

# Student Satisfaction On Hostel Facilities In Politeknik Kuching Sarawak

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**Abstract.** Customer satisfaction for any institution must be the focus point due to this will invariably enhance the image of the institution and make it an attractive choice for prospective students'. This study was directed to diploma students living in the on-campus hostels of Politeknik Kuching Sarawak (PKS) to investigate the level of satisfaction with students' hostel facilities. A quantitative study with a total of 394 questionnaires was distributed to the respondents based on a cluster sampling method. The data were analyzed with descriptive statistics in term of mean score. The results reveal that students were largely dissatisfied with the hostel's laundry facility (mean= 2.67) and the common rooms (mean= 2.80). This finding can be useful in the terms of continuous improvement of the hostel situation to the management in order to achieve aforementioned aims.

**Keywords:** Politeknik Kuching Sarawak, hostel, satisfaction.

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## 1.0 Introduction

Youths are extremely important in order to achieve a successful and developed nation. They act as the future human resources and have to be competent workforce with knowledge and skills in order to face the challenges and struggles to attain nation visions. One of the basic of human's fundamental necessity which are extremely essential is an accommodation (N. 'Ulyani M. Najib, Yusof, & Sani, 2012; N. 'Ulyani M. Najib, Yusof, & Osman, 2011). Therefore with the Malaysia vision of competing in global higher education, demands by student for comfortable and suitable accommodation in collegiate life such as typical hostel and on-campus housing are in rapid increasing trend. This mainly due to its associate with student performance in their academic (Oluwaseyi, 2015). It is believed that an ideal condition that meet comfort, safety and conveniences requirement of the student will boost the student's ability to do the best in their study via an increase in their overall academic results (N. 'Ulyani M. Najib et al., 2011). Eventually, this enhances the reputation of the school and makes it a priority choice for student to attend in the future. Therefore, the effort of evaluating student satisfaction towards the hostel facilities are valuable and much needed. By doing so, the results could be used to improve and enhance the student satisfaction while curbing student dissatisfaction on the hostel facilities in the near future via an increase in their living standard (N. 'Ulyani M. Najib et al., 2012; Sahin, 2014).

There have been several studies in the literature reporting on the level of student satisfaction with hostel campus and there have revealed mixed finding. A study conducted by (Hassanain, 2008) at campus of King Fahd University of Petroleum and Minerals, Saudi Arabia on the degree of satisfaction of student housing facilities from element in technical and functional performance and results show a mean satisfied rating of 2.80. Meanwhile, (Lawrence, 2013) scrutinized the post occupancy evaluation of on-campus housing in Obafemi Awolowo University Ile-Ife, Nigeria and it was concluded that satisfaction level was on average satisfied due to problems of poor sanitary facilities, lack of privacy and lack of good water supply and small size of the room. As case studies within Malaysia, (N. 'Ulyani M. Najib et al., 2011) interrogated the degree of student satisfaction with campus student housing at three Malaysia research universities. Their results revealed students are satisfied with the student housing provided and there are strong relationship between overall satisfaction and loyalty behaviour. Similarly, a study by (N. U. M. Najib, Yusof, & Osman, 2011) on the level of satisfaction with physical and social variable on student housing facilities at University Sains Malaysia also showed students generally satisfied with the student housing with a mean satisfaction level of 2.61. In contrast, a study by (Toyin Sawyerr & Yusof, 2013) with the aimed to establish the sufficiency of the facilities provided in the students' hostels and level of satisfaction of it has illustrated dissatisfaction level of 66.6 % with these facilities as they are grossly inadequate in quantity. Hence, it does not meet the intended purposes of their provision. Although these investigations reported many interesting results, little work has examined on the polytechnic hostel in Malaysia.

This study was spawned from the lack of research of level of student satisfaction on polytechnic hostels in Malaysia as it has not received the desired attention, although it stands as an imperative component for student personal and academic progress. The closest study related to polytechnic was conducted by (Toyin Sawyerr & Yusof, 2013) where they conducted study on students' satisfaction based on their needs, requirements and experiences on hostel facilities in Kaduna Polytechnic at Nigeria. Thus, their study is adapted in this study and minor modification on additional questions on reason students intend to stay at in the hostel campus and willingness to continue staying in the future. This study will benefit the polytechnic management to determine areas of improvement to curb student dissatisfaction and subsequently make polytechnic an attractive option for prospective students.

