



**COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**EXPLORING STUDENT'S SATISFACTION WITH HOSTEL QUALITY AND ITS
IMPACT AT IPTA MALAYSIA: A CASE STUDY IN UITM SHAH ALAM**

Academic Project Submitted in Partial Fulfillment of the Requirements
for the award of the Degree
Bachelor of Estate Management (Hons)

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STUDENT DECLARATION

Title of Academic Project:

**EXPLORING STUDENTS' SATISFACTION WITH HOSTEL QUALITY AND
ITS IMPACT AT IPTA MALAYSIA: A CASE STUDY IN UITM SHAH ALAM**

I hereby declare that I have read this academic project, and, in my opinion, it
is sufficient award of Bachelor of Estate Management (Hons.)

Signature :
Name of student : Muhammad Aiman Hakiem bin
Musliadi
Date : 22 June 2025

SUPERVISOR DECLARATION

Title of Academic Project:

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ITS IMPACT AT IPTA MALAYSIA: A CASE STUDY IN UITM SHAH ALAM**

I hereby declare that I have read this academic project, and, in my opinion, it is sufficient for the award of Bachelor of Estate Management (Hons.)

Signature :
Name of supervisor : Syahmimi Ayuni binti Ramli
Date : 22 June 2025

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ABSTRACT

This study aims to evaluate the factors contributing to students' satisfaction with hostel quality and examine its impact on student experience, well-being, and academic performance at Universiti Teknologi MARA (UiTM) Shah Alam. The research employed quantitative research design using structured questionnaires distributed to 380 undergraduate students residing in various UiTM hostels. Data was analyzed using descriptive statistics and mean value interpretation to assess key aspects such as cleanliness, amenities, safety, comfort, and affordability. The findings reveal that cleanliness, safety, internet access, and comfort of room facilities significantly influence overall satisfaction. Furthermore, students reported that a supportive and well-maintained hostel environment positively affects their mental health, academic performance, and social integration. The study concludes that improving hostel facilities can enhance students' academic success and well-being, and it provides strategic insights for university management to upgrade hostel quality through evidence-based planning and resource allocation.

Keywords: Student Satisfaction, Hostel Quality, UiTM Shah Alam, Academic Performance, Student Well-Being, Quantitative Research