

**AN EXPLORATORY STUDY OF THE SATISFACTION TOWARDS  
THE LEARNING ENVIRONMENT AMONG ADULT DISTANCE  
LEARNERS IN MARA UNIVERSITY OF TECHNOLOGY  
ALOR GAJAH CAMPUS**



**BIRO PENYELIDIKAN DAN PERUNDINGAN  
UNIVERSITI TEKNOLOGI MARA  
40450 SHAH ALAM SELANGOR  
MALAYSIA**

**BY:**

**ROZMAN B. HJ. MD YUSOF  
NOOR AZAM BIN ABD AZIZ  
ANGELINE RANJETHAMONEY VIJAYARAJOO  
SALMIAH SALLEH**

**DECEMBER 2003**

**AN EXPLORATORY STUDY OF THE SATISFACTION TOWARDS  
THE LEARNING ENVIRONMENT AMONG ADULT DISTANCE  
LEARNERS IN MARA UNIVERSITY OF TECHNOLOGY  
ALOR GAJAH CAMPUS**

**BY:**

**ROZMAN B. HJ. MD YUSOF  
NOOR AZAM BIN ABD AZIZ  
ANGELINE RANJETHAMONEY VIJAYARAJOO  
SALMIAH SALLEH**

**DECEMBER 2003**

Tarikh : 15hb. Disember 2003  
No. Fail Projek :

Ketua  
Biro Penyelidikan dan Perundingan(BRC)  
UiTM, Shah Alam

Puan,

**LAPORAN AKHIR PENYELIDIKAN “AN EXPLORATORY STUDY OF THE  
SATISFACTION TOWARDS THE LEARNING ENVIRONMENT AMONG  
ADULT DISTANCE LEARNERS IN MARA UNIVERSITY OF TECHNOLOGY  
ALOR GAJAH CAMPUS”**

Merujuk kepada perkara di atas, bersama-sama ini disertakan 3(tiga) naskah Laporan Akhir Penyelidikan bertajuk “An Exploratory Study of the Satisfaction Towards the Learning Environment Among Adult Distance Learners In MARA University of Technology” oleh kumpulan Penyelidik UiTM Cawangan Melaka Kampus Alor Gajah untuk makluman pihak puan.

Sekian, terima kasih.

Yang Benar,



**ROZMAN HJ MD.YUSOF**  
Ketua  
Projek Penyelidikan

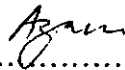
**GROUP OF RESEARCH**

**ROZMAN B HJ. MD. YUSOF  
HEAD OF PROJECT**



.....  
Signature

**NOOR AZAM B ABD AZIZ**



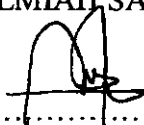
.....  
Signature

**ANGELINE RANJETHAMONEY VIJAYARAJOO**



.....  
Signature

**SALMIAH SALLEH**



.....  
Signature

## **Abstract**

The aim of this study is to measure the level of satisfaction(if present), of the distance learners towards the learning environment in UiTM Alor Gajah Campus. Five aspects of learning satisfaction are looked at: rewards, social life, learning condition, recognition and quality of education. The researchers also looked at six independent variables : age, gender, marital status, working experience, income and program. A total of 186 questionnaires were distributed but only 178 were received. Data was analyzed using the Statistical Package for Social Science (SPSS). The results revealed that the majority of the respondents indicated an intermediate level of satisfaction towards the five aspects of the learning environment provided by the campus. Many adult learners met the satisfactory level of the CSSQ scale except for the learning condition aspect which was slight. It was also discovered that age, study level and marital status played a significant role in influencing learning satisfaction levels. Based on these results, it is recommended that the physical ,psychological and sociological environment be improved. With all these, it is hoped that a conducive climate to adult learning will be established.