

**STUDENTS' PERCEPTIONS ON THE SERVICE QUALITY OF TUN MAMAT  
HOSTEL**

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## **ABSTRACT**

This research aimed to evaluate student`s perception on the service quality of Tun Mamat`s hostel accommodation at University Technology Mara (UiTM) Malacca city campus. The outcomes of this research were based on applicability of the Parasuraman et al (1988) service quality framework. For the pupose, 5 hypotheses were proposed to measure all framework related variables (e.g. tangibles, reliability, responsiveness, assurance and empathy). The results did support the applicability of the framework, as all hypotheses were proved to be supportive. Based on the precise outcomes, it can be said on overall basis, students perceive service quality at their rooms to be slightly good. However, the analysis did indicate the fact that for the hostel management, a long distance is still to be covered to reach the level of excellent. If not do so, a slight more decreased in the overall perception level of students may gone negatively for the hostel.

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