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Residential Satisfaction and Behavioral Intentions among Condominium Residents in Phnom Penh, Cambodia: A Quantitative Study

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Abstract

Background: Landed housing has not been displaced by condominiums, as landed houses remain the primary dwelling choice for many Cambodian buyers. However, condominiums are increasingly used as urban residences near business centers, institutions, and employment areas, especially in Phnom Penh.

Objective: This quantitative study aims to examine residents' satisfaction and behavioral intentions toward real estate developers by identifying the key factors that influence residential satisfaction and their importance in shaping residents' behavioral intentions.

Methods: The study involved 250 condominium residents in Phnom Penh selected using convenience sampling. Data were collected through a structured questionnaire and analyzed using descriptive and inferential statistics with SPSS. Factor analysis was used to identify the underlying structure of residential satisfaction, while regression analysis was applied to examine the relationships between each set of variables and residents' overall perceptions of satisfaction and behavioral intentions.

Results: The findings show that condo characteristics, neighborhood, view and landscape, and property management are the main factors influencing residents' overall satisfaction. Meanwhile, condo characteristics, property management, transportation, and public facilities are the main factors influencing residents' behavioral intentions toward real estate developers.

Conclusion: This study offers strategic insights for strengthening Phnom Penh's condominium market and informing related policies, investment decisions, and residential management. It also provides the first systematic empirical assessment of multidimensional residential satisfaction and behavioral intentions in Phnom Penh's private condominium sector, contributing context-specific evidence to Southeast Asian housing research.

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INTRODUCTION

It is anticipated that Phnom Penh's residential costs would continue to rise at an excessive rate (Sok & Soun, 2026; Voeun & Hor, 2026). As a result, (Voeun & Hor, 2026) continued to state that land and residential property values will continue to rise, making it hard for middle-class individuals to purchase a home/condominium in the Phnom Penh region. After two decades of remarkable economic growth that changed the country's skylines and created new opportunities, the growing inability of Cambodia's middle class to own homes/ condos presents a social threat to the country's development narrative (RGC, 2022; Archer et al., 2023; Bank, 2025; Cambodia, 2023). Despite a challenging past, optimism for a better future exists in Cambodia.

Most of the research on residential satisfaction in Western nations has been greatly impacted by the post-war housing booms, suburban expansion in the 1950s and early 1960s, and central city revitalization through slum clearance programs (Çakmak & Uğurluoğlu, 2024; Campbell & Rodgers, 1976). Urbanization in the developing countries accelerated during the 1970s due to rapid industrialization and economic growth. Different types of housing for different income levels have been made available or enabled by the governments of these countries. In these countries, research frequently seeks to ascertain if the homes constructed and supplied by the public and private sectors satisfy the demands of the populace.

The study of residential satisfaction, which has been viewed as a complex construct, has involved a wide range of specialists, including architects, planners, sociologists, psychologists, and urban geographers. (Galster, 1985; Movahed & Nikounam, 2022) asserts that home happiness can fulfill several significant functions. First, it shows how people assess their general quality of life. Second, evaluating the public and private sectors' contributions to housing construction serves as a benchmark for gauging the effectiveness of the government. Lastly, it can evaluate how locals feel about their living circumstances and decide where future governmental or private initiatives should be directed. Numerous viewpoints have been used to study residential contentment. Residential satisfaction in large-scale housing estates in Central and Western Europe (Herfert & Smigiel, 2012; Nzimande, 2022); residential preference, choice, and satisfaction in Japan (Ge, 2006; Tokunaga & Murota, 2023); residential satisfaction in high-rise and low-rise housing (Arshard et al., 2025; Francescato et al., 1975); and the effects of hazardous pollutants on residential satisfaction in Korea (Lee, 2018; Yacoub et al., 2025).

Numerous disciplines, including town planning, geography, sociology, and psychology, have studied residential satisfaction in detail (Lu, 1999; Voeun & Hor, 2026). Residential contentment (Galster, 1981; Goodarzi & Berghorn, 2025) is a person's assessment of their present housing circumstances in both the residential unit and the neighborhood. It is a multifaceted concept that focuses on the physical and social environments, including housing quality and the accessibility of community services (Grillo & Wilson, 2010; Heller, 1984; Hughey , 1987; James & Sweaney, 2009; Perry, 2025; Sirgy, 2002). Few research have examined the causes and effects of home/ condo satisfaction, despite the fact that many have been done to understand it. More crucially, little research has been done on the idea in Phnom Penh's private housing (condominium) market (RGC, 2022; Archer et al., 2023; Bank, 2025; Cambodia, 2023; Voeun & Hor, 2026).

Although Phnom Penh is expanding with high-rise structures, condos, and opulent villas, and given that about 2.5 millions of Phnom Penh's 1.5 million residents live in private condos/housing, residential satisfaction with private housing is an important subject of study (Review, 2026; Sok & Soun, 2026; Voeun & Hor, 2026). In other regions of the world, this is also true. Improving the quality of life for a sizable segment of the population requires an understanding of the elements that affect individuals' contentment with their private dwelling. To improve the housing market in Phnom Penh and other areas, it is crucial to investigate residential satisfaction with condos/ housing.

Research on residential satisfaction in Phnom Penh's private condominium sector remains limited, particularly concerning residents' behavioral intentions toward property developers. While Western studies have extensively examined this domain, non-Western and Southeast Asian contexts remain underexplored. Moreover, the rapid urbanization of Phnom Penh, driven by urban governance challenges, housing regulation gaps, and urban development

policy needs, creates a critical imperative to understand how condominium residents evaluate their living environments and form subsequent behavioral intentions. From a policy perspective, understanding the factors that drive residential satisfaction can inform housing regulations, property development standards, and urban planning policies, ultimately supporting residents' rights to quality urban living. This study investigates the relative significance of residential satisfaction dimensions and behavioral intentions toward private condominium developers in Phnom Penh, contributing both empirical evidence and policy-relevant insights to the underexplored Cambodian urban housing context.

