

SATISFACTION ON HOSTEL FURNITURE IN UITM
JENKA

SITI AININ SUHAIL BT MOHD OSNI

BACHELOR OF SCIENCE (Hons.)
FURNITURE TECHNOLOGY
FACULTY OF APPLIED SCIENCES
UNIVERSITI TEKNOLOGI MARA

JULY 2014

TABLE OF CONTENTS

	Page
ACKNOWLEDGEMENTS	iii
TABLE OF CONTENTS	iv
LIST OF FIGURES	vii
LIST OF PLATES	viii
LIST OF ABBREVIATIONS	ix
ABSTRACT	x
ABSTRAK	xi
CHAPTER 1 INTRODUCTION	
1.1 Background	1
1.2 Problem statements	3
1.3 Significance of study	4
1.4 Objectives of study	5
CHAPTER 2 LITERATURE REVIEW	
2.1 Satisfaction	6
2.2 Student housing	8
2.3 History of furniture	9
2.4 Hostel furniture	11
2.5 Ergonomic	11
2.5.1 Definition of ergonomic implying two aspects of matter	13
2.5.2 Design	15
2.6 Anthropometric	15
2.7 Musculoskeletal Disease	16
CHAPTER 3 METHODOLOGY	
3.1 Introduction	17
3.2 Process flowchart	17
3.3 Questionnaires	18
3.3.1 Experimental design of questionnaire	18
3.3.2 Location	19
3.2.3 Respondents and sample of population	20
3.4 Observation	21
3.5 Interview	21
3.6 Analysis data	22

CHAPTER 4 RESULTS AND DISCUSSION		
4.1	Introduction	23
4.2	Satisfaction on hostel furniture based on furniture design (function, space and size, material)	24
4.3	Satisfaction on hostel furniture based on students background (gender, hour spent sitting in primary posture, number of students complain)	28
4.4	Satisfaction on hostel furniture based on environment	30
4.5	Observation	31
	4.5.1 Sample 1 and sample 2	32
	4.5.2 Sample 3 and sample 4	34
	4.5.3 Sample 5 and sample 6	35
4.4	Interview	36
4.5	Discussion	37
 CHAPTER 5 CONCLUSION AND RECOMMENDATION		
5.1	Introduction	42
5.2	Conclusion	43
5.3	Recommendation	44
 REFERENCES		45
APPENDICES		49
<i>CURRICULUM VITAE</i>		62

LIST OF FIGURES

Figure	Caption	Page
3.1	Flowchart process of paper project flow	17
3.2	Experimental design of the questionnaire	18
4.1	Satisfaction versus furniture function	24
4.2	Satisfaction versus furniture material	25
4.3	Satisfaction versus furniture space and size	26
4.4	Mean of students complain between colleges	28
4.5	Mean of sitting in static posture (hour) between colleges	29
4.6	Satisfaction versus environment	30

ABSTRACT

SATISFACTION ON HOSTEL FURNITURE IN UiTM JENGA

Satisfaction will be achieved when outcome meet the expectation. (Kotler *et al.*, 2006 Ergonomic in simple term can be defined as the study of interaction between human beings and the objects they use and the environments in which they function. The aim of this study is to relate the factors that contribute to the satisfaction of students toward hostel furniture in UiTM Jengka Pahang. Total 400 questionnaires were distributed to students in UiTM Jengka with 100 questionnaire to each college. The data were gathered and analyzed using SPSS system. This research help to identify the unrecorded complains from the students regarding hostel furniture problem. The result of this study can be useful as future reference regarding research on hostel furniture. The result from the survey can be used to create better ergonomic design of hostel furniture.