

**THE EFFECTIVENESS OF SLUM REHABILITATION
PROJECT UNDER BSUP SCHEME IN KARIMADOM
COLONY**

*A Dissertation Submitted to the University of Kerala in Partial
Fulfillment of the Requirements for the Master of Social Work Degree
Examination*

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CERTIFICATION OF APPROVAL

This is to certify that this dissertation entitled “**The Effectiveness of Slum Rehabilitation Project under BSUP Scheme in Karimadom Colony**” is a record of genuine work done by **Ms. Lekshmi M S**, a fourth-semester Master of Social Work student of this college under my supervision and guidance, and that it is hereby approved for submission.

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I, **Lekshmi M S**, do hereby declare that the Dissertation titled “**The Effectiveness of Slum Rehabilitation Project under BSUP Scheme in Karimadom Colony**” is based on the original work carried out by me and submitted to the University of Kerala during the years 2024- 2026 towards partial fulfillment of the requirements for the Master of Social Work Degree Examination. It has not been submitted for the award of any degree, diploma, fellowship, or other similar title of recognition before.

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ABSTRACT

Slum rehabilitation is an important strategy for improving the living conditions of urban poor populations by providing secure housing and basic infrastructure. The Basic Services to the Urban Poor (BSUP) scheme, implemented under the Jawaharlal Nehru National Urban Renewal Mission (JNNURM), aimed to enhance the quality of life of slum dwellers by providing housing and essential civic amenities. Despite the implementation of such programmes, few studies have examined their effectiveness from the perspective of beneficiaries after project completion. Therefore, the present study evaluated the effectiveness of the BSUP rehabilitation project implemented in Karimadom Colony, Thiruvananthapuram.

The study adopted a Sequential Explanatory Mixed Method Research Design. Quantitative data were collected from 60 beneficiary households using a structured interview schedule through purposive sampling, while qualitative data were gathered through one Focus Group Discussion (FGD) with eight beneficiaries and supported by field observation. Quantitative data were analysed using descriptive statistics and Pearson correlation in SPSS, while qualitative data were analysed using thematic analysis. The findings were integrated through triangulation.

The findings revealed that the project significantly improved housing security and reduced beneficiaries' vulnerability. Infrastructure adequacy (Mean = 2.32, SD = 0.35) and beneficiary satisfaction (Mean = 2.51, SD = 0.54) were found to be moderate, with a moderate positive correlation ($r = 0.442$, $p < 0.01$) between infrastructure and satisfaction. However, drainage issues, water shortage, poor maintenance, and concerns regarding long-term sustainability continued to affect beneficiaries' quality of life. Qualitative findings also highlighted issues related to housing quality, infrastructure functionality, and unmet expectations.

The study concludes that the BSUP rehabilitation project achieved partial effectiveness. While it successfully improved housing security, continued attention to infrastructure, maintenance, community participation, and sustainability is essential to ensure more effective and lasting rehabilitation outcomes.

Keywords: Slum Rehabilitation, BSUP, Karimadom Colony, Infrastructure, Beneficiary Satisfaction, Sustainability, Mixed Methods.

CHAPTER 1

INTRODUCTION

CHAPTER 1: INTRODUCTION

1.1 Introduction

Urbanisation has emerged as one of the most significant drivers of socio-economic transformation across the world. In India, the rapid pace of urbanisation over the past few decades has resulted in substantial migration from rural to urban areas, as people seek better employment opportunities, education, healthcare, and improved standards of living. The expansion of industries, commercial activities, and service sectors has accelerated the growth of cities, making urban centres important hubs of economic development. However, this rapid urban growth has also posed serious challenges to urban planning and governance. The increasing demand for housing, infrastructure, and public services has often exceeded the capacity of cities to accommodate the growing population, resulting in the expansion of slums, informal settlements, and inadequate living environments among economically vulnerable populations. Addressing the housing needs of these populations has therefore emerged as an important concern within urban development policy and practice.

The growth of slums is closely associated with poverty, unemployment, insecure livelihoods, and unequal access to urban resources. Many households living in slum settlements experience overcrowded housing, inadequate sanitation, irregular water supply, poor drainage, unsafe living environments, and limited access to essential public services. Such conditions not only affect the physical health of residents but also influence their social, economic, and psychological well-being. Poor housing conditions often contribute to environmental degradation, increased vulnerability to diseases, reduced educational opportunities, and limited access to livelihood resources. Consequently, improving housing conditions has become an essential component of sustainable urban development and social inclusion.

Housing is increasingly recognised not merely as a physical structure but as a multidimensional component of human well-being and development. Adequate housing includes access to infrastructure, services, environmental quality, safety, and opportunities that contribute to an improved quality of life. It provides security, stability, dignity, and a sense of belonging while creating an environment that supports education, health, livelihood, and community participation. Therefore, the concept of housing extends beyond the construction of buildings and includes the overall living environment

that enables individuals and families to lead healthy and productive lives. In India, housing has consequently received growing policy attention through national initiatives that seek to improve living conditions and reduce urban inequalities.

Recognising these challenges, the Government of India introduced several housing programmes to improve the living conditions of economically disadvantaged populations. Earlier housing interventions largely concentrated on rural housing development; however, increasing urbanisation and the rapid growth of slum settlements necessitated greater attention towards urban housing and rehabilitation programmes. This shift reflected the understanding that urban poverty could not be addressed through housing provision alone but required integrated interventions combining infrastructure development, service delivery, environmental improvement, and social development.

One of the most significant initiatives in this regard was the Jawaharlal Nehru National Urban Renewal Mission (JNNURM), launched in 2005 as a flagship programme to improve urban infrastructure and governance across selected cities in India. Under this mission, the Basic Services to the Urban Poor (BSUP) scheme was introduced with the objective of improving the living conditions of urban poor households by providing affordable housing together with basic infrastructure and essential services (MoHUPA, 2009). The scheme represented an important policy initiative that recognised housing as an integral part of inclusive urban development rather than merely a welfare measure.

The BSUP scheme aimed to provide secure housing tenure along with civic and social amenities including water supply, sanitation, roads, electricity, street lighting, drainage, and access to community infrastructure. The programme reflected a broader shift from viewing housing as physical construction towards understanding rehabilitation as an integrated development process intended to improve overall quality of life. By combining housing with infrastructure and essential services, the scheme sought to reduce urban inequalities and promote healthier, safer, and more sustainable living environments for economically weaker sections of society.

The significance of housing is further reinforced through constitutional and policy frameworks in India. Article 21 of the Constitution of India, through judicial interpretation, extends the right to life to include dignity, shelter, and conditions necessary for human well-being. Similarly, the National Urban Housing and Habitat Policy (2007) emphasises affordable housing, inclusive urban development, and equitable access to

services. These frameworks recognise that adequate housing is closely linked with human dignity, social justice, and sustainable development, thereby placing greater responsibility on governments to ensure improved living conditions for vulnerable populations.

Despite large-scale investment in housing and rehabilitation programmes, implementation concerns continue to be reported across different contexts. Studies have highlighted issues related to infrastructure quality, maintenance, service delivery, beneficiary experiences, and the long-term sustainability of rehabilitation outcomes. Although many rehabilitation programmes have successfully provided formal housing, concerns often remain regarding the functionality of infrastructure, environmental management, and the ability of such interventions to improve beneficiaries' overall quality of life. These concerns raise important questions regarding whether rehabilitation outcomes extend beyond housing provision and contribute to meaningful improvements in everyday living experiences. Evaluating rehabilitation programmes from the perspective of beneficiaries therefore becomes essential in understanding whether policy objectives have been successfully translated into practice.

In this context, the present study focuses on the slum rehabilitation project implemented under the BSUP scheme in Karimadom Colony, Thiruvananthapuram. Karimadom, one of the oldest and densely populated slum settlements in the city, was rehabilitated with the objective of improving housing conditions and providing community infrastructure. The project has frequently been recognised as an important rehabilitation initiative in Kerala due to its organised implementation and emphasis on community participation. However, field observations and interactions with beneficiaries indicated continuing concerns regarding infrastructure quality, maintenance, sustainability, and unmet expectations despite improved access to formal housing. These observations highlight the importance of examining rehabilitation outcomes beyond physical housing provision and understanding beneficiaries' experiences after project implementation.

Therefore, the present study evaluates the effectiveness of the BSUP rehabilitation project in Karimadom Colony from the perspective of beneficiaries by examining infrastructure outcomes, beneficiary satisfaction, present challenges, implementation experiences, and long-term effectiveness and sustainability. Through this evaluation, the study seeks to contribute towards understanding the relationship between policy intentions and lived experiences and provide insights for improving future rehabilitation initiatives. The

findings are expected to contribute to the fields of urban development, housing policy, and social work by providing evidence-based understanding of rehabilitation outcomes and identifying areas that require further attention to strengthen future rehabilitation programmes.

1.2 Statement of the Problem

Urbanisation in India has resulted in a growing demand for housing and basic infrastructure, leading to a substantial increase in slum settlements and inadequate living conditions among economically vulnerable populations. Many urban poor households continue to experience overcrowded housing, inadequate sanitation, irregular water supply, poor drainage, and limited access to essential public services. These conditions adversely affect health, well-being, and overall quality of life. Homelessness and poor living conditions continue to be major public health challenges influenced by multiple social, economic, and political factors (Rao & Ragesh, 2024). In response to these challenges, the Government of India introduced programmes such as the Basic Services to the Urban Poor (BSUP) scheme to improve the living conditions of the urban poor through the provision of housing and essential infrastructure.

Karimadom Colony, one of the oldest and most densely populated slum settlements in Thiruvananthapuram, was selected for rehabilitation under the BSUP scheme in 2007 with the objective of improving housing conditions and providing basic infrastructure for nearly 560 beneficiary families (Anjana, 2016). The project has often been recognised as a successful rehabilitation initiative, particularly for its emphasis on community participation and coordinated implementation. However, the provision of permanent housing alone does not necessarily ensure improved living conditions or enhanced quality of life. The effectiveness of rehabilitation also depends on the adequacy of infrastructure, access to basic services, maintenance of facilities, and beneficiaries' experiences after project completion.

Field observations and interactions with beneficiaries indicated that concerns continue to exist regarding infrastructure quality, maintenance, service delivery, and environmental conditions despite improved housing security. These concerns raise important questions regarding the extent to which the intended objectives of the rehabilitation project have been achieved and whether the improvements have resulted in meaningful changes in the everyday lives of beneficiaries. Furthermore, while existing studies on Karimadom have

largely focused on community participation and implementation processes, relatively limited attention has been given to evaluating post-occupancy outcomes from the perspective of beneficiaries.

Therefore, there is a need for a systematic assessment of the BSUP rehabilitation project in Karimadom Colony by examining infrastructure outcomes, beneficiary satisfaction, present challenges, implementation experiences, and long-term effectiveness and sustainability. Such an assessment would provide a better understanding of the gap between policy intentions and beneficiaries' lived experiences while generating evidence that may contribute to strengthening future rehabilitation programmes and improving urban housing policies.

1.3 Background of the Study

Karimadom Colony, located in Thiruvananthapuram, is one of the oldest and most densely populated slum settlements in Kerala. For many years, the colony was characterised by inadequate housing, overcrowding, poor sanitation, limited infrastructure, and insecure living conditions. These challenges affected the health, safety, and overall quality of life of the residents, making the colony a priority area for rehabilitation under the Basic Services to the Urban Poor (BSUP) scheme of the Jawaharlal Nehru National Urban Renewal Mission (JNNURM). The project aimed to provide permanent housing along with essential civic infrastructure and community facilities for nearly 560 beneficiary families (Anjana, 2016).

The rehabilitation of Karimadom Colony is considered one of the major urban housing initiatives implemented under the BSUP scheme in Kerala. The project involved the construction of permanent housing units together with the provision of infrastructure such as roads, water supply, sanitation, drainage, electricity, and other community facilities. The project has also been recognised for its coordinated implementation and the involvement of community institutions during the rehabilitation process. Existing literature and project documentation have frequently highlighted Karimadom as an example of participatory rehabilitation and coordinated implementation, with community organisations and local governance institutions playing an important role in beneficiary mobilisation and project execution.

However, while previous studies have largely focused on the implementation process and community participation, comparatively limited attention has been given to

understanding the outcomes of the project after beneficiaries occupied the rehabilitated housing. The effectiveness of a rehabilitation project cannot be assessed solely on the completion of housing construction; it also depends on the adequacy of infrastructure, service delivery, maintenance, beneficiary satisfaction, and the long-term sustainability of the intervention. Understanding beneficiaries' experiences after rehabilitation is therefore essential for evaluating whether the intended objectives of the project have been achieved.

Field observations and interactions with residents indicated that although the project improved housing security and reduced vulnerability associated with previous living conditions, concerns continued regarding infrastructure functionality, environmental conditions, maintenance, and fulfilment of expectations. These observations highlighted the need to examine the rehabilitation project from the perspective of beneficiaries and to assess whether improvements extended beyond housing provision to enhance their overall quality of life.

Against this background, the present study evaluates the effectiveness of the BSUP rehabilitation project in Karimadom Colony by integrating quantitative and qualitative findings on infrastructure outcomes, beneficiary satisfaction, present challenges, implementation experiences, and long-term effectiveness and sustainability. The study seeks to contribute to a better understanding of rehabilitation outcomes and provide evidence that may support improvements in future urban rehabilitation programmes.

1.4 Relevance and Significance

The present study is significant as it evaluates the effectiveness of the Basic Services to the Urban Poor (BSUP) rehabilitation project in Karimadom Colony from the perspective of the beneficiaries. While rehabilitation projects are generally assessed based on the provision of housing and physical infrastructure, this study extends the evaluation by examining beneficiaries' experiences, infrastructure adequacy, satisfaction, present challenges, and long-term effectiveness and sustainability. Such an assessment provides a more comprehensive understanding of whether the intended objectives of the rehabilitation project have translated into meaningful improvements in the everyday lives of the residents.

The findings of the study are expected to be useful for policymakers, urban planners, and local self-government institutions by identifying both the strengths and gaps in the

implementation of rehabilitation programmes. The study provides evidence that may support improvements in planning, implementation, infrastructure maintenance, and service delivery, thereby contributing to more effective and sustainable rehabilitation initiatives for urban poor communities.

The study is also relevant to the profession of social work as it highlights the importance of adopting a people-centred approach in urban rehabilitation. Understanding beneficiaries' perceptions and lived experiences enables social workers to advocate for inclusive policies, facilitate community participation, strengthen community-based interventions, and contribute to improving the quality of life of vulnerable populations. Furthermore, the study adds to the existing body of knowledge on urban rehabilitation and may serve as a reference for future researchers interested in housing, urban development, and rehabilitation programmes.

1.5 Chapterization

The present study is organised into five chapters, each dealing with a specific aspect of the research.

Chapter I – Introduction: This chapter presents the introduction to the study, statement of the problem, background of the study, relevance and significance of the study, chapterization, and conclusion. It establishes the context and rationale for the research and outlines the overall framework of the study.

Chapter II – Review of Literature and Theoretical Framework: This chapter reviews the existing literature related to urbanisation, slum rehabilitation, housing policies, and rehabilitation programmes. It also presents the theoretical framework that guides the study and identifies the research gap that forms the basis for the present investigation.

Chapter III – Research Methodology: This chapter describes the research methodology adopted for the study, including the research approach, research design, study area, sampling design, data collection methods, tools used for data collection, techniques of data analysis, ethical considerations, and the assumptions, limitations, and scope of the study.

Chapter IV – Data Analysis and Interpretation: This chapter presents and analyses the quantitative and qualitative data collected during the study. The findings are organised according to the objectives of the study and include socio-economic characteristics of the

respondents, infrastructure evaluation, beneficiary satisfaction, present challenges, implementation experiences, long-term effectiveness and sustainability, qualitative findings, observation findings, and triangulation of results.

Chapter V – Findings, Suggestions and Conclusion: This chapter presents the major findings of the study by integrating the quantitative and qualitative results. Based on these findings, suggestions are proposed to strengthen future rehabilitation initiatives, followed by the policy and social work implications of the study. The chapter concludes by summarising the overall findings and highlighting the contribution of the study to understanding the effectiveness of the BSUP rehabilitation project in Karimadom Colony.

1.6 Conclusion

This chapter introduced the context and rationale of the present study by discussing the growing challenges of urbanisation, housing insecurity, and slum rehabilitation in India. It highlighted the importance of housing as a multidimensional aspect of human well-being and outlined the role of the Basic Services to the Urban Poor (BSUP) scheme in improving the living conditions of urban poor communities through the provision of housing and essential infrastructure. The chapter also established the research problem by identifying the need to evaluate rehabilitation projects beyond the provision of housing and to understand their effectiveness from the perspective of beneficiaries.

The background of the study provided an overview of the BSUP rehabilitation project implemented in Karimadom Colony and explained the context in which the present research was undertaken. The chapter further highlighted the relevance and significance of the study by emphasising its contribution to understanding infrastructure outcomes, beneficiary satisfaction, present challenges, and long-term effectiveness and sustainability. It also outlined the organisation of the dissertation, providing an overview of the five chapters that constitute the study.

Overall, this chapter establishes the foundation for the study by presenting the context, need, and significance of evaluating the effectiveness of the BSUP rehabilitation project in Karimadom Colony. The following chapter reviews the relevant literature and theoretical perspectives related to slum rehabilitation, housing policies, and urban development, thereby providing the conceptual and theoretical basis for the present study.

CHAPTER 2

REVIEW OF LITERATURE

CHAPTER 2: REVIEW OF LITERATURE

2.1 Introduction

This chapter presents a review of existing literature related to housing, slum rehabilitation, and affordable housing initiatives with particular focus on the Basic Services to the Urban Poor (BSUP) scheme implemented under the Jawaharlal Nehru National Urban Renewal Mission (JNNURM). The review examines studies that explore housing as a developmental and rights-based intervention, implementation experiences of BSUP across India, and evidence related to rehabilitation outcomes among urban poor communities.

