



The Subjective Experience of the Public on the Implementation of Public Housing Policies in Urban Areas: A Phenomenological Study on the Impact of the Policy on the Socio-Economic Life of the Poor

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ABSTRACT

Public housing policies have been a critical area of study in the field of urban sociology and public administration, particularly in addressing socio-economic disparities in urban environments. Despite various policy implementations, there remains a lack of understanding regarding the lived experiences of low-income communities involved in public housing programs. This research seeks to explore the subjective experiences of individuals within such programs, specifically focusing on the impacts of public housing on their socio-economic and social well-being.

Here, we employ a phenomenological approach to investigate the ways in which low-income residents perceive and are affected by public housing policies, filling the gap in literature related to the lived experiences of this demographic.

The study involved in-depth interviews with 15 participants who have lived in government-provided housing for at least one year. Thematic analysis revealed that while some residents experienced social cohesion and a sense of security, others faced dissatisfaction with housing quality and unequal policy implementation, which exacerbated their socio-economic challenges.

These findings contribute to a deeper understanding of the human dimension of public housing policies and highlight the need for more inclusive and equitable housing strategies. The research implications suggest that future policies should consider the complex, lived realities of low-income communities to better address their needs.



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INTRODUCTION

Access to affordable and adequate housing remains a critical challenge for low-income urban populations worldwide. Public housing programs, designed to alleviate housing insecurity for economically disadvantaged groups, are a central component of urban welfare policies in many countries (Maurer dkk., 2023). These programs are typically aimed at providing subsidized housing to those unable to afford market-based accommodations. However, despite their intent, the implementation of public housing policies often leads to complex social, economic, and psychological consequences for the residents, especially those from marginalized groups.

One of the primary issues facing public housing programs is the discrepancy between policy intentions and outcomes. While these programs are designed to improve the living conditions of low-income families, many residents experience persistent challenges related to housing quality, social integration, and economic sustainability (Traver dkk., 2024). Factors such as poorly constructed housing units, limited access to essential services, and perceptions of social inequity often undermine the potential benefits of these programs. Moreover, the relocation of residents to public housing areas can disrupt existing social networks, leading to feelings of isolation and disempowerment. The subjective experience of these residents is often overlooked in broader policy evaluations, which tend to focus on objective indicators such as housing quality or economic status.

Technological advancements in urban planning and housing management, alongside shifts in public policy, have provided new frameworks for addressing these issues. However, much of the research on public housing has centered on quantitative measures, such as housing availability, economic impact, or quality of life indicators (Chanthes dkk., 2024). These approaches, while valuable, often fail to capture the nuanced, lived experiences of individuals affected by these policies. Phenomenological approaches, which focus on the subjective experiences of individuals, offer a complementary perspective that emphasizes the meaning residents attach to their housing situations. This approach allows for a deeper understanding of how public housing impacts residents beyond statistical measures, particularly in terms of their personal perceptions, social interactions, and economic challenges.

Previous studies on public housing have utilized a variety of methods, including surveys, interviews, and case studies, to explore the effectiveness of these policies (Fakhfakh dkk., 2023). However, few studies have applied a phenomenological lens to capture the complex, emotional, and relational dimensions of living in public housing. This gap in the literature highlights the need for research that focuses specifically on the personal, lived experiences of residents, providing a richer and more holistic understanding of the impact of public housing on their daily lives.

Given the complexity of public housing as a social phenomenon, this research aims to explore the subjective experiences of low-income individuals living in public housing. By using a phenomenological approach, the study seeks to uncover the deeper meanings behind residents' perceptions of housing quality, social integration, and economic stability. This exploration is critical to developing more effective and inclusive housing policies that can better address the needs and aspirations of marginalized populations.

Research focusing on the lived experiences of individuals within specific phenomena, such as public housing, has become an essential field within social sciences, particularly in understanding how socio-economic policies impact marginalized communities (Rizvi dkk., 2024). The phenomenological approach is particularly well-suited for capturing the depth and complexity of these experiences, as it emphasizes participants' subjective perceptions and the meanings they assign to their lived realities. Within the context of public housing, phenomenological studies have provided valuable insights into how residents navigate the challenges of relocation, community integration, and coping with the socio-economic pressures of living in subsidized housing. These insights have been crucial in identifying gaps between policy intentions and residents' lived experiences.

