

**STUDENT PERCEPTION ON STUDENT HOUSING FACILITIES IN  
UNIVERSITI TEKNOLOGI MALAYSIA THROUGH POST OCCUPANCY  
EVALUATION**

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**DEDICATION**

*“To my dearest father, mother, brother, and my fellow friends,  
thanks for all the support and encouragement given.....”*

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## **ABSTRACT**

Malaysia higher education has gone through a tremendous change in mass education. Student enrolments have grown rapidly in Malaysia universities and this change has brought to the demands on improving in student housing facilities, learning spaces, recreational and other supporting facilities. Development of higher education has grown rapidly has encourage government to strengthen universities so they are more competitive. Student housing facilities in universities are design to fulfil students' needs. This is very important to provide a better learning opportunity for student and also play an important role in attracting and retaining students in the competitive demand. Therefore, student housing in universities need to be equipped with a good facilities and services to enhance the performance of the higher education institutions. Addressing the above issues, the objective of this research is to determine the perception of students on the facilities in their hostel in UTM. This was tested by twelve performance criteria and twenty six performance parameters which were identified from the literature. Then, the second objective is to determine the importance index of the performance criteria of student housing in UTM. This research is using frequency analysis and importance index calculation. The finding of this research shows that the functionality (technology) and security (security system) need to be focused and improve by the facility manager. The findings of this research can greatly benefit to the facility manager in UTM to improve student housing facilities and services and fulfil student needs and requirements.

## ABSTRAK

Pengajian tinggi di Malaysia telah melalui perubahan yang besar dalam pendidikan pada masa kini. Jumlah bilangan pelajar yang mendaftarkan di universiti telah berkembang dengan pesat di universiti-universiti Malaysia dan perubahan ini telah membawa kepada permintaan untuk meningkatkan dalam kemudahan perumahan, ruang rekreasi pembelajaran dan kemudahan lain. Perkembangan ini telah menggalakkan kerajaan untuk mengukuhkan universiti supaya mereka lebih berdaya saing berbanding dengan universiti lain. Selain itu, Kemudahan perumahan pelajar di universiti adalah reka bentuk untuk memenuhi keperluan pelajar. Ini sangat penting untuk menyediakan peluang pembelajaran yang lebih baik untuk pelajar dan juga memainkan peranan penting untuk menarik dan mengekalkan pelajar dalam permintaan yang kompetitif. Oleh itu, perumahan pelajar di universiti perlu dilengkapi dengan kemudahan dan perkhidmatan yang baik untuk meningkatkan prestasi institusi pengajian tinggi. Berdasarkan isu-isu di atas, objektif kajian ini adalah untuk menentukan persepsi pelajar mengenai kemudahan di perumahan pelajar di UTM. Ini telah diuji oleh dua belas kriteria prestasi dan dua puluh enam parameter prestasi yang telah dikenal pasti dari literatur. Kemudian, objektif kedua adalah untuk menentukan indeks kepentingan kriteria prestasi perumahan pelajar di UTM. Kajian ini menggunakan analisis kekerapan dan pengiraan indeks kepentingan. Hasil kajian ini menunjukkan bahawa fungsi (teknologi) dan keselamatan (sistem keselamatan) perlu diberi tumpuan dan diubah oleh pengurus kemudahan tersebut. Hasil kajian ini boleh memberi manfaat yang besar kepada pengurus kemudahan di UTM untuk meningkatkan prestasi kemudahan dan perkhidmatan perumahan pelajar dan memenuhi keperluan pelajar.