A STUDY OF PERCEPTION AND SATISFACTION ON SECONDARY SCHOOL STUDENT WITH SCHOOL LEARNING FACILITIES IN SMK DATUK BAHAMAN

Prepared for: DR. MAS ANOM BINTI ABDUL RASHID

Prepared by:
MOHAMAD SYAHRUL NIZAM BIN RAHMAD
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UITM) FACULTY OF BUSINESS MANAGEMENT

JULY 2013

ABSTRACT

This study was about a study of perception and satisfaction of secondary school student with school facilities in Sekolah Menengah Kebangsaan Datuk Bahaman.

In this study, the researcher was used convenience sampling technique. Convenience sampling means a non-probability sampling procedure whereas the selected samples represent a captive audience. Non-probability sampling is the probability of selecting a single individual is not known, Salkind (2012).

For the purpose of data collection, a questionnaire was used as the main instrument. The questionnaires consist of three sections including the demographic and two more sections were constructed according to Research Objective and Research Questions. 60 questionnaires have been distributed to SMK Datuk Bahaman. Several follow up and call were made to ensure that the researchers get back all the questionnaires. Within seven days, all the questionnaires were collected.

Study result will be used to find a solution to facilities that provided in school. This research can make many of advantage in education sector in Malaysia.

The data analysis was done by using SPSS 20.0. Survey instrument was conducted in the form of questionnaires and Likert scale observation will begin each analyzed the data obtained. Samples obtained through the research method Convenience Sampling of randomly selected samples or coincidence. The important of this research is that it gives a clear picture of student perception and satisfaction in their school

For the recommendation, the government and the school administrative should go forward to make sure the facilities can be in great condition to the student on future. In addition, for the future research, this research can be done in an urban area to make a clear comparison in facilities.

iii

ACKNOWLEDGEMENT

First and foremost, I, Mohamad Syahrul Nizam Bin Rahmad would like to express our

deepest gratitude and appreciation for the following individuals who contribute valuable

assistance and knowledge to accomplish this proposal in order to fulfill the requirement of

Research Method (OSM601) course.

Thanks to Allah, for giving the strength, courage, guidance, and faith that this research

would be successful. I would like to express our thanks to our research lecture, Haji Abd Razak

bin Said, and supervisor Madam Zuria Akmal Bt Saad, thanks for all the time help, guide and

excellent supervision that more than words can be describe for us to completing this research.

Lastly, I would like to say thanks to our friends for all the support that there had given to

me for completing this research. I also like to thanks our classmate for giving me some idea to

make sure the research finished according to plan.

Mohamad Syahrul Nizam Bin Rahmad

July 26, 2013

Faculty of Office Management and Technology

Universiti Teknologi MARA Malaysia

Table of contents

L	IST OF TABLES	. 3
L	IST OF FIGURE	4
Π	NTRODUCTION	5
	1.0 Background of study	5
	1.1 Statement of the problem	-5
	1.2 Research objectives	6
	1.3 Research Questions	6
	1.4 Hypothesis	.7
	1.5 Significance of Study	.7
	1.6 Limitation of Study	8
	1.7 Definition of term	9
L	ITERATURE OF REVIEW 1	11
	2.0 Introduction	11
	2.1 School Facilities	11
	2.2 Classroom	12
	2.3 Library	14
	2.4 Laboratory	16
	2.5 Satisfaction level	17
	2.6 Attitude	19
	2.7 Conceptual Framework	22
3.	.0 METHODOLOGY	23
	3.1 Research Design	23
	3.2 Sampling Frame	24
	3.3 Population	24
	3.4 Sampling Technique2	24
	3.5 Sample Size	24
	3.6 Unit of Analysis	25
	3.7 Steps to distributes and collect data	25