The main purpose of this study is to investigate the key dimensions of residential satisfaction and their relative importance in shaping behavioral intentions toward property developers in Phnom Penh. Understanding how residents evaluate various aspects of condominium living is a crucial component of this research. The novelty of this study lies in its systematic empirical examination of multi-dimensional residential satisfaction within Phnom Penh's rapidly growing private condominium market, a context largely absent from existing residential satisfaction literature. Unlike prior studies focusing predominantly on Western or East Asian contexts, this study integrates consumer behavior models with residential satisfaction dimensions to provide a comprehensive, context-specific framework applicable to emerging urban markets in Southeast Asia.

Theoretical frameworks known as consumer behavior models are used to explain how and why consumers decide what to buy. Models try to explain consumer behavior and link environmental cues from marketing, sociocultural settings, technical advancements, and promotions to purchasing decisions. The psychological factors that affect lifestyle, motivation, and personality decision-making are the foundation of consumer behavior models. Individual decision-making processes, problem recognition, alternative appraisal, and post-purchase behavior are all taken into consideration by models that emphasize personal psychological traits. To describe consumer behavior, comprehensive models typically incorporate both personal psychological characteristics and environmental factors. Comprehensive models are burdened by the large number of variables, but they are useful in helping to understand how many elements interact to affect customer behavior.

In the late 1960s, comprehensive models of consumer behavior began to appear in academic circles. Models like the Nicosa model (Nicosia, 1966; Prakash, 2025), the Howard-Sheth model (Howard, 1969; Prakash, 2025), the Engel-Kollat-Blackwell model (Engel & Blackwell, 1968; La Ragione & Risitano, 2026), and the consumer data collecting model by (Bettman, 1979; Lam et al., 2025) were developed as a result of studies on consumer behavior. (La Ragione & Risitano, 2026; Schiffman , 1997) claim that the concepts underlying these models have evolved over time. They continue to be relevant and provide frameworks that allow for integrative viewpoints on consumer behavior. The models also help identify elements that affect consumer behavior and purchasing decisions.

Models of consumer behavior fall into two categories: classic and modern. The learning model, the economic model, the psychoanalytic model, and the sociological model are examples of traditional models of consumer behavior. The learning model is predicated on the idea that customer behavior stems from the need to meet necessities for survival. People strive to satisfy learnt wants that come from life experiences in addition to basic requirements. The learning model, which emphasizes that consumers prioritize providing fundamental needs before addressing learned demands, came to be in line with Maslow's Hierarchy of Needs. According to the psychoanalytic model of consumer behavior, customers have ingrained conscious and unconscious motivations that affect their purchase decisions. According to the psychoanalytic paradigm, customers favor goods and services that satisfy these ingrained desires. The sociological model is predicated on the idea that consumer behavior regarding societal groupings is influenced by an individual's position. As a result, people are said to base their purchasing choices on what the group they belong to deems proper or desirable.

Based on the theoretical aspects above, the conceptual framework is presented to show the relationships among the residential satisfaction dimensions, overall satisfaction and behavioral satisfaction as revealing in the figure 1.

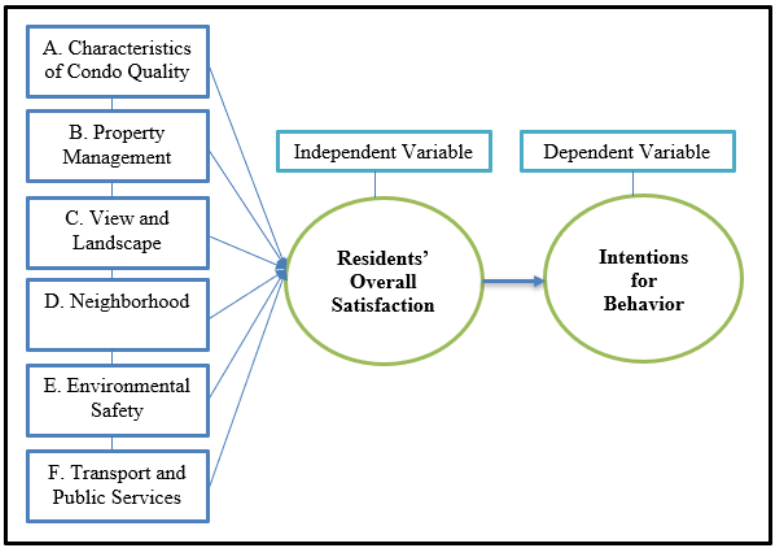

Figure 1. The Conceptual Framework of the Study

METHOD

A methodology in research is a strategy created in line with the ontology and epistemology that the investigator has used (Harvey, 2025; Sarantakos, 2005). The methodology mainly describes how the study will be conducted in an organized fashion. The main procedures, ideas, and practices applied during the research project make up the methodology (Harvey, 2025; Marczyk & Festinger, 2005). Every research effort must have a methodology since it includes the instruments and strategies for gathering, organizing, and analyzing data (Burns, 2003; Henning, 2004; Holloway, 2005). This section is to provide a system for gathering data and an approach for analyzing it.

