



**CENTRE OF STUDIES FOR ESTATE MANAGEMENT
COLLEGE OF BUILT ENVIRONMENT
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**NON-RESIDENT STUDENT SATISFACTION TOWARDS
RENTED HOUSE IN SERI ISKANDAR PERAK**

**Academic Project Submitted in Partial Fulfilment of the Requirements
for the award of the Degree
Bachelor of Estate Management (Hons)**

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ABSTRACT

This research aimed to investigate the level of satisfaction among non-resident students who lived in rented properties while pursuing higher education. The study addressed the challenges faced by students in finding suitable rental housing and dealing with issues such as scams and irresponsible landlords. The focus was on the physical and accommodation aspects of rented properties, considering the importance of good indoor environmental quality for student well-being. The objectives of the study included identifying the elements of physical and accommodation aspects, determining the level of satisfaction among non-resident students, and ranking their satisfaction levels. The research methodology involved a cross-sectional design with a quantitative approach. The data was collected through questionnaires and analysed respectively using SPSS. The research was conducted at UiTM Seri Iskandar, Perak, focusing on a sample size of 173 non-resident students. The study had certain limitations, including time constraints and the exclusion of students living in university-provided accommodation or family homes. It was found that there were 15 accommodation aspects and 15 physical aspects of rental houses that could be taken care of when renting a house, and the findings of the study showed that most respondents considered layout plan aspects and electricity system aspects as the main satisfaction of renting a house because they were important factors that needed to be considered when looking for a rental house. The findings of this research would contribute to improving tenant satisfaction assessment guidelines for rental properties, raise awareness among students and researchers about rental house requirements, and inform universities and the public about the problems faced by non-resident students.

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CHAPTER 1

BACKGROUND OF STUDY

1.1 Introduction

Living in a rented house while pursuing higher education is a common lifestyle embraced by university students at both public and private institutions. The demand for rental houses near the university has expanded over the years as a result of the increasing number of new students and the quickly developing surrounding neighborhood. Usually, students will rent a furnished house, and in order to ensure that the house and furniture are well cared for, the tenant is required to pay a security deposit, which will be returned if the landlord is satisfied with the condition of the furniture and the house when the tenant leaves.

The importance of good indoor environmental quality (IEQ) for well-being and health is well known and, in the temperate world, is central to housing, as this is where people spend most of their time (Eja Pedersen, 2020). To guarantee that tenants receive good indoor environmental quality, landlords must be responsible for ensuring that the house is well maintained and provides enough facilities for tenants, especially for students who are not able to afford to buy rental house equipment on their own. In return, tenants would pay the monthly rent, water bill, and electricity bill on time, as well as take good care of the landlord's belongings.

A prerequisite for a renovation to be considered sustainable is that its costs be controlled such that the rent is not raised more than the residents can afford, implying that there is no room for extensive high-tech solutions, but rather basic measures (Eja Pedersen, 2020). A survey of the literature, however, reveals that there are tenants who are exploited concerning the rental houses they rent. This article will determine and rank the level of satisfaction non-resident students have towards rented houses on the physical and accommodation aspects.