The chapter begins by situating homelessness and housing within broader national and global concerns and then discusses the evolution of housing policies and rehabilitation approaches in India. Particular attention is given to studies conducted under the BSUP programme and literature related to Kerala and Karimadom Colony in order to understand implementation processes, infrastructure outcomes, beneficiary experiences, and concerns regarding sustainability. By reviewing previous studies, the chapter identifies major themes including housing adequacy, infrastructure provision, implementation approaches, community participation, beneficiary experiences, and post-rehabilitation outcomes. The chapter also establishes the theoretical basis of the present study and identifies the research gap addressed through evaluation of project effectiveness from the perspective of beneficiaries.

2.2 Review of Literature

A review of literature provides a comprehensive understanding of the existing body of knowledge related to the research problem and helps identify gaps that justify the need for the present study. It enables the researcher to examine previous findings, understand theoretical and empirical developments, and establish the context for the investigation. The literature reviewed forms the foundation for the present study and helps identify the research gap addressed through the evaluation of the BSUP rehabilitation project in Karimadom Colony.

2.2.1 Homelessness - A Major Challenge

Homelessness continues to be one of the most significant social and public health challenges across the world, reflecting broader inequalities in access to housing, livelihood opportunities, social protection, and essential public services. It is increasingly

recognised as a multidimensional issue influenced by economic insecurity, unemployment, migration, inadequate housing policies, and social exclusion. Individuals experiencing homelessness often face multiple vulnerabilities, including poor health, lack of access to education and employment, social isolation, and limited access to welfare services. Consequently, addressing homelessness requires comprehensive rehabilitation strategies that extend beyond the provision of shelter and incorporate social, economic, and community-based interventions.

In the Indian context, rapid urbanisation has intensified the challenges associated with homelessness and inadequate housing. Increasing migration to urban centres has created significant pressure on housing availability, resulting in the growth of slums and informal settlements. Despite substantial economic growth, access to affordable and adequate housing remains unequal, particularly among economically weaker sections of society. This situation highlights the importance of adopting rehabilitation approaches that address both housing needs and the broader social determinants affecting vulnerable populations.

Rao and Ragesh (2024), in their case study titled *The Udayam Project for Homeless*, examined a community-based rehabilitation initiative aimed at addressing homelessness through an integrated approach. Using a case study methodology, the authors explored how the project combined housing support with psychosocial care, community participation, livelihood assistance, and institutional collaboration. The study demonstrated that rehabilitation cannot be achieved solely through the provision of physical shelter but requires coordinated interventions that address social, economic, psychological, and community dimensions simultaneously. The authors emphasised that sustainable rehabilitation depends on enabling individuals to reintegrate into society while ensuring continued access to support systems and essential services (Rao & Ragesh, 2024).

Similarly, Pancholi (2020), citing Kapoor and Dutta (2019), highlighted the magnitude of homelessness in India by reporting that approximately 1.82 million people continue to experience homelessness despite ongoing housing initiatives. The study further noted that rapid urbanisation and migration have significantly increased pressure on urban infrastructure and affordable housing systems. At the global level, nearly 100 million people remain homeless, while over one billion people live in inadequate housing

conditions. These observations indicate that homelessness is not merely the absence of shelter but a manifestation of broader inequalities in access to resources, services, and opportunities.

The literature collectively suggests that homelessness should be understood as a multidimensional condition involving social exclusion, insecurity, inadequate access to infrastructure, and limited opportunities for improving quality of life. These studies provide the broader context for the present research by highlighting the importance of rehabilitation programmes that integrate housing with infrastructure, basic services, and community development. This understanding forms the foundation for evaluating the effectiveness of the Basic Services to the Urban Poor (BSUP) rehabilitation project in Karimadom Colony, where the focus extends beyond housing provision to include beneficiaries' experiences, infrastructure adequacy, and long-term rehabilitation outcomes.

2.2.2 Housing - A Basic Human Right

Housing is widely recognised as a fundamental human right and an essential component of human well-being and sustainable development. It extends beyond the provision of a physical structure and encompasses access to secure tenure, basic infrastructure, sanitation, safe drinking water, environmental quality, and opportunities that enable individuals and families to lead dignified lives. Adequate housing contributes to improved health, education, livelihood, social inclusion, and overall quality of life. Consequently, housing has become a central concern in national and international development agendas, with increasing emphasis on inclusive, equitable, and sustainable urban development.

International frameworks such as the Universal Declaration of Human Rights (1948), Sustainable Development Goal 11 (Sustainable Cities and Communities), and the New Urban Agenda recognise adequate housing as a fundamental human right and emphasise the importance of providing safe, affordable, and inclusive housing for all. These frameworks advocate that housing should include security of tenure, affordability, access to water and sanitation, environmental safety, and proximity to employment, education, healthcare, and other essential services. Such an understanding reflects a shift from viewing housing merely as shelter towards recognising it as an important determinant of social and economic development.

Satterthwaite (2020), in the conceptual paper *Getting Housing Back onto the Development Agenda*, argues that housing should be understood as an enabling condition for achieving broader development outcomes rather than merely as a physical asset. Using a qualitative conceptual approach, the author discusses the multiple roles of housing in promoting education, health, employment, welfare, and social inclusion. The paper emphasises that housing interventions which fail to provide supporting infrastructure, essential services, and access to livelihood opportunities are unlikely to produce meaningful improvements in people's quality of life. The study therefore advocates that housing policies should integrate physical infrastructure with social and economic development to achieve sustainable rehabilitation outcomes (Satterthwaite, 2020).

Similarly, Patel and Bartlett (2016), in their case study *"We Beat the Path by Walking"*, examine affordable housing and slum upgrading initiatives within the broader framework of sustainable urban development. Through a case study approach, the authors demonstrate how community-led housing interventions contributed to improved housing conditions while strengthening local participation and institutional credibility. Their study highlights that affordable housing and slum upgrading have become major global development priorities under Sustainable Development Goal 11, which promotes inclusive, safe, resilient, and sustainable cities. The authors further argue that rehabilitation programmes are more effective when communities actively participate in planning, implementation, and decision-making rather than being passive recipients of housing interventions (Patel & Bartlett, 2016).

The evolution of housing policy in India also reflects changing perspectives on rehabilitation and urban development. Kundu (2024), in the conceptual paper *Commentary on Housing India*, examines the transformation of housing policy from incremental and community-led approaches to larger state-led rehabilitation programmes. Using a qualitative conceptual analysis, the author explains that earlier housing policies primarily focused on providing land tenure and basic infrastructure, allowing communities to improve housing incrementally according to their needs and available resources. In contrast, recent housing policies increasingly rely on structured rehabilitation programmes implemented through government agencies and urban development initiatives. While these programmes have expanded access to formal housing, the study notes that greater attention should also be given to infrastructure

quality, maintenance, and long-term sustainability to ensure meaningful improvements in beneficiaries' lives (Kundu, 2024).

The literature reviewed consistently demonstrates that housing should not be evaluated solely in terms of physical construction but should be understood as a multidimensional process that contributes to human development, dignity, and social inclusion. Adequate housing requires the integration of infrastructure, basic services, accessibility, environmental quality, and opportunities for community participation. These perspectives provide an important conceptual foundation for the present study, which evaluates the effectiveness of the BSUP rehabilitation project in Karimadom Colony by examining whether improvements extend beyond housing provision to include infrastructure adequacy, beneficiary satisfaction, and long-term quality of life.

2.2.3 BSUP - Affordable Housing Scheme for Urban Poor

The Basic Services to the Urban Poor (BSUP) scheme was introduced under the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) in 2005 as a flagship initiative of the Government of India to improve the living conditions of the urban poor through the provision of affordable housing and essential civic infrastructure. The scheme was designed to address the challenges faced by slum dwellers by ensuring secure housing tenure together with access to basic services such as drinking water, sanitation, drainage, roads, electricity, street lighting, healthcare, education, and community facilities. Unlike earlier housing programmes that primarily focused on the construction of dwelling units, BSUP adopted a more comprehensive approach by integrating housing with infrastructure development and urban service delivery to promote inclusive and sustainable urban development.

The objectives and implementation framework of the BSUP scheme are outlined in the Modified Guidelines for BSUP under JNNURM issued by the Ministry of Housing and Urban Poverty Alleviation (MoHUPA, 2009). The policy document emphasises that rehabilitation should provide not only permanent housing but also secure tenure, basic civic amenities, social infrastructure, and an improved living environment for urban poor households. The guidelines recognise that housing is closely linked with health, education, livelihood opportunities, and overall quality of life. Consequently, the scheme encourages integrated planning, institutional coordination, and the provision of essential services to ensure sustainable rehabilitation outcomes (MoHUPA, 2009).

Gillard et al. (2018), in their comparative case study *Resilient and Affordable Housing for All*, examined affordable housing initiatives implemented in Kochi and Thiruvananthapuram under the BSUP scheme. Using a comparative case study methodology, the authors explored different implementation approaches adopted in Kerala and highlighted the contribution of community institutions, particularly Kudumbashree, in facilitating participatory planning, beneficiary mobilisation, and local coordination. The study found that active community participation improved affordability, implementation efficiency, and acceptance of rehabilitation projects among beneficiaries. It further concluded that housing programmes become more sustainable when beneficiaries are involved throughout the planning and implementation process rather than only during project delivery (Gillard et al., 2018).

Similarly, Surana and Prasad (2022) conducted a mixed-method study involving physical surveys and non-participant observation across 23 BSUP housing projects in Lucknow to evaluate the adequacy and functionality of infrastructure provided under the scheme. The study revealed that although BSUP substantially improved access to formal housing, beneficiaries continued to experience concerns regarding infrastructure quality, drainage, water supply, maintenance, and post-occupancy service delivery. The authors emphasised that the long-term effectiveness of affordable housing programmes depends not only on the construction of housing units but also on the continued functionality and maintenance of infrastructure after project completion. They recommended regular post-occupancy evaluation and improved maintenance systems to enhance the sustainability of rehabilitation outcomes (Surana & Prasad, 2022).

The literature reviewed indicates that the BSUP scheme represents an important shift in India's urban housing policy by recognising rehabilitation as a comprehensive development process rather than merely a housing programme. While the scheme has significantly expanded access to formal housing among urban poor populations, the effectiveness of rehabilitation is closely linked to the adequacy of infrastructure, quality of service delivery, maintenance mechanisms, and continued beneficiary support. These studies provide an important foundation for the present research, which evaluates the effectiveness of the BSUP rehabilitation project in Karimadom Colony by examining infrastructure outcomes, beneficiary satisfaction, present challenges, and long-term sustainability from the perspective of beneficiaries.

2.2.4 Implementation of BSUP Across India

Several studies conducted across India indicate that while the BSUP scheme expanded access to formal housing, implementation outcomes varied considerably depending on infrastructure provision, beneficiary involvement, maintenance systems, and local governance.

Patel (2013), in her assessment of BSUP implementation across multiple Indian cities including Bhopal, Bhubaneswar, Jaipur, Madurai, Pune, Nagpur, and Visakhapatnam, identifies important implementation challenges. The study found that slum residents were often excluded from planning and design processes, resulting in housing that did not adequately respond to their actual needs. Rather than strengthening existing settlements through gradual improvement, several projects adopted relocation and standardised construction approaches. Weak institutional coordination and limited support mechanisms further reduced effectiveness, leading to incomplete service provision and underutilisation of resources.

Similarly, Mahadevia, Datey, and Mishra (2013), through a social audit of BSUP implementation in Bhopal, observed that beneficiaries reported concerns related to construction quality, water access, and sanitation. The study argued that rehabilitation initiatives frequently prioritised housing construction over creation of sustainable and liveable neighbourhood environments. These findings highlight that physical housing alone cannot guarantee successful rehabilitation outcomes.

Coelho, Mahadevia, and Williams (2024), in their study of low-income housing in Ahmedabad and Chennai, discuss how recent affordable housing models increasingly relocate low-income populations to peripheral urban spaces. Although formal housing is provided, residents often experience social, economic, and spatial disconnection due to poor infrastructure and reduced access to services and employment opportunities. The study emphasises that rehabilitation effectiveness must be assessed beyond housing delivery and should include broader aspects of inclusion and quality of life.

Jampana and Prakash (2024), through their mixed-method study in Vijayawada, further demonstrate that affordability barriers, maintenance concerns, implementation delays, and unequal service access continue to affect rehabilitation outcomes. The authors argue for democratic governance, stronger implementation mechanisms, and long-term monitoring to improve sustainability.

Kumar (2025), in his review of housing policies for urban poor populations, similarly notes that many BSUP projects remained underutilised despite large-scale construction. The study attributes this to inadequate infrastructure, poor implementation quality, delays, and insufficient attention to local realities and service provision. The findings indicate that construction-focused rehabilitation approaches may fail to generate meaningful long-term outcomes.

Collectively, studies across India suggest that the effectiveness of rehabilitation programmes cannot be evaluated solely through housing provision but must consider infrastructure functionality, service continuity, maintenance, beneficiary experiences, and sustainability.

2.2.5 Implementation of BSUP - Karimadom Colony

The implementation of the Basic Services to the Urban Poor (BSUP) scheme across India has been widely studied to understand its contribution towards improving housing conditions and enhancing the quality of life of urban poor communities. Although the programme significantly expanded access to formal housing, the outcomes of implementation varied across cities depending on factors such as infrastructure provision, beneficiary participation, governance mechanisms, maintenance systems, and local institutional capacity. Existing studies indicate that while BSUP achieved considerable progress in housing delivery, several implementation-related challenges influenced the long-term effectiveness and sustainability of rehabilitation projects.

Patel (2013), in the comparative case study *Upgrade, Rehouse or Resettle?*, evaluated the implementation of the BSUP programme across several Indian cities, including Bhopal, Bhubaneswar, Jaipur, Madurai, Pune, Nagpur, and Visakhapatnam. Through a comparative case study approach, the author examined different rehabilitation models adopted under the scheme and found that beneficiaries were often excluded from planning and decision-making processes. The study observed that several projects adopted relocation and standardised housing designs without adequately considering the needs and preferences of slum residents. Weak institutional coordination, delays in implementation, and inadequate infrastructure further limited the overall effectiveness of rehabilitation programmes. The study concluded that successful rehabilitation requires greater beneficiary participation and context-specific planning rather than relying solely on standardised housing models (Patel, 2013).

Similarly, Mahadevia, Datey, and Mishra (2013) conducted a qualitative study through field observations and stakeholder interviews to assess the implementation of BSUP housing projects in Bhopal. Their study revealed that although beneficiaries received permanent housing, concerns persisted regarding construction quality, water supply, sanitation, and infrastructure maintenance. The authors argued that many rehabilitation projects placed greater emphasis on achieving construction targets than on developing sustainable and liveable neighbourhoods. They emphasised that the success of rehabilitation depends not only on housing provision but also on the quality of infrastructure, environmental conditions, and continued maintenance after project completion (Mahadevia et al., 2013).

Coelho, Mahadevia, and Williams (2024), in their mixed-method study *Outsiders in the Periphery*, examined low-income housing projects in Ahmedabad and Chennai using household interviews, spatial analysis, and field observations. The study explored the impact of relocating low-income households to peripheral urban areas and found that although beneficiaries received formal housing, many experienced reduced access to employment opportunities, public services, and social networks. The authors concluded that rehabilitation should be evaluated not only in terms of housing delivery but also by considering social inclusion, accessibility, and beneficiaries' ability to sustain their livelihoods after relocation. These findings demonstrate that the location and surrounding infrastructure of rehabilitation projects are equally important in determining long-term outcomes (Coelho et al., 2024).

In another important study, Jampana and Prakash (2024) investigated the affordability and accessibility of urban renewal services under JNNURM in Vijayawada using a mixed-method research design consisting of surveys and focus group discussions involving 326 respondents. The study identified affordability barriers, infrastructure gaps, implementation delays, maintenance concerns, and unequal access to services as major factors affecting beneficiary experiences. The authors recommended strengthening democratic governance, improving institutional accountability, and establishing long-term monitoring mechanisms to enhance the sustainability and effectiveness of rehabilitation programmes (Jampana & Prakash, 2024).

Likewise, Kumar (2025), in a conceptual review of housing policies for the urban poor in India, critically examined the influence of policy approaches on rehabilitation outcomes.

The study observed that despite substantial investment in affordable housing programmes, many projects remained underutilised or failed to achieve their intended objectives because of inadequate infrastructure, poor implementation quality, delays, and limited attention to local realities. The author argued that construction-focused rehabilitation approaches are insufficient unless accompanied by adequate infrastructure, essential services, and mechanisms that ensure long-term sustainability and beneficiary well-being (Kumar, 2025).

Collectively, the literature indicates that the implementation of the BSUP scheme across India has contributed significantly to improving access to formal housing among urban poor households. However, the studies consistently demonstrate that the effectiveness of rehabilitation extends beyond the construction of housing units. Infrastructure adequacy, service delivery, maintenance, beneficiary participation, governance, and post-occupancy management emerge as critical determinants of successful rehabilitation. These findings provide an important context for the present study, which evaluates whether the BSUP rehabilitation project in Karimadom Colony has translated into sustained improvements in infrastructure, beneficiary satisfaction, and overall quality of life from the perspective of the beneficiaries.

2.3 Theoretical Framework

A theoretical framework provides the conceptual foundation for a research study by explaining the theories that guide the understanding and interpretation of the research problem. It helps establish relationships between the concepts under investigation and provides a framework for analysing the findings in a systematic manner. In the present study, the theoretical framework facilitates an understanding of the effectiveness of the slum rehabilitation project by explaining how housing, infrastructure, service delivery, beneficiary experiences, and quality of life are interconnected. The study adopts Systems Theory and the Capability Approach as its guiding frameworks. These theories are considered appropriate as they explain rehabilitation not merely as the provision of housing, but as a comprehensive process involving multiple social, economic, and environmental factors that collectively influence the well-being and lived experiences of beneficiaries.

2.3.1. Systems Theory

Systems Theory, proposed by Ludwig von Bertalanffy (1968), views society as an interconnected system in which different components function together as a whole. According to the theory, no individual element operates independently; rather, each component influences and is influenced by the others. A change or deficiency in one part of the system can affect the overall functioning and outcomes of the entire system. The theory emphasises that social problems and developmental issues should be understood holistically by examining the relationships and interactions among various components instead of studying each element in isolation.

