

**DEPARTMENT OF QUANTITY SURVEYING
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**THE LEVEL OF STUDENTS' SATISFACTION
TOWARDS FACILITIES PROVIDED IN
PRIVATE HIGHER EDUCATION INSTITUTIONS
(PHEI)**

Final Project submitted in partial fulfilment
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ABSTRACT

Nowadays private universities are built numerously in Malaysia due to high demand in higher education. These universities need to provide the best and high quality of facilities to offer a high comfort level to the students during their learning process. Therefore, the purpose of this research is to measure the level of students' satisfaction towards the facilities provided in their university. The objectives of this research is to identify the facilities provided in the university; to determine the level of students' satisfaction towards facilities provided; to identify the impact of facilities condition towards student's achievement; to measure the relationship between period living in university in relation to teaching and learning facilities and support system facilities; and to measure the relationship between student residency in relation to teaching and learning facilities and support system facilities. Based on previous literature, there are a few problems identified in the case of facilities in PHEI which are inadequate of facilities and its impact on students. In order to achieve these objectives, an observation and distributed questionnaire were conducted in selected private universities. Overall, students were satisfied with the facilities, they agreed that facilities could affect students' achievement and there is a relationship between period living in university and student residency with teaching and learning facilities and support system facilities. The significance of this study is to help PHEI in rearrange or improve their facilities in achieving the PHEI goals.

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CHAPTER 1: INTRODUCTION

1.1 INTRODUCTION

Educational buildings can be defined as a building designed for various activities especially the teaching and learning process in a primary, secondary or higher education system and often including living areas for students such as dormitories or hostels. In Malaysia, educational institutions can be divided into two categories which are public and private institutions. There are a lot of educational buildings in both the public and private sectors starting from the lowest level; pre-school to a higher level of educational institutions; universities. The primary functions of educational institutions are to deliver, transmit or generate knowledge between lecturers and students.

In 1996, Private Higher Education Institutions (PHEI) were officially recognized in Malaysia with the enactment of the Private Higher Education Institutions Act (PHEIA) 1996 and the amendments made to the Universities and University Colleges Act (UUCA) 1971 and the Education Act 1961.

There are three (3) types of private institutions in Malaysia which are:

i. COLLEGES

- Colleges in Malaysia are independent institutions that prepare students to sit as external candidates at other universities or have the authority to run courses that lead to the degrees of those universities.
- Sunway College, Akademi Laut Malaysia (ALAM), Olympia College, Kolej Yayasan Sabah, Victoria International College, Stamford College and etc.