Problems of Boarding Students at Universiti Teknologi Malaysia (UTM), Malaysia: A Case Study

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Abstract: This study is carried out to determine the problems of transportation service and canteen facility available to the students of kolej-15-16 (hostels) at Universiti Teknologi Malaysia (UTM), Malaysia. A set of questionnaire was designed and distributed randomly to the selected respondents of the study area. The collected data was analyzed in the "Statistical Programme for Social Sciences (SPSS)". Simple frequency distribution analysis and chi-square t-test analysis are applied to study the level of problem. The hypothesis is tested in chi-square. The findings and results of chi-square analysis indicated that hypothesis can not be rejected during weekend, short semester and holidays between these variables i.e. waiting time on bus stop and general satisfaction of transportation service, canteen facility and general satisfaction of canteen service and transportation service and general satisfaction of transportation. The hypothesis rejects the two variables concerning canteen facility and general satisfaction of canteen service during weekend. The main purpose of this study was to investigate problems of transportation service and food around study area. The overall findings of the study indicated that students are facing the problems of transportation service and food during weekend and holidays.

Keywords: Canteen facility, chi-square analysis, frequency distribution analysis, SPSS, transportation

INTRODUCTION

This study was conducted to identify and highlight the problems faced by the students related to the transportation service and canteen facility during weekend and holidays. All the students do face difficulties while adjusting to the new environment, especially when they leave their homes. However, this survey explores the difficulties of foreign students as well as local students, who do not have their own conveyance and also facing the problem of canteen facility within the study area. They are always in stress for transport and food on weekend and holidays. Despite, outside the campus food is expensive, but for the need they are compelled to go outside. Students come from different culture and they are accompanied with their customs, their capabilities and this all goes under destruction if the students are having such kind of problems.

The impact of transportation service and cafeteria were investigated on weekend and holidays, which is the utmost requirement of students. Food is a basic human need that can affect good manners and whole competencies of students. Kolej 15-16 respondents of UTM contributed in this survey. Approximately, one thousand students are residing at these kolejs. It is reported in literature that the descriptive statistics such as means, medians and frequency distributions are calculated to assess the intensity of problem (Wilding *et al.*, 2008). After collecting data, it is analyzed with many models, such as regression analysis and prediction analysis etc. As an important statistical tool, SPSS is widely used to analyze data. In this study, SPSS is utilized to assess the frequency analysis and chi-square t-test (Guo *et al.*, 2007). The study was concerned to see impacts; how to make positive approach, policies, evaluating and to assess the level of problems. However, data was obtained through survey consisted of sample size of 100 questionnaires to respondents (Gary *et al.*, 1999). From 100 questionnaires, 88 were received from respondents and used for analysis (Biri *et al.*, 2007) in SPSS (version 10.0) (Akinbode *et al.*, 2008; Hilton and Barret, 2009) to achieve objectives of the study. It was also used to the rating scale with five levels; and questionnaire sent to respondents had almost 6 questions (Sarmento *et al.*, 2006). The statistical analysis was included frequency analysis, cross-tabulations and chi-square analysis using the SPSS. It is reported aforementioned literature; it is obvious that SPSS has ability to analyze quantitative data

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and to identify certain levels of problem. The purpose was study for identifying problems of students at hostels and seeking solutions.

Hypothesis of the study: It is assumed that students have problems of transportation service and food living in UTM at Kolej-15-16. It seems that bus service and canteen problems are interlinked here with lack of management in both matters. Therefore, students wait for buses, sometimes from 1.5 to 2 h especially during weekend. Furthermore, there is no transportation service and canteen facility, when students attend classes during short semester .There is a small canteen, which is not enough for students and is always closed during weekend and holidays. An attempt is made to discover at what extent students are facing difficulties living in kolej-15-16. On the basis of the results this study, few recommendations are proposed to resolve problems faced by the students. It hopes that this study will reflect the student's plight and establish the need for students to alleviate their problems. Moreover, all the students of this study are respondents.

METHODOLOGY

Data were collected in 2009 at Universiti Teknologi Malaysia, Johor Bahru, Malaysia. This study was designed to conduct survey for getting the opinions of respondents about transportation service and canteen facility problem at kolej15-16. Questionnaire was addressed directly to the students, with a request that it should be completed by them properly. Collected quantitative data was analyzed in simple descriptive analysis using SPSS (version 10.0) (Hilton and Barret, 2009).

