

## CONFIRMATION SUPERVISOR

“I acknowledge that have read this thesis and in my opinion the thesis is sufficient in term of scope and quality for award of Bachelor of Technopreneurship.

Signature :

Name of Supervisor: EN HASAN BIN SALEH

Date :

Signature :

Name of Panel : PROF DR. AHMAD ROZELAN BIN  
YUNUS

Date :

**STUDENT SATISFACTION OF LIVING ENVIRONMENT, HOSTEL  
FACILITY, RESIDENCE MANAGEMENT AND BEHAVIORAL  
INTENTIONS AT MALAYSIA HIGHER EDUCATION  
INSTITUTIONS.**

**SITI NAJIHAH BINTI KHAIRUL AZMAN**

**A thesis submitted in fulfillment of the requirements for the degree  
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**Faculty of Technology Management and Technopreneurship  
Universiti Teknikal Malaysia Melaka.**

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## DECLARATION

I declare that this thesis entitles “Student Satisfaction of Living Environment, Hostel Facility, Residence Management and Behavioral Intentions at Malaysia Higher Education Institutions.” is the result of my own research except as cited in the references. The thesis has not been accepted for any degree and is not concurrently submitted in candidature of any other degree.

Signature :

Name : SITI NAJIHAH BINTI KHAIRUL AZMAN

Matrix No : B061510240

Date :

## DEDICATION

I would like to dedicate the success of this project report especially to my parents Khairul Azman Yusoff and Maizatul Anisah Mohd Aziz. The sacrifices that they had made for me to further studies would not be enough by just submitting the report, but it is beyond that. Thus, I am honored to have them as my parents. Secondly, I express a deep sense of gratitude to my lecturer whom also my supervisor for this Final Year Project, Mr. Hasan Bin Saleh and also to my beloved fellow friends.

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## ABSTRACT

The purpose of the study was to determine Student Satisfaction of Living Environment, Hostel Facility, Residence Management and Behavioral Intentions at Malaysia Higher Education Institutions. The objective of this study was specifically i) To examine whether living environment can affect the student's satisfaction. ii) To investigate the relationship between the student's satisfaction with the hostel facility. iii) To study the level of satisfaction of students with the services that are provided by the management of the residences. iv) To identify whether the behavioral intentions influencing the satisfaction of the student. This study used the quantitative analysis by using questionnaires as the research instrument. UTeM students under the faculty of technopreneurship that stay at the hostel consist of 100 students. Therefore, a sample of 80 respondents was selected according to Krejcie and Morgan (1970) to answers the questionnaire. A set of descriptive statistic including graph, means, standard deviation and frequency tables were used to present the result of study. Correlations among the variables were calculated using Statiscal Package for Social Science (SPSS) version 20.

*Keywords: Students Satisfaction, Accommodation*

## ABSTRAK

Tujuan kajian ini adalah untuk menentukan Kepuasan Pelajar terhadap Persekitaran Hidup, Kemudahan Asrama, Kediaman Pengurusan Dan Niat Tingkah Laku Di Institusi Pengajian Tinggi Malaysia. Objektif kajian ini adalah secara khusus i) Untuk mengkaji sama ada persekitaran hidup boleh menjejaskan kepuasan pelajar.ii) Menyasat hubungan antara kepuasan pelajar dengan kemudahan asrama. iii) Untuk mengkaji tahap kepuasan pelajar terhadap perkhidmatan yang disediakan oleh pengurusan kediaman. Iv) Mengenalpasti sama ada niat tingkah laku mempengaruhi kepuasan pelajar. Kajian ini menggunakan analisis kuantitatif dengan menggunakan soal selidik sebagai instrumen kajian. Pelajar UTeM di bawah Fakulti pengurusan teknologi dan teknousahawan yang tinggal di asrama kolej terdiri daripada 100 orang pelajar adalah populasi sasaran. Oleh itu, sampel sebanyak 80 responden telah dipilih mengikut Krejcie dan Morgan (1970) untuk menjawab soal selidik. Satu set statistik deskriptif termasuk graf, cara, sisihan piawai dan jadual frekuensi digunakan untuk membentangkan hasil kajian. Korelasi antara pembolehubah dikira menggunakan Pakej Statical Package for Social Science (SPSS) versi 20.