In the context of rehabilitation projects, housing, infrastructure, public services, governance, community participation, maintenance mechanisms, and the socio-economic conditions of beneficiaries are interconnected components that collectively determine the effectiveness of the intervention. The provision of housing alone is insufficient to ensure successful rehabilitation if supporting infrastructure and services are inadequate or poorly maintained. Similarly, deficiencies in one aspect, such as drainage or water supply, can influence beneficiary satisfaction, health, environmental conditions, and the overall quality of life.

Systems Theory is highly relevant to the present study because it provides a comprehensive framework for understanding the effectiveness of the Basic Services to the Urban Poor (BSUP) rehabilitation project in Karimadom Colony. The study does not evaluate housing provision as an isolated outcome but examines how infrastructure adequacy, beneficiary satisfaction, present challenges, implementation experiences, and long-term sustainability interact to influence rehabilitation outcomes. The theory therefore supports a holistic evaluation of the project by recognising that the effectiveness of rehabilitation depends on the functioning and interrelationship of multiple social, physical, and institutional components rather than on housing provision alone.

2.3.2 Capability Approach

The Capability Approach, developed by Amartya Sen (1999), defines development as the expansion of people's capabilities, opportunities, and freedoms to achieve lives they value rather than merely increasing income or providing physical resources. According to this approach, development should be evaluated by examining whether individuals have the ability to access opportunities, utilise available resources, and improve their overall well-

being. The approach shifts the focus from material possessions to people's actual capabilities to lead healthy, secure, and meaningful lives.

Within the context of housing and rehabilitation, the Capability Approach suggests that providing permanent housing alone does not necessarily improve people's quality of life. Rehabilitation becomes meaningful only when beneficiaries are able to access adequate infrastructure, essential services, education, healthcare, livelihood opportunities, and a safe living environment that enables them to improve their overall well-being. Thus, the success of rehabilitation should be assessed not merely by the number of houses constructed but by the extent to which it expands beneficiaries' opportunities and enhances their living conditions.

The Capability Approach is particularly relevant to the present study as it provides a people-centred perspective for evaluating the effectiveness of the BSUP rehabilitation project in Karimadom Colony. The study assesses whether the rehabilitation project has resulted in meaningful improvements in beneficiaries' living conditions by examining infrastructure adequacy, beneficiary satisfaction, present challenges, and perceptions of long-term sustainability. The framework supports the evaluation of rehabilitation beyond physical relocation, enabling an assessment of whether the project has enhanced beneficiaries' capabilities and contributed to an improved quality of life.

2.4 Research Gap

The review of literature indicates that considerable research has been conducted on slum rehabilitation, affordable housing, and the implementation of the Basic Services to the Urban Poor (BSUP) scheme in India. Previous studies have primarily focused on housing provision, policy initiatives, implementation mechanisms, infrastructure development, and community participation. Research conducted across different cities has also highlighted challenges related to infrastructure quality, service delivery, maintenance, and the long-term sustainability of rehabilitation projects (Patel, 2013; Mahadevia et al., 2013; Surana & Prasad, 2022; Jampana & Prakash, 2024).

In the context of Karimadom Colony, existing studies have mainly examined the implementation process, institutional coordination, and the role of community participation in the rehabilitation project (Anjana, 2016; RaviSree & Brar, 2022; Oates et al., 2024). These studies have identified Karimadom as a notable example of participatory rehabilitation and have documented the planning and execution of the project. However,

comparatively limited attention has been given to evaluating the outcomes of the project after beneficiaries occupied the rehabilitated housing.

Furthermore, the existing literature provides limited empirical evidence regarding beneficiaries' perceptions of infrastructure adequacy, satisfaction with the rehabilitation project, present challenges, and the long-term effectiveness and sustainability of the intervention. Although several studies have discussed infrastructure and implementation issues, very few have integrated quantitative and qualitative approaches to comprehensively assess rehabilitation outcomes from the beneficiaries' perspective. The relationship between infrastructure conditions and beneficiary satisfaction has also received limited attention within the context of Karimadom Colony.

Therefore, the present study attempts to address these gaps by adopting a Sequential Explanatory Mixed Methods Research Design to evaluate the effectiveness of the BSUP rehabilitation project in Karimadom Colony. By integrating quantitative assessment with qualitative exploration, the study provides a comprehensive understanding of infrastructure outcomes, beneficiary satisfaction, present challenges, implementation experiences, and long-term sustainability from the perspective of the beneficiaries.

2.5 Conclusion

This chapter reviewed the existing literature related to homelessness, housing as a human right, the Basic Services to the Urban Poor (BSUP) scheme, and the implementation of slum rehabilitation projects in India, with particular emphasis on Karimadom Colony. The review demonstrated that while rehabilitation programmes have substantially improved access to formal housing, several studies continue to highlight concerns regarding infrastructure adequacy, service delivery, maintenance, beneficiary participation, and the long-term sustainability of rehabilitation outcomes. The literature also revealed that housing should be understood not merely as the provision of shelter but as a comprehensive intervention that contributes to human well-being, social inclusion, and improved quality of life.

The chapter further presented Systems Theory and the Capability Approach as the theoretical foundations guiding the present study. These frameworks provide a holistic understanding of rehabilitation by recognising the interrelationship between housing, infrastructure, service delivery, beneficiary experiences, and overall well-being. Finally, the review identified a research gap concerning the limited evaluation of the BSUP

rehabilitation project in Karimadom Colony from the perspective of beneficiaries, particularly with respect to infrastructure outcomes, beneficiary satisfaction, present challenges, and long-term sustainability. The following chapter describes the research methodology adopted to address these gaps and achieve the objectives of the present study.

CHAPTER 3

METHODOLOGY

CHAPTER 3: METHODOLOGY

3.1 Introduction

The third chapter of this study explains how the research was carried out. It presents the title and objectives of the study, along with the key concepts and their operational definitions used for clarity. The chapter also includes details of the pilot study conducted prior to the main research. Further, it describes the methodology adopted for the study, including the research design, sampling techniques, and methods of data collection. This chapter provides a clear understanding of the procedures followed to ensure that the study is systematic and reliable.

3.2 Title of the Study

‘The Effectiveness of Slum Rehabilitation Project Under BSUP Scheme In Karimadom Colony’

3.3 Objectives

General Objective

- To study the effectiveness of slum rehabilitation project under BSUP implemented in Karimadom colony.

Specific Objectives

- To understand the socio-economic profile of the beneficiaries of slum rehabilitation project under BSUP in Karimadom colony.
- To conduct infrastructure evaluation of Slum Rehabilitation Project under BSUP in Karimadom colony.
- To study the satisfaction among beneficiaries of slum rehabilitation project under BSUP in Karimadom colony.
- To study the challenges faced at present by the beneficiaries of rehabilitation project under BSUP in Karimadom colony.

3.4 Definition of Concepts

To ensure clarity and consistency in the study, the key concepts are defined both conceptually and operationally. The conceptual definitions are adopted from existing literature, while the operational definitions explain how each concept has been understood and applied in the context of the present study.

3.4.1 Effectiveness

Conceptually, effectiveness is defined as a measure of the match between stated goals and their achievement. It is always possible to achieve "easy", low-standard goals. In other words, quality in higher education cannot only be a question of achievements or "outputs" but must also involve judgements about the goals (part of "inputs") (Frazer, M., 1994).

Operationally, effectiveness refers to how well the rehabilitation project at Karimadom Colony has achieved its intended outcomes, particularly in terms of improving housing quality, providing social amenities, enhancing beneficiary satisfaction, and delivering sustainable improvements in the socio-economic well-being of the residents.

3.4.2 Slum Rehabilitation Project

Conceptually, slum rehabilitation is defined as the process of transforming informal settlements into secure, affordable, and sustainable housing through infrastructure upgrading, essential service provision, and community empowerment, with the objective of improving living conditions and reducing urban poverty (Udhay Kiraan, K. H.).

Operationally, the Slum Rehabilitation Project refers to the in-situ redevelopment project implemented at Karimadom Colony to provide infrastructure, housing, opportunities for socio-economic development, and social and civic amenities to the beneficiaries.

3.4.3 Basic Services to the Urban Poor (BSUP)

Conceptually, Basic Services to the Urban Poor (BSUP) is defined as a government-led urban development initiative aimed at providing slum dwellers with secure, affordable housing and essential civic and social amenities, including water supply, sanitation, electricity, health, education, and security, to promote overall socio-economic development (MoHUPA, 2009).

Operationally, Basic Services to the Urban Poor (BSUP) refers to the government-led in-situ redevelopment project implemented in Karimadom Colony to provide affordable housing, community infrastructure, and civic and social amenities such as roads, water supply, drainage, street lighting, solid waste disposal, and Anganwadi facilities for the beneficiaries.

3.4.4 Socio-economic Profile

Conceptually, socio-economic profile is defined as the socio-economic characteristics such as gender, age, marital status, income, education, years of residence, occupation, household size, religion, and related attributes that help in understanding the living conditions and well-being of slum dwellers (Oladehinde, 2025).

Operationally, socio-economic profile refers to the combination of demographic characteristics (age, gender, household size, education, and occupation), economic characteristics (income), and the quality of housing and access to services of the beneficiaries of the in-situ redevelopment project at Karimadom Colony.

3.4.5 Beneficiaries

Conceptually, beneficiaries are defined as the people or groups intended to receive the outcomes of development projects, such as infrastructure and service improvements, whose participation in the project influences the evaluation of project effectiveness (Kim, Sohn, & Lee, 2020).

Operationally, beneficiaries refer to those who have received the benefits of the in-situ redevelopment project implemented at Karimadom Colony, including housing, access to civic amenities, infrastructure, and opportunities for socio-economic development.

3.4.6 Satisfaction

Conceptually, satisfaction is defined as the emotional and evaluative response of an individual that arises from comparing the perceived outcomes of a product, service, or experience with their expectations. It encompasses both the results achieved and the process through which the interaction or service is delivered (Nowak, Dahl, & Peltier, 2023).

Operationally, satisfaction refers to the response expressed by the beneficiaries of the in-situ redevelopment programme implemented at Karimadom Colony in terms of the outcomes of the rehabilitation project, as well as the duration and process of reconstruction, in accordance with the provisions and promises of the BSUP scheme.

3.4.7 Challenges

Conceptually, challenges are defined as the psychological and social difficulties faced by residents, including economic distress and discomfort arising from inadequate living conditions following rehabilitation (Debnath, Bardhan, & Sunikka-Blank, 2019).

Operationally, challenges refer to the social and economic difficulties and the hardships arising from infrastructure inadequacies experienced by the beneficiaries of the **in-situ** redevelopment project implemented at Karimadom Colony after rehabilitation. These include issues relating to water supply, drainage, environmental sanitation, maintenance, and other factors that influence the beneficiaries' quality of life.

3.4.8 Infrastructure Evaluation

Conceptually, infrastructure evaluation is defined as the systematic assessment of housing and neighbourhood facilities, such as water, sanitation, electricity, and other amenities, to determine their adequacy, functionality, and alignment with the objectives of affordable housing schemes (Surana & Prasad, 2022).

Operationally, infrastructure evaluation refers to the assessment of housing and neighbourhood facilities, including water supply, sanitation, drainage, Anganwadi, Primary Health Centre, roads, and security, to determine whether they are adequate, functional, and consistent with the objectives of the BSUP slum rehabilitation project implemented in Karimadom Colony.

3.5 Research Approach

The present study adopts a mixed-method research approach, which combines elements from both quantitative and qualitative research traditions. Mixed-methods research is often described as a third methodological approach, grounded in pragmatism, as it brings together two different research philosophies to provide a more comprehensive understanding of complex issues (Wasti et al., 2022). These two approaches differ in their underlying assumptions and methods, but when combined, they help in answering both the “what” and the “why/how” aspects of a research problem. In this study, the quantitative component is used to examine measurable aspects such as infrastructure facilities and levels of beneficiary satisfaction, while the qualitative component helps in understanding beneficiaries’ experiences, perceptions, and suggestions. By integrating both approaches, the study is able to capture not only the conditions of the BSUP project

in Karimadom Colony but also the meanings, challenges, and lived realities of the beneficiaries, thereby providing a more holistic and in-depth analysis.

3.6 Research Design

The present study adopts a sequential explanatory mixed-methods research design, which involves the collection and analysis of quantitative data followed by qualitative data to explain and elaborate on the quantitative findings. This design is useful in providing a deeper understanding of the research problem by first identifying general patterns and trends, and then exploring the reasons behind them (Creswell, 2007). In this study, quantitative data was collected using the survey method through a structured interview schedule administered using Google Forms, to assess aspects such as infrastructure facilities, service availability, and levels of beneficiary satisfaction in the BSUP project at Karimadom Colony. This was followed by was collected through Focus Group Discussion (FGD), supported by field observation, which help in gaining insights into the experiences, challenges, and perceptions of the beneficiaries.

The sequential explanatory design is particularly appropriate for this study as it allows the researcher to first establish the current conditions and then further explore the underlying factors influencing the effectiveness, challenges, and sustainability of the project. This approach ensures a more comprehensive and meaningful analysis by integrating both numerical data and lived experiences.

3.7 Universe and Unit of Study

The universe of the study consists of all beneficiaries of the Basic Services to the Urban Poor (BSUP) project residing in Karimadom Colony, Thiruvananthapuram. The colony includes households that have been rehabilitated under different phases of the BSUP project and are currently living in the constructed housing units. These beneficiaries represent the population for whom the rehabilitation project was implemented.

The unit of study comprises individual beneficiaries/households residing in the BSUP housing units in Karimadom Colony. The respondents are selected from among the residents who are currently living in the colony and are direct beneficiaries of the rehabilitation project. Individuals who have leased out their houses and are not residing in the colony are excluded from the study. Residents currently residing in Karimadom Colony on rent who were not original beneficiaries of the BSUP rehabilitation project were also excluded from the study.

3.8 Sampling Design

Survey Method

Sampling Method: Purposive Sampling

Purposive sampling was selected because respondents were intentionally chosen based on eligibility and direct experience with rehabilitation outcomes rather than accessibility.

Sample: 60 beneficiary households

Population: 560 beneficiary families

Focus Group Discussion

Sampling Method: Purposive Sampling

1 FGD conducted with 8 community members participating.

Inclusion criteria:

- Beneficiaries of rehabilitation projects under BSUP scheme in Karimadom colony.

Exclusion criteria:

- Beneficiaries that have currently leased out their apartment and is residing elsewhere outside the colony.
- Residents currently residing in Karimadom Colony on rent who were not original beneficiaries of the BSUP rehabilitation projec

3.9 Data Collection

Data for the present study was collected using both quantitative and qualitative methods in line with the mixed-method research approach. The quantitative data was gathered using a survey method using structured interview schedule administered through Google Forms. This method helped in efficiently collecting responses from beneficiaries regarding aspects such as housing conditions, infrastructure facilities, and levels of satisfaction.

For the qualitative component, data was collected through focus group discussions supported by observation checklist. Focus group discussions were conducted to understand the experiences, challenges, and suggestions of the beneficiaries in greater

depth, while the observation checklist was used to assess the actual condition of infrastructure and services in the colony.

3.10 Pilot Study

A pilot study was conducted prior to the main study to assess the feasibility of the research design, data collection procedures, and the suitability of the research tools. The pilot study was carried out among five beneficiaries of the BSUP rehabilitation project in Karimadom Colony who possessed characteristics similar to those of the study population but were not included in the final sample. The pilot study helped the researcher identify practical issues related to the administration of the structured interview schedule and the clarity of the questions. The findings of the pilot study provided valuable insights into the appropriateness of the research instruments and the overall data collection process, thereby enhancing the reliability and feasibility of the main study.

3.11 Pre - Test

To ensure the feasibility and accuracy of the data collection tools, a pre-test of the structured interview schedule prepared in Google Forms was conducted among five respondents. Based on the analysis of the responses, certain issues related to question clarity and response patterns were identified. Accordingly, the tool was revised to make it more respondent-friendly. While no new questions were added, minor modifications were made to the structure of the questions and response options to obtain clearer and more meaningful responses.

3.12 Data Analysis

The data collected for the study was analysed using both quantitative and qualitative techniques in line with the mixed-method approach. The quantitative data obtained through the questionnaire was coded and entered into Statistical Package for the Social Sciences (SPSS) for analysis. Quantitative data were analysed using frequencies, percentages, mean, standard deviation, and Pearson correlation. Frequencies and percentages were used to summarise the distribution of responses, while mean and standard deviation were used to assess infrastructure adequacy and beneficiary satisfaction scores. Pearson correlation was employed to examine the association between infrastructure conditions and beneficiary satisfaction.

The qualitative data collected through focus group discussions and observation was analysed using thematic analysis. The responses were carefully reviewed, organised into

relevant themes, and interpreted to understand the experiences, challenges, and suggestions of the beneficiaries. Quantitative and qualitative findings were integrated through triangulation in accordance with the sequential explanatory design. The integration of both SPSS-based quantitative analysis and thematic qualitative analysis enabled a comprehensive understanding of the effectiveness, challenges, and sustainability of the BSUP project in Karimadom Colony.

3.13 Ethical Consideration

Ethical principles were carefully followed throughout the research process to ensure the rights, dignity, and well-being of the participants were protected. Prior to data collection, informed consent was obtained from all respondents after clearly explaining the purpose of the study. Participation was entirely voluntary, and respondents were given the freedom to withdraw from the study at any stage without any obligation.

Confidentiality and anonymity of the participants were strictly maintained. Personal information and responses were kept secure and used only for academic purposes. No identifying details were disclosed in the study. The researcher also ensured that no harm, discomfort, or distress was caused to the participants during data collection. Additionally, the researcher maintained honesty and transparency in data collection, analysis, and reporting, ensuring that the findings were presented accurately without any manipulation or bias. Ethical standards were upheld to ensure the credibility and integrity of the study.

