

Title	Influencing Factors of Property Management Satisfaction in Q Community of Guiyang City
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Abstract

The objectives of this research were: 1) To study satisfaction of community property management, to understand the perception of community residents, and deeply explain the principal-agent relationship between owners and property management companies. 2) To analyze community residents' satisfaction with property management is a breakthrough to improve the level of community property; and 3) To propose the fundamental problems, common problems, and latest problems of property management. In order to achieved the objective of the research, research explore the situation of community property management, this paper focuses on community public facilities, public safety, garbage cleaning, greening services, and other practices to further analyze residents' sense of acquisition and experience. Researcher select Q Community in Guiyang City as a case for investigation and analysis. In order to have an in-depth understanding of the overall situation of community problem management, 450 questionnaires were sent out in this study, among which 433 questionnaires were collected, and 410 were valid after screening. The research focus on the relevant questionnaire information for in-depth discussion.

The research results revealed that: 1) The service consciousness of the property management company is not strong, the residents' opinions are not enough, the residents' service satisfaction is not high, and the relationship between the two parties may not be harmonious. 2) This study puts forward Property management companies must reference community residents' experiences and satisfaction to improve the property's service level. In other words, community property management companies need to pay attention to owners' ideas, take the initiative to improve service methods, face up to the factors affecting property management, and better cater to owners' needs to improve owners' satisfaction and sense of belonging.

Key words: community; property management; satisfaction; sense of identity