

UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN
POLISI



A STUDY ON THE HOSTEL FACILITIES TOWARDS
STUDENT'S SATISFACTION IN UITM SAMARAHAN,
SARAWAK.

NURUL ANIS AFIQAH BINTI ZULKURNAIN

2014926251

SITI NUR ATIQA BINTI SAAINED

2014720783

JANUARY 2018

CONTENTS

CHAPTER 1: INTRODUCTION

1.0. Background of the study	1-3
1.1. Problem statement	4-7
1.2. Research Questions	8
1.3. Research Objectives	9
1.4. Scope of the study	10
1.4.1 Level	10
1.4.2 Territory	10
1.4.3 Time	10
1.5. Significance of the study	11-12
1.6. Definition of terms/concepts	
1.6.1 Hostel Facilities	13
1.6.2 Satisfaction	13
1.6.3 Gender	13

CHAPTER 2: LITERATURE REVIEW

2.0. Introduction	14
2.1. Hostel Facilities	15-16
2.2. Student Satisfaction	16-18
2.3. Satisfaction	18
2.4. The level of students' satisfaction	19
2.5. Hostel Facilities Provided in Colleges	19
2.5.1 Study Bedroom	19-21
2.5.2 Bathroom	22-23
2.5.3 Laundry Room	23-25
2.5.4. Television Room	25-27
2.5.5 Other Services	
2.5.5.1 Security	27-28
2.5.5.2 Cafeteria	29
2.5.5.3. Water Dispenser	30
2.5.5.4 Wi-Fi	30-31
2.5.5.5. Storage Facilities	31-32
2.5.5.6 Study Rooms/Study Halls	32-33
2.6. Demographic Factor	33
2.6.1 Gender	34

CHAPTER 1

INTRODUCTION

1.0 Background of The Study

This chapter provides the background of the study which was focused on the hostel facilities towards student's satisfaction at UiTM Samarahan, Sarawak. This study was based on hostel facilities that have been provided towards student's residential satisfaction as expressed by the students. This research was based on their necessities, requirements and experiences and also factors that accounted for student's satisfaction and dissatisfaction.

Housing was said to be one of the most crucial thing that was needed by human to measure their quality of life. As Amole (2009) stated that, student's residential satisfaction towards hostel was a significant indicator in measuring the student's quality living environment. Its same with students nowadays as they must ensure their university prepare a conducive hostel for their students to stay. According to Abramsson (2009), the most important thing is not only to enrol students in the best universities, but also to have a proper and comfortable living place throughout the studying period. This is due to the hostel life style provides an opportunity for students to live independently, compromise with other students and roommates, share space and facilities (Fatemeh Khozaei, Nadia Ayub, Ahmad Sanusi Hassan and Zahra Khozaei, 2010).

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

This chapter provides a review of the literature on the hostel facilities towards student's residential satisfaction in Universiti Teknologi Mara (UiTM) Samarahan Campus 1 and Campus 2, Sarawak. In section 2.1, explained about hostel facilities while in section 2.2 discussed on the hostel facilities. Moreover, on section 2.3 explained about student's satisfaction while on the section 2.4 discussed on satisfaction. On section 2.5 discussed on the level of student's satisfaction. Indeed, section 2.6 is about hostel facilities provided in colleges at Campus 1 and Campus 2. On section 2.6.1 until 2.6.6 explained specifically about the elements of hostel facilities provided by hostel management at colleges. Section 2.6.1 is about the study on bedroom, section 2.6.2 is about bathroom, section 2.6.3 is about laundry room, section 2.6.4 is about television room and in the section 2.6.5 is regarding other services such as on section 2.6.5.1 is about security, on section 2.6.5.2 is about cafeteria, section 2.6.5.3 water dispenser, on section 2.6.5.4 is about Wi-Fi, on section 2.6.5.5 is about storage facilities and on section 2.6.5.6 is about study rooms/study halls. On the section 2.7, discussed about demographic factor which include gender in the section 2.7.1. On the other hand, in the section 2.8 is discussing about conceptual framework which shows the relationship between student's satisfaction on the hostel facilities. The questionnaire for this study was adopted and adapted from Sawyerr and Nor'Aini Yusof (2013).

CHAPTER 3

RESEARCH METHOD

3.0 Introduction

In this chapter, the research methodology explained about how well the study will be carried out. This study is a fundamental study in nature. Which proposed to answer questions about why the hostel facilities effect student's residential satisfaction at Universiti Teknologi MARA (UiTM) Samarahan, Sarawak? Then, the researchers try to identify is there any connection between the student's residential satisfaction with quality hostel facilities? And the hostel facilities influencing student's residential satisfaction? Thus, this chapter presented the attempt to answer the above questions. Besides, presents the research design of the sampling size, technique, unit of analysis, the instrument development, and data collection procedures.

3.1 Research Design

In this study, the type of investigation involve are causal and correlational. Causal relationship is important in order to establish a definitive cause and effect (Sekaran, 2003) which portray the relationship between the hostel facilities provided in colleges at UiTM, Kota Samarahan, Sarawak with the satisfaction of students. Thus, the question that can be established in this study of causal relationship would be does student's satisfaction cause by hostel facilities.

On the other hand, the correlational can be defined as a mere identification of the important factors "associated with" the problem (Sekaran, 2003). In this study, it is important to investigate and to view whether hostel facilities and student's satisfaction