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THE STUDENTS' SATISFACTION TOWARDS SCHOOL FACILITIES AT *TAHFIZ* SCHOOLS

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Abstract:

School facilities have an important role in ensuring the quality of teaching and learning and to achieve a good quality in education. The aim of this research paper is to investigate students' satisfaction of school facilities specifically at *tahfiz* schools and to identify the school facilities affecting academic performance. This paper identified 6 major facilities components that reflect the learning environment and evaluated the effect of facilities towards students' academic performance. The distribution of 100 questionnaire survey forms for two schools was conducted to derive the findings. The data used were mean and Pearson correlation analyses. The results showed that there was a significant relationship in two variables which are school facilities and academic performance. Meanwhile, the average mean shows the overall school facilities in moderate satisfaction level. The study concludes that the head of the school and the parties involved should understand and maintain the facilities provided in order to enhance learning among students and thus achieve educational purposes.

Keywords: School facilities, facilities management, *tahfiz* school, student's satisfaction, performance.

1.0 INTRODUCTION

Nowadays, the improvement of facilities in the school has become a priority in order to enhance learning among students and ensure the school buildings are in good condition to achieve educational purposes. According to Asiabaka (2007), school buildings that have unhealthy nature, old buildings and sometimes dilapidated will lead to overcrowded, uncondusive classrooms, and also inadequate facilities such as libraries and laboratories. In addition, it will affect students' learning in deprived and disadvantaged school environments. Inadequate school facilities will give a negative impact on teachers' motivation hence adversely influence students' achievement (Earthman, 2002). Based on previous research by Hopland (2012) on school building conditions and student achievement in primary schools was highly relevant where the findings of the research found that building conditions have an effect on student achievement. The findings used the correlation between technical building conditions and student satisfaction. Therefore, it would be a good basis for further study on the effects of school facilities on students' academic performance.

This paper aims to identify the satisfaction of school facilities focusing on *tahfiz* schools and to investigate the school facilities provided affecting students' academic performance. This research study focuses specifically on schools in Johor, Malaysia where the researcher identifies the school facilities based on several elements based on previous research. The distribution of questionnaire forms was done among students in *tahfiz* schools in Johor state. The result of research study will be used as guidelines to improve the school facilities.

2.0 LITERATURE REVIEW

2.1 *School Facilities*

School facilities act as the main factors that affect the quality of education. Khan (2012) postulated that the main influencers for quality education and achieving the goals of the school are adequacy and quality

school facilities. In addition, the learning activity needs to be emphasized because they are the students' and teachers' motivation; such as standardized school buildings and facilities, the classroom, the instructions and equipment materials. The quality of learning environment influences the level of quality for school facilities. It is influenced by several factors such as the thermal comfort, the age of the facility, the ventilation, the acoustic, the type of lighting, the cleanliness and maintenance of facility (Morris Jr., 2003). Earthman (2002) explained that the study performance of students and work performance of teachers are influenced by the quality of school facilities.

The achievement of a school is a symbol of the adequacy of school facilities and it will develop the quality of furniture. Moreover, newer school facilities will lead to significantly better students' achievement and students' attendance to school (Baum, 2004). Lemasters (1997) described the relationship between the students' achievement and school facilities where he found that when the school facility improved, it will improve the achievement. In the context of learning and teaching, the facilities have an important role to assist the attention of students in the learning process (Abdul Hakim, 2005).

2.2 *School facilities framework*

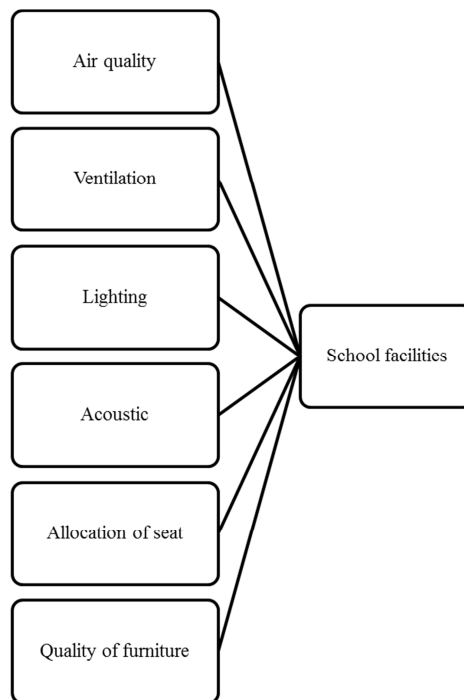


Figure 1: School Facilities

2.1.1 Air Quality

The Environmental Protection Agency found that indoor air quality affects student performance (EPA, 2000). Poor air quality in the school will increase student absenteeism and vice versa.

