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THE SATISFACTION OF STUDENTS TOWARDS FACILITIES PROVIDED BY UiTM PERAK

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Abstract:

There are many types of amenities that we inevitable to use in our daily life. As well as in university life. But, it doesn't mean that all the facilities can fulfill all students' needs in their daily life. Even though some might say that the satisfaction is just a brief feeling that have in everyone's self, it is important to be contented to achieve its anticipations (I.M. Salinda Weerasinghe et. al, 2017). The endowment of good facilities and accommodations to universities and any other level of educations should be taken care efficiently by the Ministry of Education (Kementerian Pendidikan). Satisfaction of students is one of the critical issues that arise and need to be considered to make sure that students are comfortable being around the campus. In this paper there are two (2) research objectives which are 1) to identify the types of students facilities provided in UiTM Perak, and 2) to investigate the level of satisfaction among UiTM Perak students towards facilities provided in UiTM Perak. This paper will be focused on the students' satisfaction level towards the facilities provided in UiTM Perak, Seri Iskandar Campus. The data collection will be taken care by using the survey questionnaire that will be dispersed through Google Form only because of the limitation on the current pandemic that restricted us to move around and need to follow the Movement Control Order (MCO). The paper will be focusing only to the post graduate students due to the limitations of some facilities for their studies. This automatically can assure that UiTM Perak could extemporize their credibility in handling the issues concerning about the students' welfares.

Keywords: *Satisfaction, students' satisfaction, facilities*

1.0 INTRODUCTION

According to I.M. Salinda Weerasinghe et. al (2017), the satisfaction is a happy mood that can be attained when a person gets what he/she anticipated. It can be felt by a person who satisfied his or her performance that reached some points of outlooks or results. Students' satisfaction can also be defined as a momentary assertiveness that comes from the knows-hows of the students, usually in terms of learning experiences. The higher education sector is responsible for the operational of higher education institutions (HEIs) in Malaysia and is under the jurisdiction of the Ministry of Higher Education (MOHE).

1.1 Problem Statement

Learning is a mandatory activity that most people must captivate in for much of their lives to support themselves and their families. However, inspiration and student satisfaction differ for students. Some students are inspired by a sense of success, some by helping others, and others by own contentment. Nevertheless, some students get satisfied by persona education, personal morals, and internal needs fulfillment (Siming, L. et. al.,2015). According to the study made by Lukum, A., et al (2015), enhancements in some proportions were likely to result to proportionate increase in students' satisfaction. Availability of internet services, for example, was adversely and considerably related to students' satisfaction. It was concluded that there was need improve on the quality of internet services on offer and provide ample information literacy among the students in order to possibly revert the significant negative impact of internet services on students' satisfaction in the universities. It can be resolved that the improvement of level of facilities provide in UiTM Perak Seri Iskandar Campus needs to have its solutions.

1.2 Aim

The aim of this research is to identify the level of satisfaction on facilities provided among UiTM Perak students.

1.3 Research Objectives

- i. To identify the types of students facilities provided in UiTM Perak.
- ii. To investigate the level of satisfaction among UiTM Perak students towards facilities provided in UiTM Perak.

1.4 Research Questions

- i. What are the types of students facilities provided in UiTM Perak?
- ii. What are the level of satisfaction among UiTM Perak students towards facilities provided in UiTM Perak?

1.5 Scope of Research

The scope of this research is focused on the facilities provided by UiTM Perak, Seri Iskandar Campus, for postgraduate students. This research is also will be randomly choose any students in any faculties available in UiTM Perak Seri Iskandar Campus.

2.0 LITERATURE REVIEW

2.1 The Overview of Universiti Teknologi MARA (UiTM)

Initially established in Shah Alam, Universiti Teknologi MARA(UiTM) is a public university that only accepts Bumiputera people, and also ethnics that exists in Sabah and Sarawak. Previously known as Rural & Industrial Development Authority (RIDA) Training Centre or the Dewan Latihan RIDA in Malay. It is opened for some 50 students, mainly to support Malay students in the countryside. One main campus and 34 campuses in every states are part of the university, and also have a system called 1 University Multi System (1UiTM).

2.2 Facilities

According to Karna, S. et. al (2015), as cited by Owlia and Aspinwall, (1996) Hill, the aim of facility management (FM) in the university context is to manage facilities in an attempt to support important research and education functions and objectives. For example, the shortage of classrooms for post graduate students, even though some of the post graduate students are from a groups of lecturers that desired to continue their studies to the higher levels. The types of facilities that we can find in university especially in UiTM Perak, Seri Iskandar Campus are classrooms in each faculty buildings, mosque or Islamic Centre, resident colleges, food courts, cafeterias, workshops, ATM machines, and so on. Abdullahi, I. et al (2017) added, that in order to help occupants to accomplish objectives, facilities typically form part of the assets in an organization (Alexander, 1996). He also stated that facilities include buildings, property, services and facilities and will typically constitute the majority of the capital assets of a company.

2.3 Students' Facilities

According to Poon, J. et. al (2015), as cited by Price et. al (2003), university service have an impact on the choice of a university for undergraduate students. It same goes to the post graduate students which they also depend on the facilities available in the campus. In this campus, apart from classroom, other facilities available are 38 computer laboratories with more than 1000 computers, drafting studios, building and ceramic workshops, a multipurpose hall, a library and so on.

2.4 Satisfaction

According to Mohanovic, Z. et. al (2016), as cited by Kesic, (2006), based on the functional and psychological values of the product, satisfaction can be summarized as a decision on the result of a products or service. Based on the statement, it can be said that satisfaction is also one of the feelings that one's have, same goes with other feelings such as happy angry, sad, or any other feelings. It is possible to understand the degree of student satisfaction with education services by contrasting the potential with the reality that students feel. (Dora, Y.M., 2017).