3.14 Assumptions, Limitations, and Scope

Assumptions: The study assumes that the respondents have provided honest and accurate information regarding their living conditions, experiences, and perceptions of the BSUP project. It is also assumed that the selected sample represents the larger population of beneficiaries in Karimadom Colony.

Limitations: The study faced constraints in the availability of respondents during data collection, which affected the data gathering process. Additionally, there was a lack of willingness among some beneficiaries to participate in the study. The evaluation also focused primarily on beneficiary perspectives and did not include the views of implementing agencies or policymakers.

Scope: The scope of the study is confined to examining the implementation and outcomes of the BSUP project in Karimadom Colony. It focuses on infrastructure facilities,

beneficiary satisfaction, challenges faced, and the overall effectiveness and sustainability of the project. The findings of the study are expected to provide insights that can contribute to improving future housing policies and rehabilitation programmes, particularly in terms of infrastructure provision, community participation, and long-term sustainability.

3.15 Conclusion

This chapter described the methodological framework adopted for the present study. It presented the research approach, research design, objectives, operational definitions of key concepts, pilot study, pre-test, sampling design, data collection methods, and techniques of data analysis. The chapter also explained the ethical considerations, assumptions, limitations, and scope of the study. The adoption of a Sequential Explanatory Mixed Methods Research Design enabled the integration of quantitative and qualitative data, thereby providing a comprehensive understanding of the effectiveness of the BSUP rehabilitation project in Karimadom Colony. The methodology adopted ensured that the study was conducted in a systematic, reliable, and ethically sound manner. The following chapter presents the analysis and interpretation of the data collected from the beneficiaries of the rehabilitation project.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

CHAPTER IV: DATA ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter presents the analysis and interpretation of data collected to study the effectiveness of the slum rehabilitation project implemented under the Basic Services to the Urban Poor (BSUP) scheme in Karimadom Colony.

The study adopted a Sequential Explanatory Mixed Methods Design in which quantitative data were collected and analysed first, followed by qualitative exploration to explain and interpret quantitative findings.

Quantitative data were collected through the survey method using a structured interview schedule and analysed using Statistical Package for the Social Sciences (SPSS). Frequencies, percentages, mean, standard deviation, and Pearson correlation were used for analysis. Qualitative data collected through Focus Group Discussion (FGD) and field observation were analysed using thematic analysis. Findings were integrated through triangulation to provide a comprehensive understanding of project effectiveness.

The findings are presented objective-wise to examine socio-economic profile, infrastructure conditions, beneficiary satisfaction, present challenges, and overall effectiveness of rehabilitation.

4.2 Socio-Economic Profile of Respondents

(Objective 1)

The socio-demographic profile of the respondents provides a comprehensive overview of the background characteristics of the beneficiaries included in the study. Understanding these characteristics is essential for interpreting the findings within the appropriate social and economic context, as factors such as age, gender, education, occupation, and monthly household income may influence beneficiaries' perceptions of the rehabilitation project and their overall living conditions. The present section presents the socio-demographic characteristics of the respondents using descriptive statistics, thereby providing the contextual background for the subsequent analysis of the effectiveness of the BSUP rehabilitation project in Karimadom Colony.

4.2.1 Age Distribution of Respondents

Table 4.1: Age Distribution of Respondents

Age Distribution of Respondents					
Age		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 30	8	13.3	13.3	13.3
	31-40	10	16.7	16.7	30.0
	41-50	20	33.3	33.3	63.3
	51-60	8	13.3	13.3	76.7
	Above 60	14	23.3	23.3	100.0
	Total	60	100.0	100.0	

The majority of respondents belonged to the age group of 41–50 years, followed by respondents above 60 years. This indicates that a considerable proportion of respondents possessed long-term residential experience and were able to provide informed perspectives regarding rehabilitation outcomes.

4.2.2 Gender Distribution of Respondents

Table 4.2: Gender Distribution of Respondents

Gender Distribution of Respondents					
Gender		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	5	8.3	8.3	8.3
	Female	55	91.7	91.7	100.0
	Total	60	100.0	100.0	

The majority of respondents were female. This may indicate greater involvement of women in household management and stronger interaction with housing and community infrastructure, making their perspectives important in evaluating rehabilitation outcomes.

4.2.3 Monthly Household Income

Table 4.3: Monthly Household Income of Respondents

Monthly Household Income of Respondents					
Monthly Household Income		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 10,000	55	91.7	91.7	91.7
	10,001–20,000	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

The findings reveal that most respondents belonged to lower-income categories. This indicates that the rehabilitation project has largely reached economically vulnerable populations and highlights continued dependence on public infrastructure and services.

4.2.4 Occupation of Respondents

Table 4.4: Occupation of Respondents

Occupation of Respondents					
Occupation		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily wage	8	13.3	13.3	13.3
	Private job	9	15.0	15.0	28.3
	Self-employed	8	13.3	13.3	41.7
	Unemployed	35	58.3	58.3	100.0
	Total	60	100.0	100.0	

The findings indicate that unemployment remains high among respondents.

Although housing conditions may have improved, livelihood enhancement appears limited. This suggests that rehabilitation alone may not automatically result in socio-economic improvement.

4.2.5 Educational Qualification

Table 4.5: Educational Qualification of Respondents

Educational Qualification of Respondents					
Educational Qualification		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Illiterate	4	6.7	6.7	6.7
	Primary	18	30.0	30.0	36.7
	Secondary	14	23.3	23.3	60.0
	High school/Higher Secondary	19	31.7	31.7	91.7
	Graduate/Diploma	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

The educational profile indicates moderate educational attainment among beneficiaries. Educational background may influence awareness of services, employment opportunities, and ability to engage with developmental programmes.

The socio-economic profile reflects a population characterised by economic vulnerability, moderate educational attainment, and predominance of middle-aged and elderly beneficiaries. The findings confirm that the study captured experiences of the intended target population under the BSUP scheme. At the same time, socio-economic conditions continue to influence perceptions regarding infrastructure, satisfaction, and rehabilitation effectiveness.

4.3 Infrastructure Evaluation

(Objective 2)

This section presents the evaluation of infrastructure facilities provided under the BSUP rehabilitation project in Karimadom Colony. Infrastructure evaluation was conducted by

computing an Infrastructure Score based on beneficiary ratings of apartments, drinking water supply, drainage system, roads, street lighting, solid waste disposal, Anganwadi, Primary Health Centre, and parks/open spaces.

Table 4.6: Descriptive Statistics of Infrastructure Evaluation

Variable	N	Minimum	Maximum	Mean	Standard Deviation
Infrastructure Score	60	1.50	2.88	2.3167	0.35014

The mean infrastructure score was 2.32 with a standard deviation of 0.35.

The findings indicate that beneficiaries perceived infrastructure facilities as moderately adequate. The relatively low standard deviation suggests limited variation in responses and indicates that respondents shared broadly similar perceptions regarding infrastructure conditions. The findings suggest that while infrastructure provision under the BSUP project contributed to improved living conditions, there remain areas requiring further strengthening to enhance overall project effectiveness.

Infrastructure evaluation indicates moderate beneficiary perception regarding adequacy of available services and facilities. Although rehabilitation improved access to formal infrastructure, continued attention to service quality and maintenance remains important.

4.4 Beneficiary Satisfaction

(Objective 3)

This section presents beneficiary satisfaction regarding outcomes of the BSUP rehabilitation project. Beneficiary Satisfaction Score was computed using five indicators: improvement in housing conditions, improvement in quality of life, adequacy of basic services, fulfilment of project objectives, and overall satisfaction.

Table 4.7: Descriptive Statistics of Beneficiary Satisfaction

Variable	N	Minimum	Maximum	Mean	Standard Deviation
Beneficiary Satisfaction Score	60	1.40	3.40	2.5100	0.53795

The mean satisfaction score was 2.51 with a standard deviation of 0.54.

The findings indicate a moderate level of satisfaction among beneficiaries regarding rehabilitation outcomes. The comparatively higher standard deviation suggests greater variation in satisfaction levels among respondents.

This indicates that while beneficiaries acknowledged improvements achieved through rehabilitation, experiences and perceptions regarding outcomes differed across households.

4.5 Relationship Between Infrastructure and Beneficiary Satisfaction

This section examines the relationship between infrastructure evaluation and beneficiary satisfaction among residents rehabilitated under the BSUP project in Karimadom Colony. Pearson correlation analysis was conducted to determine whether perceptions of infrastructure adequacy were associated with overall satisfaction regarding rehabilitation outcomes.

Table 4.8: Relationship Between Infrastructure and Beneficiary Satisfaction

Variables	Pearson Correlation (r)	Significance (p)	N
Infrastructure Score – Satisfaction Score	0.442	0.000	60

Pearson correlation analysis revealed a moderate positive relationship between infrastructure evaluation and beneficiary satisfaction ($r = 0.442$, $p < 0.01$).

The relationship was moderatally significant, indicating that respondents who reported better infrastructure conditions also tended to report higher satisfaction levels. The findings suggest that infrastructure contributes meaningfully to beneficiary satisfaction and influences perceptions regarding rehabilitation effectiveness.

Beneficiary satisfaction findings indicate moderate overall satisfaction and demonstrate that infrastructure conditions are associated with beneficiary perceptions regarding rehabilitation outcomes.

4.6 Present Challenges Faced by Beneficiaries

(Objective 4)

This section presents the current challenges experienced by beneficiaries after rehabilitation under the BSUP project in Karimadom Colony.

Table 4.9: Present Challenges Faced by Beneficiaries

Challenge	Frequency	Percentage
Poor Maintenance	25	41.7
Water Shortage	26	43.3
Drainage Issues	42	70.0
Livelihood Issues	0	0.0
Safety Concerns	3	5.0
Social Conflicts	0	0.0
Waste Disposal Issues	3	5.0
Drug Availability	1	1.7
Total	60	100

The findings indicate that drainage issues emerged as the most frequently reported challenge among beneficiaries, with 70.0 percent reporting concerns related to drainage facilities. Water shortage was the second most commonly reported challenge (43.3%), followed by poor maintenance of infrastructure (41.7%).

Only a small proportion of respondents reported safety concerns (5.0%) and waste disposal issues (5.0%), while very few respondents identified drug availability (1.7%) as a concern. No respondents reported livelihood issues or social conflicts.

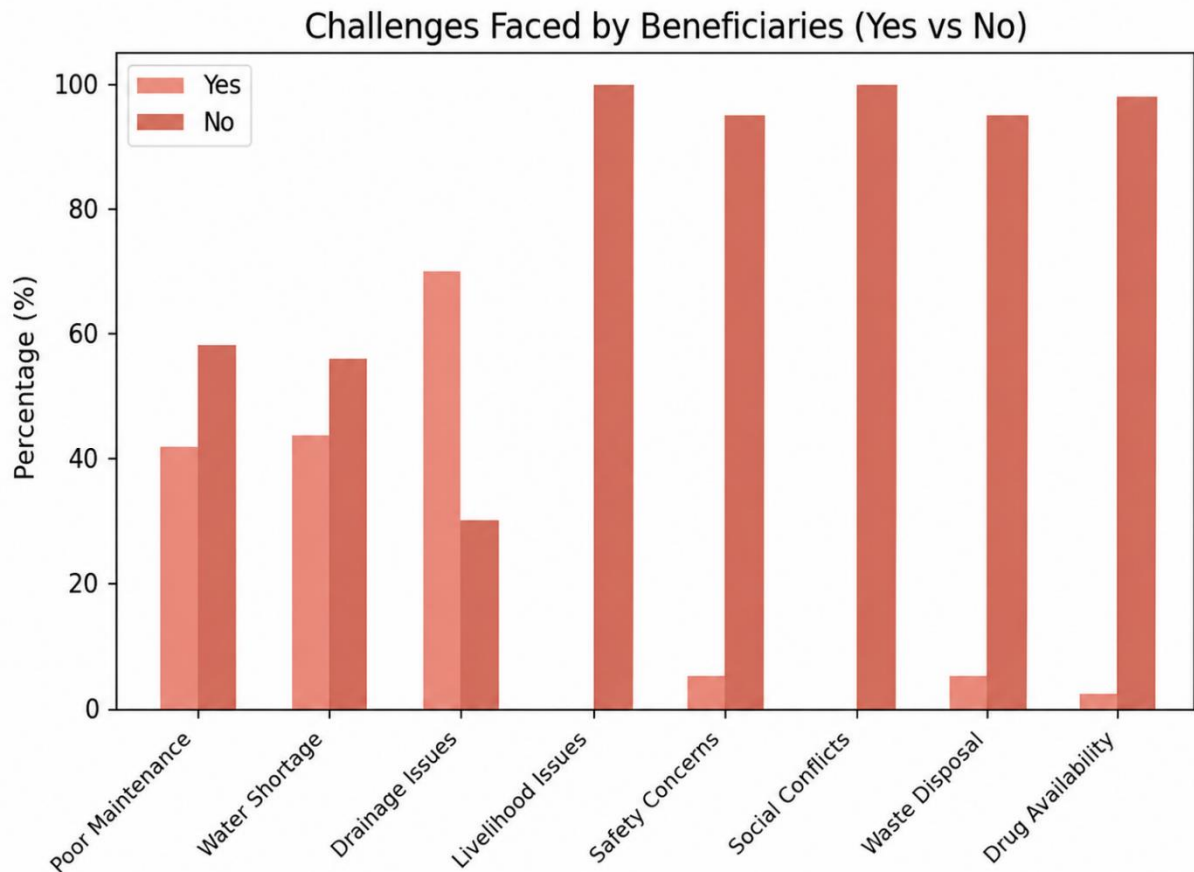
The findings suggest that current concerns among beneficiaries are concentrated primarily around infrastructure functioning and maintenance rather than socio-economic or social integration issues.

The absence of reported livelihood and social conflict concerns may indicate that rehabilitation has contributed positively to social stability and livelihood continuity; however, infrastructure-related concerns continue to influence everyday living experiences.

The findings indicate that infrastructure-related concerns remain the primary challenges experienced after rehabilitation. Drainage issues, water shortage, and maintenance concerns emerged as major issues influencing beneficiary experiences. At the same time,

minimal reporting of livelihood, social conflict, and safety-related concerns suggests that rehabilitation has contributed positively to housing security and broader social conditions.

Figure 4.1: Present Challenges Faced by Beneficiaries



4.7 Implementation Context: Community Participation and Beneficiary Consultation

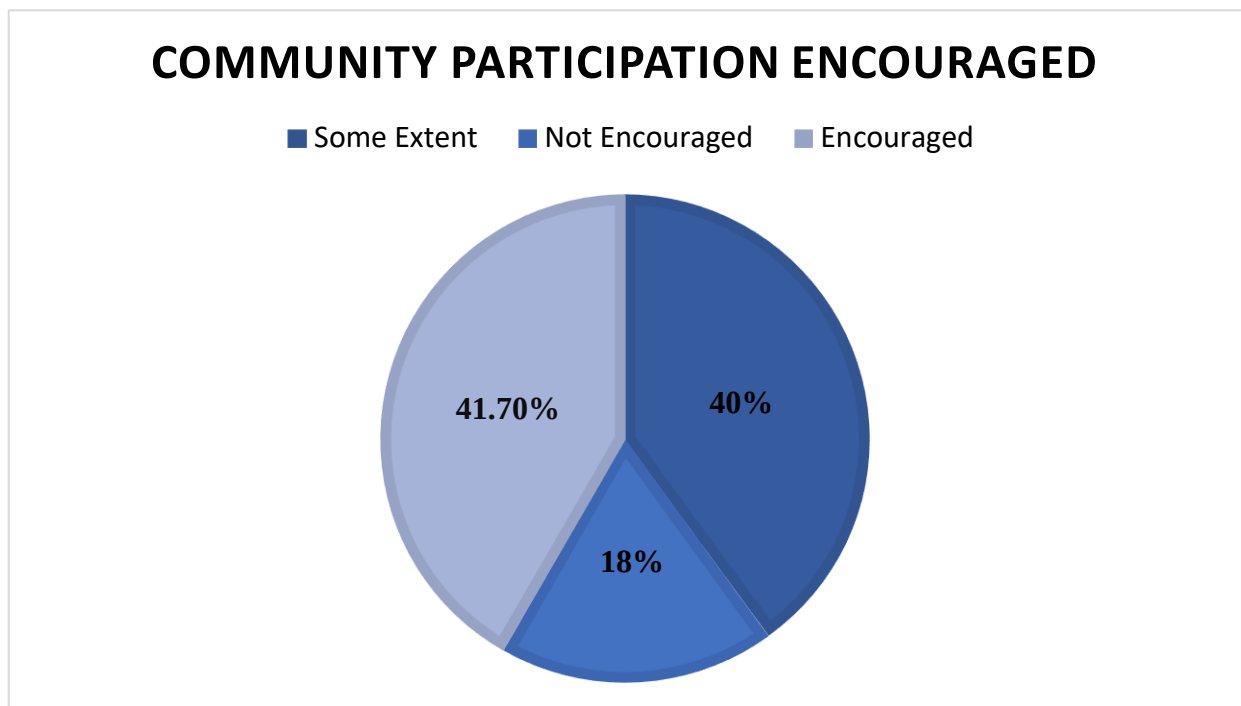
Although community participation was not included as a separate study objective, data regarding participation and consultation were collected to understand implementation processes that may influence overall project effectiveness and sustainability. Previous studies have emphasized that beneficiary participation and consultation contribute to improved project ownership, responsiveness to local needs, and long-term sustainability of development interventions. Therefore, these variables were included to provide contextual understanding of implementation experiences and to support interpretation of rehabilitation outcomes.

4.7.1: Community Participation

Table 4.10: Community Participation Encouragement

Response	Frequency	Percentage
Encouraged	25	41.7
To some extent	24	40.0
Not encouraged	11	18.3
Total	60	100

Figure 4.2: Community Participation



The findings indicate that community participation was encouraged among a considerable proportion of beneficiaries, with 41.7 percent reporting active encouragement and 40.0 percent reporting participation to some extent. However, 18.3 percent indicated that participation was not encouraged.