*Kata Kunci: Kepuasan pelajar, Kemudahan*

## TABLE OF CONTENT

CHAPTER	CONTENTS	PAGE
	<b>TITTLE</b>	i
	<b>DECLARATION</b>	ii
	<b>DEDICATION</b>	iii
	<b>ACKNOWLEDGEME</b>	iv
	<b>NT ABSTRACT</b>	v
	<b>ABSTRAK</b>	vi
	<b>TABLE OF</b>	vii-viii
	<b>CONTENT LIST OF</b>	ix
	<b>TABLES</b>	x
	<b>LIST OF FIGURES</b>	
		<b>1-6</b>
<b>CHAPTER 1</b>	<b>INTRODUCTION</b>	
	1.1 Background	1-2
	1.2 Problem Statement	3
	1.3 Research Question	4
	1.4 Research Objective	4
	1.5 Significance of the Study	5
	1.6 Scope of Study	5
	1.7 Summary	6
		<b>7-25</b>
<b>CHAPTER 2</b>	<b>LITERATURE REVIEW</b>	
	2.0 Introduction	7
	2.1 Student's Accommodation	8-9
	2.1.1 Living Environment	10-12



	2.1.2	Hostel Facility	13-16
	2.1.3	Residence Management	16-18
	2.1.4	Behavioral Intentions	18-20
	2.2	Students' Satisfaction	21-22
	2.3	Theoretical Framework	23
	2.4	Hypothesis of Study	24
	2.5	Summary	25
			<b>26-37</b>
<b>CHAPTER 3</b>	<b>RESEARCH METHADODOLOGY</b>		
	3.0	Introduction	26
	3.1	Research Design	27
	3.2	Research Strategy	28
	3.3	Methodological Choice	28-29
	3.4	Data Collecting	29-30
	3.5	Analyzing Data	30
	3.6	Time Horizon	31
	3.7	Research Location	31-32
	3.8	Research Population and Sample	32-34
	3.9	Pilot Test	35
	3.10	Research Instruments	35-36
	3.11	Research Reliability and Validity	36-37
	3.11.1	Reliability	36
	3.11.2	Validity	37
	3.12	Summary	37
<b>CHAPTER 4</b>	<b>DATA ANALYSIS</b>		<b>38-70</b>
	4.1	Introduction	38
	4.2	Pilot Test	39
	4.2.1	Total variables	39
	4.2.2	Living Environment	40
	4.2.3	Hostel Facility	40
	4.2.4	Residence Management	41

4.2.5	Behavioral Intentions	41
4.2.6	Students Satisfaction	42
4.3	Demographic Analysis of Respondents	43
4.3.1	Respondent's Gender	43
4.3.2	Respondent's Faculty	44-45
4.3.3	Respondent's Age	46-47
4.3.4	Respondent's Race	48
4.3.5	Respondent's Year of Study	49-50
4.4	Descriptive Analysis	50-51
4.4.1	Independent Variable: Living Environment	51-52
4.4.2	Independent Variable: Hostel Facility	52-53
4.4.3	Independent Variable: Residence Management	53-54
4.4.4	Independent Variable: Behavioral Intentions.	54-55
4.4.5	Dependent Variable: Students Satisfaction	55-56
4.5	Correlation Analysis	57-58
4.6	Hypothesis	59-67
4.6.1	Living Environment	59-61
4.6.2	Hostel Facility	61-63
4.6.3	Residence Management	63-65
4.6.4	Behavioral Intentions	65-67
4.7	Hypothesis Testing	67-70
4.8	Summary	70
<b>CHAPTER 5</b>	<b>CONCLUSION AND RECOMMENDATION</b>	<b>71-78</b>
5.1	Introduction	71
5.2	Summary of Data Analysis	72
5.3	Discussion on Objective and Hypothesis.	73-74
5.4	Reliability Test	74
5.5	Limitation of The Research	74-75
5.6	Implication	75