2.1.2 Ventilation and thermal comfort

Natural ventilation in schools has become an important factor for educational institutions. Poor ventilation may cause reduced air quality which resulted from bad chemicals such as airborne contaminants, which can lead to illness and bad learning environment (Friday and Cotts, 1995). The classrooms with inadequate ventilation may prevent the occupants from functioning normally where the students cannot pay attention and learn at their own capability. The need for adequate ventilation is important because ventilation acts to dilute airborne contaminants from people who are breathing, the

skin of people, perfumes, deodorants from building materials and others (Crawford, 1998). Good ventilation is important in order to ensure occupants can breathe a greater volume of air especially where some schools provide less headroom space (Kennedy, 2001).

2.1.3 Lighting

School classrooms need adequate lighting for a conducive learning environment. It has become a priority as it affects student performance (Phillips, 1997). Previous research has shown that adequate lighting benefits students' achievement through increased test scores and reduced bad behaviour among students (Lemasters, 2002).

2.1.4 Acoustics

Acoustics relates to the sense of sound such as noise, and quiet. Studies have found that acoustics affect learning environment and student achievement. A good achievement in the academic can be derived when good acoustics are applied at school. However, good acoustics need to be maintained to ensure convenience to the users at the school.

2.1.5 Quality of furniture

Quality furniture also affects academic performance for students in school as furniture ensures comfort and enhances the interaction between students and teachers in the learning environment (Rose, 2002). As we know, tahfiz schools also use furniture for the rooms other than classrooms such as in libraries, offices and their hostel dormitories. Merely providing furniture in schools is not enough, the quality of the furniture must also be considered such as computer tables, keyboards and chairs (Clothier, 1996). Furthermore a peculiar furniture in tahfiz school used to place the Al-Quran for recital, "rehal" need to be given serious thought too.

2.1.6 Allocation of seats

The movement of teachers in classrooms is not the only factor to be considered in allocating the seats, but also the behaviours and the creation of a learning environment among students (Waddick, 1997). Seat arrangement in rows in the classrooms needs to form a good pattern as it will affect the students' psychology in the class. A good arrangement of seats will encourage eye contact between students and teachers. It has become a priority because students need to focus in teaching and learning. When there is a limited interaction between students and teachers, students will not receive the information clearly (Schneider, 2002).

3.0 METHODOLOGY

The total population of the questionnaire survey is 120 students from two *tahfiz* schools. As the objective of the study was to identify students' satisfaction of school facilities in *tahfiz* schools, two *tahfiz* schools from Johor Bahru district were selected and the sample selection done using simple Random Sampling technique. The distribution of questionnaires was about 100 sets. The instrument for this research study was the questionnaire form which provides information on the level of students' satisfaction with school facilities. The Cronbach Alpha test was used to determine the reliability of the instrument. The data was analyzed using Statistical Package for Social Sciences (SPSS) using percentages, mean, and Pearson correlation to test the hypotheses at the 0.05 level of significance.

3.1 Study Area

The research study was conducted at Madrasah Tahfiz Ummu Waraqah located in Taman Kempas, Johor Bahru; and Madrasah Tahfiz Al Fatih located in Taman Impian Emas, Johor, Malaysia.

3.2 Design of questionnaire

The questionnaire was designed using Likert scale type questions. It included three sections which are Section A, Section B and Section C. Section A is the demographic profile; Section B for the satisfaction towards the school facilities; while Section C probes the relationship between school facilities and academic performance. The students had to rate the different elements of the school facilities on a 1-5 scale, where 5 represents the highest and strongest level of satisfaction. Descriptive statistics are reported to answer the first objective, while Section B presents a Pearson correlation table.

3.3 Data collection

The relevant data for this research study was collected through questionnaire and observation. A total of 100 questionnaires were distributed among the students in the schools. The observation data gathering technique was employed to study the physical feature of schools including: school buildings, classrooms, office and classroom facilities, libraries, hostels, the kitchen, toilets, and other educational inputs.

4.0 ANALYSIS AND FINDINGS

4.1 Respondents' Demographic For Tahfiz School

Table 1: Respondents' Demographic for *Tahfiz* School

Information	Frequency (50 respondents)
1) Gender	
- Male	26
- Female	24
2) Age	
- 13-15 years old	19
- 16-17 years old	25
- 18 years above	6
3) Level of education	
- Junior high school	10
- Senior high school	40
4) Duration period of study	
- 1-2 years	6
- 3-4 years	24
- 5 years above	20

The findings for this study identified the satisfaction of school facilities by using descriptive analysis is shown in Table 2. The result shows the descriptive analysis to answer the first objective which is to identify the satisfaction of school facilities in the school. The most satisfactory aspect is the quality of furniture. The mean is 2.790 which is the first ranking of the satisfaction in terms of quality of furniture. The second ranking is the lighting of the classroom where the mean is 2.768. The third ranking is allocation of seats in which the mean is 2.780. The fourth ranking is air quality and ventilation where the mean is 2.714. Meanwhile, the last ranking is noise or acoustics of the school. The mean is 2.707. Therefore, students in the school are strongly satisfied with the quality of furniture rather than others.