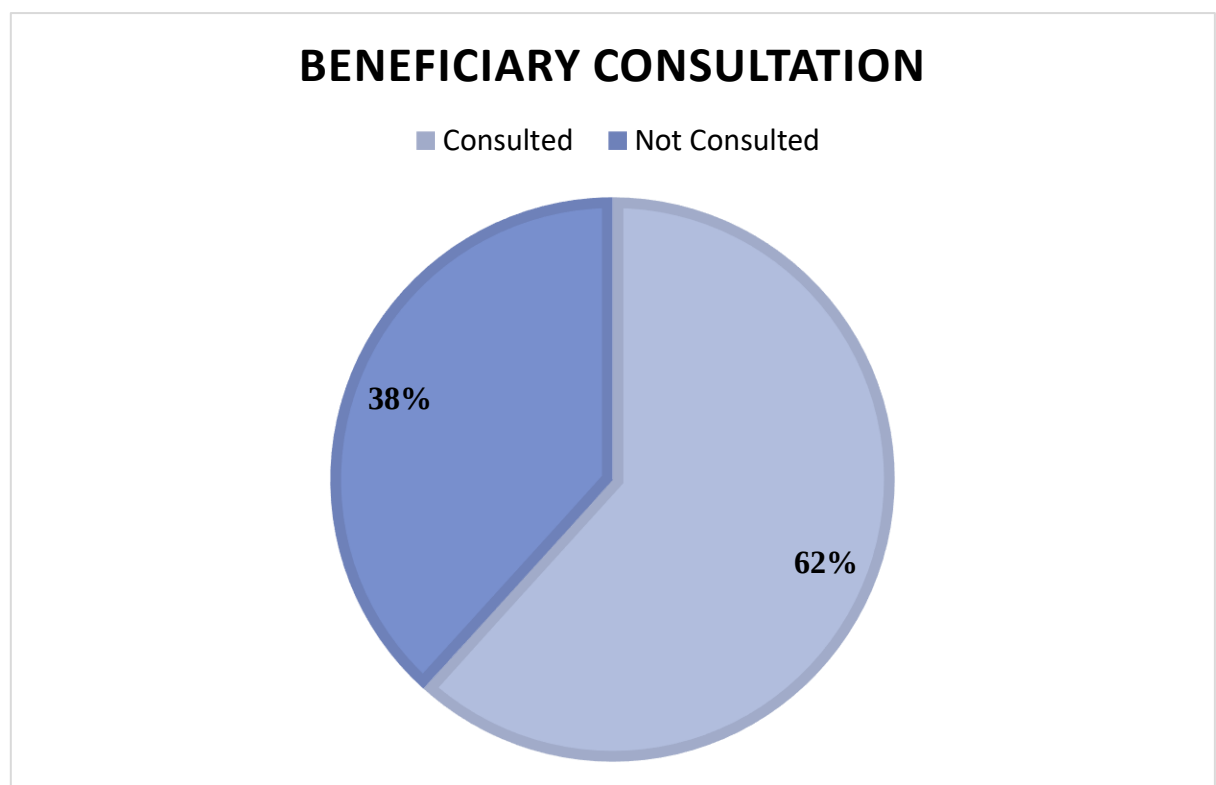
These findings suggest that beneficiary involvement formed part of project implementation, although participation was not experienced uniformly across respondents.

4.7.2: Beneficiary Consultation

Table 4.11: Beneficiary Consultation During Implementation

Response	Frequency	Percentage
Consulted	37	61.7
Not consulted	23	38.3
Total	60	100

Figure 4.3: Beneficiary Consultation



The findings show that the majority of respondents reported being consulted during implementation. At the same time, a notable proportion indicated absence of consultation.

These findings provide contextual understanding of implementation processes and support interpretation of overall effectiveness and sustainability of rehabilitation outcomes.

The findings indicate that community participation and beneficiary consultation formed part of project implementation. While a considerable proportion of respondents reported being encouraged to participate and being consulted during implementation, participation

was not experienced uniformly across all beneficiaries. These findings provide contextual understanding of implementation processes and contribute to interpretation of project effectiveness and sustainability.

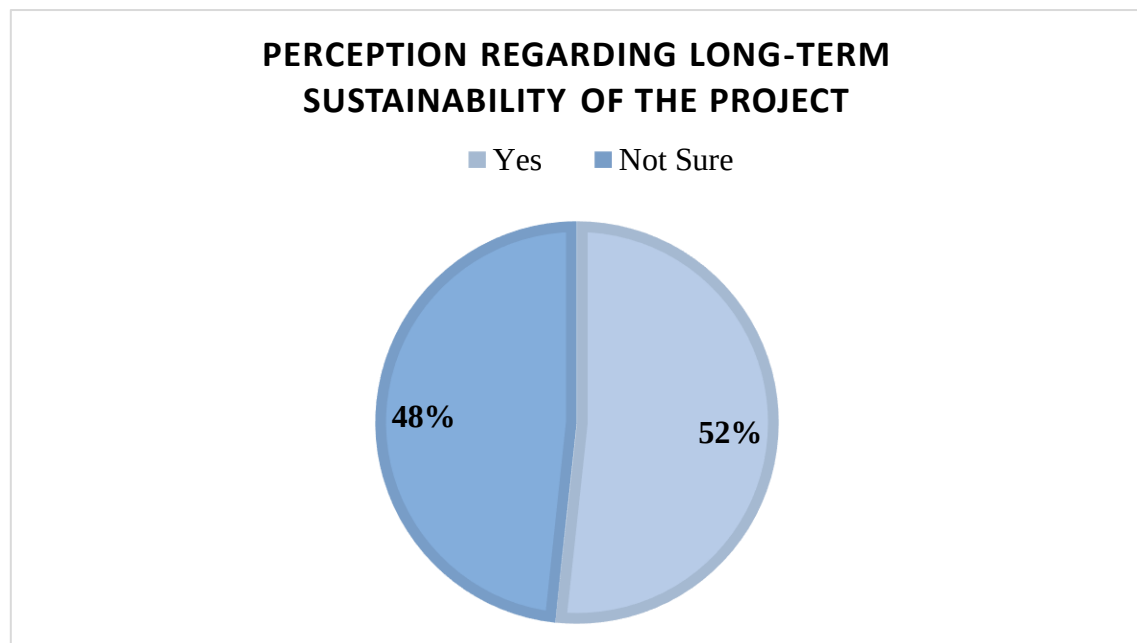
4.8 Long-Term Effectiveness and Sustainability

Although long-term effectiveness and sustainability were not included as separate study objectives, findings related to sustainability were analysed to understand whether rehabilitation outcomes are perceived to continue over time.

Table 4.12: Fear of Re-emergence of Slum Conditions

Response	Frequency	Percentage
Yes	0	0.0
No	60	100.0
Maybe	0	0.0
Total	60	100

Figure 4.4: Perception Regarding Long-Term Sustainability of the Project



The findings indicate mixed perceptions regarding long-term sustainability of the rehabilitation project. Slightly more than half of the respondents (51.7%) believed that

project outcomes would remain sustainable over time, while nearly half (48.3%) expressed uncertainty.

This suggests that although beneficiaries experienced improvements through rehabilitation, concerns remain regarding continuity of infrastructure functioning, maintenance practices, and future management of the settlement.

The uncertainty regarding sustainability indicates that project effectiveness may depend not only on housing provision but also on continued institutional support and maintenance mechanisms.

The findings indicate that none of the respondents expressed fear regarding return to previous slum conditions, while all respondents (100%) reported confidence that conditions would not revert.

This suggests that rehabilitation has achieved substantial improvement in housing security and reduced perceptions of vulnerability associated with earlier living conditions. However, when interpreted together with findings regarding sustainability uncertainty and infrastructure challenges, the results indicate that beneficiaries distinguish between permanence of housing and long-term quality of living conditions.

The findings indicate that rehabilitation has successfully improved housing security and reduced fear of return to previous slum conditions. At the same time, uncertainty regarding sustainability suggests that long-term effectiveness is influenced by continued infrastructure functioning, maintenance practices, beneficiary engagement, and responsiveness to emerging concerns.

4.9 Qualitative Findings – Thematic Analysis

This section presents the qualitative findings obtained through the Focus Group Discussion (FGD) conducted among beneficiaries of the BSUP rehabilitation project in Karimadom Colony. The qualitative data were analysed using thematic analysis, through which recurring patterns and shared experiences were identified and organised into themes and sub-themes. The themes were developed in accordance with the objectives of the study while also reflecting issues that emerged naturally during participant discussions. Verbatim quotations have been incorporated to present the voices of the participants and to ensure that the findings accurately represent their lived experiences. The qualitative findings complement the quantitative results by providing deeper insights

into beneficiaries' perceptions regarding housing, infrastructure, satisfaction, present challenges, governance, and the long-term effectiveness of the rehabilitation project.

4.9.1 Theme 1: Housing Security Improved but Housing Quality Remains a Concern

The first theme explores beneficiaries' experiences of housing after rehabilitation under the BSUP scheme. Participants consistently acknowledged that the project had significantly improved their housing security compared to their previous living conditions. The transition from temporary dwellings to permanent apartments was viewed as an important achievement that enhanced their sense of stability, dignity, and protection from environmental risks. At the same time, discussions also revealed concerns regarding the structural quality, durability, and suitability of the apartment buildings. While beneficiaries appreciated receiving permanent housing, many believed that certain aspects of construction and design did not fully meet their expectations. Consequently, this theme reflects both the positive outcomes of rehabilitation and the continuing concerns regarding the quality of the housing provided.

Two sub-themes emerged under this theme:

- Improved Access to Secure Housing
- Structural Quality and Suitability Concerns

4.9.1.1 Improved Access to Secure Housing

One of the most prominent findings that emerged from the focus group discussion was the beneficiaries' appreciation of the improved housing security provided through the BSUP rehabilitation project. Participants consistently compared their present housing conditions with their previous experiences of living in temporary and poorly constructed dwellings. They explained that the transition to permanent housing significantly improved their sense of safety, stability, and dignity.

One participant remarked, *"Before this house, our roofs were made of coconut leaves,"* highlighting the fragile nature of their previous living conditions and the vulnerability they experienced during adverse weather. The participant's statement reflects the substantial improvement in physical housing security achieved through rehabilitation. Another participant expressed appreciation for the stability offered by permanent housing by stating, *"Now at least we have our own house and do not have to pay rent."* This

response illustrates that, beyond providing shelter, the rehabilitation project also reduced housing insecurity by enabling beneficiaries to live in their own homes without the uncertainty associated with rented accommodation.

The discussions further revealed that beneficiaries associated permanent housing with enhanced social dignity and improved living standards. Participants acknowledged that the transition from informal settlements to formal housing contributed positively to their quality of life by providing a safer environment, greater privacy, and improved sanitation facilities. Although later discussions identified concerns regarding the quality of construction, beneficiaries consistently recognised that receiving permanent housing represented a significant improvement over their previous living conditions.

These findings indicate that the BSUP rehabilitation project successfully fulfilled one of its primary objectives of providing secure and permanent housing to economically vulnerable households. The participants' narratives demonstrate that housing security was one of the most valued outcomes of the rehabilitation project and formed the basis for their generally positive perceptions regarding the intervention, despite the challenges that emerged in other aspects of the project.

4.9.1.2 Structural Quality and Suitability Concerns

Although participants appreciated receiving permanent housing through the BSUP rehabilitation project, discussions revealed considerable concern regarding the quality of construction and the suitability of the apartment buildings. Many beneficiaries acknowledged that the project had improved their housing security; however, they felt that certain aspects of the construction did not meet their expectations. Concerns relating to structural quality, durability, sound insulation, and the overall design of the apartments emerged consistently during the discussion.

One participant highlighted the poor quality of construction by stating, *"If somebody hammers a nail, everybody knows."* This response reflects the inadequate sound insulation within the apartment buildings and indicates that the quality of construction affected residents' privacy and comfort. Participants explained that noise travelled easily between apartments, making it difficult to maintain a peaceful living environment.

Concerns regarding the long-term durability of the buildings were also expressed. A participant remarked, *"These apartment buildings are a disaster waiting to happen,"*

indicating a lack of confidence in the structural strength and safety of the housing provided. Such statements demonstrate that although beneficiaries valued permanent housing, they remained apprehensive about the quality of construction and the ability of the buildings to provide safe and sustainable living conditions in the future.

Participants also reflected on the gap between their expectations during the planning stage and the final outcome of the project. One beneficiary commented, *"This was not what was shown during the meeting,"* suggesting that the completed housing differed from what beneficiaries had anticipated during project discussions. This response indicates that beneficiaries perceived differences between the plans communicated during implementation and the housing that was ultimately delivered, which contributed to feelings of dissatisfaction.

Overall, the discussions suggest that while the BSUP rehabilitation project successfully addressed housing insecurity, the quality and suitability of the constructed housing significantly influenced beneficiaries' perceptions of its effectiveness. Structural concerns, dissatisfaction with construction standards, and unmet expectations indicate that the success of rehabilitation cannot be assessed solely through the provision of permanent housing. Rather, the durability, functionality, and quality of the housing are equally important in determining beneficiaries' overall satisfaction and their confidence in the long-term sustainability of the rehabilitation project.

Overall, Theme 1 demonstrates that the BSUP rehabilitation project substantially improved housing security by providing beneficiaries with permanent housing and reducing the vulnerability associated with previous living conditions. Participants appreciated the increased sense of safety, ownership, and stability resulting from rehabilitation. However, concerns regarding construction quality, apartment design, structural durability, and unmet expectations continued to influence beneficiaries' perceptions of the project. The findings therefore suggest that while the project successfully addressed housing insecurity, improvements in housing quality remain important for enhancing long-term beneficiary satisfaction and the overall effectiveness of rehabilitation.

4.9.2 Theme 2: Infrastructure and Service Gaps Continue to Affect Daily Living

The second theme examines beneficiaries' experiences regarding the infrastructure and public services available after rehabilitation. Although participants acknowledged that the

BSUP project had considerably improved their access to formal housing, they consistently reported that several infrastructure-related challenges continued to affect their daily lives. Discussions centred primarily on water supply, drainage systems, environmental conditions, and waste management. These issues influenced not only the functionality of the rehabilitation project but also the overall quality of life experienced by residents.

Participants explained that while the provision of permanent housing represented a significant improvement over previous living conditions, the effectiveness of rehabilitation depended equally on the adequacy and maintenance of supporting infrastructure. The discussions revealed that infrastructure-related concerns were among the most frequently experienced problems within the rehabilitated settlement. Three sub-themes emerged under this theme:

- Unequal Access to Water Facilities
- Drainage Failure and Sewage Overflow
- Waste Dumping, Environmental Health Risks, and Community Responsibility

4.9.2.1 Unequal Access to Water Facilities

Access to an adequate and reliable water supply emerged as one of the most significant infrastructure-related concerns discussed during the focus group discussion. Although beneficiaries acknowledged that water supply facilities had been provided as part of the rehabilitation project, they explained that the distribution of water was inconsistent across the apartment complex. Participants residing on the upper floors experienced greater difficulty in accessing water compared to those living on the lower floors, indicating that the available infrastructure did not ensure equitable access for all residents.

One participant explained this challenge by stating, *"I live on the third floor and there is no water."* This response illustrates that despite the provision of a common water supply system, accessibility varied according to the location of individual households within the apartment buildings. Beneficiaries indicated that such inequalities created considerable inconvenience in carrying out routine household activities and negatively affected their daily lives.

To overcome these challenges, several households adopted alternative measures to ensure a regular water supply. One participant remarked, *"We had to install motor pumps and*

electricity bills increased," highlighting that inadequate water distribution resulted in additional financial expenditure. Beneficiaries explained that purchasing and operating motor pumps increased household electricity costs, thereby creating an economic burden that had not been anticipated at the time of rehabilitation.

The discussion also revealed that irregular water supply imposed physical strain on several residents, particularly older adults. One participant shared, *"Because I carry water every day, my spinal and knee problems have worsened."* This statement demonstrates that inadequate access to water affected not only convenience but also the health and well-being of vulnerable residents. Carrying water repeatedly to upper floors was described as physically exhausting and particularly challenging for elderly beneficiaries and those with health conditions.

Overall, the discussions indicate that although water supply infrastructure was available within the rehabilitated settlement, unequal accessibility continued to affect the daily lives of several beneficiaries. Participants viewed reliable and equitable water distribution as essential for improving their quality of life and the overall effectiveness of the rehabilitation project.

4.9.2.2 Drainage Failure and Sewage Overflow

Drainage emerged as one of the most frequently discussed infrastructure-related challenges experienced by the beneficiaries after rehabilitation. Participants consistently reported that recurring drainage failures had become a major concern affecting their daily lives. Although drainage facilities had been provided as part of the rehabilitation project, beneficiaries explained that frequent blockages, damaged pipelines, and sewage overflow continued to create unhygienic living conditions within the colony. These recurring problems not only affected the physical environment but also raised concerns regarding public health and the long-term sustainability of the rehabilitation project.

One participant explained the persistence of the problem by stating, *"Drainage pipes break at least twice every month."* This response reflects the recurring nature of drainage failures and indicates that the existing drainage infrastructure required frequent repairs. Participants believed that the repeated breakdown of the drainage system disrupted daily life and demonstrated inadequacies in either the quality of construction or the maintenance of the infrastructure.

Another participant remarked, *"Sewage water stays in front of homes,"* illustrating the direct impact of drainage failures on the residential environment. Beneficiaries explained that stagnant sewage created unpleasant odours, unhygienic surroundings, and increased the risk of mosquito breeding and disease transmission. Such environmental conditions affected not only the cleanliness of the settlement but also the overall comfort and well-being of the residents.

The financial burden associated with recurring drainage repairs was also highlighted during the discussion. One participant shared, *"We have to pay repeatedly to clear drainage,"* indicating that residents were often required to contribute towards maintenance and repair work. Participants expressed dissatisfaction that these expenses continued several years after rehabilitation, as they had expected the infrastructure to function effectively with minimal maintenance costs. They believed that recurring financial contributions for drainage repairs placed an additional burden on households, particularly those with limited economic resources.