## **2.0 Student Hostel**

A typical on-campus hostel can be defined as accommodation provided by school authority with rules and obligations to be followed and an inexpensive chargeable fee paid by students as return (Toyin Sawyerr & Yusof, 2013). The hostel is said to include basic necessity facilities such as bedrooms which can serve the dual purpose of study and sleeping, bathrooms and toilets, laundry, kitchen and common room which student use it for recreational areas (N. 'Ulyani M. Najib et al., 2011). Nowadays, extra facilities such as automated teller machine (ATM), car park, mini market, bookshop, Wi-Fi, fitness center, cafeterias and sometimes air conditioned are made available for student for further necessity and expectations (N. U. M. Najib et al., 2011). Those facilities are shared based on floor levels or between certain numbers of rooms. Thus, social aspects such as cooperation, interaction, a sense of sharing, responsibilities and socialize are the essential factors for the maintenances of these facilities for sustainability.

A hostel is similar to a family of students with warden as the head. Residents come with different socioeconomic backgrounds and ability to adapt with mixed-ethnicity with shared community are essential to create a harmony living atmosphere (N. 'Ulyani M. Najib et al., 2011). Throughout these processes, students develop the sense of fellowship, value of discipline and independence to achieve wholesome development. There are a strong correlation between personal attainments and the living in on-campus hostel (N. 'Ulyani M. Najib, Yusof, & Tabassi, 2015). The students' personal attainments can be further divided to intellectual and self-development gains. They postulated students lived in the on-campus are more persistent, determine to graduate and attain their certificate. This is induced by students are more focused on their study and gather around possible more success-oriented peers when living in on-campus hostel. Furthermore, personal self-development such as independence, leadership, friendship and communication were the skills developed when engage with other students from diverse background in their hostel community whereby this increase students' interaction ability and being more socially adjusted. The significant of living on-campus hostel on the positive effects as it stimulates student's personal development, enhance academic achievements and refine social dealing of the students. The above finding is consistent with the study by (Iftikhar & Ajmal, 2015; Oluwaseyi, 2015). In their qualitative study, they revealed that living in a hostel can lead to chance students' personality and behaviour in terms of becoming more responsible, independently handle all matter, increase confident level, improvise based on the situation changed, sensitive toward others, attain maturity and learn to compromise. However, there are also negative effects such as laziness to study due to lack of parental check, time wasting with friends, smoking and the most major of all, drug use among the male hostel resident. Inability to mix and adapt to this sharing circumstances will create negative effects toward students' life especially on academic performance (Kaur, Sabo, & Singh, 2013). Therefore, the hostel function goes beyond just providing accommodation for students but it also enhances their interpersonal relationship (Toyin Sawyerr & Yusof, 2013). The prolong effects is this enrich students with soft skills that is necessary when they become mature adults and prepare them in challenging working environment. Hereby, the affiliation of hostel and students' lifetime achievement is significant therefore, there are need to yield student satisfaction with hostel facilities to obtain its benefits.

## **3.0 Student Hostel In Malaysia**

With the aim to become a preferred destination for tertiary and higher education students pursue their studies, advanced infrastructures along with sufficient facilities need to be provided and seriously be consider with on-campus hostel as one of the main concerns. The hostel is an integral part of the facilities provided by higher learning institutions in Malaysia to enable students develop their academic competencies. The polytechnic system in Malaysia is run in such a way the students

are required to stay in the hostel during the first semester from the six semesters of their study with a fee of RM60 charge for a semester stay. Subsequent stay in the hostel will required students to apply for it using the online system and candidates are chosen based on their merit in the contribution to their campus society and post held. The failure of insufficient to cater all the students, hence leads to student stays off campus and commute to polytechnic from other places. There are always issues arise associated with this problem that affect the student such as punctuality for lecture, no show attendance during extra activities conducted in the campus and others. Therefore, there are needs to provide on campus hostel with adequate facilities for students to enable them to complete their study in a comfortable environment. With this approach, it will be able to attract even more local students to pursue their education in the country along with increasing the international student intake

#### **4.0 Measuring Satisfaction In Student Hostel**

It is essential to meet customer satisfaction in order for any organization to achieve their target aims and objectives (Sahin, 2014). Satisfaction can be defined by a pleasant feeling when correspondent needs and demands have been fulfilled (N. 'Ulyani M. Najib et al., 2012; Sahin, 2014). There is good and positive feedbacks gain from the correspondent, in our case are students, which encourage socialization, generate good study mood and has enough amenities. A memorable and satisfied on-campus living experience does spur the development of intellectual competence along with forming quality personal character (Iftikhar & Ajmal, 2015; N. 'Ulyani M. Najib et al., 2015). Generally, satisfaction is evaluated using the satisfaction scales which mainly relied on students' experience when utilizing the facilities provided in the on-campus hostel. This approach was implemented in this study due to its credibility on various literatures (Khozaei, Ayub, Hassan, & Khozaei, 2010; N. 'Ulyani M. Najib et al., 2012; N. U. M. Najib et al., 2011).