Research Design

Every study must have a sound research design to achieve its goals and provide answers to its research questions (Bisaria et al., 2026; Kothari, 2004). The researcher used a quantitative approach in cross-sectional research to investigate the correlations between the dimensions. (Buckley et al., 2025; Jennings, 2001) asserts that when analyzing interactions between variables, particularly in empirical research, a quantitative approach is preferable than a qualitative one. For this study, quantitative research was carried out. The street intercept approach, which used a paper-based survey, was used to collect data for this study's primary survey.

Targeted Research Samples

Phnom Penh City is the study's setting, and private condo owners are the intended samples. The public condo/housing sector is not considered in this study since the residential satisfaction elements of the two forms of housing are not comparable. Selecting the appropriate sample size is crucial for a survey. One of the most crucial aspects of statistical analysis is figuring out the right sample size. A sample size that is too small will not yield reliable results or adequately represent the community under study.

Following Hair et al.'s (2006) guideline of a minimum ratio of 5 observations per measured item, the required minimum sample size for this study's 56-item questionnaire was calculated as 150 respondents (Sathyanarayana, 2026). The sample size was increased to 250 to enhance statistical power, reduce sampling error, and ensure a more robust representation of the target population a practice consistent with recommendations for exploratory factor analysis and multiple regression in survey-based research (Abubakar et al., 2026; Field, 2009). In the interim, it was determined that residents older than 59 (aged 60 and above) were excluded from the study. This age boundary was established because individuals aged 60 and above often have distinct housing preferences, mobility limitations, and financial circumstances that may differ

substantially from the general working-age adult population, potentially introducing confounding effects. The respondents between the ages of 18 and 59 were selected as they represent the primary economically active population most likely to engage in condominium purchase or rental decisions in Phnom Penh. Convenience sampling was adopted because there is no comprehensive public register or sampling frame of all condominium residents in Phnom Penh, making probability sampling methods impractical. Consistent with prior residential satisfaction studies in emerging markets (Carvalho et al., 1997; Kilawe et al., 2026; Liu, 1999), convenience sampling enables researchers to access respondents within condominiums directly, ensuring that the sample includes actual residents with first-hand experience of the living conditions under investigation. While this approach limits the generalizability of findings to the broader population, the use of a sufficiently large sample (n = 250) and the application of rigorous statistical procedures mitigate some of these limitations.

Research Tools and Data Collection Procedures

To define the components of residential satisfaction and the connections between them, a comprehensive analysis of the pertinent literature was carried out. The suggested conceptual model was developed by evaluating the findings of the literature review. The opinions of an expert panel were then sought to confirm that the items derived from the literature were pertinent and appropriate. To confirm that the measuring items were legitimate in terms of substance, a panel of experts was asked to assess if they needed to be revised for all dimensions (Boduroglu & Yigiter, 2026; DeVellis, 2003). A director, a regional manager, a senior manager of a property agency, two lease managers of a property developer, two senior managers of a property management firm, and a CEO of a property developer made up the expert panel. These eight specialists examined every measurement item.

In terms of (a) Characteristics of Condo Quality; (b) Property Management; (c) View and Landscape; (d) Neighborhood; (e) Environmental Safety; and (f) Transportation and Public Services, measurement scales for residential satisfaction were devised. A five-point rating system was used for these issues, with 1 representing extreme dissatisfaction and 5 representing extreme satisfaction. Since a five-point scale was easy to use and would need less time from responders than most other scales, it was chosen. Research frequently uses this scale (Braunsberger & Gates, 2007; Dale et al., 2026; Peterson, 1992). The questionnaire's design considered: The number of items should be limited to only the most important questions; the questions should be written in an easy-to-understand manner; and five to seven-point answer scales should be created to facilitate completion. A varying number of pieces were used to represent each dimension.

Five research assistants were enlisted by the researcher to assist with the survey. The questionnaire was available in only one edition, written in both Khmer (Cambodian national language) and English to accommodate Phnom Penh's language traditions. When a researcher is unable to capture the prejudiced view in study analysis, design bias occurs. Because participants had enough time to finish the surveys, there was no evidence of procedural bias. It was claimed that the questions were straightforward to understand and had a smooth design. Since there was no circumstance where positive results were more likely to be reported than bad ones, the researcher did not find any reporting bias. In the end, there was no measuring bias in the research procedure because to the sound scale created for the poll. Additionally, assessments of validity and reliability were carried out as the last and fourth stage of instrument development. To get empirical data, pilot research was employed. To illustrate the crucial elements of creating valid and reliable measurements, a summary of reliability and validity is given.

Data Analysis and Statistical Procedures

The degree of linear correlations between dependent and independent variables can be expressed using a multiple regression equation (Frankfort-Nachmias, 2008; Sułkowski et al., 2026). The simultaneous effects of the independent and control variables on the dependent variable, overall residential satisfaction, were examined in this study using multiple regression. The degree of the association between the independent and control variables was also examined using this control technique.

A straight line is used to summarize the data set for a predictor (i.e., the independent variable) and an outcome (dependent variable) in a linear regression model to test the hypotheses. The line that most accurately describes the data was found using the least squares method. The line was considered representative if the squared differences of the deviations or residuals between the line and the data were small. The relationship between the independent and dependent variables was depicted by the line's gradient. According to (Abubakar et al., 2026; Field, 2009), a positive gradient line indicated a positive relationship, whilst a negative gradient line indicated a negative relationship.

The equation of a straight line, the method of least squares, and the evaluation of model fit data to ascertain if the independent variables can be used to predict the dependent variable are all fundamental concepts that multiple regression relies upon. To forecast the outcome of the dependent variable, multiple regression was performed using Jamovi, and the obtained beta values were entered into an extended equation of a straight line (Abubakar et al., 2026; Green, 2011).