Overall, the discussions demonstrate that drainage problems remain one of the most frequently experienced challenges within the rehabilitated settlement. Participants perceived recurring drainage failures, sewage overflow, and maintenance issues as factors that negatively affected their living environment and everyday experiences after rehabilitation.

4.9.2.3 Waste Dumping, Environmental Health Risks, and Community Responsibility

Environmental sanitation and waste management emerged as another important concern affecting the daily lives of beneficiaries in the rehabilitated settlement. Although the rehabilitation project provided permanent housing and basic infrastructure, participants explained that improper waste disposal and poor environmental maintenance continued to reduce the quality of the residential environment. Discussions revealed that waste accumulation, unpleasant odours, mosquito breeding, and rodent infestation were among the most common environmental problems experienced by residents. These issues not only affected the cleanliness of the colony but also raised concerns regarding the health and well-being of the community.

One participant described the severity of the problem by stating, *"The waste dumped in front of my house is the biggest issue."* This response highlights how indiscriminate waste

disposal directly affected the living conditions of residents and created an unpleasant environment around their homes. Participants explained that the accumulation of waste in common areas reduced the cleanliness of the settlement and negatively influenced their perception of the rehabilitation project.

Another participant remarked, *"The smell and mosquitoes are unbearable,"* indicating the environmental and health implications associated with poor waste management. Beneficiaries explained that waste accumulation and stagnant drainage created favourable conditions for mosquito breeding, resulting in increased discomfort and concerns about the spread of diseases. The persistent foul odour further affected the quality of life within the rehabilitated community.

Interestingly, the discussions also revealed that participants recognised the role of community behaviour in contributing to these environmental problems. One participant explained, *"People throw waste into the drainage because they don't want to pay for waste collection."* This statement suggests that some of the environmental challenges were not solely the result of inadequate infrastructure but were also influenced by the waste disposal practices of certain residents. Participants acknowledged that such practices contributed to drainage blockages and worsened the sanitation problems experienced within the colony.

The discussion further reflected a growing awareness of shared responsibility for maintaining the rehabilitated environment. One participant stated, *"Now that we know the pipes are small, we should do our part,"* recognising that beneficiaries also have a responsibility to use community infrastructure appropriately. This response indicates that participants understood the importance of collective action and responsible behaviour in ensuring the long-term effectiveness of the rehabilitation project. Rather than placing the entire responsibility on implementing agencies, beneficiaries acknowledged that maintaining a clean and healthy environment requires cooperation among all community members.

Overall, the findings indicate that environmental quality within the rehabilitated settlement is influenced by both infrastructure provision and community practices. While beneficiaries expected improved waste management following rehabilitation, they recognised that the sustainability of the project depends upon responsible waste disposal, community participation, and regular maintenance of public spaces. These findings

suggest that effective rehabilitation extends beyond the provision of physical infrastructure and requires continuous collaboration between implementing agencies and the community to maintain a safe, clean, and healthy living environment.

Theme 2 demonstrates that although the BSUP rehabilitation project substantially improved access to formal infrastructure, important service gaps continue to influence the daily experiences of beneficiaries. Unequal access to water, recurring drainage failures, and environmental concerns were identified as the most significant infrastructure-related challenges affecting quality of life within the rehabilitated settlement. At the same time, participants recognised that maintaining a healthy living environment requires shared responsibility between implementing agencies and community members. Overall, the findings indicate that the effectiveness of rehabilitation depends not only on the provision of infrastructure but also on its continued functionality, maintenance, accessibility, and responsible utilisation by beneficiaries.

4.9.3 Theme 3: Moderate Satisfaction with Limited Socio-economic Improvement

The third theme explores beneficiaries' perceptions regarding their overall satisfaction with the BSUP rehabilitation project and the extent to which the intervention contributed to improvements in their socio-economic conditions. The discussions revealed that participants generally appreciated the opportunity to receive permanent housing and acknowledged the positive changes in their living conditions. However, this appreciation was frequently accompanied by disappointment regarding unmet expectations, incomplete community facilities, and the absence of noticeable improvements in their economic situation.

Participants explained that while rehabilitation successfully addressed their housing needs, it did not necessarily result in broader improvements in their livelihoods or financial well-being. Many believed that the project had improved their physical living environment but had limited influence on their income, employment opportunities, and overall economic status. Consequently, beneficiary satisfaction reflected a balance between gratitude for receiving housing and dissatisfaction with aspects of the project's implementation and long-term outcomes.

Three sub-themes emerged under this theme:

- Gratitude Alongside Dissatisfaction

- Unfulfilled Promises and Incomplete Community Facilities
- Increased Financial Burden and Limited Livelihood Improvement

4.9.3.1 Gratitude Alongside Dissatisfaction

The focus group discussion revealed that beneficiaries held mixed perceptions regarding the BSUP rehabilitation project. While participants expressed appreciation for receiving permanent housing and acknowledged the positive changes it had brought to their living conditions, they also shared concerns regarding certain aspects of the project's implementation and outcomes. These discussions indicate that beneficiaries viewed the rehabilitation project through both positive and critical perspectives, recognising its achievements while identifying areas that required improvement.

Several participants explained that receiving a permanent house represented a significant improvement over their previous living conditions. They described the rehabilitation project as an opportunity to live in a safer and more secure environment, free from the uncertainties associated with informal settlements. At the same time, participants explained that expressing dissatisfaction about the project often made them uncomfortable because they did not want their concerns to be interpreted as a lack of appreciation for the housing they had received.

One participant expressed this feeling by stating, *"I am grateful but I feel guilty expressing dissatisfaction."* This statement reflects the emotional conflict experienced by many beneficiaries, who appreciated the provision of permanent housing while also recognising shortcomings in the quality of infrastructure and service delivery. Participants believed that acknowledging the benefits of the project should not prevent them from openly discussing the challenges that continued to affect their daily lives.

The discussions also highlighted beneficiaries' disappointment regarding expectations that were not fully realised during project implementation. One participant remarked, *"None of the things promised were made available,"* indicating dissatisfaction with facilities and services that participants believed would accompany the rehabilitation project. Beneficiaries explained that while permanent housing had been provided, several anticipated improvements relating to infrastructure and community amenities had either not been completed or had not met their expectations.

The narratives demonstrate that beneficiaries evaluated the rehabilitation project by considering both its positive contributions and its limitations. Although participants appreciated the security and stability associated with permanent housing, they also recognised continuing concerns relating to infrastructure, community facilities, and service delivery. Overall, the discussions indicate that beneficiaries' perceptions of the project were characterised by a combination of appreciation for the opportunities created through rehabilitation and dissatisfaction with aspects of its implementation, reflecting the complex and multifaceted nature of their rehabilitation experiences.

4.9.3.2 Unfulfilled Promises and Incomplete Community Facilities

The focus group discussion revealed that beneficiaries' perceptions of the rehabilitation project were influenced not only by the provision of housing but also by the extent to which the facilities and amenities promised during the planning and implementation stages were realised. Several participants recalled that, in addition to permanent housing, they had expected the development of community infrastructure and recreational facilities that would improve the overall quality of life within the rehabilitated settlement. However, they expressed disappointment that many of these expectations remained unfulfilled even after occupying the housing units.

One participant stated, *"The pond was supposed to be cleaned and parks were promised,"* indicating that environmental improvement and recreational facilities had formed part of the expectations associated with the rehabilitation project. Participants explained that these amenities were considered important because they would have provided cleaner surroundings, recreational opportunities for children, and common spaces that could strengthen social interaction within the community. The absence of these facilities contributed to the perception that the rehabilitation project had not been fully completed as originally envisioned.

Participants further explained that the lack of community facilities extended beyond recreational spaces. They believed that supporting infrastructure and shared public amenities play an important role in improving the overall living environment of rehabilitated communities. Although permanent housing addressed the immediate need for shelter, beneficiaries felt that the absence of certain promised facilities limited the overall benefits of rehabilitation and reduced opportunities for community engagement and collective use of public spaces.

The discussions indicate that beneficiaries evaluated the rehabilitation project based on both the housing provided and the accompanying community infrastructure. Participants perceived that the completion of promised facilities would have enhanced their overall living experience and contributed to a more supportive and inclusive residential environment. Overall, the narratives suggest that beneficiaries expected rehabilitation to encompass not only permanent housing but also the development of functional community amenities that would improve their quality of life and promote sustainable community living.

4.9.3.3 Increased Financial Burden and Limited Livelihood Improvement

The focus group discussion revealed that although the BSUP rehabilitation project significantly improved housing security, beneficiaries perceived only limited improvements in their overall economic conditions. Participants explained that while they no longer faced the uncertainty associated with inadequate housing, rehabilitation did not substantially improve their employment opportunities, household income, or financial stability. Instead, several beneficiaries reported that new forms of expenditure had emerged after relocation, creating additional financial responsibilities for their households.

One participant explained this change by stating, *"Now rent money goes for electricity and water."* This statement indicates that although beneficiaries were relieved of rental expenses after receiving permanent housing, they were now required to meet regular utility charges and maintenance-related costs. Participants explained that these recurring expenses had become a part of their household budget and, for many families with limited income, represented an additional financial burden.

The discussions further revealed that beneficiaries did not perceive significant improvements in their livelihood or economic status following rehabilitation. One participant remarked, *"Economically nothing changed,"* reflecting the view that while housing conditions had improved, their financial situation remained largely unchanged. Participants explained that access to permanent housing alone had not created new employment opportunities or increased household income. Consequently, they continued to face economic challenges similar to those experienced before rehabilitation.

Another participant stated, *"No improvement has happened due to the scheme,"* expressing disappointment that the rehabilitation project had not contributed to broader

socio-economic advancement. This response indicates that beneficiaries expected rehabilitation to bring improvements beyond housing, including better opportunities to enhance their standard of living. Participants felt that although the project had addressed their immediate housing needs, it had limited influence on their long-term economic well-being.

The discussions indicate that beneficiaries clearly distinguished between improvements in physical living conditions and improvements in their economic circumstances. While participants appreciated the security and stability associated with permanent housing, they believed that rehabilitation alone had not substantially altered their livelihoods or financial conditions. Overall, the narratives suggest that beneficiaries viewed housing improvement as an important achievement but considered broader socio-economic development equally essential for enhancing their overall quality of life and ensuring the long-term success of rehabilitation.

Theme 3 indicates that beneficiaries generally held moderately positive perceptions of the BSUP rehabilitation project. Participants appreciated receiving permanent housing and recognised the improvements in safety and living conditions achieved through rehabilitation. However, these positive experiences were tempered by dissatisfaction regarding unmet expectations, incomplete community facilities, additional household expenses, and the absence of significant socio-economic improvement. The findings suggest that while housing provision contributed substantially to beneficiary well-being, long-term satisfaction depends on the extent to which rehabilitation is accompanied by comprehensive community development and opportunities for improving livelihoods.

4.9.4 Theme 4: Governance and Sustainability Concerns

The fourth theme focuses on beneficiaries' experiences regarding the implementation process, governance practices, and the long-term sustainability of the BSUP rehabilitation project. While participants acknowledged the positive outcomes achieved through the provision of permanent housing, they also reflected on several challenges encountered during project implementation and expressed concerns regarding the continued effectiveness of the rehabilitation programme. Discussions highlighted issues related to relocation, delays in implementation, beneficiary participation, political influence, transparency in decision-making, and suggestions for improving future rehabilitation initiatives.

Participants recognised that the success of rehabilitation depends not only on the construction of housing but also on the manner in which projects are planned, implemented, managed, and maintained over time. They believed that meaningful beneficiary involvement, transparent governance, and continued institutional support are essential for ensuring the long-term sustainability of rehabilitation outcomes.

Three sub-themes emerged under this theme:

- Delays and Transitional Hardships
- Participation, Political Influence and Ground Realities
- Suggestions for Future Rehabilitation Policies

4.9.4.1 Delays and Transitional Hardships

The focus group discussion revealed that the implementation phase of the BSUP rehabilitation project was accompanied by several transitional challenges that affected the beneficiaries before they occupied their permanent houses. Participants reflected on the difficulties they experienced during the relocation process, particularly the period spent in temporary accommodation while the apartment buildings were under construction. These experiences were recalled as one of the most challenging phases of the rehabilitation process and influenced beneficiaries' overall perception of the project.

One participant shared, *"Life in the community hall was very difficult,"* describing the hardships encountered while residing in temporary shelters. Participants explained that the community halls lacked adequate privacy and comfort, making it difficult for families to carry out their daily activities. Living in shared accommodation for an extended period created physical inconvenience as well as emotional stress, particularly for households with children, elderly members, and individuals with health concerns.

Participants also expressed concerns regarding the timing of relocation. One beneficiary stated, *"People should not be shifted before construction starts,"* suggesting that relocation should occur only after significant progress has been made in the construction of permanent housing. Participants believed that the delay between relocation and completion of the housing project prolonged their stay in temporary accommodation and increased the hardships experienced during the implementation phase. They felt that better planning and coordination could have reduced the period of displacement and ensured a smoother transition to the rehabilitated settlement.

4.9.4.2 Participation, Political Influence and Ground Realities

The focus group discussion revealed diverse experiences regarding beneficiary participation during the implementation of the BSUP rehabilitation project. While participants acknowledged that meetings and consultation processes had been conducted, several beneficiaries expressed differing views on the extent to which their opinions were considered during decision-making. The discussions suggested that although opportunities for participation were available, beneficiaries perceived variations in the level of influence they had over decisions affecting the rehabilitation process.

One participant remarked, *"That is not how it happened,"* while responding to the description of the implementation process. This statement reflects the participant's perception that certain aspects of project implementation differed from the experiences of the beneficiaries on the ground. Participants explained that their lived experiences did not always correspond with the official accounts of the rehabilitation process, leading to differing interpretations of how decisions were made and implemented.

The discussions also highlighted concerns regarding political influence during the implementation of the project. One participant stated, *"I was removed from the committee due to political interference,"* indicating that political considerations were perceived to have influenced the functioning of beneficiary committees. Participants explained that such experiences affected their confidence in the transparency and fairness of decision-making processes. They believed that committee membership and participation should be guided by the interests of the community rather than external influences.

Another issue raised during the discussion related to the selection of beneficiaries. One participant commented, *"People who truly needed houses did not receive them,"* expressing concern regarding the fairness of beneficiary selection. Participants believed that rehabilitation programmes should prioritise households with the greatest need and ensure that the selection process remains transparent and equitable. These perceptions contributed to discussions on accountability and trust in the implementation process.

Despite these concerns, participants recognised the importance of community participation in ensuring the success of rehabilitation programmes. They believed that involving beneficiaries throughout planning, implementation, and post-rehabilitation management would improve communication between residents and implementing agencies while enabling local issues to be identified and addressed more effectively.

Participants also felt that meaningful participation could strengthen community ownership of the rehabilitation project and encourage collective responsibility for maintaining the rehabilitated settlement.

Overall, the discussions indicate that beneficiaries considered participation to be an essential component of successful rehabilitation. While opportunities for consultation were acknowledged, participants emphasised that participation should involve genuine engagement, transparency, and equal opportunities for beneficiaries to contribute to decisions affecting their community. The narratives highlight that meaningful community participation extends beyond attendance at meetings and requires active involvement, mutual trust, and shared responsibility throughout the rehabilitation process.

4.9.4.3 Suggestions for Future Rehabilitation Policies

The final stage of the focus group discussion encouraged participants to reflect on their experiences and provide suggestions for improving future rehabilitation programmes. Drawing from their lived experiences, beneficiaries shared recommendations that they believed would enhance the effectiveness, quality, and sustainability of similar housing initiatives. Their suggestions focused primarily on improving construction quality, ensuring timely implementation, strengthening infrastructure, and adopting a more beneficiary-centred approach throughout the rehabilitation process.

One participant emphasised the importance of prioritising quality over merely completing housing projects by stating, *"Houses should not be provided merely for the sake of providing them."* This statement reflects the participants' belief that rehabilitation should focus not only on delivering housing units but also on ensuring that the houses are structurally sound, durable, and capable of meeting the long-term needs of the beneficiaries. Participants explained that the quality of construction directly influences their safety, comfort, and overall satisfaction with the project.

The discussion also highlighted the importance of reducing delays during project implementation. One participant remarked, *"People should not wait years in community halls,"* referring to the prolonged period many beneficiaries spent in temporary accommodation before receiving permanent housing. Participants felt that better planning and coordination during implementation would minimise unnecessary hardship and allow families to transition more smoothly into their new homes.

In addition to housing quality and implementation, participants stressed the importance of providing adequate supporting infrastructure and maintaining completed facilities. They believed that rehabilitation should include reliable water supply, effective drainage systems, proper waste management, and regular maintenance to ensure that the benefits of the project are sustained over time. Participants also highlighted the need for transparent communication between implementing agencies and beneficiaries so that expectations regarding project outcomes are clearly communicated and concerns can be addressed in a timely manner.

The discussions further indicated that beneficiaries valued greater involvement in future rehabilitation initiatives. Participants believed that incorporating the perspectives of community members during planning, implementation, and post-implementation stages would contribute to more responsive and sustainable rehabilitation programmes. They felt that active beneficiary involvement would enable implementing agencies to better understand local needs and ensure that rehabilitation interventions are more closely aligned with the realities experienced by the community.

Overall, the participants' suggestions reflect their aspiration for rehabilitation programmes that extend beyond the provision of permanent housing to include quality infrastructure, effective implementation, regular maintenance, and meaningful beneficiary participation. The narratives indicate that future rehabilitation initiatives should adopt a holistic and participatory approach that addresses both the physical and social dimensions of rehabilitation, thereby enhancing the overall well-being of beneficiaries and supporting the long-term sustainability of rehabilitated communities.