5.7	Recommendation	76
5.8	Conclusion	77-78
	<b>REFERENCES</b>	<b>79-82</b>
	<b>APPENDIX A</b>	<b>83-84</b>
	<b>APPENDIX B</b>	<b>85-93</b>

<b>LIST OF TABLES</b>		
<b>NO</b>	<b>TITLE</b>	<b>PAGES</b>
3.1	Table for Determining Sample Size from a Given Population	34
4.0	Reliability Statistics for all variables	39
4.1	Reliability Statistics for Living Environment	40
4.2	Reliability Statistics for Hostel Facility	40
4.3	Reliability Statistics for Residence Management	41
4.4	Reliability Statistics for Behavioral Intentions.	41
4.5	Reliability Statistics for Students Satisfaction	42
4.6	Frequencies table of respondent's gender	43
4.7	Frequencies table of respondent's Faculty	44
4.8	Frequencies table of respondent's age	46
4.9	Frequencies table of respondent's race.	48
4.10	Frequencies table of respondent's study year.	49

4.11	Descriptive Statistics for Living Environment.	51
4.12	Descriptive Statistics for Hostel Facility	52
4.13	Descriptive statistics for Residence Management	53
4.14	Descriptive statistics for behavioral intentions	54
4.15	Descriptive Statistics for Students Satisfaction	55
4.16	Correlation between independent variable (Living environment, Hostel facility, Residence management and Behavioral intentions) and Dependent Variable (Students Satisfaction)	57
4.17	Model Summary for Living Environment	59
4.18	ANOVA Analysis for Living Environment	60
4.19	Coefficient Analysis for Living Environment.	60
4.20	Model Summary for Hostel Facility	61
4.21	ANOVA Analysis for Hostel Facility	62
4.22	Coefficient Analysis for Hostel Facility	62
4.23	Model Summary Residence Management	63
4.24	Model Summary Residence Management	64

4.25	Coefficient Analysis for Residence Management	64
4.26	Model Summary Behavioral Intentions	65
4.27	ANOVA Analysis for Behavioral intentions.	66
4.28	Coefficient Analysis for Behavioral Intentions	66
4.29	Coefficients Analysis for All independent and Dependent Variable.	67

<b>NO</b>	<b>LIST OF FIGURES TITLE</b>	<b>PAGE</b>
		<b>NUMBERS</b>
2.4	Theoretical Framework of Students' satisfaction of living environment, hostel facility, residence management and behavioral intention at higher education institution in Malaysia.	23
3.1	Map of UTeM	32
4.0	Frequencies distribution of respondent's gender	43
4.1	Frequencies distribution of respondent's Faculty	45
4.2	Frequencies distribution of respondent's age	47
4.3	Frequencies distribution of respondent's race	48
4.4	Frequencies distribution of respondent's study year.	50

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Background**

This chapter will be allocated about problem statement, research objective and research question. The topic of this study is about “Student satisfaction of living environment, hostel facility, resident management and behavioral intentions at higher education institutions in Malaysia”. Nowadays, education is one of the key drivers of economic growth, especially in higher education sector. According to Thomas and Galambus (2004) argue that students are consider as consumers to higher educational institutions. Students are considered as consumers or customers which benefits from the services provided by the universities or higher education institution. Joseph and Joseph (1997) concluded that, the primary beneficiaries of education are students. Hence, they should be treated as customers. This perspective emerges from the knowledge and understanding that educational institutions are competing with aggressive strategies to satisfy student’s need.



