make a resident´s survey in hong kong.

The situation is not the same here as in austria, where the students can co into the hous, ringing the bells and the inhabitants will open – not always, of course.

This was a barriere first, but than we had the solution, that the students would go into the courtyard or to the plaza – in this case and ask the residents there.

At first we had to create a questionnaire.

27

we adapted one, that sociologists had created for the case study in Graz, Austria (see reference 7).

* The first three chapters we adopted: Satisfaction with the flat, Satisfaction with the estate, Daily Life

and we added three further chapters:

Background and wishes for the future, housing space efficiency and sustainability, because of many interests of the research-members.

Of course, we asked the sociodemographic data.

28

Now I show you all the questions to the chapters, but only to give an inspiration. There are to much. to explain them all, would burst our time frame.

But you can see, the red coloured questions are the one, where significant differences later were found with the austrian answers. I coulored them, that you can see the relation oft hem within the whole questionnaire,

29

You can see here the questions about the satisfaction with the apartment.

Herer are the most red one, so there are the most significant differences.

30

There are not so much within the satisfaction with the housing estate.

31

There are really few problems in both estates, differences are only in one point: the place for housekeeping

32

There are a few differences in the relationship with the neigbours

33

We will speak about the cars

34

no significant differences in the daily life

35

This was the sheet, the chinese people and the austrian did not like very much. The answers were to difficult for the residents. Not all of them wanted to answer.

36

These are questions about the green building fact, we heard about it form season and gary (?)

37

only one difference to recognize

38

In these test runs, we managed with the help of the students from Hong Kong (organized by prof. tsou) and students of Graz Interviews with 68 residents total.

39

The first test run in Hong Kong in December 2016 was divided into two timeslots – one workdays and one on weekend – to get a better range of different target groups. In the Hong Kong situation because of the long working hours, it is hard to be able to interview the “working generation” during a weekday as there is a better chance to reach the target population group on weekends. The aim for this test run of the survey was to figure out if there are difficulties with specific questions, the amount and duration of the interview/questionnaire and if or to what extend test persons can fill out the questionnaire on their own without the help of a student.

40

After the test in Hong Kong the team of interviewers gave us feedback:

We gathered much useful information about necessary modifications to the questionnaire. Amongst other things, it could be recognized that the duration of the first version of the interview was much too long, technical questions on the building quality cannot be answered due to lack of knowledge and certain questions were simply ignored. A positive finding is, that most of young and middle-aged test persons could fill out the questionnaire almost independently, in just a few cases they need to ask, which allows to more interviews within a shorter time.

41

Also the students gave us critics, we followed them...

42

The second Test Run took place in Vienna with students of Graz in the frame of one of may lectures.

We made the same system, one round on workdays and one on the weekend.

For the test run in Vienna we had already used the adapted questionnaire. Some parts of these projects included so called “Baugruppen”(assemblies) which means that a group of people already is involved in the design concepts of the estate in a participatory way. We also had some additional questions for a research on these kind of design processes and its consequences because of the fact that other researchers were interested in that topic.

43

We have some preliminary findings from the test-runs. We cannot really speak of results, because the number of questionnaires is much to low to have scientific results.

44

We compared the 20 questionnaires from hong kong also with 20 questionaires from Vienna *(although we had 48 there)*

There were some obvious results and some unexpected. The number of rooms in the apartments is higher in Aspern, we expected before. Of course, the number of parking spaces in the vicinity of the flat is much higher in Seestadt Aspern than in The Upper Ngau Tau Kok Estate. But that doesn’t really have a negative impact on the satisfaction of the tenants in Hong Kong because there is no need for cars at all (in fact, only one of the people we interviewed in Hong Kong had a car). But it would have had a big influence on the satisfaction in Vienna because, although there are good public transport facilities there, most of the people will have a car. that is part of the Austrian lifestyle nowadays. Although the people in Aspern are exceptions, because only 7 from 20 interviewed persons have a car. Many of them follow the new trend of car-sharing…

There were some significant differences in the answers of the questions, you can see here. In these cases, the people of Aspern were rather more satisfied, than in UNTK Estate.

45

There seem to be fewer problems in Aspern with the place for housekeeping.

They have more clubs in Aspern, of course, because the most residents were in the assembly – it is like a club - together, when they built the houses. Because of this, more of them knew each other.