2.5 Students' Satisfaction

The level of satisfaction can be analyzed to identify much more about the standard of learning, such as the satisfaction of the students. Satisfaction refers to the satisfaction of students with their need and desires as consumers of educational services. In addition, they also added that the satisfaction also related to the service quality. (Lukum, A., et. al (2015). Based on M. Kara A. et al (2016), as cited in Veerasamy, G. et. al (2012), that the quality of service in higher education is characterized as a measure of how well higher education institutions meet the needs and expectations of customers. Dib and Alnazer (2013) concede that the ultimate

objective of delivering quality service is to ensure that consumers and the service provider are happy with the service experience. Based on this, we can conclude that the facilities that can contribute to the satisfaction of the students themselves in the right condition so the learning processes can run smoothly. For example, the good furniture in the classroom such as tables and chairs that are free from damages or even from the vandalism.

3.0 METHODOLOGY

In this chapter, the researcher provided and explained the type of the research methodology that would be used in this research. The researcher also stated all the instrument in collecting data used, the process or collecting data, and any other data that would help in achieving the objectives of the research. The first stage of research was an early stage that needed to be find its problem statement, research objectives, and research question. The second stage was data collection to get the information in order to do this research. The information would be collected through literature review (secondary data) and questionnaire (primary data) with UiTM students. Then a questionnaire would be developed and distributed. The scope of the study was limited to the UiTM Perak students. In obtaining the data, a simple random sampling was used when the population was large and the sampling frame was available. For this report, the post graduate students were used as a sample population, where the sample population, which the post graduate students has the chance of being selected as a respondent. The list of post graduate students was then obtained to seek for their information by getting it from “Pejabat Pascasiswazah” and it was for research purposes only without any other intentions. After the data were collected, the data need to be analysed. The post graduate students were used to be the population sample because the purposes of the thesis were to upgrade the facilities that would be used for their teaching and learning process. The data would be analysed by using a software, which is Statistical Package for Social Science (SPSS) software. The data analysis must be done to give the outcome of the study. The purpose of doing data analysis were to find the patterns, trends or relationship in the data. Besides, the analysis could be determined whether the objectives of the study were accomplished or not.

4.0 ANALYSIS AND FINDINGS

The questionnaires distributed are using the Google Form and blasted through e-mail of the respondents to have them answered. Due to the pandemic that occur in the country and the world, the data cannot be collected by using the interviews and face-to-face meetings. It was because COVID-19 cases were quite high and its quite risky to do so. The current number of post graduate students are 47 students of PhD in Design and Built Environment (Doktor Falsafah Rekabentuk dan Alambina), and 58 students of Master of Science in Green Architecture (Sarjana Sains Senibina Hijau), that makes the overall number of 105 post graduate students. Due to the Online Distance Learning (ODL) that caused by the COVID19 pandemic, the questionnaire was distributed via emails only.

4.1 Section A: Respondents’ Demographic Information

This part is the first part of the questionnaire that dispersed to all respondents. this part is about the respondents’ background information which are the faculty of studies, programmes of studies and the residential colleges that they occupied. The said residential colleges that stated in the questionnaire are the colleges that they occupied before the teaching and learning via ODL occur. The researcher is aware that the post graduate students are majority lived out from the campus and have their own house. the majority of the respondents are from the Master of Science in Green Architecture students, which are 26 out of 42 respondents. KCS which stand for Kolej Cempaka Sari is for female students which are 21 students. Meanwhile, KIM (Teratai) which stand for Kolej Indera Mulia in Teratai block is the male students block, which also 21 students. Automatically, we could be identified that there are 21 female and 21 male students are taking part in this survey.

4.2 Section B; The Level of Satisfaction Among UiTM Perak Students Towards Facilities Provided by UiTM Perak

In obtaining the level of satisfaction among UiTM Perak students towards facilities provided by UiTM Perak, it is divided by some of the facilities that available in the campus. Most of the facilities that stated in the questionnaires are the facilities that frequently used by the students. The facilities that have been investigated in this paper are 1) faculty buildings. The adequate classroom is important for students to focus on their teaching and learning sessions. 2) food courts/café. Even though the post graduate student majority are staying outside the campus, they can come to the food courts/ café for half price compared to the restaurants. 3)Islamic Centre. The cleaning contractors always make sure that the Islamic Centre is in a good and clean condition. Automatically, results for this statement are the most important thing that we need to take care for the religious places such as mosques is a cleanliness, and also this also can lead to having a comfortable surrounding is important to students. 4)Dewan Seri Iskandar. This hall is used as examination hall so that students can take their exam comfortably. It is because the good environment without any noise can helps students to focus on answering the examination, since Dewan Seri Iskandar's wall is from acoustic wall, which is sound-proof. 5) Perpustakaan Tun Abdul Razak can be accessed by all UiTM Perak students by using students card. So, students are compulsory to wear students card all the times. 6) Administration Centre. The security is important in every buildings to protect people or affairs regarding to the university, for example, the administration centre/HEA.

5.0 CONCLUSION

It is important to the related authorities to make sure the accommodations that being used by the students no matter which level were students are, whether undergraduates or post graduates, which they deserve to have the environment that is good for teaching and learning or the condition of the surrounding that they can feel comfortable in using the facilities to stay in that places. There are some recommendations that can be made; 1) Because of the overall facilities provided by UiTM Perak is good, but the improvement can be made to make it suitable for students along with the time passed. There are several facilities that need to be taken care of apart from the facilities stated in the study. The improvement of the facilities may help UiTM Seri Iskandar to become more competitive in providing only for the best to their students. 2) It can be noticed that the facilities, especially the classrooms for the post graduate students are barely enough for them but it worth a try if the survey made regarding to this matters.

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