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Centre of Studies for Quantity Surveying  
Department of Built Environment Studies & Technology  
Universiti Teknologi MARA (UiTM) Perak Branch  
Seri Iskandar Campus, Perak, MALAYSIA

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# LEVEL OF SATISFACTION TOWARDS FACILITIES PERFORMANCES OFFERED AT PUBLIC SCHOOL IN KEMAMAN, TERENGGANU

Haifaa Ainaa Adlin Azahari<sup>1</sup> and Husrul Nizam<sup>2</sup>

<sup>1,2</sup> Centre of Studies for Quantity Surveying, Department of Built Environment Studies & Technology Universiti Teknologi MARA  
Perak Branch, Seri Iskandar Campus, 32610, Seri Iskandar, Perak, Malaysia.  
ainaaadlin97@gmail.com<sup>1</sup>, husrul820@uitm.edu.my<sup>2</sup>

## **Abstract:**

Facilities in school are needed for the student development during their school days. To achieve that, the users needed to feel the satisfaction that they can get from the facilities performances. Not only that, but nowadays, it is very important to have an adequate facilities in school so that it can provide more accessibility for the students to use it. However, as we know, facilities provided at school is not clearly stated whether they are in good condition or not to be used. Hence, this research is made to help in finding how facilities provided influence the user's satisfaction. This research paper will measure the satisfaction level of the users with the facilities performances that was offered to them at school. The levels are being measured using the questionnaires and analyses by the SPSS software. The questionnaires mainly used the Likert's Scale. A total of 210 sets of questionnaires being distributed to the students at 7 schools each have 30 sets of questionnaires. Results shows that there are indeed some of the facilities that needed to be improved and maintained. Hence, the findings for this research will be able to assist in providing better facilities with better performances for the future for better school quality and to be highly regarded in the eyes of other country.

**Keywords:** *Facility performances, Public school, Satisfaction level*

## **1.0 INTRODUCTION**

Public school in Malaysia has the facilities that are almost similar to each other public school. It is indeed that the government has spent quite lot money for the facilities that should be present in school. It is to be able to help smoothen the learning session for the teachers and the students. We still did not know whether the facilities that have been provided is enough or not enough to fulfill the user's satisfaction. Gumilang & Mulyati, (2019) recommended that to improve facilities in school, priority attention need to be given to the facilities that are in need for the school. The aim for this research is to be able to determine the rate of satisfaction with the facilities performance for the users that occupies public school.

The objective for this research is to be able to identify the frequency of usage of the facilities in public school, to determine the users' satisfaction level towards the facilities performances in public school and to recommended ways that can improve the facilities performance of public school. These objectives are made in order to be able to answer the research questions which are what is the frequency of usage of the facilities in the public school, do the facilities in public school achieve the users' satisfaction level and what are the ways that can improve the facilities performance of public school? This research is conducted in Chukai, Kemaman, Terengganu. The targeted respondents are the Form 4 and Form 5 students from secondary. This research is being held at seven (7) different secondary school. The research is taking only a portion of population from the schools to be the respondents. These questionnaires were distributed to these students because they already have enough experience with the facilities performance of their school.

## **2.0 LITERATURE REVIEW**

### **2.1 User's Satisfaction**

It is said that student's satisfaction is a compelling interest to colleges and universities as they seek to continually improve the learning environment for students, meet the expectations of their constituent groups and legislative bodies and demonstrate their institutional effectiveness (Kamal Ideris et al., 2016). According to Khurshid & Arshad (2012), satisfaction actually covers issues of students perception and experiences during their academic years and students' satisfaction is the key to the success of educational institute. This show how important is satisfaction toward facilities is and how it might affect them in their daily life.

## **2.2 Facilities Management**

Kamaruzzaman & Ahmad Zawawi (2010) stated that facilities management previously has been regarded as the poor relation within the real estate, architecture, engineering and construction professionals. It focuses on the evaluation of the facilities performance so that its performance can achieve the satisfaction level of occupants and able to deliver better quality. Applying integrated facilities management is still a challenge in both the developed and developing countries since it required not only a complicated way of transfer knowledge and technology but also a strong financial support is needed. Which may be a problem is because probably most building was only had been maintained, cleaned and serviced (Sari, 2018).

