

THE RELATIONSHIP BETWEEN SERVICES PROVIDED BY
STUDENTS' AFFAIRS DEPARTMENT OF UiTM DUNGUN
AND STUDENT SATISFACTION

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JUNE 2012

ABSTRACT

Purpose - The purpose of the study was to determine the relationship between services provided by Student Affairs Department (HEP) of UiTM Dungun and student satisfaction and the research has been done at UiTM Campus Dungun, Terengganu. This study attempts to relate student satisfaction with services provided by Student Affairs' Department (HEP) of UiTM Dungun which are student support services, student financial support, student college services and student security services.

Design/methodology/approach – The study has used correlational research design which examines the relationship between two variables. The sampling technique that has been used by researcher is stratified sampling and stratified random sampling. The researcher used this kind of technique because the sampling frame is available which is the list name of UiTM Dungun's diploma students who stay in colleges with 300 respondents were made as a sample size. The unit of analysis is individual and the instrument is Likert Scale questions. Respondents rated 25 services questions and 4 satisfaction questions.

Findings – According to the research, the results shows that all variables are significant and positively correlated with one another and the research questions were accepted.

ACKNOWLEDGEMENT

We would like to express our appreciation to our Issues in Administrative Management (OSM651) lecturer and supervisor, Associate Prof. Dr. Baharom bin Abdul Rahman for his help and support. We also want to express our appreciation to Students' Affairs Department (HEP) of UiTM Dungun for giving fully cooperation in finishing this research. Besides that, we also would like to express our appreciation to Miss Fatanah Jislan, the lecturer of Business Management because she has done our content validity. More than that, we also want to express appreciation to Madam Razita Mohamad, the English language lecturer for done our phase validity. Thank you very much to our group members; Nor Hasliana binti Yusoff, Rasyimilia binti Che Rashid and Wan Norsyafiqah binti Wan Kamarudin for the cooperation in completing this research proposal. All the contribution makes us easy to collect the information and also encouraged us to complete this research. We owe a great deal for the understanding, sacrifices and unwavering motivation to enables us to complete this research.

Thank you.

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