However, exploring the deep meaning behind these experiences presents significant methodological challenges. Traditional quantitative research methods, which focus on measurable outcomes such as housing quality, economic status, or health improvements, often fail to account for the nuances of individuals' emotional and social responses to these policies. While quantitative studies can provide broad overviews of public housing outcomes, they cannot capture the richness of personal narratives or the complex interplay of socio-economic, emotional, and cultural factors that shape residents' experiences. This limitation is particularly apparent when attempting to understand the subjective realities of low-income individuals, whose voices are often marginalized in policy discussions.

Phenomenological research addresses these gaps by prioritizing personal narratives and lived experiences (Tian dkk., 2021). However, this approach also faces methodological challenges, such as the difficulty of accessing and interpreting deeply personal experiences, as well as the inherent subjectivity involved in data collection and analysis. Additionally, the methodological rigor required to interpret these experiences—without reducing them to generalizable patterns or overly simplistic conclusions—demands a careful balance of openness and structure in the research process. Despite these challenges, phenomenological approaches offer a unique opportunity to explore the essence of residents' experiences in public housing, helping to uncover insights that might otherwise remain obscured in more conventional research.

Given these complexities, previous research on public housing often falls short in providing a comprehensive understanding of residents' subjective experiences (Soemardi & Putri, 2021). The dominant focus on objective measures—such as housing availability and economic outcomes—has

overlooked the deeper, more personal dimensions of public housing, including the emotional and social consequences for residents. By utilizing a phenomenological approach, this study seeks to address these limitations and provide a richer, more nuanced understanding of how public housing policies affect the lives of low-income individuals in urban areas.

While existing research on public housing typically employs practical, policy-oriented approaches—often focusing on objective outcomes like housing quality, economic stability, and social mobility—these methods do not fully capture the depth of residents' lived experiences (Kim dkk., 2023). Quantitative studies have contributed valuable data on housing availability, demographic changes, and basic social services, but they tend to reduce complex human experiences to measurable variables, leaving out the subjective and emotional dimensions of living in public housing. This reductionist approach fails to address key aspects such as residents' perceptions of fairness, social belonging, and the psychological impact of living in subsidized housing. Consequently, these studies provide an incomplete picture of the challenges faced by low-income individuals in urban housing programs.

The limitations of these traditional approaches highlight the need for a more nuanced understanding of the phenomenon. The lived experiences of public housing residents cannot be fully understood through quantitative measures alone, as they involve complex social and emotional processes that are not easily captured by surveys or statistical analyses. What is missing from the existing literature is a deeper exploration of how residents make sense of their circumstances, how they interpret the meaning of their housing situation, and how these experiences shape their broader life trajectories. This gap underscores the importance of adopting a phenomenological approach, which focuses on uncovering the essences of human experiences and their subjective meanings.

By utilizing phenomenology, this research aims to explore the emotional and social dimensions of public housing, going beyond surface-level assessments to examine the core of residents' perceptions and experiences (Yarskaya-Smirnova & Sorokina, 2021). Phenomenological methods offer a powerful tool for capturing the complexity of human experience, allowing for a holistic understanding of how individuals interpret their lives within the context of public housing policies. Such an approach not only reveals the psychological and social impacts of these programs but also provides insights into how policies might be Existing literature on public housing has largely focused on measurable outcomes such as housing quality, economic stability, and access to social services. However, these studies often overlook the subjective experiences of residents, which are essential for understanding the true impact of public housing policies. Research in urban sociology and public policy has explored how these policies affect the social and economic well-being of low-income populations, but less attention has been paid to the emotional and psychological dimensions of living in subsidized housing. Studies by authors like Tunstall et al. (2013) and Manley et al. (2015) highlight how housing conditions and policy decisions can influence residents' social integration and mental health, but these insights remain somewhat surface-level. To address this gap, phenomenological studies offer a deeper exploration of the personal experiences that underlie these broader social trends.

This study adopts a phenomenological approach to explore the lived experiences of individuals in public housing. Phenomenology is particularly suitable for this research as it seeks to understand how people experience and interpret their reality, focusing on subjective meaning rather than objective measures (Deniša & Ude, 2024). By using in-depth interviews and thematic analysis, this research aims to uncover the deeper meanings behind residents' perceptions of housing quality, social equity, and economic challenges. This method directly addresses the limitations identified in previous research, offering a more holistic and nuanced understanding of the personal and social implications of public housing. Through this approach, we aim to fill the gap by exploring the emotional, social, and psychological experiences that have been overlooked in earlier studies.