## **2.3 Impact of Facilities**

As stated by Ramdhani & Muhammadiyah (2015) the facilities to implement character education application is must be provided because it is seen as a tool to improve teaching performance in implementing instructional activity, because the available adequate learning facilities can enables lecturers to improve the quality of teaching as well as to improve the performance of the students. Most of us are not aware that the impact of the facilities has a wide range. According to Schick et al. (2000) disruptive effects of background noise depend only to a small degree on its volume which rather it means that it depends on the type of noise. Indoor air quality is also a problem because inadequate air quality for students with asthma is a major contributor to absenteeism. Schools also relied on natural lighting until the advent of cheap electricity. The amount of artificial light used in schools increased as the cost of electric power decreased.

## **2.4 List of Facilities**

The spacious library, containing both fiction and non-fiction, is filled with periodicals, journals, and an impressive index of titles. Excellent equipment and services are provided for the laboratory, ensuring a healthy learning environment in a spacious and separate setup. The Information and Communication Technology (ICT) laboratory is fitted with multimedia kits for all computers and interconnected internet nodes. The multi-purpose hall provides an ideal space for school assemblies, events, productions, minor games, and interschool activities. Physical education and sport are very important in the schooling of students and therefore the option of parental education. Illiteracy is not restricted to a person who is unable to read or write or use a device but must include an individual who is unable to exercise properly. A school uses a canteen to fulfill the students' food and nutritional needs for them to have the energy to undertake the job they will do for the day. The school canteen offers a range of healthy snacks and beverages served throughout the day. The standard of canteen service is correlated with student satisfaction, with a clear positive association between tangibility, efficiency, reactivity, and empathy (Alsuiadi, 2015).

## **3.0 METHODOLOGY**

In this study, the quantitative method is used. According to Igwenagu (2016) methodology is the systematic, theoretical analysis of the methods applied to a field of study. From each school, forty (40) respondents will be taken in commencing this research. According to Walliman (2010) the sample size within 30 to 500 respondents are appropriate for most research. By distributing questionnaires, data were collected. These questionnaires were distributed by hand and social media as they will assist in collecting 100% of the respondents' input. The respondents were students from Form 4 and Form 5 who studied at several secondary schools in Kemaman, Terengganu. The questionnaire was split into four sections. The type of questions that has been used in the questionnaire survey is close ended questions that include nominal choice, multiple response, and Likert Scale. The data were then analyzed by using Statistical Packages for Social Science (SPSS) version 26.0 and presented in the form of tabulated data and charts for better understanding.

## 4.0 ANALYSIS / FINDINGS

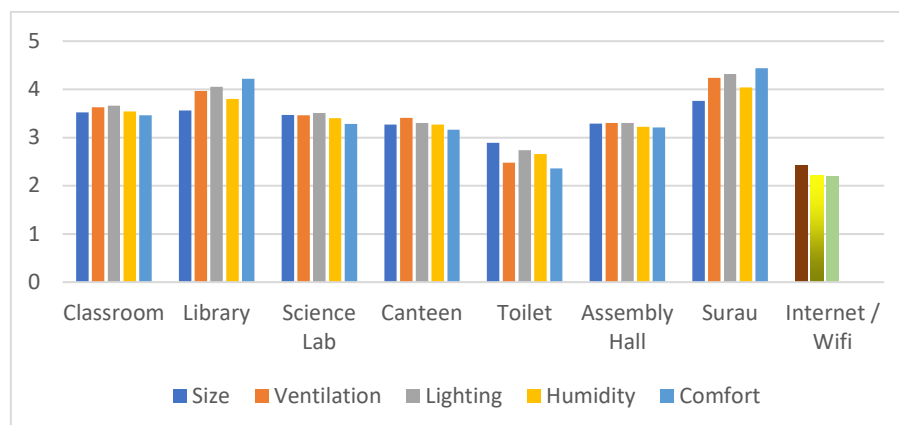
### 4.1 The Type and Frequency of Usage of The Facilities

**Table 1.** Mean frequency of usage of facilities.

Type of Facilities	Mean	Category of frequency
Classroom	4.96	Every Time
Library	3.16	Almost every time
Science Lab	3.90	Almost every time
Canteen	3.61	Almost every time
Toilet	3.21	Almost every time
Assembly Hall	3.17	Almost every time
Surau	3.95	Almost every time
Internet / Wi-fi	2.21	Sometimes

The Classroom is the most frequent facilities that the students will use followed by the Surau and Science Lab. All the facilities stated except for Internet / Wi-fi gets a mean score of above 3.00 which means that the facilities could be said to have used almost every time of the day of school. It also shows the Internet / Wi-fi has the lowest mean score of 2.21. One of the respondents that give their feedback by hand said that the internet always has problems, and it would take weeks for it to be repaired. It is said that nowadays, one of the main technologies that is being used at schools for educational purposes is none other than the internet as it can give such a huge information not only to the students but also to the teachers themselves (Yilmaz & Orhan, 2010).