Abdullah (2009) stated that, institutions or organizations need to provide basic goods, facilities, amenities and services that make students highly satisfied to survive in highly competitive accommodation provision market. Satisfaction is a feeling of happiness that obtain when a person fulfilled his or her desires and needs. Satisfaction also can be defined as experience of fulfillments of an expected outcome. Level of satisfaction is normally a function of expectation (Najib, el al, 2011; Aigbavoa, 2016). This implies when students are satisfied, and their expectations are met. They are more likely to stay in the same place or they will move elsewhere if they are dissatisfied. Therefore, the management of higher education institutions should focus on the factor that can attract and retain students. The higher education institutions should search for an effective and creative ways to attract and retain a stronger relationship with students.

There is a various name that has been an aspect to students' accommodation. These include dormitory, students housing, student hostel, campus apartment, hall of residence and student accommodation housing (Insch and Sun, 2013; Sawyerr and Yusof, 2013; Khozaei, et al 2014). It is vital for institutions to care about students' satisfaction towards the accommodation provided in ensuring that students enjoy their studying and living on campus. Students' life in the campus is one of the essential matters that should be put in consideration. This is because the students' life or activities outside the classrooms are still a part of university responsibility and should be manage properly. The features for consideration include safety, quality and cleanliness of the accommodation and in the surrounding as well as a good internet connection. Also, the transport services including facilities should have a good management such as circulation campus buses (Abdullah, 2009).

## 1.2 Problem Statement

Satisfaction arise when the actual occurrence as well as perceived performance meets or exceeds the expectations of the students. Satisfaction is defining as a measure of the difference between actual and aspired needs of customers (Amole, 2009). Therefore, satisfaction is the relationship or difference between actual and aspired needs of an individual. Student satisfaction depends on the distance from the university facilities, the exterior condition of the hostel, the environment, hostel population, satisfaction with transport, hostel security, room size and room safety.

There has been a great challenge in achieving the student's satisfaction. The higher educational institution (HEIs) provided the accommodation facilities is generally have a few vacancies, but each year the number of the applicants is exceeding with the available accommodation. Issues will arise if the student's need is not fulfilled or ignore by the institute. For example, the student is dissatisfied with the parking lots, cleanliness of the hostel as well as gymnasium provision. Therefore, this study aims to investigate about the student satisfaction of living environment, hostel facility, residence management and behavioral intentions at Higher Education Institution in Malaysia.

### **1.3 Research Question**

This study observes how student's satisfaction of living environment, hostel facility, residence management and behavioral intention on higher educational institute in Malaysia. This questions to be addressed in the study include as below:

- i. How living environment affect the level of student's satisfaction?
- ii. What is students' satisfaction with hostels facility?
- iii. How residence management can influence the level of satisfaction of students?
- iv. What are the elements that exist to constitute behavioral intentions toward student's satisfaction?

### **1.4 Research Objective**

The objectives of this study are outlined below:

- i. To examine whether living environment can affect the student's satisfaction.
- ii. To investigate the relationship between the student's satisfaction with the hostel facility.
- iii. To study the level of students' satisfaction with residence management.
- iv. To identify whether the behavioral intentions influencing the satisfaction of the student.

## **1.5 Significance of Study**

This study was conducted to find out the student satisfaction of living environment, hostel facility, residence management and behavioral intention at higher education institution in Malaysia. Most institution be found lacking to conscious the importance of student satisfaction of living environment, hostel facility, residence management and behavioral intention at higher education institution in Malaysia. Therefore, this study should be considered by the university management in their attempt to improve the quality of the hostels. The results from this study will encourage the university management to contribute more towards the student satisfaction by providing a good facility and living environment in the campus.

## **1.6 Scope of Study**

Scope of this study is to know the student's satisfaction of living environment, hostel facility, residence management and behavioral intentions at higher education institutions in Malaysia. This study was carries at Universiti Teknikal Malaysia Melaka. The researcher chooses Universiti Teknikal Malaysia Melaka because the location is around the campus. So that the data collection might be easy to distribute and collect the survey in term of location, cost and time. The respondents were selected among the student in Universiti Teknikal Malaysia Melaka who is staying in the hostel mainly the first- and second-year students.

