

## Chapter 5

### Recommendations

In this chapter are the suggestions based on the results that were derived from the Dong Da POE and to complete the second research objective of suggestions. This chapter is divided into three main sections of recommendation,

- First section is the suggestions in three terms of implementation of the Dong Da project to the project planner.
- Second section discusses the advantages and disadvantages of POE method in Dong Da, then, the research suggests improvements for an applicable POE for other POE researchers
- Third section includes recommendations for further POE researches, which are from individual POE researchers to the management of POE information of the Ministry of Construction.

#### 5.1 The Suggestions for Three Terms of the Dong Da Project Implementation

To fulfill the second objective of this research, the suggestions of this section are offered to the project planner and the building manager. Based on sequent phases of building performance of Presier (1989), this section includes three parts of suggestions, which are in three sequent phases to complete the Dong Da apartment complex.

- The first part of short-term suggestions mentions advantages and disadvantages of the Dong Da complex needed to be solved and developed by the building leader and the project planner.
- The second part of the medium-term includes suggestions to the project planner of the Dong Da apartment complex, who is a delegate of the local government. This part includes seven suggestions, which are selected on the results by the planner.
- The third part of the long-term suggestions includes two main suggestions, which are the future applications of POE to new building of the Dong Da project and the guidelines for Ministry of Construction for other old subsidized apartment in Vietnam.

### 5.1.1 The Short-term Suggestions

Based on the points that were derived from discussions on advantage and disadvantage aspects of building functions in the Dong Da complex, this section provides suggestions to the project planner and building leader:

- The building leader should have a solution for the parking in the Dong Da complex because the satisfaction of users on the parking aspect is the lowest and is positively correlated with the overall satisfaction of the users.
- The building leader and the users should have a cover to limit the sound and visibility of the toilets and waste water system because the sounds and the visual aspects of the toilet system caused the low satisfaction of the users on the chemical safety.

- The designer should limit unnecessary details in the location, where users or cleaners experience difficulty. Specially, the space between two apartments should be of a clear design that shows who it belongs to and at the same time is easy to clean.
- The funeral space that may be different between the northern, central and southern culture in Vietnam. Therefore, the designers should consider this cultural factor in their design. Besides, the funeral space of traditional Vietnam should be inside the common space. This suggestion will still be difficult for Taoist and Confucianism families. However, this could help neighboring apartments to avoid stress of a funeral.
- The project planner should feed back the POE results to the user. These results could help to understand the users and their living condition. Therefore, user groups could learn to appreciate the differences in satisfaction of each other but at the same time this could influence future evaluations between user groups. Then the meeting of project reestablishment could be in mutual advantage. Beside, the user evaluation is evidence such as a formal report, which has always been encouraged by the government.

### 5.1.2 The Medium-term Suggestions

In application of research suggestions, the results were presented to the project planner of Dong Da apartment. Then, the planner received the main points from research results, which are applicable for the Dong Da project. In formal suggestions of POE; below are points that relate to the next step of the Dong Da project.

- This research result could be an implemented report for the 35<sup>th</sup> Revolution of the Government. The overall satisfaction of the Dong Da complex is low (Mean= 3.12; SD= 0.79) and did not have different significant between the groups of user. This is evidence of the right decision to establish the redevelopment of the Dong Da project.
- Among five classifications of user groups, the classification of user groups on the type of building will at least avoid conflicts between them in the reestablish meeting and the project proposal. Because the three groups of users in building A, B and C show not much different in their satisfaction.
- The project should have an explanation for the user group of first floor that the overall satisfaction of users of first floor is similar the other user groups, although, the 1<sup>st</sup> floor group evaluated some aspect of the building functions different from the other groups. This is to avoid the difficulty of compensation in the project because, in fact, the problem occurred in redevelopment projects in Hanoi that the 1<sup>st</sup> floor user group required a compensation of the project higher than the other groups because they thought that the functions of their living was better than the others.
- The government should not worry about the different satisfactions between user groups before and after 1999 (the year of the privatized property of Dong Da apartment, which is related to the sensitive government policy). There are not many differences between them in the evaluation. In some aspects, the old occupants (before 1999 year) are more satisfied than the new occupants (after

1999). Therefore, the government should not have the subsidization for the users over a nine-year period of occupancy.