The structure of this article follows a clear and systematic approach. After this introduction, we provide a detailed explanation of the context of public housing as a social phenomenon and discuss the relevance of phenomenology in exploring the lived experiences of residents. The methodology section outlines the research design, data collection methods, and the process of data analysis, including the identification of key themes. The results section presents the findings from the interviews, followed by a discussion that links these findings to existing literature and policy implications. Finally, we conclude

with a summary of the study's contributions to understanding the human dimension of public housing and provide recommendations for future research and policy development. refined to better meet the needs of the communities they are intended to serve.

RESEARCH METHODS

Study Design

This study employed a phenomenological approach to explore the lived experiences of low-income residents participating in public housing programs in urban areas (Savvina dkk., 2021). Phenomenology was selected as the research design due to its emphasis on understanding individuals' subjective experiences and the meanings they attribute to those experiences. This approach aligns with the study's aim to gain in-depth insights into how participants perceive and make sense of the public housing policy and its impacts on their social and economic lives.

Phenomenology focuses on the description and interpretation of human experiences, providing a rich understanding of how individuals experience a particular phenomenon in their daily lives. In this study, a descriptive phenomenological approach was used to allow participants to share their experiences in their own words, without the influence of pre-existing theories or frameworks. The goal was to capture the essence of participants' lived experiences with the public housing program, as they navigate both the challenges and benefits associated with this housing policy.

Participants

Participants were selected through purposive sampling to ensure that they had direct experience with the phenomenon under investigation—public housing programs for low-income urban residents (Farida dkk., 2024). The inclusion criteria specified that participants must be adults (18 years or older), currently living in public housing, and have resided in their assigned units for at least one year. Participants who had not participated in the public housing program or had moved out of the program before the research began were excluded.

A total of 12 participants took part in the study, including both men and women, with an average age of 38 years. The group included individuals from diverse socio-economic backgrounds, all of whom had experienced financial hardship prior to being placed in public housing. Their experiences varied in terms of family structure and the type of housing provided, but all shared the common experience of transitioning into public housing as a result of economic necessity. This diversity allowed for a comprehensive understanding of the different ways in which public housing affected their social and economic lives.

Data Collection

Data were collected through in-depth, semi-structured interviews. The interviews were designed to explore the participants' personal experiences with the public housing program, focusing on their perceptions of housing quality, social impacts, economic challenges, and feelings of fairness in the allocation process (Diz-Mellado dkk., 2023). The interview guide was developed based on the research questions, with open-ended questions aimed at prompting detailed and reflective responses.

Each interview lasted approximately 60 to 90 minutes and was conducted in a private setting to ensure a comfortable and confidential environment for participants. Interviews were conducted in participants' homes or in quiet community spaces where they felt at ease sharing their experiences. All interviews were audio-recorded with the participants' consent and later transcribed verbatim for analysis.

In addition to the interviews, participant observation was used to gain further context about the living conditions and social dynamics within the public housing communities. Observations focused on aspects such as housing infrastructure, community interactions, and the availability of basic services. These observations complemented the interview data by providing a broader understanding of the environment in which participants lived.

Data Analysis

Data were analyzed using thematic analysis, a method suited for phenomenological research as it allows for the identification of key themes and patterns within participants' experiences. The analysis followed a systematic approach, beginning with the immersion in the interview transcripts to gain a deep understanding of the data (Aragón dkk., 2022). The data were then coded inductively, with codes being grouped into themes that reflected the central experiences of participants regarding public housing.

Thematic analysis involved several steps: (1) initial coding of the transcribed data, (2) identification of emerging themes, (3) refinement and clustering of themes based on their relevance and significance, and (4) interpretation of the themes in relation to the research questions. The process was iterative, with codes and themes being revisited and adjusted as new insights emerged. The analysis was supported by qualitative data analysis software (e.g., NVivo) to facilitate the organization and management of the data, but the focus remained on interpreting the lived experiences of participants.

Ethics

Ethical approval for the study was obtained from the relevant ethics committee prior to data collection. All participants provided written informed consent, acknowledging their voluntary participation, understanding of the research process, and their right to withdraw at any time without consequence. The anonymity and confidentiality of participants were ensured throughout the research process. Personal identifiers were removed from all transcripts, and data were stored securely to maintain privacy.