The regression model's fit to the data was assessed using Jamovi, the model summary, and ANOVA tables. R-squared indicated how much of the variation was explained by the model and demonstrated how the model improved as the hierarchical regression analysis progressed. Sig F Change values less than 0.05 indicated a significant change. The final model's coefficients table indicated whether each independent variable significantly contributed to the dependent variable's prediction (Sig values < 0.05 are significant). According to (Abubakar et al., 2026; Field, 2009; Green, 2011), each independent variable's significance was determined by looking at its standardized beta values, where higher values indicate greater significance.

To ascertain the impact on model accuracy, outliers and significant cases were found and examined. For the results to be applied to the larger population of acquisition workers, the regression model needs to be objective. The term unbiased refers to the average similarity between the population and sample models. The underlying presumptions must be satisfied for something to be true. Variable types (independent variables are quantitative or categorical, and dependent variables are quantitative, continuous, and unbounded); nonzero variance (independent variables); no perfect multicollinearity; homoscedasticity; independent errors; normally distributed errors; independence (dependent variable values from the separate entity); and linearity are some of these presumptions (Abubakar et al., 2026; Field, 2009; Green, 2011). Also, Jamovi validation procedures were used to verify each of these assumptions.

Ethical Considerations

In this investigation, ethical guidelines were consistently observed throughout all phases of data collection and analysis. All participants' rights and privacy were protected throughout the research process. This study was conducted under the ethical oversight of the Preah Sihamoniraja Buddhist University (PSBU), Phnom Penh, Cambodia, as part of an approved doctoral research program.

Another ethical need was anonymity and confidentiality. When findings were reported, personal identification was removed to preserve this. The names of the samples were coded, and the codes were kept in a locked drawer that only the first author could access. Similarly, surveys that were returned by mail were mailed to a P.O. box that was acquired only for study. The list of sample codes and completed surveys were stored in a locked drawer. The survey findings were only accessible to the first author. For analysis, the data was entered into the SPSS database. A password-protected computer was used to store the electronic copies of the data.

RESULTS AND DISCUSSION

Results of the Factor Analysis

In factor analysis, comparable variables are grouped into dimensions. This procedure is used to find latent constructs or variables. Factor analysis is used to reduce individual items to a smaller number of dimensions. Reducing the number of variables in regression models is one way to make data simpler.

Table 1. Results of Dimensions of Independence Variables (IV) Loading (n=250)

Residential Satisfaction				
No.	**Factor**	**Factor Loadings**	**Eigenvalue**	**Variance Explained**
IVA. Characteristics of Condo Quality				
IVA1.	Building quality	0.72	2.79	5.81
IVA2.	Estate appearance	0.67		
IVA3.	Utilizing space	0.70		
IVA4.	Decorating kitchen	0.80		
IVA5.	Decorating living and dining room	0.85		
IVA6.	Decorating bedroom	0.84		
IVA7.	Ventilation	0.64		
IVA8.	Level of noise	0.58		
IVA9.	Height of the ceiling	0.61		
IVA10.	Wall soundproof	0.69		
IVA11.	Sunlight in every space	0.67		
IVB. Property Management				
IVB1.	Upkeep of the building	0.75	17.58	36.62
IVB2.	Public spaces' cleanliness	0.78		
IVB3.	Security protocols	0.73		
IVB4.	Upkeep of public spaces	0.81		
IVB5.	Sufficient management of garbage disposal	0.80		
IVB6.	Fees for management	0.50		
IVB7.	Elevator safety features	0.69		
IVB8.	Complaint follow-up	0.73		
IVB9.	Reactions from management to concerns expressed	0.76		
IVB10.	Financial statement display	0.57		
IVC. View and Landscape				
IVC1	View from the windows	0.81	1.69	3.50
IVC2	Neighbors' privacy	0.71		
IVC3	Both trees and bushes	0.75		
IVC4	Levels and Scenery	0.85		
IVC5	The density of condo	0.70		
IVD. Neighborhood				
IVD1.	The state of the surrounding structures	0.72	2.43	5..05
IVD2.	Rates of crime	0.66		
IVD3.	Level of condo income	0.83		
IVD4.	The quantity of renowned schools	0.63		
IVD5.	Displays the community's status	0.76		
IVD6.	In a pleasant neighborhood	0.69		
IVD7.	Away from public accommodations	0.65		
IVE. Environmental Safety				
IVE1.	Stay away from uncomfortable places	0.71	1.38	2.86
IVE2.	Level of air pollution	0.67		
IVE3.	Level of landslide danger	0.63		
IVE4.	Close to traffic hotspots	0.85		
IVE5.	Rain and the typhoon	0.70		
IVF. Transportation and Public Services				
IVF1.	Services provided by the public	0.74	1.91	3.97
IVF2.	Proximity to eateries and shopping	0.62		

Residential Satisfaction		
	centers	
IVF3.	Near relatives or family	0.45
IVF4.	Being close to marketplaces and supermarkets	0.68
IVF5.	Options for leisure and amusement	0.75
IVF6.	Facilities in public parks	0.66
IVF7.	Facilities for public recreation	0.71
IVF8.	Services for communication	0.56
IVF9.	The quantity of options for transportation	0.71

Source: Research Data

The factor loadings of independent variables for each item under the six residential satisfaction categories are displayed in Table 1 above. The maintenance of public places had the greatest factor loading for property management (0.90), followed by the management response to issues reported (0.76) and the adequacy of managing trash disposal (0.80). The living room and dining room decoration had the highest factor loading for home quality/characteristics (0.85), followed by the bedroom decoration (0.84) and kitchen decoration (0.79). The neighborhood's household income level had the highest factor loading (0.83), followed by the community's 'shows status' (0.79) and the neighboring buildings' condition (0.72). Leisure and entertainment alternatives had the largest factor loading for transportation and public facilities (0.743), followed by public services (0.74) and public recreational facilities (0.71). The levels and landscape had the highest factor loading for view and landscape (0.85), followed by the view from windows (0.81) and trees and bushes (0.71). The largest factor loading for environmental safety was found next to traffic blackspots (0.704), away from unpleasant facilities (0.71), and landslide risk level (0.66). 57.90% of the variance was explained by the six components.

