



**STUDY ON THE SATISFACTION AMONG FEMALE UiTM  
STUDENTS TOWARDS HOSTEL FACILITIES**

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## **CHAPTER 1: INTRODUCTION**

### **1.1 Background of the Study**

Hostel is the one-life places that relates with student. Every school, institution or university has it own hostel. The management has provided the facilities for their students who stay in hostel. When all of the facilities can be used, it can create satisfaction among the students that used the facilities. The satisfaction of the student is not at the same level and because of this we outlined below our research or conduct a study about satisfaction of UiTM students towards hostel facilities.

Primarily we will approach our research from two areas. The first is to determine what is a facility that was provides by the management of hostel. From the information that was gathered using Internet, some of the hostel provides different facilities and some are same. Among the facilities are toilet, study room, dining hall and some hostel even provides a swimming pool for their students.

The second areas are to determine the level of satisfaction among the students on the facilities that was provided by the management. The satisfaction of the student is not at the same level from one student to other student. Same of the student will feel satisfy with the facilities that provide the basic need for them but some of the student will not feel satisfy at the basic need that was provided. They want more to fulfill their wants.

### **1.2 Problem Statement**

Regarding our research, every semester there must be at least 3-4 complaints make by the students to express their dissatisfaction towards the hostel facilities. This can be seen when every semester management hostel, try their best to improve the facilities they provide for example astro and laundry machines. Students express their dissatisfaction because the hostel management does not highly aware of the maintenance

## CHAPTER 2: LITERATURE REVIEW

### 2.1 Introduction

Hostel can be defined as an inexpensive accommodation, typically in dormitory style. Usually used by younger travelers, as in “youth hostel”. Other than that, it is an inn, a communal residence for students or others, simple temporary accommodation for hikers. Further more hostel where a place that provides short-term accommodation for travelers, particularly encouraging outdoors activities and culture exchange for the young.

In addition, hostels are not like hotels, bed and breakfasts or any other form of accommodation. Hostels are unique in that the facilities are shared with other guests. Rooms are usually dormitory style and are usually furnished with bunk beds, (however, many hostels now offer private rooms). Common rooms, bathrooms, kitchens and lounges are shared as well. Because the facilities are shared, the cost for you stay is low. This is very much a communal arrangement. Because of this, there is a warm and welcoming communal camaraderie between guests. A friendly atmosphere is formed between fellow travelers that you just cannot find in a hotel. It allows a place where many different people from many different backgrounds can come together and share their experiences.

### 2.2 History of Hostel

#### 2.2.1 Youth Hostel

According to *an editor/s from hostelscentral, Paolo*, the first youth hostel was established by Richard Schirrmann by 1909. He was a teacher in German who organizes a trip and visits together with his students. In the trip, suddenly a strong rainstorm appears and the teacher and his students desperately find a shelter within an empty school.

## **CHAPTER 3: RESEARCH METHODOLOGY**

### **3.1 Introduction**

In studying on level of female UiTM students' satisfaction towards hostel facilities, the best way in finding the data that we need by identify the population and the sample of the study. In order to collect such data, the source of the data must be identify first so that it is easier for us to get the related data and information.

Population of our study is female UiTM Sarawak students who stay as resident within Seri Gading female hostel, Samarahan Campus. Sample of our study is 100 respondents that require answering questionnaires that we distributed to collect strong and valid data and information.

### **3.2 Data Collecting**

In searching for information, we used external secondary data that is from Internet to get the information for our research or to find a similar research as guidelines.

### **3.3 Questionnaires Design**

In questionnaire design, we must know what our objectives are and how the information is going to be used. From that it is easy for us to design the question. The basic question that we will include such as who, where and either they satisfy or not satisfy with the hostel facilities. After that, we must determine the content of the questionnaire, the wording of the question, response format and structure plus layout. We used open-ended, single closed-ended, dichotomous closed-ended, multidichotomous closed-ended and scaled response question in response format. After the entire step in designing the question is done, we revise again to make sure there are no errors in the questionnaire. The final steps are to assess the reliability and validity of the question.