

Abstract

The research of “Physical facility management guidelines to reduce community conflict for low-income condominiums in Bangkok” is designated for quantitative research. The research objectives are to determine physical facility management guidelines for low-income condominiums in Bangkok, the correlation between physical factors, management factors, and the level of residents’ satisfaction through a physical management survey. There are several methods used in gathering data such as the survey questionnaire, qualitative interviews, focus group interviews, and the case studies analyses. The samples of this research sample consist of 15 low-income condominiums in Bangkok by purposive sampling and 120 residents by simple random sampling. Data analysis utilized are statistical and content analysis.

The results point to the physical facility management guidelines to reduce community conflict for low-income condominiums in Bangkok consisting of 6 physical factors and 4 management factors from the quantitative and qualitative correlation. The 6 physical factors are age of buildings, number of floors and units, building and common areas, and common area ratios. The 4 management factors are management structure, finance, techniques, and personnel. The community conflict in low-income condominiums of Bangkok is highly correlated with the divergence between the physical factors and the management factors especially in terms of management policy and finance. Therefore, the physical facility management guidelines to reduce community conflict and to increase residents’ satisfaction for low-income condominiums in Bangkok should be to encourage a the policy of participation based on creating a sense of ownership of common area and facilities.