

Questionnaire Survey

Based on the conceptual refinement and item development achieved through prior semi-structured interviews and systematic literature review, this study finalized a structured questionnaire. The questionnaire comprised two sections: Section One: demographic information of respondents, including gender, age, education level, occupation type, and years of residence in the current community. Section Two: 34 measurement items distributed across 9 dimensions, designed to evaluate residents' perceptions of community physical perception, community identity and belonging, and public service and governance. All measurement items were rated on a seven-point Likert scale to quantify respondents' subjective evaluations.

Section One: demographic information of respondent

Variable Category	Classification	Number
Gender	Male	248
	Female	213
Age	18–25 years	107
	26–34 years	170
	35–54 years	139
	55 years and above	45
Education Level	High school and below	175
	Undergraduate/College diploma	234
	Postgraduate and above	52
Occupation Type	Student	55
	Enterprise/Social organization	228
	Public sector/Education & Research	84
	Self-employed/Freelancer	82
	Retired/Unemployed	12
Geographic Location of Residential Community	Central urban area	198
Type of Residential Community	Urban–rural fringe	163
	Suburban area	100
	Commercial housing estate	188
	Old residential compound (incl. work-unit housing)	64
	Urban village / Resettlement housing	113

	Affordable housing / Public rental housing	84
	Villa / High-end residential area	12
Years of	Less than 1 year	25
Residence in	1–3 years	34
Current	4–7 years	121
Community	8 years and above	281

Section Two: Measurement Items

Dimension	Indicator	Item Description	Source
Spatial Landscape Perception	Building appearance and aesthetics (Q1: BAA)	The architectural style, color, and overall aesthetics of the community enhance my sense of well-being.	(Mouratidis & Yiannakou, 2022)
	Green layout (Q2: GL)	The layout of greenery in the community is reasonable, bringing me positive emotional experiences in daily life.	(Z. Xu et al., 2025)
	Spatial legibility (Q3: SL)	The overall layout of the community is clear, and routes are easy to recognize.	Interview
Facility Convenience	Accessibility of daily facilities (Q4: ADF)	Facilities for daily shopping, medical care, and education are within walking or short distance.	(Leyden et al., 2024)
	Public transport convenience (Q5: PTC)	The community is well-connected with public transport (metro/bus/shared modes).	(X. Ma & Cui, 2024)
	Usability of public spaces (Q6: UPS)	Public spaces (squares, benches, walkways) are reasonably laid out, accessible, and easy to use.	Interview
	Availability of convenience	Convenience facilities (benches, barrier-free ramps,	Interview

	facilities (Q7: ACF)	public restrooms, etc.) are reasonably provided and easy to locate.	
Environmental Comfort	Environmental cleanliness (Q8: EC)	Garbage management and cleanliness of public spaces (such as roads and corridors) in the community are good, making me feel secure and happy.	Interview
	Noise acceptability (Q9: NA)	Overall noise in the community is within an acceptable range, and I am seldom disturbed in daily life.	(Princess Okimiji et al., 2023)
	Seasonal comfort (Q10: SC1)	Shading and ventilation conditions of commonly used paths and spaces in summer are good.	Interview
Spatial Safety Perception	Nighttime lighting and visual safety (Q11: NLVS)	Nighttime lighting and visibility make me feel secure when walking.	(Dang et al., 2019)
	Visual accessibility and blind-spot control (Q12: VABC)	Public spaces have good visibility with few blind spots.	Interview
	Traffic organization and pedestrian–vehicle separation (Q13: TOPVS)	Traffic is well-organized (e.g., pedestrian–vehicle separation, slowing facilities), making travel safer.	Interview
Community Cohesion	Emotional attachment (Q14: EA)	I feel emotionally attached to the community I currently live in.	(Ross et al., 2019)
	Settlement commitment and	The community provides me with stability and familiarity,	(Dirksmeier, 2025)

	stability (Q15: SCS)	and I am willing to live here long-term.	
	Participation in activities (Q16: PIA)	In the past three months, I have participated in at least one community cultural/public event or public affairs.	(Haim-Litevsky et al., 2023)
	Neighborhood trust (Q17: NT)	When facing difficulties, I believe neighbors and the community will support each other.	(Sadeghi et al., 2022)
	Cultural belonging (Q18: CB)	By participating in community cultural activities and traditional festivals, I feel a sense of cultural belonging that enhances my well-being.	Interview
	Public norm awareness (Q19: PNA)	I am willing to actively maintain order and the environment in community public spaces.	Interview
Neighborhood Interaction	Neighborhood emotional ties (Q20: NET)	I often communicate and interact with neighbors, and this daily contact makes me feel harmony and happiness.	(Ross et al., 2019)
	Neighborhood support (Q21: NS)	I can obtain daily help and support from neighborhood relations.	(Deng et al., 2024)
	Accessibility of social networks (Q22: ASN)	I know several neighbors by name or have their contact information.	Interview
Policy Fairness	Fairness of public affairs (Q23: FPA)	Community management institutions handle public affairs fairly, which enhances my well-being.	(S. Ma et al., 2024)

	Governance transparency (Q24: GT)	I perceive transparency and fairness in the community governance process, which increases my satisfaction and well-being.	(Knight & Gunatilaka, 2024)
	Fairness in resource allocation (Q25: FRA)	I believe resources in the community (e.g., education, welfare, healthcare) are distributed fairly, which makes me feel institutional well-being.	(S. Ma et al., 2024)
	Fairness in policy implementation (Q26: FPI)	Community policies are implemented in a fair and inclusive way, giving me greater confidence in predictability and well-being.	(Knight & Gunatilaka, 2024)
Service Accessibility	Service convenience (Q27: SC2)	I can access basic community services (e.g., healthcare, education, convenience facilities), with clear and convenient processes.	Interview
	Service coverage (Q28: SC3)	The coverage and frequency of public services (healthcare, elderly care, youth activities, etc.) in the community meet daily needs.	Interview
	Perceived service quality (Q29: PSQ)	The public services I receive are professional, reliable, and provide a good experience.	Interview
Governance Responsiveness	Timeliness of problem response	Issues I raise with the community usually receive	Interview

(Q30: TPR)	timely responses.	
Feedback loop (Q31: FL)	Problems raised by residents are processed with feedback loops, and outcomes are traceable.	Interview
Transparency of information (Q32: TI)	The community provides understandable explanations before or after major events.	Interview
Accessibility of digital channels (Q33: ADC)	I can obtain timely information about community policies through digital channels (e.g., bulletin boards, WeChat groups, apps), which makes governance feel transparent and enhances my well-being.	Interview
Influence of public participation (Q34: IPP)	Residents' opinions can have a real impact on improvements to public spaces or public services.	Interview