Table 2: Descriptive analysis for satisfaction of school facilities

School facilities	Mean	Average mean	Measure
1) Air Quality and ventilation			
Air quality around the school in a good condition	2.620		
Facilities for the ventilation around the school is enough and comfortable.	2.722	2.714	Moderate
Ventilation technology provided always upgraded	2.800		
2) Lighting			
Lighting in the classroom works well	2.780		
Lighting in the good condition and always maintain	2.680	2.768	Moderate
Lighting provided are enough for learning facilities.	2.844		
3) Noise/Acoustic			
Noise pollution during learning in the classroom	2.700		
Noise disturbances during learning cause learning uninterrupted	2.722	2.707	Moderate
Noise pollution cause I lost the focus on learning	2.700		
4) Allocation of seat			
The number of seats and chairs is sufficient	2.760		
Seats and chairs provided in good condition	2.900	2.780	Moderate
The position of chair in the classroom make me comfortable to learn.	2.680		
5) Quality of furniture			
the furniture provided is sufficient for learning	2.780		
The furniture is sufficient and makes me more comfortable for learning	2.800	2.790	Moderate
The damages furniture effect to my academic performance	2.790		

The second objective is to investigate the relationship between satisfaction of school facilities, which is included in Section C of the questionnaire where the school facility performance will be measured through a scale, from poor (1) to excellent (4), and the results using Pearson correlation as below:

Table 3: Relationship between school facilities and students' satisfaction

Element of Facilities	Result of hypothesis	Pearson correlation (p-value)
Ventilation and air quality	H1 : There is a relationship between ventilation and air quality with students' satisfaction	0.376
Lighting	H1 : There is a relationship between lighting with students' satisfaction	0.553
Allocation of seats	H1 : There is a relationship between allocation of seat with students' satisfaction	0.576
Noise/ Acoustics	H1 : There is a relationship between noise/acoustic with students' satisfaction	0.311
Quality of furniture	H1 : There is a relationship between quality of furniture with students' satisfaction	0.346

The relationship between the school facilities and academic performance was analyzed using Pearson correlation. Referring to the table below, all the attributes of the school facilities were significant and have a positive relationship with students' satisfaction; which are ventilation and air quality (p-value = 0.376), lighting (p-value = 0.553) , allocation of seats (p-value =0.311), noise or acoustics (p-value= 0.576), quality of furniture (p- value= 0.346).

The hypothesis reached are the findings. The summary of result for the first indicator is ventilation and air quality. H1 is supported indicating a significant and positive relationship between ventilation and air quality with students' satisfaction. However, the result p-value is weak because it is lower than 0.5. It is thus inferred that schools need to have appropriate facilities and fresh air for a good learning environment.

Secondly, H2 is also supported where the lighting of the school has been found to have a positive relationship with students' satisfaction. It is because students need good lighting to ensure their focus with the teaching and learning, and it also inspires trust and confidence. Thirdly, H3 is supported indicating a positive relationship between noise or acoustics and students' satisfaction. It is because students need to feel comfortable and focused with the teaching and learning, especially in the classroom. Fourthly, H4 is supported indicating a positive relationship between allocation of seats and students' satisfaction. However, the result p-value is weak because it is below 0.5. This is important because students' concern with the knowledge and ability to do their work in the class is influenced with the allocation of seats. Fifthly, H5 is supported indicating a positive relationship between quality of furniture and students' satisfaction. However, the result p-value is weak because it is below 0.5. Quality of furniture for the learning is important in order to ensure students have the ability to inspire confidence and attention.

5.0 CONCLUSION

Based on the findings of this study it can be concluded that lack of school facilities will affect the teaching and learning process. The results established that both male and female students are almost similar in the level of satisfaction they feel with the school facilities. The availability of good school facilities greatly affect the students' academic performance. Therefore, the state government and education stakeholders should play their role in providing a conducive environment for teaching and learning in school, especially for religious schools like *tahfiz* schools. Moreover, it would be in the best interest for further research to explore more about alternative and indicative strategies in order to achieve satisfaction of students in schools and excellence in their academic performance.

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