#### **5.0 Methodology**

The model developed by (Toyin Sawyerr & Yusof, 2013) was adapted and the modification is added to investigate the reasons for students to stay on campus. The model was chosen due to Malaysia and Nigeria shares similar climate and whether as both are also emerging economies country in the world. Politeknik Kuching Sarawak (PKS) is chosen as a sample of the location for current research.

Facilities that have been evaluated are bedroom, washroom, common room and other supporting facilities such as cafeteria and laundry (N. 'Ulyani M. Najib et al., 2012; N. 'Ulyani M. Najib et al., 2011; Toyin Sawyerr & Yusof, 2013). The measurement on physical characteristic of the facilities (N. 'Ulyani M. Najib et al., 2011), and overall satisfaction are considered in this study. Cluster sampling method was utilized to get a fair representation on each floor of the hostel blocks. This covered all the hostel in the polytechnic campus which consist of 8 blocks inside the campus; the hostel accommodates both male and female students. The label for the blocks of hostel are A-F for male residents and A-B for female residents. Generally in PKS, two students accommodate a room with two single beds provided. Basic facilities such as study table, chair, capacity of wardrobe, ceiling fan and socket are being provided in each room. There are two sharing bathrooms on each level of a block of two oppose side. Similarly, there is a laundry room on a side of the building. A common room is located on level one of each block on a side. At the main entry to the hostel, there is a guard house with a large cafeteria locate right after it.

A structured questionnaire was used with two sections: Section A contains of personal data of the respondent such as gender, status, block reside, number of people sharing, reason of staying in hostel while Section B contains questions on the four main facilities; bedroom, washroom, common room and other facilities such as a cafeteria. The respondents of this study were mainly

new students that enrolled during the December 2015 intake and minority of old continuing students. The total number of occupants in PKS hostel is 2100, and requires a sample size of 322 respondents (Krejcie, and Morgan, 1970). Hence, a total of 394 questionnaires were collected for data analysis. A five-point Likert scale was used with scale ranges from one (1) to five (5) based on level of satisfaction strongly dissatisfied (1) to strongly satisfied (5). Cronbach's  $\alpha$  reliability test obtained is 0.925, showing high reliability to test the issue.

## 6.0 Results And Discussion

Respondent shows satisfaction on the overall bed room facility (mean= 3.39), bath room facilities (mean= 3.00) and other facilities such as water supply, cafeteria, security and fire safety (mean= 3.18). However, respondents shows dissatisfaction on the laundry facility (mean= 2.68) and the common rooms (mean= 2.88).

Respondents show satisfaction on the overall experience in the hostel (mean= 3.64) and the facilities (mean = 3.45). They will choose to stay in the hostel in the future (mean= 4.10). The respondents choose to stay in the campus not only because the satisfying basic facilities, but also the affordable rental per semester. Table 1 shows that financial constraint is the main consideration for student to stay in the campus.

**Table 1:Reason to stay-in**

Count		B6c					Total
		Strongly Dissatisfied	Dissatisfied	Slightly Satisfied	Satisfied	Strongly Satisfied	
Reason to stay in	Financial	17	15	45	64	182	323
	Politeknik's requirement	6	4	7	13	15	45
	Others	2	1	6	2	15	26
Total		25	20	58	79	212	394

Laundry location and amenities shows below expectation as it is not provided in every block but at a centralized location. Respondents find it inconvenient to bring their laundry to the laundry room just to find that it is fully occupied.

The number of televisions provided does not meet user's requirement as responded from the questionnaire. The first-come-first-serve basis practice does not serve the best interest of the majority occupant in that particular block. Schedule could be arranged as requested by the students to optimize the usage of the common room.

Though the bathroom facilities are satisfying as responded, the ratio on number of user sharing the facility is not up to expectation (mean= 2.89). Respondent also shows dissatisfaction on water supply and garbage disposal services which are directly affected by third party's support (mean= 2.90).

It is highly recommended to the institution to focus on improving facilities that does not involve third party intervention. The bedroom amenities (study table, chair, capacity of wardrobe, ceiling fan and socket) provided should be upgraded (mean= 3.03).

**Table 2: Overall finding**

No.	Item	Mean Score
1.	Study-bedroom	3.39
2.	Bathroom	3.00
3.	Laundry room	2.68
4.	Common room (television viewing room)	2.88
5.	Other services	3.18
6.	Overall satisfaction evaluation	4.10

Further study should be made on identifying facilities' ratio to user to provide better learning and living environment to the students and to help the management to prepare for future development of the hostels.

## **7.0 Conclusion**

Result from the survey shows satisfaction on several aspects on hostel's satisfaction, namely bed room facility, bath room facilities and other facilities such as water supply, cafeteria, security and fire safety. However, the management could increase on the laundry service in each block as laundry cleaning is commonly done during the weekend. Television usage in the common room should also be properly scheduled to optimize the usage to benefit all occupants.

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