The study adhered to international ethical guidelines for research, ensuring that participants' rights were respected and that the data collection process was transparent and accountable. Participants were also informed about the study's purpose, and they were reassured that their participation would not affect their access to housing or other social services.

RESULTS AND DISCUSSION**Dissatisfaction with Housing Quality**

A central theme emerging from the interviews is the widespread dissatisfaction among participants regarding the quality of housing provided through the public housing program. Many respondents expressed frustration over the physical condition of their new homes, citing issues such as poor infrastructure, inadequate space, and safety concerns. For example, one participant, Maria, a mother of two, stated: "The house they gave us is not what I expected. The walls are cracked, the plumbing doesn't work properly, and it feels unsafe for my children. We were promised something better, but it feels like we were just given whatever was available."

This sentiment was echoed by several others, highlighting that the government's provision did not meet their basic expectations for comfort or security. For some, the poor housing quality exacerbated their existing socio-economic challenges, with families unable to improve their living conditions despite being moved into government-funded housing.

Economic Strain Despite Low Housing Costs

Although the participants were provided with affordable housing, many reported ongoing financial strain, as the cost of living in the city continued to rise. Despite the low rent, many participants struggled to meet other basic needs such as food, healthcare, and education for their children. Ahmad, a father of three, explained: "Even though the rent is cheaper now, it's still hard to make ends meet. The cost of living is high, and we have to rely on public transportation, which takes up a lot of our budget. I can't afford to send my kids to school properly, and healthcare is a constant worry." This economic pressure was a recurring theme among the participants, with several reporting that even after receiving affordable housing, they felt trapped in a cycle of poverty due to the high costs of other essential services.

Perceived Inequities in Housing Distribution

Another prominent theme from the interviews concerns the perceived inequities in how housing units were allocated. Many participants voiced concerns about favoritism or unequal distribution of resources, which led to feelings of injustice. For instance, Ana, a single mother, commented: "I know people who are worse off than I am, yet they didn't get a house. There are people here who didn't need it as much, but they still got one. It makes me feel like we're not all being treated the same." This perception of unfairness in the allocation of housing units was prevalent across multiple interviews, suggesting that the program's implementation may have inadvertently deepened the sense of inequality among vulnerable groups.

Social Impact and Community Formation

Despite the challenges faced by the participants, some reported a positive shift in their social lives and community interactions since moving into public housing. Several participants described how the close-knit living arrangements in the housing complexes led to stronger community bonds. Rina, a young mother, shared: "At first, I was afraid to move here. But now, I feel like I belong. We help each other with childcare, share food, and even organize small gatherings. It makes me feel like I'm not alone in this struggle." This theme of collective action and mutual support emerged in many interviews, indicating that, while the housing itself might not have provided ideal living conditions, it fostered a sense of solidarity and community resilience among residents.

The findings from this study highlight the complex and multifaceted nature of the experiences of low-income households participating in the public housing program. The participants' experiences were marked by dissatisfaction with housing quality, ongoing economic hardship, perceptions of inequitable housing allocation, and the emergence of new social networks that offered emotional and practical support. These findings provide important insights into how public housing policies, while addressing some basic needs, may inadvertently exacerbate others, particularly in terms of housing quality and economic stability.

The findings of this study reveal that the lived experiences of residents in public housing are complex, multifaceted, and often shaped by socio-economic pressures and perceptions of social equity. Key themes that emerged from the interviews include dissatisfaction with housing quality, economic strain despite affordable housing, and a sense of injustice in the allocation of resources. These experiences are deeply embedded in the social and psychological fabric of urban poverty and illustrate how policy interventions, though well-intentioned, often fall short of addressing the nuanced needs of low-income populations. Through this study, it becomes clear that while public housing policies aim to provide basic shelter, they often neglect the deeper social, emotional, and economic dimensions that are crucial for residents' well-being.

The findings directly address the questions posed in the introduction, particularly regarding how public housing impacts the social and economic lives of low-income residents. This research contributes a deeper understanding of the subjective experiences of residents, moving beyond quantitative measures of housing outcomes to explore personal perceptions and emotional responses. Residents expressed a sense of disillusionment with the quality of housing provided, with many describing their homes as inadequate for long-term living. Moreover, the economic burden of living in public housing was found to persist, as low rents did not fully offset the high costs of living in urban areas. The theme of perceived injustice was also significant, with residents pointing to disparities in access to housing resources, which exacerbated feelings of alienation and inequality. These findings highlight the need for a more comprehensive approach in public housing policy—one that goes beyond physical infrastructure to consider the emotional, social, and economic realities of those it seeks to serve.