In this study, random sampling method was used to select a sample of the whole population of respondents living in kolej-15-16. Simple frequency distribution analysis was applied and further analysis was examined in t-test in chi-square by using SPSS.

Data collection: The questionnaire was designed to collect information from respondents living in kolej 15-16. The questionnaire, containing 20 questions was divided into 3 sections A, B and C. Both sections B and C included 5 questions to extract information for general satisfaction rate from respondents.

RESULTS

Profile of respondents: A brief characteristic of respondents in the survey is summarized in Fig. 1, 2 and 3. Respondents mainly consist of seven ethnic groups, i.e. Malay, Chinese, Iranian, Arabian countries, Pakistani,
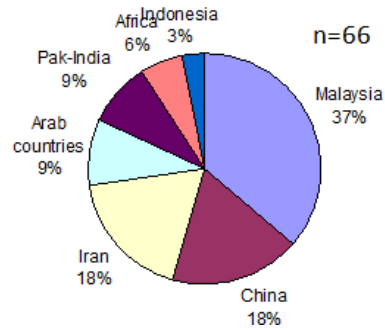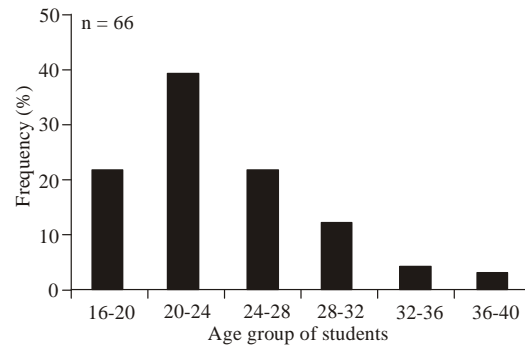

Fig. 1: Number of students

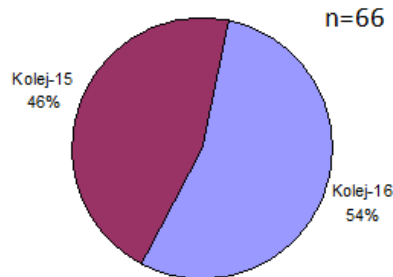Fig. 2: Age of students from various countries

Fig. 3: Frequency of respondents in kolej15-16

Indian, African and Indonesian. The proportion of these ethnic groups of respondents in this survey is not similar with approximate average; 37% of respondents are Malays, 18% are Chinese; 18% are Iranian; Arabian countries are 9% ; Pakistani-Indian are 9%; African are 6% and Indonesian are 3%, respectively. The maximum age group 20-24 of respondents is 39.4% who has contributed giving answers of questions in Fig. 2 and 3 provides the frequency of respondents, who have given answers of questions; 54% respondents are kolej-16 and 46% respondents are kolej-15, respectively.

Frequency, number of respondents and duration of stay at kolej-15-16: Figure 4 indicates the frequency of duration of stay in kolej-15-16. An approximately 24.2%
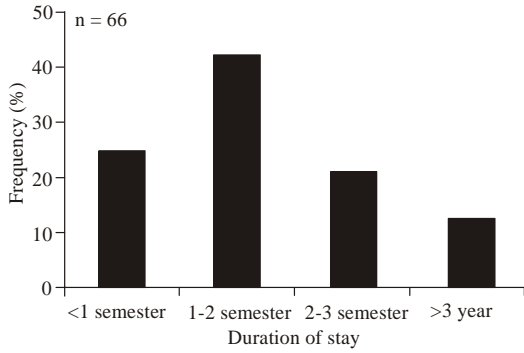
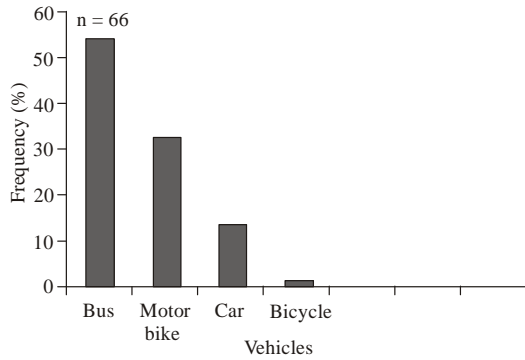Fig. 4: Duration of stay at kolej15-16

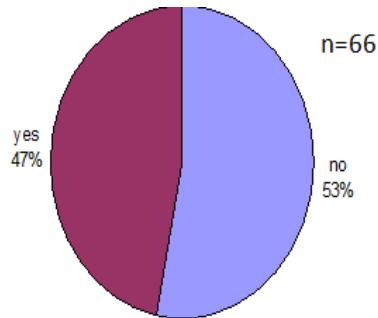Fig. 5: Mode of transport faculty and library during weekend

Fig. 6: Vehicle ownership of respondents

of respondents are < semester, 42.2% of respondents are 1-2 semester, 21.2% of respondents are 2-3 year and 12.1% of respondents are >3 year. The average proportion size of respondents is 2.3.