### 4.2 The Satisfaction Level Towards the Facilities Provided



**Figure 1.** Satisfaction Level Towards the Facilities

Napitupulu et al. (2018) mentioned that the level of satisfaction could be a function that can be used to measure the quality of facility at a different perspective. As for examples, by having a high satisfaction towards the school's facilities, it will influence the student's academic performances. The respondents were asked of their satisfaction towards the facilities' size, ventilation, lighting, humidity, and comfort. From the chart below, we see that the facilities that get the highest scale of mean is the Surau which majority seems to be satisfied with

their schools' surau performance. However, the lowest scale of mean is the internet and Wi-fi which below the average as it shows that the internet from these schools not functioning very well for their education purposes.

### 4.3 The Ways That Can Improve the Facilities Performances

The recommendation has already been given for the respondents to choose one of the answers. The suggestion is then be ranked based using the SPSS software. The results show that every suggestion given for the respondents is accepted by them as can be seen in the graph where every answer receive a point from the respondents. The result for each of the facilities is then combined to form on the scale of mean where the table involves two (2) tables which is for the scale of mean for quality suggestion and the scale of mean for maintenance suggestion. Based on the chart, the most requested for improvement in quality is for the speed of internet followed by improvement in air quality or ventilation in the toilet.

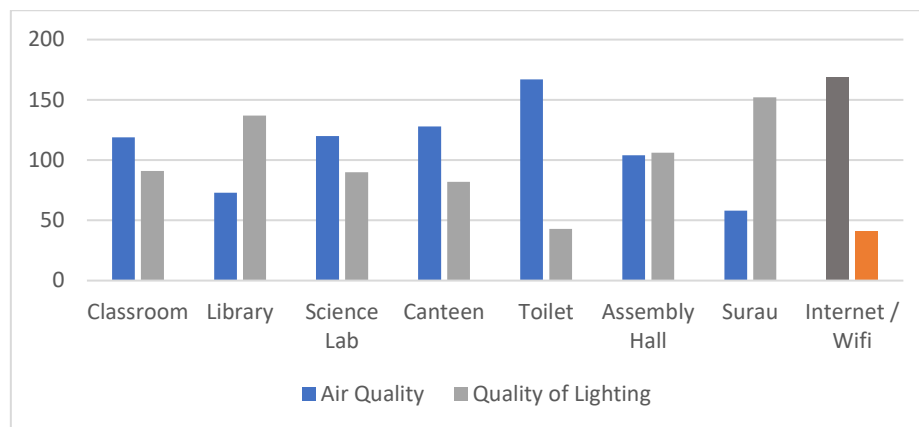


Figure 2. Facilities' recommendation for quality

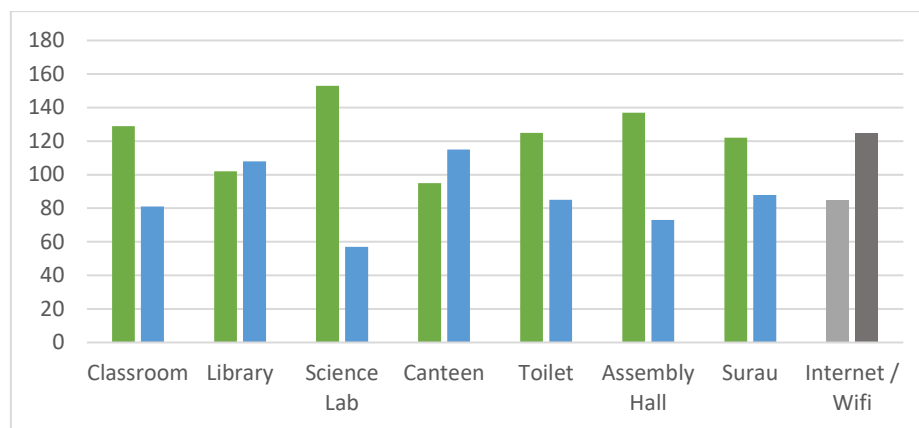


Figure 3. Facilities' recommendation for maintenance

## 5.0 CONCLUSION

The conclusion of this research is that although we can see that all schools have the same facilities, but we need to pay more attention to the management of those facilities that are available in the school areas. This is because if the facilities cannot function properly, it will discourage the students to feel more comfortable while at school. Thus, failing to make them be able to learn more efficiently.

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