Theme 4 highlights that the effectiveness and sustainability of the BSUP rehabilitation project are closely linked to governance practices, implementation quality, and continued institutional support. Participants recognised the value of receiving permanent housing but also reflected on the challenges encountered during relocation, concerns regarding meaningful participation, and the influence of governance processes on project outcomes. Their recommendations underscore the importance of transparent implementation, improved infrastructure quality, timely project execution, and effective maintenance mechanisms in ensuring the long-term success of future rehabilitation initiatives. Overall, the findings indicate that sustainable rehabilitation extends beyond housing provision and

requires continuous collaboration between implementing agencies and beneficiaries to maintain and enhance the quality of life within rehabilitated communities.

4.10 Observation

Field observation was conducted to obtain first-hand information regarding the physical environment and infrastructure conditions of the BSUP rehabilitation project in Karimadom Colony. The observation complemented the quantitative survey and focus group discussion by providing direct evidence of the condition and utilisation of housing, infrastructure, public facilities, and the surrounding environment. The observations were guided by a structured observation checklist covering housing conditions, water supply, drainage and sanitation, waste management, roads and public infrastructure, and community facilities.

The observation revealed noticeable variations in the physical condition of the apartment buildings. While the overall housing structures remained functional and occupied, visible signs of deterioration such as minor cracks, weathering of external walls, and wear in common areas were observed in certain blocks. Stairways and common corridors were generally accessible; however, differences in cleanliness and maintenance were evident across buildings. These observations support the qualitative findings that beneficiaries appreciated permanent housing but expressed concerns regarding construction quality and long-term durability.

With respect to water supply, visible water storage containers were observed in several households, indicating that residents had adopted coping mechanisms to manage irregular water availability. Although water supply infrastructure was available throughout the settlement, the widespread practice of storing water suggested that access was not always adequate to meet household requirements. These observations are consistent with the quantitative and qualitative findings, where water shortage and unequal access to water facilities emerged as important concerns among beneficiaries.

Observation of the drainage and sanitation system revealed areas where drainage channels showed signs of inadequate maintenance. Evidence of stagnant water and sewage accumulation was observed in selected locations, accompanied by foul odour in certain areas. These conditions indicated that drainage-related issues continued to affect the environmental quality of the settlement despite the provision of formal infrastructure. The

observations reinforce beneficiaries' accounts of recurring drainage failures and sewage overflow discussed during the focus group discussion.

Waste management practices also reflected a mixed situation. Although waste collection facilities were available, waste accumulation and instances of improper dumping were observed in some locations. These conditions contributed to environmental concerns, including unpleasant odours and the presence of mosquitoes. The observations suggest that environmental quality is influenced not only by the availability of waste management facilities but also by their maintenance and utilisation by the community.

Observation of roads and public infrastructure indicated that the internal roads were generally accessible and street lighting facilities were present. However, variations in the maintenance of common spaces and public infrastructure were evident across the settlement. Similarly, community facilities such as the Anganwadi and other public spaces were available, but differences in their maintenance and utilisation were observed. Regular maintenance activities were not consistently evident throughout the colony, indicating the need for sustained upkeep to preserve the quality of the rehabilitated environment.

Overall, the field observations indicate that while the BSUP rehabilitation project has provided beneficiaries with permanent housing and basic infrastructure, variations in infrastructure maintenance, drainage conditions, water accessibility, environmental cleanliness, and the upkeep of community facilities continue to be evident within the rehabilitated settlement. These observations provide direct evidence of the existing physical conditions and reflect the everyday environment experienced by the beneficiaries. The findings highlight the importance of maintaining community infrastructure and public spaces to ensure a safe, clean, and functional living environment.

4.11 Conclusion

This chapter presented the analysis and interpretation of the data collected to examine the effectiveness of the Basic Services to the Urban Poor (BSUP) rehabilitation project implemented in Karimadom Colony. The quantitative findings provided an overview of the socio-economic profile of the respondents, their evaluation of infrastructure, levels of beneficiary satisfaction, and the relationship between infrastructure evaluation and beneficiary satisfaction. The analysis revealed that beneficiaries generally perceived the available infrastructure and the outcomes of the rehabilitation project as moderately

satisfactory, with infrastructure conditions showing a positive association with beneficiary satisfaction.

The qualitative findings offered deeper insights into the lived experiences of the beneficiaries by exploring their perceptions of housing security, infrastructure, beneficiary satisfaction, implementation experiences, and suggestions for improving future rehabilitation programmes. The narratives highlighted both the positive outcomes of permanent housing and the continuing challenges relating to water supply, drainage, environmental sanitation, infrastructure maintenance, and community facilities. The observation findings further documented the existing physical conditions of the rehabilitated settlement, including housing, infrastructure, public spaces, and environmental conditions.

Overall, this chapter presented the findings obtained through the quantitative survey, focus group discussion, and field observations, providing a comprehensive account of the data collected for the study. These findings form the basis for the integrated interpretation presented in the following chapter, which discusses the major findings, triangulation, implications, suggestions, and conclusions of the study.

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

CHAPTER V: FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 Introduction

This chapter presents the major findings, suggestions, and conclusion of the study on the effectiveness of the slum rehabilitation project implemented under the Basic Services to the Urban Poor (BSUP) scheme in Karimadom Colony. The findings have been derived through the integration of quantitative analysis, qualitative thematic analysis, field observations, and triangulation, providing a comprehensive understanding of the effectiveness of the rehabilitation project from the perspective of the beneficiaries.

The first part of the chapter presents the major findings of the study, organised according to the research objectives. It highlights the key outcomes relating to infrastructure adequacy, beneficiary satisfaction, present challenges, community participation, implementation experiences, and the long-term effectiveness and sustainability of the rehabilitation project. The second part presents suggestions based on the empirical findings to strengthen future rehabilitation programmes and improve policy and practice. It also discusses the policy and social work implications of the study, emphasising the role of participatory, people-centred, and sustainable approaches in urban rehabilitation. Finally, the chapter concludes by summarising the overall findings of the study and highlighting its contribution to understanding the effectiveness of the BSUP rehabilitation project in Karimadom Colony.

5.2 Findings

The present study adopted a Sequential Explanatory Mixed Methods Research Design, wherein quantitative data were collected and analysed first, followed by qualitative data through a Focus Group Discussion and field observation. Triangulation was employed to integrate the findings from these different sources of evidence and to obtain a comprehensive understanding of the effectiveness of the Basic Services to the Urban Poor (BSUP) rehabilitation project in Karimadom Colony. The integration of quantitative, qualitative, and observational findings enhanced the credibility of the study by validating results across multiple methods and providing a more holistic interpretation of the rehabilitation outcomes.

The quantitative findings indicated that the rehabilitation project had substantially improved housing security and access to basic infrastructure for the beneficiaries. However, the overall evaluation of infrastructure was found to be moderate, with

respondents identifying drainage issues, water shortage, and maintenance as the most significant challenges. These findings were reinforced through the qualitative discussions, where participants described recurring drainage failures, irregular water supply, structural concerns, and environmental sanitation issues that continued to affect their daily lives. Similarly, field observations revealed evidence of drainage problems, water storage practices, variations in infrastructure maintenance, and environmental concerns within the settlement. The convergence of these findings indicates that while the rehabilitation project successfully addressed housing insecurity, infrastructure maintenance and service delivery remain important determinants of its long-term effectiveness.

With regard to beneficiary satisfaction, the quantitative findings revealed a moderate level of overall satisfaction with the rehabilitation project. Beneficiaries appreciated the provision of permanent housing and recognised the improvements in safety, stability, and living conditions. However, qualitative findings demonstrated that this satisfaction was accompanied by concerns regarding construction quality, incomplete community facilities, unmet expectations, and the limited improvement in socio-economic conditions. Field observations similarly identified differences in the condition and maintenance of apartment buildings and common facilities, further supporting the beneficiaries' perceptions. The integration of findings suggests that beneficiary satisfaction is influenced not only by access to permanent housing but also by the quality, maintenance, and functionality of the infrastructure provided.

The study also identified the major challenges experienced by beneficiaries after rehabilitation. Quantitative analysis showed that drainage issues, water shortage, and poor maintenance were the most frequently reported challenges, whereas concerns relating to livelihood, safety, social conflicts, and drug availability were reported by comparatively fewer respondents. These findings were consistent with the qualitative narratives, in which participants described the impact of drainage failures, sewage overflow, water accessibility problems, and waste management issues on their everyday lives. Observational findings further confirmed the existence of these environmental and infrastructure-related concerns. The consistency of findings across all three methods strengthens the validity of the study and demonstrates that infrastructure maintenance continues to be a major concern within the rehabilitated settlement.

The findings relating to community participation and the long-term effectiveness of the rehabilitation project also demonstrated considerable convergence. Quantitative results indicated that a majority of beneficiaries reported being encouraged to participate and consulted during the implementation process. Qualitative findings, however, revealed differences in the perceived quality of participation, with some beneficiaries expressing concerns regarding transparency, political influence, and the extent to which their views were reflected in decision-making. Participants also emphasised the importance of continuous maintenance, institutional support, and community responsibility in sustaining the benefits of rehabilitation. These observations suggest that meaningful participation extends beyond consultation and requires continuous collaboration between beneficiaries and implementing agencies throughout the post-rehabilitation period.

Overall, the triangulation of findings demonstrates a high degree of consistency across the quantitative, qualitative, and observational components of the study. All three methods indicate that the BSUP rehabilitation project has been successful in improving housing security and providing beneficiaries with permanent housing and basic infrastructure. At the same time, the findings consistently highlight continuing concerns relating to infrastructure maintenance, water supply, drainage, environmental sanitation, beneficiary satisfaction, and long-term sustainability. The integrated findings therefore suggest that the effectiveness of rehabilitation extends beyond housing provision and depends upon sustained infrastructure maintenance, meaningful beneficiary participation, responsive governance, and continuous institutional support. These integrated findings provide the foundation for the objective-wise discussion presented in the following section.

5.2.1 Infrastructure and Living Conditions

The present study found that infrastructure provision under the rehabilitation project achieved only partial effectiveness. Quantitative findings indicated moderate infrastructure adequacy (Mean = 2.32; SD = 0.35), while challenge analysis identified drainage issues, water shortage, and maintenance concerns as major problems experienced by beneficiaries. Qualitative findings further demonstrated unequal access to water facilities, repeated drainage failures, sewage overflow, and concerns regarding housing quality and infrastructure functioning. Observation findings similarly indicated visible drainage concerns, water storage adaptations, and irregular maintenance practices.

These findings suggest that although rehabilitation improved access to formal housing and infrastructure, infrastructure availability did not necessarily translate into accessibility, functionality, or improved quality of living conditions. Beneficiaries frequently described situations where infrastructure existed physically but did not function adequately to meet everyday needs.

These findings correspond with the study conducted by Surana and Prasad (2022), which evaluated BSUP housing projects and concluded that affordable housing programmes frequently succeed in providing housing units but often struggle to maintain infrastructure quality and neighbourhood services over time. Their study emphasised that long-term rehabilitation outcomes depend not only on housing provision but also on post-occupancy maintenance and service functionality (Surana & Prasad, 2022).

Similarly, Jampana and Prakash (2024) observed that urban renewal programmes improved access to housing but continued to face maintenance concerns, implementation delays, and unequal access to services among economically vulnerable populations. Their findings reinforce the present study's observation that infrastructure alone cannot guarantee improved quality of life unless supported through continued service delivery and institutional support (Jampana & Prakash, 2024).

The findings also support Satterthwaite (2020), who argued that adequate housing extends beyond physical shelter and includes infrastructure, safety, accessibility, and opportunities that contribute to broader wellbeing. From this perspective, rehabilitation effectiveness cannot be evaluated solely through housing delivery but must include lived experiences after occupancy (Satterthwaite, 2020).

Overall, the findings indicate that infrastructure provision under BSUP contributed positively to housing access but remained constrained by concerns regarding quality, maintenance, and everyday functionality.

5.2.2 Beneficiary Satisfaction and Quality of Life

The present study found moderate beneficiary satisfaction (Mean = 2.51; SD = 0.54). Participants expressed appreciation regarding improved housing security and reduced housing vulnerability; however, dissatisfaction emerged regarding unmet expectations, incomplete facilities, maintenance concerns, and limited socio-economic improvement. Qualitative findings reflected mixed perceptions where beneficiaries simultaneously expressed gratitude and disappointment regarding project outcomes.

These findings indicate that satisfaction was shaped not only by receiving formal housing but also by perceptions regarding service quality, fulfilment of promises, environmental conditions, and everyday living experiences.

These findings align with Debnath, Bardhan, and Sunikka-Blank (2019), who found that rehabilitation projects may improve access to housing while generating discomfort and dissatisfaction when infrastructure, design, and social spaces fail to meet beneficiary expectations. Their study demonstrated that environmental conditions and everyday experiences influence the sustainability of rehabilitation outcomes (Debnath et al., 2019).

Similarly, Saxena and Garg (2019) argued that rehabilitation programmes often prioritise housing delivery while overlooking the lived experiences of beneficiaries after relocation. Their findings suggest that implementation gaps reduce intended improvements in quality of life (Saxena & Garg, 2019).

However, the findings partially differ from Anjana (2016), who reported improvements in living conditions and reduction of multidimensional poverty following BSUP implementation in Karimadom Colony. While the present study also identified improved housing security, beneficiaries continued to report concerns regarding infrastructure quality, sustainability, and satisfaction. This difference may reflect changing expectations and post-occupancy experiences over time.

Therefore, beneficiary satisfaction appears to depend not only on housing access but also on whether rehabilitation contributes to meaningful improvements in quality of life.

5.2.3 Present Challenges and Environmental Concerns

The present study identified drainage issues, water shortage, sewage overflow, waste accumulation, and maintenance concerns as continuing challenges experienced after rehabilitation. Quantitative findings showed that drainage was the most commonly reported challenge, followed by water shortage and maintenance concerns. Qualitative findings further illustrated how these challenges influenced everyday life, environmental quality, and household expenditure. Observation findings supported these concerns through visible waste accumulation, drainage concerns, and environmental maintenance issues.

The findings indicate that rehabilitation outcomes remain closely connected to environmental quality and infrastructure functioning after occupancy.

These findings support Mahadevia, Datey, and Mishra (2013), who observed that rehabilitation programmes frequently emphasise housing construction while providing inadequate attention to creating liveable environments supported by functioning services and sanitation systems. Their findings suggest that construction alone cannot ensure successful rehabilitation outcomes (Mahadevia et al., 2013).

Similarly, Oladehinde (2025) argued that environmental quality in urban settlements is shaped not only by infrastructure but also by socio-economic conditions and community practices. Waste management behaviour, maintenance systems, and collective responsibility influence environmental outcomes and living experiences (Oladehinde, 2025).

The present findings further suggest that rehabilitation should be viewed as an ongoing social development process rather than a one-time infrastructure intervention.

5.2.4 Effectiveness and Sustainability of the Rehabilitation Project

The findings indicate that the BSUP rehabilitation project achieved partial effectiveness. Housing insecurity reduced considerably and all respondents reported no fear regarding return to slum conditions. However, nearly half of respondents remained uncertain regarding long-term sustainability. Concerns regarding maintenance, infrastructure functioning, and continuity of outcomes continued to shape perceptions regarding effectiveness.

These findings suggest that effectiveness should be interpreted beyond immediate housing outcomes and should include sustainability of benefits over time.

These findings support Patel (2013), who argued that BSUP projects frequently achieved housing provision but struggled to sustain broader improvements due to implementation challenges and limited continuation of support systems (Patel, 2013).

Similarly, Sheth et al. (2009) argued that sustainable rehabilitation requires integration of environmental, social, and economic dimensions rather than focusing exclusively on physical housing provision.

The findings further indicate that sustainability should include infrastructure maintenance, environmental management, governance quality, and continued institutional accountability.

Therefore, rehabilitation effectiveness should be understood as a long-term outcome rather than a completed intervention.

5.2.5 Community Participation: Literature and Ground Reality

Community participation emerged as one of the most important findings of the study. Quantitative findings indicated that participation and consultation mechanisms existed during implementation; however, qualitative findings questioned the extent to which participation translated into meaningful influence over implementation and outcomes. Participants described concerns regarding representation, political influence, and fulfilment of expectations. These findings provide a more nuanced understanding compared to earlier literature on Karimadom.

RaviSree and Brar (2022) described Karimadom as a successful participatory housing model in which community institutions and women's participation contributed to implementation outcomes. Similarly, Gillard et al. (2018) argued that participatory housing approaches in Kerala improved affordability, implementation, and sustainability through collaboration between institutions and communities.

Project documentation and earlier studies also highlighted beneficiary consultations during design and implementation stages.

However, the present study extends these findings by suggesting that participation should not be measured solely through consultation mechanisms. Rather, meaningful participation should be reflected in influence over decision-making, implementation quality, maintenance practices, and post-occupancy outcomes.

Thus, community participation supported implementation but did not independently determine project effectiveness unless participation continued beyond planning into governance and long-term maintenance.

The discussion indicates that the BSUP rehabilitation project contributed positively to housing security and reduced vulnerability among beneficiaries. However, concerns regarding infrastructure quality, environmental conditions, maintenance, beneficiary satisfaction, and sustainability continue to influence overall effectiveness. The findings suggest that rehabilitation should move beyond housing delivery and adopt a more sustainable, participatory, and people-centred approach to improve long-term outcomes for urban poor communities.

5.3 Suggestions

This section presents suggestions, policy implications, and social work implications derived from the findings of the study on the effectiveness of the slum rehabilitation project implemented under the Basic Services to the Urban Poor (BSUP) scheme in Karimadom Colony. The recommendations are based on beneficiary experiences and integrated findings from quantitative analysis, qualitative analysis, observation, and triangulation. The chapter aims to identify practical measures that may strengthen infrastructure outcomes, improve beneficiary experiences, enhance sustainability, and support more effective rehabilitation practices in future urban housing interventions.

5.3.1 Suggestions

Shift from Housing Delivery to Comprehensive Rehabilitation

The findings indicate that access to permanent housing alone was insufficient to ensure complete rehabilitation outcomes. Beneficiaries appreciated improved housing security but continued to report concerns regarding infrastructure quality, environmental conditions, maintenance, and limited socio-economic improvement. Therefore, rehabilitation programmes should adopt a broader approach that integrates housing with infrastructure services, environmental planning, livelihood opportunities, and social development support. Rehabilitation should be understood as a long-term process aimed at improving overall quality of life rather than as completion of physical construction.

