

**UNIVERSITI TEKNOLOGI MARA**

**THE QUALITY OF COLLEGE LIFE (QCL) AMONG  
HOTEL AND CATERING STUDENTS IN  
MALAYSIAN POLYTECHNICS**

**AZIAN BINTI ISMAIL**

**MASTER IN HOSPITALITY MANAGEMENT**

**FACULTY OF HOTEL AND TOURISM MANAGEMENT**

**January 2013**

## **AUTHOR'S DECLARATION**

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and the result of my own work, unless otherwise indicated or acknowledged as referenced work. This topic has not been submitted to any other academic institution or non- academic for any other degree or qualification.

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Name of Candidate : **Azian Binti Ismail**  
Candidate's ID No. : **2011649818**  
Programme : **Master in Hospitality Management**  
Thesis Title : **The Quality of College Life (QCL) among Hotel and Catering Students in Malaysian Polytechnics**

Signature of Candidate : .....

Date : **25<sup>th</sup> Jan 2013**

## **ABSTRACT**

A good quality of college life (QCL) is about the overall judgment of students about their satisfaction towards the academic aspects, social as well as facilities and services provided by the institutions. This study aims to examine the relationship between the quality of college life and academic as well as social aspects and also facilities and services provided. It also determines the most contributing variables to the quality of college life. This study involved 380 students from four Malaysian polytechnics who enrolled in Diploma of Hotel and Catering. The systematic sampling was used to select the sample based on the students' list as the sampling frame. The study utilized questionnaire as the research instrument. A self-administered questionnaire was adapted from Sirgy, Grzeskowiak and Rahtz (2007). There were 76 items developed to measure the relationship between academic aspects and social aspects as well as facilities and services towards the quality of college life. The respondents were required to answer questionnaires using six points Likert Scale with six point scale from "strongly agree 6" to "strongly disagree 1". In order to examine the relationship between academic aspects, social, facilities and services towards the quality of college life the multiple regressions were performed. Regression models explained that 55.7% of the variance represented by the quality of college life. The other 44.3% represented by other predictor variables. The coefficient results reported that only facilities and services ( $p = 0.00 < \alpha = 0.05$ ) and social aspects were significant at ( $p = 0.02 < \alpha = 0.05$ ) level.

However, academic aspects were found not significant at ( $p = 0.42 > \alpha = 0.05$ ) level. The beta value ( $\beta$ ) was used to compare and evaluate the relationship between the independent and dependent variable. Among the three predictors entered into the model facilities and services ( $\beta = .574$ ) contributed the largest unique determiners to the quality of college life. These findings provided strong supports for the importance of the facilities and services in the quality of college life. The findings also revealed the trends of college life among Hotel and Catering students in Malaysian polytechnics. The academic aspects have less impact on their quality of life which signalled that polytechnics should take proper actions regarding this matter. The quality of human capital produced for hospitality industry will be enhanced by understanding their satisfaction. Therefore, understanding the relationship of all predictors to the quality of college life is important to provide a good quality of hospitality education. This study helped the polytechnics to remain competitive in the higher education system and to have a reflection of their strengths and weaknesses in order to be a first choice institution.

Key words: Quality of College Life (QCL), Hotel & Catering Students, Malaysian Polytechnics

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