Table 2. Results of Dimensions of Dependence Variables (DV) Loading (n=250)

Overall Residence Satisfaction				
No.	**Factor Statement**	**Factor Loadings**	**Eigenvalue**	**Variance Explained**
DVA. Overall Residence Satisfaction				
DVA1.	Overall, you felt either unsatisfied or satisfied with the condo.	0.93	5.41	67.58
DVA2.	Overall, you felt either pleased or dissatisfied with the condo.	0.94		
DVA3.	Overall, you felt either unfavorable or favorable with the condo.	0.95		
DVB. Behavioral Interventions for Developers				
DVB1.	I'll tell others good things about this developer.	0.61	1.17	14.56
DVB2.	I'll suggest this developer to anyone looking for guidance.	0.73		
DVB3.	I'll urge friends and family to buy properties created by this developer.	0.72		
DVB4.	If I were to buy real estate in the future, I would keep buying from this developer even if the prices went up a little.	0.87		
DVB5.	I'll buy more expensive residences created by this developer.	0.85		

Source: Research Data

The dependent variable overall three questions indicate a very high factor loading ranging from 0.92 to 0.94, as indicated in Table 2. 'If I were to buy real estate in the future, I would keep buying from this developer even if the prices went up a little' (0.87) had the highest factor loading for the dependent variable of Behavioral Interventions for Developers, followed by 'I'll buy more expensive residences created by this developer' (0.85). 82.10% of the variance was explained by the two variables.

Results of Factor Reliability Analysis

Sub-items made up the final variable for each of the six variables. According to (Connelly, 2011; Crowder et al., 1991; Wang et al., 2026), reliability analysis is the statistical method that aims to determine whether the individual variables are appropriate for defining the common variable. Reliability analysis looks for consistency in the construct that is tested across the specified items that make up the primary variable. For example, although the two items have different definitions of what they measure, they should at the very least measure property management and consistently do so for the variable of property management with item satisfaction with building maintenance and satisfaction with public area cleanliness (BrckaLorenz & Nelson, 2013; Jun et al., 2026; Wen, 2011).

The statistic used to assess the dependability of the elements that make up a given variable is Cronbach's alpha (Revicki, 2024; Sideridis & Al-Harbi, 2018). By dividing the data into segments and calculating each potential pair of split data, Cronbach's alpha calculates the inter-item correlation (Adamson, 2013; Ahmad et al., 2024). The overall consistency of the items in measuring the necessary factor is then determined by averaging the inter-item correlations. A Cronbach's alpha of 0.70, which is regarded as good reliability, is the most ideal internal reliability metric at the very least. According to (Ahmad et al., 2024; Tavakol, 2011), a Cronbach's alpha of 0.80 is regarded as very good, while a Cronbach's alpha of 0.90 is regarded as exceptional. The value of Cronbach's alpha when a certain item is eliminated was included in the current analysis. The item should be eliminated if Cronbach's alpha increases.

Results of Factor A in Term of Characteristics of Condo Quality

There were eleven items in this factor (Factor A) - Characteristics of Condo Quality. Results of scale and item reliability statistics in term of characteristics of condo quality are displayed in Table 3.

Table 3. Results of Scale and Item Reliability Statistics in Term of Characteristics of Condo Quality

Reliability Statistics of Scale – Factor A: Characteristics of Condo Quality					
Scale of Factor A		**M**	**S.D.**		**α**
		3.60	**0.68**		**0.92**
Reliability Statistics of Item – Factor A: Characteristics of Condo Quality					
No.	**Item of Factor A**	**M**	**S.D.**	**Item-rest correlation**	**If item dropped α**
IVA1.	Building quality	3.62	0.86	0.67	0.90
IVA2.	Estate appearance	3.47	0.93	0.64	0.90
IVA3.	Utilizing space	3.71	0.90	0.67	0.90
IVA4.	Decorating kitchen	3.54	0.87	0.74	0.90
IVA5.	Decorating living and dining room	3.60	0.90	0.80	0.89
IVA6.	Decorating bedroom	3.56	0.93	0.79	0.90
IVA7.	Ventilation	3.74	0.96	0.61	0.90
IVA8.	Level of noise	3.52	1.01	0.61	0.92
IVA9.	Height of the ceiling	3.66	0.90	0.59	0.92
IVA10.	Wall soundproof	3.36	0.95	0.67	0.90
IVA11.	Sunlight in every space	3.81	091	0.65	0.91

Source: Research Data

Based on Table 3, Cronbach's alpha (α) was 0.92 in overall. The 11 components that make up the variable characteristics of condo quality have great internal consistency, as indicated by a Cronbach's alpha score of 0.92. The first item in the variable, dwelling characteristics of condo quality, has a correlation of 0.684 with the other ten items. The internal consistency of the remaining variables drops to 0.91 if they are removed, compared to 0.92 when all 11 variables are included. However, with r = 0.55, the noise level item exhibits a somewhat positive correlation with the other ten items. The overall internal consistency of the remaining variables becomes 0.92 if this item is eliminated as one of the components that make up the condo quality variable. Although this internal consistency is outstanding, it is still not higher than the internal consistency of the variable, condo quality, when all objects are included as building elements. In contrast, the internal consistency drops to 0.899 when the perspective of bedroom decoration is removed from the building block of the variable dwelling quality. At r = 0.79 and 0.78, respectively, the perspectives of living room and dining room decoration and bedroom decoration have a high linear connection with the remaining 10 items, indicating that these two things are crucial in forming the variable, characteristics of condo quality.

