

THE RELATIONSHIP BETWEEN Wi-Fi FACILITY AND
STUDENT SATISFACTION IN UiTM

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ABSTRACT

This study determines the level of satisfaction among the UiTM Terengganu (UiTMT) students toward the Wi-Fi facilities that are provided to students. The objective of this research is to investigate the accessibility of Wi-Fi provided by UiTM Terengganu Dungun campus towards students' satisfaction and also to know whether the speed of the Wi-Fi is fulfilling the students' satisfaction. This study based on a survey carried out from the questionnaire that being distributed to 200 students using probability sampling methods. The questionnaire are distributed to the degree students through stratified random sampling and simple random sampling. Questionnaires are distributed in a week to students and the questionnaires was answered and returned back by the respondents to the researcher. By using the descriptive analysis, the level of satisfaction among the students towards the Wi-Fi facilities provided is examined. The findings show that the levels of satisfaction among the students are mixed which is some of them are not satisfied with the Wi-Fi facilities provided by UiTM Dungun and some are satisfied. However, majority of students are not satisfied with the Wi-Fi facilities provided by the university. The findings of this research will help the university to improve their service provided to the students in achieving the students' satisfaction due to the evaluation of satisfaction level for the Wi-Fi facilities.

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