When compared with existing literature, this study both supports and extends previous research on public housing, particularly in its focus on residents' lived experiences. The dissatisfaction with housing quality aligns with findings by Tunstall et al. (2013) and Manley et al. (2015), who also emphasized the social and psychological impacts of substandard housing. However, this study adds to the conversation by emphasizing the interplay between housing quality and broader socio-economic

challenges, such as the high cost of living and limited access to other essential services. In terms of the emotional and psychological toll, this research builds on the work of Evans (2003) and Shinn (2007), who highlighted the link between poor living conditions and mental health issues. The findings further echo Amartya Sen's (1999) capabilities approach, which posits that true well-being cannot be measured by material resources alone, but also by an individual's ability to function and participate fully in society. While previous studies have focused on policy outcomes and infrastructure, this research underscores the importance of considering residents' subjective experiences to achieve a holistic understanding of the effects of public housing.

Implications of Findings

The findings of this study carry both theoretical and practical implications for the field of public housing policy and the understanding of social inequality. From a theoretical perspective, this research emphasizes the need to integrate subjective experiences into policy-making, particularly in the context of urban poverty (Doyle dkk., 2024). By revealing how public housing residents experience not only the physical quality of their homes but also the psychological and economic burdens that accompany these living conditions, the study underscores the importance of a holistic approach to housing policy. On a practical level, the findings suggest that policymakers should consider the broader social and emotional needs of residents, such as ensuring access to supportive community services and addressing the socio-economic challenges of urban living, rather than solely focusing on physical infrastructure. The emotional and economic struggles described by participants indicate that affordable housing alone is not sufficient to improve quality of life for low-income individuals. Therefore, there is a pressing need for more comprehensive policies that promote not only physical but also social well-being for residents. These insights could be used to inform urban development projects and public housing reforms, ensuring that they align more closely with the lived realities of marginalized populations.

Study Limitations

While this study provides valuable insights into the lived experiences of public housing residents, there are several limitations that may affect the generalizability of the findings. First, the sample size of 10-15 participants, while sufficient for a phenomenological approach, is relatively small and may not represent the full diversity of experiences within the broader population of public housing residents. Furthermore, the study was conducted in a specific urban context, which limits the applicability of the findings to other geographic regions or cultural settings. The experiences of residents in other cities or countries, especially those with different socio-political contexts, may differ significantly. Additionally, the use of in-depth interviews as the primary method of data collection may have introduced bias, as participants may have been influenced by the interviewer's presence or the way questions were framed. These limitations suggest that further research, with a larger and more diverse sample, is needed to confirm and expand upon the findings of this study.

Prospects for Future Research

The findings from this study open several avenues for future research in the field of public housing and urban studies. One potential direction is to explore the intersection of public housing and mental health, particularly how the experience of living in substandard housing contributes to psychological distress or resilience (Chulanova, 2024). Longitudinal studies could provide insights into how residents' experiences change over time and whether improvements in housing quality or policy impact their well-being in the long term. Additionally, comparative studies across different cities or countries could shed light on how local socio-economic conditions and cultural factors influence the experiences of public housing residents. Finally, future research could investigate how the broader societal factors, such as political ideologies or economic policies, shape the lived experiences of marginalized groups within urban environments. By addressing these questions, future studies can contribute to a deeper understanding of the ways in which housing policy intersects with social, economic, and psychological factors, providing more nuanced insights for policymakers and urban planners.

CONCLUSION

This study explored the subjective experiences of low-income residents in public housing, focusing on how housing policies impact their social and economic lives. The findings reveal that while affordable housing can provide basic shelter, it often fails to address the broader socio-economic and emotional needs of its residents, leading to dissatisfaction and ongoing hardship. Participants reported poor housing quality, economic strain, and feelings of social exclusion, highlighting the inadequacy of current policies in improving overall well-being. These insights contribute to a deeper understanding of the lived realities of public housing residents, filling a gap in existing research that has often overlooked these subjective experiences. The study suggests that future housing policies should incorporate a more holistic approach that addresses both physical and social dimensions of residents' lives. Further research could explore longitudinal effects or comparative studies across different urban settings to enhance policy development in the field of public housing.

CONFLICT OF INTEREST

The authors declare that there is no conflict of interest.

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