



**FACULTY OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**STUDENTS' SATISFACTION LEVEL ON QUALITY IN UNIVERSITY HOSTEL:
A CASE STUDY AT COLLEGE CEMPAKA SARI (KCS) IN
UNIVERSITY TEKNOLOGI MARA, SERI ISKANDAR BRANCH.**

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

**SAKEENA SAFIYA BINTI SAHARUN
2023634652
OKTOBER 2024-FEBRUARY 2025**

STUDENT'S DECLARATION

Title of Academic Project:

Students' Satisfaction Level on Quality in University Hostel:
A Case Study at College Cempaka Sari (KCS) in
University Teknologi Mara, Seri Iskandar Branch

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

Signature :
Name of Student : SAKEENA SAFIYA BINTI SAHARUN
Date : 21 JUNE 2025

SUPERVISOR'S DECLARATION

Title of Academic Project:

Students' Satisfaction Level on Quality in University Hostel:
A Case Study at College Cempaka Sari (KCS) in
University Teknologi Mara, Seri Iskandar Branch

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 : MOHAMAD HAIZAM BIN MOHAMED SARAF
Date : 21 JUNE 2025

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ABSTRACT

University hostels play a crucial role in enhancing the student experience by supporting both hostels living and learning environments. Issues such as malfunctioning amenities and unsanitary conditions undermine students' confidence in the university's commitment to adequate living conditions remain a challenge ultimately affecting the institution's reputation and appeal to prospective students. Thus, this research aims to assess student satisfaction regarding the quality of university hostels. A quantitative method was employed, with data collected through an online questionnaire distributed to 291 respondents using a simple random sampling technique. The data were analyzed descriptively using SPSS. Findings reveal that room lighting (mean: 3.46), repairs (mean: 3.34), and waste management (mean: 3.32) are the most satisfactory quality attributes. Conversely, room temperature (mean: 2.67), water purifiers (mean: 2.47), and Wi-Fi connectivity (mean: 2.05) are the least satisfactory. These results highlight a significant disparity between attributes that positively influence student satisfaction and those requiring urgent attention. Addressing these issues is essential for enhancing the overall student experience, as they directly impact health, comfort, and academic performance. Implementing regular assessments and maintenance schedules for hostel facilities could lead to increased student satisfaction and improved academic outcomes, aligning with the broader goal of fostering a conducive learning environment. Future studies should explore the long-term effects of improved hostel conditions on student well-being and academic success, as well as investigate the specific factors influencing student satisfaction and engagement in campus life.