Strengthen Infrastructure Planning and Technical Standards

Infrastructure-related concerns emerged as major challenges experienced by beneficiaries, particularly in relation to drainage, water availability, and maintenance. These findings suggest the need for stronger technical assessment during planning and implementation stages. Future rehabilitation projects should ensure adequate water supply systems, durable construction materials, appropriate drainage design, and stronger monitoring of infrastructure performance to reduce post-occupancy concerns and improve long-term functionality.

Institutionalise Post-Occupancy Evaluation

The study demonstrated that project effectiveness becomes visible only after beneficiaries begin occupying and using the infrastructure over time. Therefore, rehabilitation projects should incorporate structured post-occupancy evaluation mechanisms to periodically

assess beneficiary satisfaction, infrastructure functioning, environmental conditions, and maintenance concerns. Continuous evaluation may help identify emerging issues early and support timely corrective interventions.

Improve Environmental Management within Rehabilitation Projects

Drainage issues, waste accumulation, and environmental concerns were identified as continuing challenges affecting daily living conditions. Environmental quality directly influences health, comfort, and beneficiary experiences. Rehabilitation projects should therefore incorporate stronger environmental management practices including drainage maintenance, waste management systems, sanitation monitoring, and environmental awareness activities to ensure sustainable living conditions.

Adopt Context-Sensitive and Flexible Housing Models

The findings indicate that standardised housing approaches may not always respond effectively to beneficiary needs and local environmental conditions. Beneficiaries expressed concerns regarding housing quality, infrastructure suitability, and unmet expectations. Future rehabilitation projects should adopt more context-sensitive approaches that consider local realities, household requirements, environmental conditions, and post-occupancy experiences during project design and implementation.

Strengthen Community Participation Across All Stages of Implementation

Although participation and consultation mechanisms were present during implementation, findings suggested variation in the extent to which beneficiaries perceived meaningful involvement. Community participation should extend beyond information sharing and consultation and should include active involvement in planning, implementation, monitoring, maintenance, and review processes. Stronger participation may improve accountability, ownership, and responsiveness to beneficiary needs.

Ensure Transparent and Inclusive Beneficiary Selection

Qualitative findings reflected concerns regarding representation and beneficiary selection processes. Transparent selection procedures and clear eligibility mechanisms are necessary to maintain trust and ensure that rehabilitation benefits reach intended populations. Future rehabilitation projects should strengthen communication and grievance redressal mechanisms to improve fairness and accountability.

Reduce Delays and Improve Transitional Housing Support

Participants reported difficulties associated with waiting periods and temporary living arrangements during implementation. Delays may negatively influence beneficiary experiences and increase financial and emotional stress. Rehabilitation programmes should strengthen project coordination and provide dignified transitional support arrangements to reduce hardship during implementation.

Integrate Livelihood and Social Development Components

The findings indicate that improvement in housing conditions did not necessarily translate into perceived socio-economic improvement. Therefore, rehabilitation initiatives should include livelihood promotion, access to welfare services, employment support, and opportunities for social development. Such measures may contribute towards more meaningful and sustainable improvements in beneficiary wellbeing.

Establish Participatory Governance and Accountability Mechanisms

Long-term effectiveness depends not only on infrastructure provision but also on governance systems that support maintenance and collective responsibility. Local governance structures should encourage beneficiary participation in decision-making, maintenance planning, and monitoring processes to strengthen sustainability and accountability.

Strengthen Intersectoral Coordination in Urban Rehabilitation

Rehabilitation outcomes are influenced by multiple sectors including housing, sanitation, public health, welfare services, and local governance. Greater coordination among implementing agencies, local institutions, service providers, and community organisations may improve implementation quality and support continuity of outcomes after project completion.

Promote Evidence-Based Policy Review

The findings highlight the importance of learning from beneficiary experiences and post-occupancy realities. Rehabilitation policies should incorporate regular review mechanisms based on field evidence, beneficiary feedback, and long-term outcome evaluation to improve future implementation practices and policy responsiveness.

5.3.2 Policy Implications

The findings of the present study indicate that urban rehabilitation policies should adopt a broader understanding of effectiveness beyond the provision of housing. While the BSUP rehabilitation project successfully improved access to permanent housing and reduced housing insecurity, the study revealed that infrastructure functionality, beneficiary satisfaction, environmental quality, community participation, and long-term sustainability are equally important in determining rehabilitation outcomes. Therefore, policy frameworks should evaluate rehabilitation projects using indicators that reflect both physical infrastructure and beneficiaries' lived experiences.

The study highlights the need to strengthen policy provisions related to infrastructure maintenance and post-occupancy management. Beneficiaries reported persistent concerns regarding drainage, water supply, environmental sanitation, and maintenance, indicating that the effectiveness of rehabilitation depends on the continued functionality of infrastructure after project completion. Rehabilitation policies should therefore incorporate regular monitoring, maintenance mechanisms, and periodic post-occupancy evaluations to ensure sustainable outcomes.

Another important implication is the need to strengthen meaningful community participation throughout the rehabilitation process. Although consultation mechanisms existed during implementation, the findings suggest that beneficiary involvement should extend beyond consultation to include planning, implementation, monitoring, and maintenance. Greater participation can enhance transparency, accountability, and community ownership while improving the responsiveness of rehabilitation programmes to local needs.

The findings also suggest that rehabilitation policies should adopt an integrated and people-centred approach by linking housing provision with environmental management, livelihood support, and access to essential public services. Such an approach would contribute to improving beneficiaries' overall quality of life rather than focusing solely on physical housing delivery.

Overall, the study indicates that future urban rehabilitation policies should emphasise infrastructure quality, long-term maintenance, beneficiary-centred evaluation, meaningful community participation, and continuous institutional support. Strengthening

these dimensions would contribute to more effective, inclusive, and sustainable rehabilitation programmes for urban poor communities.

5.3.3 Social Work Implications

The findings of the present study have significant implications for social work practice, particularly in the field of community development and urban rehabilitation. The study demonstrates that rehabilitation extends beyond the provision of housing and involves addressing the social, environmental, economic, and institutional factors that influence the well-being of beneficiaries. Social workers, through their professional knowledge and intervention strategies, can contribute to strengthening rehabilitation outcomes by facilitating community participation, advocating for beneficiary rights, promoting access to services, and supporting sustainable community development. Based on the findings of the study, the social work implications are discussed at the **micro**, **mezzo**, and **macro** levels to highlight the profession's role in enhancing the effectiveness and sustainability of urban rehabilitation programmes.

Micro Level (Individual and Family)

The findings of the study indicate that while beneficiaries experienced improved housing security, several households continued to face challenges related to infrastructure, environmental conditions, and limited socio-economic improvement. At the individual and family level, social workers can play an important role in supporting beneficiaries to adapt to rehabilitated living conditions and access available welfare services. They can facilitate linkages with government schemes, healthcare services, livelihood opportunities, and social security programmes to improve the overall well-being of vulnerable families. Social workers can also provide psychosocial support to individuals experiencing stress arising from environmental problems, maintenance issues, or difficulties in adjusting to the rehabilitated environment. Through casework interventions, social workers can assist families in identifying their needs, strengthening coping mechanisms, and improving their access to available resources.

Mezzo Level (Community)

The study highlights the importance of community participation in ensuring the long-term effectiveness of rehabilitation projects. At the community level, social workers can facilitate community organisation and encourage active participation in planning, maintenance, and decision-making processes. They can strengthen communication

between residents, resident associations, local self-government institutions, and implementing agencies to address common concerns related to infrastructure, sanitation, waste management, and environmental maintenance. Social workers can also organise awareness programmes on community responsibility, environmental hygiene, and collective maintenance practices, thereby promoting community ownership of rehabilitation initiatives. In addition, they can facilitate conflict resolution, encourage community leadership, and support collective action aimed at improving the quality of life within rehabilitated settlements.

Macro Level (Policy and Structural)

At the macro level, social workers have an important role in advocating for rehabilitation policies that are inclusive, participatory, and people-centred. Based on the findings of the present study, social workers can contribute to policy advocacy by highlighting the importance of infrastructure quality, post-occupancy maintenance, beneficiary participation, and long-term sustainability in urban rehabilitation programmes. They can participate in policy review, programme evaluation, and research activities that provide evidence for strengthening future rehabilitation initiatives. Social workers can also promote intersectoral collaboration among government departments, local self-government institutions, non-governmental organisations, and community-based organisations to improve service delivery and ensure that rehabilitation programmes address not only housing needs but also broader social development concerns. Through advocacy and evidence-based practice, social workers can contribute to developing more responsive, equitable, and sustainable rehabilitation policies for urban poor communities.

5.4 Conclusion

The present study examined the effectiveness of the slum rehabilitation project implemented under the Basic Services to the Urban Poor (BSUP) scheme in Karimadom Colony by evaluating infrastructure outcomes, beneficiary satisfaction, present challenges, implementation experiences, and long-term effectiveness and sustainability from the perspective of beneficiaries.

The findings indicate that the rehabilitation project contributed positively towards improving housing security and reducing vulnerability associated with previous living conditions. Beneficiaries acknowledged improved access to permanent housing and expressed confidence that conditions would not return to earlier slum situations. These

findings suggest that the project was successful in achieving one of its central objectives of improving access to formal and secure housing.

However, the study also demonstrates that rehabilitation outcomes remain only partially effective. Infrastructure evaluation indicated moderate adequacy of services, while beneficiary satisfaction also remained moderate. Persistent concerns regarding drainage, water shortage, maintenance, environmental conditions, and housing quality continued to influence everyday living experiences and perceptions regarding project effectiveness.

The qualitative findings further highlighted that beneficiaries valued improved housing security but simultaneously reported concerns regarding infrastructure functionality, incomplete facilities, implementation experiences, and uncertainty regarding long-term sustainability. Although participation and consultation mechanisms existed during implementation, the findings suggest that meaningful participation should extend beyond planning and continue throughout implementation, maintenance, and long-term governance processes.

The integrated findings indicate that rehabilitation should not be understood as housing provision alone. Infrastructure functionality, environmental management, governance, maintenance systems, beneficiary experiences, and sustainability collectively shape rehabilitation outcomes. The study demonstrates that access to housing does not automatically translate into improved quality of life unless supported through continued service provision and responsive implementation practices.

Overall, the study concludes that the BSUP rehabilitation project implemented in Karimadom Colony contributed significantly towards improving housing security and reducing urban vulnerability; however, its effectiveness remains partial due to continuing concerns regarding infrastructure adequacy, maintenance, environmental conditions, and long-term sustainability. The study therefore emphasises the need for rehabilitation approaches that move beyond construction-oriented interventions and adopt more sustainable, participatory, and people-centred practices to ensure meaningful and lasting improvements in the lives of urban poor communities.

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ANNEXURE

SURVEY QUESTIONNAIRE

SECTION A: SOCIO-DEMOGRAPHIC PROFILE

1. Age:

1. Below 30
2. 31–40
3. 41–50
4. 51–60
5. Above 60

2. Gender:

1. Male
2. Female
3. Other

3. Religion:

1. Hindu
2. Muslim
3. Christian
4. Other

4. Caste:

1. SC
2. ST
3. OBC
4. General

5. Marital Status:

1. Married

2. Unmarried

3. Widowed

4. Separated

6. Educational Qualification:

1. Illiterate

2. Primary

3. Secondary

4. High school/Higher Secondary

5. Graduate & above

7. Occupation:

1. Daily wage

2. Private job

3. Self-employed

4. Unemployed

5. Other

8. Monthly Household Income:

1. Below ₹10,000

2. ₹10,001–20,000

3. ₹20,001–30,000

4. Above ₹30,000

9. Household Size:

1. 1–3

2. 4–6

3. Above 6

SECTION B: HOUSING CONDITIONS

10. Type of housing provided:

1. Apartment
2. Individual house

11. Satisfaction with housing quality:

1. Very satisfied
2. Satisfied
3. Neutral
4. Dissatisfied
5. Very dissatisfied

12. Adequacy of space:

1. Adequate
2. Somewhat adequate
3. Inadequate

13. Structural condition of the house:

1. Very good
2. Good
3. Average
4. Poor

14. After getting this flat under the BSUP scheme, did you have to do any extra work in the house?

1. Yes
2. No

15. What kind of work did you do? (Tick all that apply)

Plumbing repair

Electrical repair

Flooring/tiles

Painting

Fixing doors/windows

Structural changes (breaking wall, extension, partition)

Other: _____

SECTION C: BASIC INFRASTRUCTURE FACILITIES

(Rate each as Very Good / Good / Average / Poor / Not Available)

16. Drinking water supply

17. Drainage system

18. Roads

19. Street lighting

20. Solid waste disposal

21. Anganwadi

22. Primary Health Centre

23. Community facilities

24. Parks / open spaces

SECTION D: LIVELIHOOD AND SOCIO-ECONOMIC IMPACT

25. Has rehabilitation improved livelihood opportunities?

1. Yes

2. No

3. To some extent

26. Change in household income:

1. Improved
2. No change
3. Reduced

27. Access to employment opportunities:

1. Easy
2. Moderate
3. Difficult

SECTION E: BENEFICIARY SATISFACTION

((1) Strongly Agree / (2) Agree / (3) Neutral / (4) Disagree / (5) Strongly Disagree)

28. Housing conditions improved
29. Quality of life improved
30. Basic services are adequate
31. Project fulfilled objectives
32. Overall satisfaction

SECTION F: COMMUNITY PARTICIPATION

33. Were beneficiaries consulted during implementation?

1. Yes
2. No

34. Satisfaction with local authorities:

1. Satisfied
2. Neutral

3. Dissatisfied

35. Community participation encouraged:

1. Yes

2. No

3. To some extent

SECTION G: CHALLENGES FACED

36. Problems faced:

1. Poor maintenance

2. Water shortage

3. Drainage issues

4. Livelihood issues

5. Safety concerns

6. Social conflicts

7. Others

37. Presence of non-functional facilities:

1. Yes

2. No

SECTION H: SUSTAINABILITY

38. Is the project sustainable in the long run?

1. Yes

2. No

3. Not sure

39. Awareness of leasing out of apartments:

1. Yes

2. No

40. Fear of re-emergence of slum conditions:

1. Yes

2. No

3. Maybe

SECTION I: SUGGESTIONS

41. Suggestions for improving the BSUP project:

Focus Group Discussion (FGD) GUIDE

Can you describe your overall experience with the BSUP slum rehabilitation project in Karimadom Colony since its implementation?

(Housing conditions after rehabilitation, Changes in daily life, Sense of safety and security, Comparison with life before rehabilitation, Overall impression of the project)

How would you describe the present condition and functioning of basic infrastructure facilities such as water supply, drainage, roads, street lighting, waste management, Anganwadi, and health services in the colony?

(Drinking water supply, Drainage system, Roads and pathways, Street lighting, Solid waste management, Anganwadi services, Health services, Community facilities and open spaces)

How has the BSUP rehabilitation project affected your family's livelihood, income, access to work, education, and health services?

(Employment opportunities, Household income, Access to workplaces, Education of children, Access to health care, Overall economic stability)

Overall, how satisfied are you with the BSUP rehabilitation project, and what are the main reasons for your satisfaction or dissatisfaction?

(Housing, Infrastructure, Services, Improvement in quality of life, Overall satisfaction with the project)

What are the major challenges or problems you currently face while living in the BSUP rehabilitation colony?

(Maintenance-related issues, Water and sanitation problems, Safety and security concerns, Livelihood-related difficulties, Social conflicts or community issues, Access to welfare services)

Do you think the BSUP rehabilitation project is sustainable in the long run, and what factors may support or threaten its sustainability?

(Maintenance of infrastructure, Role of local authorities, Community participation, Leasing or misuse of houses, Possibility of slum-like conditions re-emerging, Suggestions for long-term sustainability)

OBSERVATION CHECKLIST

Infrastructure Evaluation of BSUP Rehabilitation Project – Karimadom Colony

Instructions: Bold the appropriate response based on field observation.

Observation Scale:

1 = Poor

2 = Fair

3 = Good

4 = Very Good

Section A: Housing and Building Condition

1. External condition of apartment buildings

☐ Poor ☐ Fair ☐ Good ☐ Very Good

2. Presence of visible cracks/damage

☐ Yes ☐ No

3. Condition of stairways and common areas

☐ Poor ☐ Fair ☐ Good ☐ Very Good

4. Cleanliness of building surroundings

☐ Poor ☐ Fair ☐ Good ☐ Very Good

Section B: Water Supply Facilities

5. Availability of visible water facilities

☐ Adequate ☐ Inadequate

6. Evidence of water storage practices

☐ Yes ☐ No

7. Signs of water scarcity complaints

☐ Present ☐ Not Present

Section C: Drainage and Sanitation

8. Functioning of drainage system

☐ Poor ☐ Fair ☐ Good ☐ Very Good

9. Presence of sewage overflow/stagnant water

☐ Yes ☐ No

10. Cleanliness of drainage areas

☐ Poor ☐ Fair ☐ Good ☐ Very Good

11. Evidence of foul odour

☐ Yes ☐ No

Section D: Waste Management

12. Presence of waste accumulation

☐ Yes ☐ No

13. Condition of waste disposal points

☐ Poor ☐ Fair ☐ Good ☐ Very Good

14. Evidence of improper dumping

☐ Yes ☐ No

Section E: Roads and Public Infrastructure

15. Condition of internal roads

☐ Poor ☐ Fair ☐ Good ☐ Very Good

16. Street lighting availability

☐ Adequate ☐ Inadequate

17. Accessibility of public/common spaces

☐ Adequate ☐ Inadequate

Section F: Community Facilities

18. Availability of community spaces

☐ Available ☐ Not Available

19. Condition of public facilities (Anganwadi/park/common facilities)

☐ Poor ☐ Fair ☐ Good ☐ Very Good

20. Evidence of maintenance activities

☐ Regular ☐ Irregular ☐ Not Observed