



**CENTRE OF STUDIES FOR ESTATE MANAGEMENT  
COLLEGE OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**STUDENT'S SATISFACTION LEVEL IN HOSTEL BUILDING AT UNIVERSITI  
TEKNOLOGI MARA, CAMPUS SERI ISKANDAR**

**Academic Project Submitted in Partial Fulfilment of the Requirements  
for the award of the Degree Bachelor of Estate Management (Hons)**

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## **ABSTRACT**

A dormitory building is sometimes referred to as a student dorm. This is a location where students can remain if their housing is far from the educational facility but still considered necessary for the needs of the students. Universities are undoubtedly interested in the well-studied issue of how the environment and accommodations affect students' levels of satisfaction. The two most serious issues are a lack of responsibility and thermal comfort. The research aim is to find the factors and elements that determine the satisfaction of a student with their university's hostels and the facilities therein. The research objectives are to identify the elements of student's satisfaction in UiTM hostels and to determine the level of student's satisfaction with the UiTM hostels. In this research, a descriptive research design was used to analyse the data from the respondent. The data collection for this research involves both primary and secondary sources. This research utilizes a quantitative approach with purposive random sampling. Primary data is collected through an online questionnaire distributed to estate management students residing in the hostels. The findings of this research will directly benefit students by enabling the university to improve and provide hostels that align with student satisfaction. Understanding the satisfaction level of students with their hostels is beneficial for the university. Such study is essential for improving the entire educational experience. Institutions may endeavor to improve the quality of hostel amenities, which in turn has a favorable influence on academic achievement, by better understanding students' satisfaction with their living situation. Students who are happy with their education are more likely to be motivated, devoted, and involved in it, which improves learning results. Future studies on student dormitory satisfaction should focus on several key topics. Understanding how factors such as room layout, ventilation, wardrobe/closet size, facilities, and toilet condition influence overall satisfaction levels can inform future building designs.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Research Tittle**

Student's Satisfaction Level in Hostel Building at Universiti Teknologi Mara,  
Campus Seri Iskandar.

#### **1.2 Background of Research**

A dormitory building is often known as student dorm. This is a place where students can stay when their residence is located distant from the educational institution and is considered necessary to students' needs. The influence of the surroundings and accommodation on the level of satisfaction of university students is a common study topic that is surely of interest to universities. The dorm is designed with certain institutional or formal characteristics, and students have access to the university's facilities (Norazah Suki, Chowdhury, 2015). Residential satisfaction refers to individuals' affective and cognitive perception towards the places of residence (Anqi Gong, 2022). Residential satisfaction research has been undertaken from a range of viewpoints, with student housing residential satisfaction receiving particular attention. Student housing is a type of housing that is provided to a certain group of residents. To maintain a comfortable living and learning environment, it normally provides fully equipped facilities such as bedrooms, bathrooms, washrooms, laundry, and others (Sanni-Anibire and Hassanain, 2016). Not just that, a well-planned student dorm gives the broader objectives such as ideal educational outcomes.