Based on the direction of the correlation coefficient scores, Table 3 presents the overall behavior of internal consistency of the items that comprise the variable housing quality and demonstrates that the rating of the questionnaires was favorable. Every correlation coefficient score was in the positive range. Table 3 indicates that while the total internal consistency when all variables are present is superior to the internal consistency when a single variable is removed, none of the items should be removed.

Results of Factor B in Term of Property Management

There were ten items in this factor (Factor B) - Property Management.

Table 4. Results of Scale and Item Reliability Statistics in Term of Property Management

Reliability Statistics of Scale – Factor B: Property Management				
Scale of Factor B	**M**	**S.D.**	**α**	
	3.55	**0.67**	**0.90**	
Reliability Statistics of Item – Factor B: Property Management				
No.	**Item of Factor B**	**M**	**S.D.**	**Item-rest correlation**	**If item dropped α**
IVB1.	Upkeep of the building	3.46	0.91	0.70	0.90
IVB2.	Public spaces' cleanliness	3.64	0.84	0.73	0.90
IVB3.	Security protocols	3.61	0.99	0.68	0.90
IVB4.	Upkeep of public spaces	3.52	0.83	0.76	0.90
IVB5.	Sufficient management of garbage disposal	3.68	0.86	0.75	0.90
IVB6.	Fees for management	3.30	0.90	0.48	0.91
IVB7.	Elevator safety features	3.70	0.92	0.65	0.90
IVB8.	Complaint follow-up	3.37	0.92	0.70	0.90
IVB9.	Reactions from management to concerns expressed	3.38	0.82	0.72	0.90
IVB10.	Financial statement display	3.78	0.98	0.55	0.91

Source: Research Data

As revealed in Table 4, alpha = 0.90 was found in the items' overall reliability study. The ten items used to gauge property management satisfaction were remarkably consistent. By examining how much Cronbach's alpha rises or falls after eliminating a certain variable, the change in Cronbach's alpha was also evaluated. This table is also displayed the adjustments for leaving out the specified Cronbach's alpha.

When coupled with the other nine items, the first item (upkeep of the building) showed a correlation of 0.70. The internal consistency of the other nine items would decrease from 0.91 to

0.90 if this item were removed from the list. One statistically significant factor for the variable, satisfaction with property management, is building maintenance satisfaction. The correlation between the cleanliness of public areas and the other nine factors was 0.73. Internal reliability would drop from 0.906 to 0.90 if this item were eliminated from the ten variables that make up the variable, satisfaction with property management. Because it improves general internal consistency, this is a crucial component of the overall variable, property management. Only one item (administration fees) in Table 6 should be eliminated because it lowers the internal consistency metric. When this item is removed, the internal consistency rises to 0.908, which is higher than the average of 0.906 for all ten variables. Furthermore, with r = 0.47, this measure displays a somewhat favorable linear connection with the other variables. Item 9.6 should be included in the variable, property management, since a variance of 0.002 in the already good internal consistency is unlikely to result in significant change in internal consistency.

Results of Factor C in Term of View and Landscape

There were five items in this factor (Factor C) - View and Landscape, presented in Table 5.

Table 5. Results of Scale and Item Reliability Statistics in Term of View and Landscape

Reliability Statistics of Scale – Factor C: View and Landscape					
Scale of Factor C		**M**	**S.D.**	**α**	
		3.58	**0.81**	**0.88**	
Reliability Statistics of Item – Factor C: View and Landscape					
No.	**Item of Factor C**	**M**	**S.D.**	**Item-rest correlation**	**If item dropped α**
IVC1	View from the windows	3.66	1.02	0.74	0.84
IVC2	Neighbors' privacy	3.47	1.03	0.66	0.86
IVC3	Both trees and bushes	3.71	0.89	0.69	0.85
IVC4	Levels and Scenery	3.64	0.99	0.77	0.83
IVC5	The density of condo	3.39	1.02	0.65	0.86

Source: Research Data

In Table 5, there was 0.88 internal consistency overall. Each item's association with the other items varied from modest to strong. For example, there was a 0.684 connection between the happiness with trees and shrubs variable and the sum of the other factors. There was a substantial link. The remaining four variables would have an internal consistency of 0.86 when this item was removed as a significant component of the variable, pleasure with view and landscape. This represents a decrease from an internal consistency of 0.88 overall. The variable, contentment with view and landscape, benefits from the information provided by the housing density item. With a strong positive linear connection of r = 0.77, the item of contentment with the levels and scenery showed the highest linear association with the other four factors. The internal consistency of the four things that remained after this item was removed from the list was 0.83. When all items are considered, the overall internal consistency is 0.88, which is a decrease. Crucially, because of the positive correlation values, none of the variables were reverse coded.

Results of Factor C in Term of Neighborhood

There were seven items in this factor (Factor D) - Neighborhood, as presented in Table 6.

