

UNIVERSITI TEKNOLOGI MARA

**STUDENTS' QUALITY OF LIFE
IN OFF-CAMPUS LIVING
ENVIRONMENT: CASE STUDY
OF UiTM SHAH ALAM**

MUHAMMAD HILMY BIN MUSLIM

Thesis submitted in fulfilment
of the requirement for the degree of
Master of Science

Faculty of Architecture, Planning and Surveying

February 2017

ABSTRACT

Off-campus students are currently facing huge challenges associated with their living environment. Current trend of off-campus living environment are impacting students' Quality of Life. Residential satisfaction is an assessment of individual towards his dwelling, and it is a major criterion to represent the Quality of Life. This research aims to produce residential satisfaction criteria for Non-Resident (NR) students living in off-campus environment. The data for this study use both qualitative and quantitative methods comprising key informant interview and questionnaire survey. The feedback of key informant interview are used to get idea and used in drafting survey questionnaire. The questionnaire survey utilised a stratified sample of individuals with self-reported questionnaire which are directed to 341 NR students; in seven groups of neighbourhood namely: Seksyen 2 and Seksyen 3 (N1); Seksyen 4 and Seksyen 6 (N2); Seksyen 7 (N3); Seksyen 8 (N4); Seksyen U12 (N5); Seksyen 16 and Padang Jawa (N6); and Seksyen 17 (N7) in the city of Shah Alam. Two types of analysis are used, that are Factor Analysis and Analysis of Variance (ANOVA). The result shows that out of seven criteria used to determine students' residential satisfaction in off-campus living environment, the most important criteria is neighbourhood surroundings; followed by dwelling setting; social interaction and social activities; recreational facilities; transportation services; neighbourhood attachment; and lastly public services. The research has contributed in two ways: first, it provides a clear and objective information on students' residential satisfaction; second, this research provides the criteria that can be used to assess the off-campus students' satisfaction level of their living environment.

ACKNOWLEDGEMENT

This thesis would not have been possible without the support and sacrifice of supervisors, professional colleagues, family members, and friends. I am forever grateful for the encouragement of this amazing group of people who have provided support throughout this long process.

I have been blessed to have several incredible professional mentors. Prof. Dato' Dr. Abdullah Mohamad Said was my advisor and town planning professor who I also count as a father. He also was the Deputy Vice Chancellor of Students Affairs at Universiti Teknologi MARA. He not only encouraged me to pursue a professional career in town planning, but also to believe that I am capable of this achievement. I am so grateful that he never gave up on my candidacy. Many times he helped me navigate a very creative path towards this degree. The counselling techniques and "pearls of wisdom" that he passed on to me have greatly enhanced my personal and professional life. Besides that, I would like to acknowledge Assoc. Prof. Dr. Jamalunlaili Abdullah, who has helped me better understand the methodological requirements of this research and has been very giving of his personal time. His insights have helped refine this body of work, and his enthusiasm has energized me. Not being left behind, Assoc. Prof. Dr. Hafazah Abdul Karim was my former main supervisor, although unable to supervise me until the end due to her retirement; she did her good job in helping me to formulate research design and also encourage to make a several presentations and publications at national and international conferences.

Special thanks to all respondents from the Non-Resident Management Unit (UPNR), Non-Resident Representative Committee (JPNR) and non-resident students for their willingness to cooperate and providing us information to make this research a success. I would also like to deliver my gratitude to the Students Affairs Division (HEP) of Universiti Teknologi MARA, also to acknowledge the financial support provided by the Research Management Institute of Universiti Teknologi MARA for my research [Project Code: 600-RMI/DANA 5/3/RIF (281/2012)] under the supervision En. Ishak Che Abdullah.

Finally, I would like to acknowledge family members and friends who have helped moulding me into the person I am today. My mother, Pn. _____ and father, En. Muslim Ludin, who have always been my great role models and found gentle ways to encourage me to reach my potential. Their encouragement and faith in my abilities has been emboldening. My loving wife, Noorfadhilah, who has been patiently supportive of this effort and I am incredibly lucky to have her as a partner. She is extremely talented, intelligent and hardworking and has brought out the best in me. The rest of my family, Hilman, Hazim, Haziq, Haidar, Hasif, Hazfar and Hanis Nabiha have helped in a variety of ways. My friends have been my inspiration. They are improving the world in their own unique ways. Riduan, Diyanah, Fauzee and Taufiq are my kindred friends who I met at Universiti Teknologi MARA.

TABLE OF CONTENTS

	Page
CONFIRMATION BY PANEL OF EXAMINERS	ii
AUTHOR'S DECLARATION	iii
ABSTRACT	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	x
LIST OF FIGURES	xii
LIST OF PLATES	xiii
LIST OF ABBREVIATIONS	xiv
CHAPTER ONE: INTRODUCTION	1
1.1 Introduction	1
1.2 Background of the Study	2
1.3 Problem Statement	2
1.4 Aim and Objectives of the Research	5
1.5 Research Questions	5
1.6 Scope of Research	7
1.7 The Significance of the Research	7
1.8 Methodological Approach	8
1.9 Some Terminologies	8
1.10 Research Framework	9
1.11 Thesis Structure	12
1.12 Summary	12
CHAPTER TWO: LITERATURE REVIEW	13
2.1 Introduction	13
2.2 Historical Overview of Student Housing	13
2.2.1 The Origins of University in the Islamic Tradition	14

CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

This chapter provides the background and rationale for the study, the issues and problems that led to this research. This chapter also discusses the aim and objectives of the research, the research questions, scope of the research, significance of the research, the methodological approach, and the framework of the research. This chapter also includes definition of the relevant terms, and thesis structure.

1.2 BACKGROUND OF THE STUDY

The past two decades have witnessed tremendous changes in the higher education scenario in Malaysia. One of the changes observed is the acceleration towards mass education (Mohamed Khaled, 2010a, 2010b). This demands the increase in learning spaces, residential facilities, recreational and other supporting facilities (Dober, 1964). With the rapid development of the higher education sector, universities need to be equipped with conducive student housings in order to enhance the students' Quality of Life. However, the emphasis had been on the provision of on-campus student accommodation while the off-campus accommodation had been neglected.

In recent years, universities in Malaysia have increased their awareness and commitment towards providing better services for student with regard to reconcile the student's housing problems (Ismail, 2010). Universities continue to build on-campus accommodation using the financial allocation provided by the Ministry of Higher Education. With the continual increase in students' enrolment, the money allocated by this Ministry of Higher Education is no longer sufficient to build hostel for the students. The Private Finance Initiative (PFI) has been introduced whereby the hostels are built by private companies for the students to live in (Prime Minister Department, 2009). Even with all these efforts, most universities still have failed to provide adequate on-campus accommodation for their students and these students have to find living accommodation outside the campus.