## **1.7 Summary**

This chapter is consisting of the fundamental of this research and objective of this study to determine the student's satisfaction of living environment, hostel facility, residence management and behavioral intention of higher education institution in Malaysia. This chapter also explains the research question as well as the research objective.

## CHAPTER 2

### LITERATURE RIVIEW

#### 2.0 Introduction

This chapter will focus on how the theory of this study is acquired. In this study, we refer to journal as the main source of literature. Other than that, this study also uses other resource like reference book, magazines and newspaper. The variables also explained and discusses. In this study, the researcher has stated the overall view of accommodation, living environment, hostel facility, residence management and behavioral intention. The literature review is helpful for researches in constructing the questionnaire related to the topic. Furthermore, the prediction of research which is hypothesis also presented in this chapter. This chapter also include the theoretical framework for the research.

## 2.1 Student's Accommodation

Accommodation is used to refer to a buildings or rooms where people live or stay. Accommodation also has been described as the space in buildings or vehicles that is available for certain things, people or activities. Student enrolment in higher institutions has been growing in the recent time, and it is estimated that the increase in tertiary education globally is about 160% (Sharma, 2012). Even so, in many countries of the world, it continues to remain a challenge for the government to provision of accommodation for tertiary students (Centre for Global Education, 2002). As the result, the issue of students' accommodation has becoming the important issue which has been a concern of the education management, globally.

In most developed and developing countries, the accommodation provided by the government for the student which successfully gain admission to purse various programmed of study in higher institutions is not adequate. According to the Centre for Global Education, 2002; Department for Education and Skills, 2003, other educational stakeholders have had to support government efforts, either in partnership with government or by solely providing private accommodation facilities for tertiary student on or off-campus. One of the major concerns of educational management is the situation of private firms' participation in providing of affordable student accommodation as it possesses the challenge to them in ensuring that students' accommodation facility provided meets the standard requirements and conditions to enhances students' learning.

There are variety names that has been related to students' accommodation. These include students housing, dormitory, campus apartment, student hostel, hall residence and student accommodation housing. Student housing is often known as a dorm (from Latin word dormitorium) in US and Halls in the UK. Student housing is the oldest accommodations date back to the mid-1700s. Early dorms were imposing, monastic structures meant to split students from the outside world, providing more privacy for

classes and introspection, this concept only lasted for decades. Students housing has come a long way from that and today students expect a friendly, social, modern, comfortable and interactive living environment.

Regardless of what it is name, student accommodation is describe as an overseer of living learning hostel consisting of basic housing as well as the learning accommodation and amenities and are administered to accommodate the undergraduate or postgraduate students (Najib, Yusof and Osman, 2011). Former studies also highlighted variety types of student accommodation which include on-campus and off-campus, private and public, male and female, single and multiple units and others. Nevertheless, of the type, Sawyerr and Yusof (2013) stated that on-campus accommodation is important in meeting the physical and psychological needs of students. Moreover, Insch and Sun (2013) concluded that such residence provides a common ground for students to relate and access various facilities provided by the institution compared with the off-campus accommodation.

Other than that, the students that are accommodated in an on-campus accommodation are customers while the service providers are the university management. Therefore, it is the responsibility of the higher education institution management to provide accommodation that will satisfy the customers or students. Student accommodation is an essential component of the facilities provided by the higher education institutions in assisting the students to expand their intellectual capabilities (Najib, et al, 2001). Besides, according to British Council Outcome Working Group (2003) stated that the student satisfaction measurement with various facilities provided by an educational institution including accommodation, could be a useful in helping them to understand their areas of strengths and to identify the possible areas for improvements. The demand for accommodation of high quality with a necessary features and amenities by students has been on the increase (Sawyerr and Yusof, 2013). This is because students seem to have developed clear expectations as to how and where they wish to live prior to