Table 6. Results of Scale and Item Reliability Statistics in Neighborhood

Reliability Statistics of Scale – Factor D: Neighborhood					
Scale of Factor D		**M**	**S.D.**	**α**	
		3.45	**0.75**	**0.87**	
Reliability Statistics of Item – Factor D: Neighborhood					
No.	**Item of Factor D**	**M**	**S.D.**	**Item-rest correlation**	**If item dropped α**
IVD1.	The state of the surrounding	3.46	0.94	0.66	0.85

Reliability Statistics of Scale – Factor D: Neighborhood					
	structures				
IVD2.	Rates of crime	3.83	1.03	0.61	0.86
IVD3.	Level of condo income	3.53	0.92	0.76	0.84
IVD4.	The quantity of renowned schools	2.98	1.07	0.58	0.86
IVD5.	Displays the community's status	3.03	1.03	0.71	0.85
IVD6.	In a pleasant neighborhood	3.50	0.88	0.64	0.86
IVD7.	Away from public accommodations	3.65	1.05	0.60	0.86

Source: Research Data

Table 6 shows that internal consistencies ranged from 0.84 to 0.86 when individual items were eliminated from the variable, neighborhood building items. The estimated internal consistency alpha for this variable was 0.87. The positive correlation values in Table 6 indicates that every item was measured in the same direction. For example, the condition of neighboring buildings item had a positive linear connection r = 0.66 with the total of the other six items. The internal consistency based on the seven things decreases from 0.87 to 0.85 when this item is removed, leaving the variable, neighborhood, composed of the remaining seven items. Therefore, there is insufficient justification for eliminating the variable that is a crucial component of neighborhood satisfaction, which is the state of neighboring buildings.

The correlation between item IVD7 'Away from public accommodations,' and the other seven items was r = 0.60. There was a moderate association. The variable's internal consistency changes to 0.86 if this item is removed from the list of items used to increase neighborhood happiness. Among the seven categories, satisfaction with household income level in your neighborhood showed the strongest linear correlation. The internal consistency would drop from 0.87 to 0.84 if this item were removed, suggesting that the neighborhood's household income level contributes important information about the variable, neighborhood satisfaction. on general, every item on this dimension contributes enough to provide additional details regarding the independent variable of neighborhood happiness. According to the corrected correlation coefficients, contentment with the house's location in a generally excellent neighborhood and its distance from public housing seem to provide an equal amount of information to the overall variable, neighborhood satisfaction.

Results of Factor C in Term of Environmental Safety

There were five items in this factor (Factor E) - Environmental Safety. The complete collection of questions and the behavior of the internal consistency measure for the variable, environmental safety, may be found in Table 7.

Table 7. Results of Scale and Item Reliability Statistics in Term of Environmental Safety

Reliability Statistics of Scale – Factor E: Environmental Safety				
Scale of Factor E	**M**	**S.D.**	**α**	
	3.75	**0.74**	**0.80**	

Reliability Statistics of Item – Factor E: Environmental Safety					
No.	**Item of Factor E**	**M**	**S.D.**	**Item-rest correlation**	**If item dropped α**
IVE1.	Stay away from uncomfortable places	3.56	0.95	0.61	0.75
IVE2.	Level of air pollution	3.56	0.99	0.58	0.76
IVE3.	Level of landslide danger	4.07	0.93	0.55	0.77
IVE4.	Close to traffic hotspots	3.76	0.94	0.62	0.75
IVE5.	Rain and the typhoon	3.59	1.01	0.55	0.77

Source: Research Data

According to Cronbach's alpha in Table 7, the overall internal consistency was 0.80. The correlation coefficient for each item under this variable ranged from 0.58 to 0.62, indicating a positive link. Moderate relationships were seen. None of the items were reverse coded, as all associations were positive. With r = 0.62, the item measuring contentment with nearby traffic blackspots showed the best positive association with the other four variables. The internal consistency resulting from the other four variables would decrease to 0.75 from 0.80 if this item were removed from the items that comprised the variable, satisfaction with environmental safety. This demonstrates that the item of contentment with near-traffic blackspots can yield valuable information that contributes to overall environmental safety. At r = 0.55, satisfaction with typhoons and rain that may easily create floods, and inconvenience showed the lowest linear connection with the combination of the four criteria. Nevertheless, the internal consistency of the items decreased from 0.80 to 0.77 when this item was removed, leaving environmental safety with four variables. The item viewpoints of rain and typhoons, which can easily result in floods and inconvenience, add important details to the overall variable, environmental safety.

Results of Factor C in Term of Transportation and Public Services

There were nine items in this factor (Factor F) - Environmental Safety. Table 8 contains the entire set of questions as well as the internal consistency measure's behavior for the variable, Transportation and Public Services.

Table 8. Results of Scale and Item Reliability Statistics in Term of Transportation and Public Services

Reliability Statistics of Scale – Factor F: Transportation and Public Services				
Scale of Factor F	**M**	**S.D.**	**α**
	3.58	**0.69**	**0.87**

Reliability Statistics of Item – Factor F: Transportation and Public Services					
No.	**Item of Factor F**	**M**	**S.D.**	**Item-rest correlation**	**If item dropped α**
IVF1.	Services provided by the public	3.40	0.91	0.68	0.85
IVF2.	Proximity to eateries and shopping centers	3.50	1.10	0.58	0.86
IVF3.	Near relatives or family	3.30	1.05	0.42	0.87
IVF4.	Being close to marketplaces and supermarkets	3.82	0.91	0.63	0.85
IVF5.	Options for leisure and amusement	3.35	0.99	0.70	0.87
IVF6.	Facilities in public parks	3.70	0.95	0.60	0.87
IVF7.	Facilities for public recreation	3.58	0.99	0.67	0.86
IVF8.	Services for communication	3.77	0.95	0.53	0.86
IVF9.	The quantity of options for transportation	3.72	0.99	0.66	0.85

