

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**A STUDY ON USER SATISFACTION TOWARDS TEACHING
AND LEARNING FACILITIES AT UITM CAMPUS TAPAH
& SEREMBAN 3**

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Faculty of Architecture, Planning & Surveying**

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**“I hereby declare that this academic project is the result of my own research
except for the quotation and summary which have been acknowledged”**

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Abstract

The core business of Public or Private Universities is teaching and learning. Student or end users is a "*clients*" of the education sectors that should be taking care. Due to this matter, the satisfaction level of the clients is the main objective of this research in order to ensure the government allocation is being used duly. The environment, condition of class tools and layout of the class will determine the satisfaction level of end users. There 400 respondents that involved in this study which from UiTM campus Tapah and Seremban 3. The questionnaires is be made to analyses the level and the effectiveness of facilities management at UiTM campus Tapah and Seremban 3. The data will be analysed using SPSS software. Overall the level of student satisfaction with teaching and learning facilities on campus Tapah in classrooms and computer labs are "high" with a mean score of 3.96 for classrooms and 3.81 for computer lab. While for campus Seremban, student's satisfaction level is "moderate" with the mean score for classroom is 3.55 and 3.58 for computer lab.

Keyword: End users satisfaction, facilities management, public university teaching and learning facilities.

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CHAPTER 1

Introduction of Topic