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BACHELOR OF BUSINESS ADMINISTRATION (HONS)(MARKETING)  
FACULTY OF BUSINESS AND ADMINISTRATION  
MARA UNIVERSITY OF TECHNOLOGY

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## **“Letter of Transmittal”**

April 27, 2000  
Bachelor of Business Administration (Hons) Marketing  
Faculty of Business and Management  
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40450 Shah Alam

Puan Ruzita Bt. Baah

Project Advisor  
Faculty of Business and Management  
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Dear Madam,

### **SUBMISSION OF THESIS**

Enclosed herewith is a report of thesis entitling “A Study on Student Perception Towards the Services and Facilities Provided by Maktab Adabi Maharani”.

I hope this report can accomplish the requirement and expectation of the faculty.

Lastly, I would like to express my sincere gratitude for the effort and guidance that you have rendered for the completion of this thesis.

Thank you.  
Yours faithfully,

**MOHD. ISWANDI BIN BAKRI**

Student ID No.: 98716727



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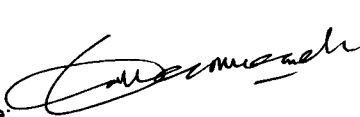
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## **“Declaration of Original Work”**

I, Mohd. Iswandi B. Bakri (I/C Number: 770315-01-6551) hereby, declare that:

- ◆ This work has not previously been accepted in substance for any degree, locally and overseas, and is not being concurrently submitted for this degree or any other degrees.
  
- ◆ This project paper is the result of my independent work and investigation, except where otherwise stated.
  
- ◆ All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: 

Date: 31 / 4 / 2000

A STUDY ON STUDENT PERCEPTION TOWARDS THE SERVICES AND  
FACILITIES PROVIDED BY MAKTAB ADABI MAHARANI

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## List of Tables

### Tables

<b>Table 1</b>	Gender Distribution	<b>28</b>
<b>Table 2</b>	Age Structure	<b>29</b>
<b>Table 3</b>	Nature of Occupation	<b>30</b>
<b>Table 4</b>	Students' Perception on Private Education	<b>31</b>
<b>Table 5</b>	Students' Perception on Private Education (Result)	<b>31</b>
<b>Table 6</b>	Students' Perception on Maktab Adabi in general	<b>33</b>
<b>Table 7</b>	Students' Perception on Maktab Adabi in general (Result)	<b>34</b>
<b>Table 8</b>	Sources of Information	<b>36</b>
<b>Table 9</b>	Opinions Regarding Fees Charged	<b>38</b>
<b>Table 10</b>	Students Willingness to pay more Monthly Fees	<b>40</b>
<b>Table 11</b>	Financial Supports	<b>42</b>
<b>Table 12</b>	Sponsorships	<b>42</b>
<b>Table 13</b>	Facilities Assessment	<b>43</b>
<b>Table 14</b>	Instructors and Academics Analysis	<b>46</b>
<b>Table 15</b>	Instructors and Academics Analysis (Result)	<b>46</b>
<b>Table 16</b>	Aspiration Level Analysis After Passing Incoming Examination	<b>48</b>
<b>Table 17</b>	Aspiration Level Analysis After Failing Incoming Examination	<b>49</b>

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Thank You,

*Abd. Swandi B. Bahi*

## **Abstract**

**T**his paper presents the findings of studies conducted at Maktab Adabi Maharani, a private school located in Muar, Johor in the area of perceived quality of services and facilities provided in the school.

The research project undertaken incorporated several studies of services and facilities provided by the private school. The individual study components focused on the following issues:

- ◆ Financial characteristics of the school and relationships to other factors.
- ◆ Assessment of quality of facilities provided in the private school.
- ◆ Students' perceptions of academic programs and their relationships to total perceptions of quality towards the school's instructors.

This series of studies conducted over a period beginning in early January 2000 and culminating in April 2000, was designed to assess the perceptions of students about the quality of their school in terms of services and facilities provided. The study was conducted by using survey method. Some information were obtained from the school records, pamphlets, or any other related documents. The overall results are separated into for subsections. The first is regards to general characteristics analysis. Second section is regarding the financial factors. The third section is due to facilities analysis. Finally, the study attempts to examine the perception of students regarding instructors and aspiration factors.