Source: Research Data

Table 8 outlines that when all nine items were considered, the internal consistency of the satisfaction with public transportation and services was 0.87. This score indicates strong internal consistency, according to (Adamson, 2013; Ahmad et al., 2024; Tavakol, 2011). None of the items were reverse coded, as seen by the individual item's positive linear correlation with the other variables taken together. Overall, the correlation coefficient values were moderately positive. The remaining eight items and the pleasure with being close to family or relatives had a correlation coefficient of r = 0.42. The internal consistency would rise to 0.87 from 0.86 if this item were eliminated, leaving only the other eight items to represent satisfaction with transportation and services. This implies that the overall variable is not sufficiently enhanced by pleasure with closeness to family members or relatives. Nonetheless, there was a roughly strong and positive

linear link with the remaining items in this variable, and the correlation between public services and the other item variables was r = 0.68. Since eliminating this item lowers the internal consistency score from 0.87 to 0.85, it also seems to provide enough information on the overall variable, satisfaction with transportation and public services. In the variable of transportation and public amenities, satisfaction with leisure and entertainment options is particularly crucial, as its removal lowers the Cronbach's alpha from 0.87 to 0.85. At r = 0.67, there was a strong association between satisfaction with leisure and entertainment alternatives and the other items.

Results of Overall Residence Satisfaction

The six residential satisfaction dimension values were regressed on overall satisfaction, which were displayed in Table 9.

Table 9. Results of Overall Residence Satisfaction (Model Coefficients)

No.	Predictor	Estimate	SE	t	p	Stand. Estimate
	Intercept	-0.877	0.224	-3.889	<0.001	
A	Characteristics of Condo Quality	0.167	0.077	2.177	0.035	0.090
B	Property Management	0.610	0.078	7.899	<0.001	0.354
C	View and Landscape	0.555	0.074	7.694	<0.001	0.335
D	Neighborhood	0.155	0..068	2.318	0.025	0.086
E	Environmental Safety	0.210	0.060	3.489	<0.001	0.145
F	Transportation and Public Services	-0.015	0.064	-0.210	0.845	-0.009

Measure of Model Fit

				Overall of Model Test			
Model	R	R2	Adjusted R2	F	Df1	Df2	p
1	0.850	0.699	0.694	145	6	388	<0.001

Source: Research Data

As revealed in Table 9, the model accounted for 69.9% of the variance in the dependent variables and was significant at <0.001. According to the Beta (β) score, overall satisfaction was most affected by housing quality/characteristics (β = 0.342), followed by neighborhood (β = 0.331), view and landscape (β = 0.139), and property management (β = 0.088). Transportation and public facilities had the least effect (β = 0.084). Except for environmental safety, which has a p-value greater than 0.05, the inclusion of all variables in the regression model lends credence to the claim that each factor influences residential pleasure.

Results of Behavioral Interventions for Developers

Additionally, the residential satisfaction measures were regressed against behavioral interventions for developers, as shown in Table 10.

Table 10. Results of Behavioral Interventions for Developers (Model Coefficients)

No.	Predictor	Estimate	SE	t	p	Stand. Estimate
Intercept		-0.339	0.195	-1.777	0.078	
A	Characteristics of Condo Quality	0.326	0.067	5.038	<0.001	0.265
B	Property Management	0.375	0.068	5.622	<0.001	0.318
C	View and Landscape	0.115	0.066	1.848	0.068	0.110
D	Neighborhood	0.165	0.059	2.906	0.005	0.1136
E	Environmental Safety	0.079	0.053	1.528	0.129	0.079
F	Transportation and Public Services	-0.047	0.055	-0.850	0.410	-0.045

Measure of Model Fit

				Overall of Model Test			
Model	**R**	**R2**	**Adjusted R2**	**F**	**Df1**	**Df2**	**p**
1	0.719	0.525	0.499	67.8	6	388	<0.001

Source: Research Data

Table 10 indicates that the model explained 52.5% of the variance in behavioral intentions ($R^2 = 0.525$) and was statistically significant at $p < 0.001$. Based on standardized beta coefficients, behavioral intentions toward property developers were most strongly predicted by Property Management ($\beta = 0.318$), followed by Condo Characteristics ($\beta = 0.265$), Neighborhood ($\beta = 0.114$), and View and Landscape ($\beta = 0.110$). Environmental Safety ($\beta = 0.079$, $p = 0.129$) and Transportation and Public Services ($\beta = -0.045$, $p = 0.410$) were not statistically significant predictors. These findings indicate that residents' behavioral intentions are primarily shaped by management quality and physical condo attributes.

CONCLUSION

This study analyzed residential satisfaction and behavioral intentions among condominium residents in Phnom Penh, Cambodia. The results show that Property Management and View and Landscape are the most influential factors shaping overall residential satisfaction, while Property Management and Condo Characteristics are the strongest drivers of residents' behavioral intentions toward developers. Overall, satisfaction is mainly determined by management quality and physical housing attributes, whereas neighborhood and accessibility factors play a comparatively smaller role.

These findings are consistent with established theories that emphasize both objective housing conditions and subjective environmental perceptions as key determinants of residential satisfaction. The dominant role of Property Management highlights its function as a critical quality signal in high-density urban housing, while the importance of View and Landscape reflects the psychological value of aesthetic living environments. The study also suggests policy implications for strengthening regulatory standards in property management and landscape design within condominium developments. However, the study is limited by its geographic focus on Phnom Penh and its age-restricted sample, indicating the need for future research on broader regional housing trends and different demographic groups, particularly the elderly and younger populations.

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AUTHOR CONTRIBUTION STATEMENT

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