



**FACULTY OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**STUDENTS' SATISFACTION TOWARDS FACILITIES PROVIDED AT
FACULTY OF BUILT ENVIRONMENT BUILDINGS IN UiTM SERI
ISKANDAR CAMPUS**

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

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SEMESTER MARCH 2025 – OCTOBER 2025**

STUDENT'S DECLARATION

Title of Academic Project :

STUDENTS' SATISFACTION TOWARDS FACILITIES PROVIDED AT
FACULTY OF BUILT ENVIRONMENT BUILDINGS IN UiTM SERI
ISKANDAR CAMPUS

I hereby declare that this academic project is the result of my own research
except for the quotation and summary which have been acknowledged

Signature :

Name of Student : NUR ATIRAH BINTI ISHAK

Date : 22/6/2025

SUPERVISOR'S DECLARATION

Title of Academic Project :

**STUDENTS' SATISFACTION TOWARDS FACILITIES PROVIDED AT
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ISKANDAR CAMPUS**

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

Signature :

Name of Supervisor : NUR AFIQAH BINTI ANUAR

Date : 22/6/2025

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ABSTRACT

Facilities have seen as aggressive and rigorous activities by the organisations directly and indirectly involved in assets management. Realising the importance of facilities management of which, once were the secondary activities to the organisations, it is important to identify the facility management (FM) practices to effective implementation to higher learning institutions. However, institutions must be concerned about students' contentment with the facilities given to ensure that students enjoy their time learning and living on campus. This is because one of the most crucial factors to examine is the students' experience on campus. This is because students' lives or activities outside of the classroom remain a university duty that must be appropriately supervised. Thus, this research paper aims to analyse the students' satisfaction towards facilities provided at Faculty of Built Environment Buildings in Universiti Teknologi MARA Seri Iskandar Campus. The survey was conducted in Universiti Teknologi MARA (UiTM), Perak Branch, Seri Iskandar Campus, Malaysia. A questionnaire was administrated and collected from 361 students, where respondents were asked to select their preferences based on a four-point Likert scale of agreement and satisfaction. The analysis was conducted using the Statistical Package for Social Sciences (SPSS) in the form of descriptive statistics comprising mean analysis to analyse the students' satisfactions on facilities provided. Findings of this research indicated that most students are satisfied with the moderate level of the three (3) major aspects surveyed which are design of learning spaces, learning environment and facilities services. These findings provide a significant input for Higher Education Institutions, Ministry of Education, and other stakeholders for considering implementing a strategic action plan to boost the students' satisfaction.