In Aspern are many small children, in contrast to UNTK Estate. The reason can be, that the Estate in Hong Kong was a redevelopment of settlement from the 60-ies. Most of the people lived there before, so the average age of the people is higher than in Aspern.

in UNTK more people as in Aspern said, that the fluctuation is higher.

One interesting aspect was that there seemed to be a higher number of conflicts between tenants in Seestadt Aspern. Whether this is caused by the fact that different ethnical groups are involved or by the fact that it is a tradition in Vienna to have conflicts with your neighbours even when you have no real reason for that could not be verified through the test runs.

One reason can be, that the people from the assemblies learned to know each other very intensively during the planning and the building period. And they have many meetings, because they want to solve all the problems democraticly.

46

The most significant differencies are Concerning questions that directly addresses the flats. In most cases people were rather satisfied in Seestadt Aspern, than in the Upper Ngau Tau Kok Estate.

47

Several questions (variables in the statistical evaluation) showed quite significant differences when our sociologist compiled them with the help of a statistical program (SPSS). (see Figure 1) Whenever there are such differences, the positive value at Seestadt Aspern is higher. So it does not mean, that all the people in Aspern are more satisfied than all the people of UNTK. We cannot make this statement, because we had to few questionnaires for this. But we can say, that the tendence of more satisfaction is shown here in Aspern.

This is partly obviously due to the architectural circumstances.

But probably there are other, underlying factors influencing the outcome of the “test runs” For example, some answers might have been influenced by the fact that people are assembly members and part of the founding movement in Aspern – they are involved to a certain degree in the design process through participation and that clearly might have influenced the answers. A similar effect could also be a factor at Upper Ngau Tau Kok because there was also a certain degree of participation and we did not ask about this kind of personal involvement in the questionnaire. Other interview effects can also influence the outcome…

48

...such as cultural influences

In general, where there are differences, satisfaction in Seestadt Aspern is rather higher. For the most part, this is certainly due to technical details. But the question of intercultural bias needs to be asked.

49

What facts can influence the survey in different cultures?

One point could be the language.

By that way, many thanks to Season Ji Jie (schau ich noch genau nach…) for the translation from our english to chinese. We trust him of course, that the language fits.

But there can be differences in certain terms, we use in german, translated to english, than to chinese.

The translation of a questionnaire can have leaks of security about the same meanings of the content.

Usually the simple direct translation is made from the original language of the questionnaire to the foreign language.

The alternative better method is the modified direct translation, where the experts discuss the wordings until they reach agreement. We did discuss the main terms…

The best form is the translation/ back translation, where 2 bilingual individuals translate from source language to target and back – independently, until agreement is reached.

Next point is the social desirability, which means, that respondents portray themselves too positively, especially when the interviewer is not from the same culture, than he is.

Some of the most compelling evidence regarding the effects of culture on the survey process comes from studies that have demonstrated that cultural distance between respondents and interviewers sometimes produces varying patterns of responses. In U.S. studies, respondents have been shown to defer to the perceived values of other-race interviewers when answering relevant survey questions. (see [8])

We tried to avoid some of these problems by having local students – on the one hand Chinese students in Hong Kong and on the other hand Austrian students in Vienna doing the interviews with the questionnaire. But in fact, most of them where not really “local”- Chinese students often come from mainland china and are not directly from Hong Kong and speak Mandarin rather than Cantonese. A certain percentage of Austrian students (also those doing interviews) often come from eastern European countries. Therefore, there is still a slight chance that this fact has a certain influence on the answers.

50

What shall we do further?

51

In future, we will try to conduct the interviews in Hong Kong and Austria on a much bigger scale with the adapted questionnaire. We want to have at least 12 groups with 3 students per group in Hong Kong and a similar number of students in Austria. We plan to do the interviews in different housing estates and have a mix of 60% public housing and 40% private housing in Hong Kong to compensate for the fact that the social housing market in Austria is much more “upmarket” compared to the situation in Hong Kong. For the same reason, we plan to include some estates in Austria with a “lower” social and quality standing. For the test runs the results were clearly influenced by the fact that both test areas are outstanding and rather new examples and don’t show the average situation of tenants in public housing estates.

And of course we will make a further research on the existing criteria for housing quality in Hong Kong. Such as I have found an e-article in Social Science & Medicine about

Residential Satisfaction in Housing Estates: a Hong Kong Perspective, A.M.M. Liu 1999

These insights together with recommendations for future developments will be the core of future research within this project.

52

Perhaps it is not necessary, because you see, the people are very satisfied in both estates!

53

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