- The increasing standard of living area for people creates a necessity for the government for new regulations. Because, users who have a bigger area of living, are more satisfied than users who have a smaller space.
- The redevelopment is the next planning in the framework of a building performance, which includes market analysis. In fact, based on expert evaluation, the project planner wanted to demolish the building because the cost of the repair of the Dong Da complex provides no effective profit. With 600 billion VND for the Dong Da project (37.500.000 USD); the Dong Da redevelopment project needs careful planning for the new complex building. Hence, the redevelopment phase is not taking place, the next phase of the Dong Da project is the planning of a new building, which is starting with a strategic plan to establish present and long term needs of the society through market needs analyses. This phase includes an effectiveness review of the outcomes of strategies. From a predictive model of the overall satisfaction of users, the aspects of Facilities, Psychology accessibility, Public safety, Identify-sign are four factors/variables that positively correlated the overall satisfaction of users in Dong Da complex. Therefore, the planner should focus and invest on these aspects of the new buildings of the Dong Da complex; this is an effective planning that aims to get the users' satisfaction for the Dong Da redevelopment project. Beside, the project planner should consider on the

aspect of adequate access arrangement, which could decrease the overall satisfaction of users about the low privacy and the security of the building.

### **5.1.3 The Long-term Suggestions**

In process of the Dong Da project, the long-term suggestions depend on the medium-term planning; however, the new Dong Da complex has not yet implemented. Based on the formal suggestion of POE, the project planner should do the POE for the new building, which will be implemented for the Dong Da project. Then, this result of the POE will identify design mistakes and the project planner could solve the problems in an effective way for users' satisfaction. In a general view, Vietnam still has many redevelopment projects of old apartments of the subsidized period that are lacking an evaluation from users/occupants. As responsibility of consultants for Vietnam government in redeveloping the building projects, Vietnam Ministry of Construction should consider the method of POE as a building evaluation tool for the redevelopment projects.

### **5.2 The Recommendations of POE Method in Dong Da Apartment Complex**

After an implementation of POE in the Dong Da apartment complex, the researcher finds the advantages and disadvantages of the POE method in Dong Da.

An advantage of the POE method in the Dong Da is a systematic approach for beginners of POE. The POE results of this method are sufficient for a project planner when he wants to get general information of users' evaluation before a redevelopment project establishment. Besides, the steps of POE procedure that involves the building



leader or building manager could get useful information in real application of the POE results.

However, the method of POE in the Dong Da complex has three disadvantages:

- First, the time of method implementation was implemented at the ending of a building life cycle and the Dong Da complex needs to be rebuilt. Therefore, information of advantages and disadvantages of the Dong Da complex could not be applicable for the users in the Dong Da complex.
- Second, some results of the Dong Da POE are in specific study, such as the difference between male and female; therefore, this information cannot be used in a pragmatic project that only focuses on the optimal profit of investor and the satisfaction of specific clients.
- Third, the wide evaluation of the Indicative POE could lead the researcher to lose control of the POE results, which is out scope of his knowledge, if he does not have a discussion group of experts or advisor.

In short, from learning of Indicative POE in Dong Da, an important comment is that the POE research needs a discussion group of POE researchers or a POE

advisor. The time of the POE implementation should not be too late for the building, which will be rebuilt. In addition, an experience of the researcher in the interview

with the users is that we should ask the user more about the changed context around

them, such as changed economical situation, policy of government and environment

climate, then this information could be discussed to find out the implications or

reasons of data analysis output.

### 5.3 The Recommendations to Further Researches

This part includes suggestions that are topic of further researches to the project planner, POE researchers and to the government. According to the framework of building performance, market analysis is the next evaluation that the project planner has to implement. In this step, the main question for the researcher is “what specific type of building could be accepted to what price by the users?”

As mentioned that the Indicative POE in the Dong Da could not be specific in extreme details of reasons of the problems, which are only discussed in a more specific POE (Investigate & Diagnostic POE). Therefore, from points of the summary of Dong Da POE results, the next researcher could study in more detail the results of this POE to find out the reason of the results, such as, why the users of first floor have a different satisfaction than the other user groups of different floors? How to increase the satisfaction of users on Flexibility or Privacy aspects of the building function?

In larger suggestions, the next researcher should apply the POE to other building projects to carry out the information of housing development in a practical application. Then, the Ministry of Construction and the local government should form a database of the POE and encourage developing the POE researches. Finally, Vietnam government could have a network of database for the centers of housing development and an objective of the government is to predict the free housing market could be possibility.