Frequency, mode of transport faculty and library at weekend: Figure 5 shows the frequency of respondents who used various modes of transportation faculty and library during weekend. The result shows that nearly 53% of respondents are using bus service, 31.8% of respondents are using motor bike, 13.6% of respondents are using car and 1.5% of respondents are using bicycle respectively.
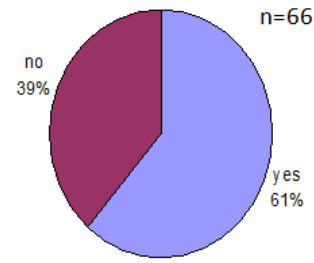

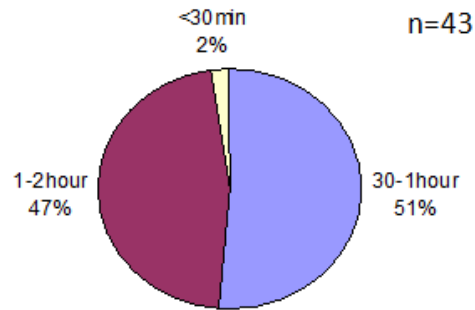Fig. 7: Use of bus service during weekend

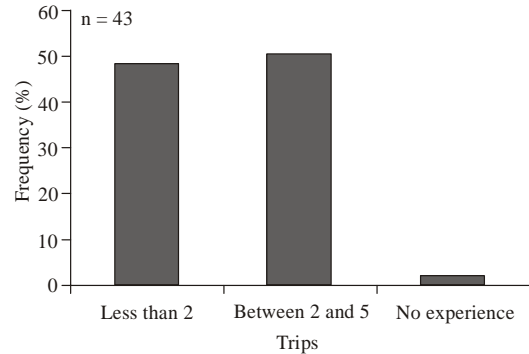Fig. 8: Waiting time of respondents at bus stop

Fig. 9: Number of trips using respondents during weekend
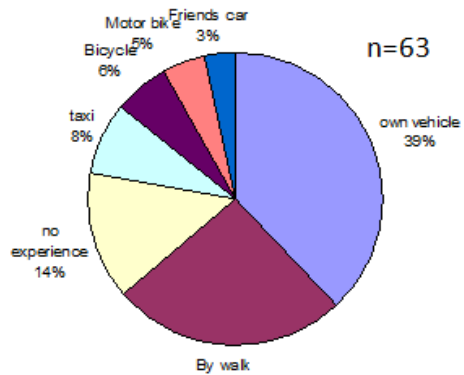

Fig. 10: Mode of transportation used during short semester

Frequency of vehicle ownership and use of bus during weekend: Figure 6 illustrates the frequency of vehicle
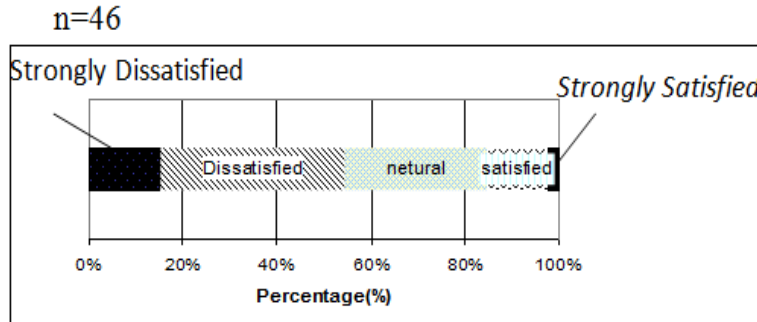
Fig. 11: Frequency of respondents using bus service during weekend

ownership about respondents. Although mainly 53% of respondents have no own vehicle and 47% have own vehicle in context of car, motor bike and bicycle.

As for as reasons for choosing a bus service during weekend are concerned a total 61% respondents were using bus because having no vehicle or saving fuel was the main reason for their choice and remaining 39% respondents, they were not using bus service because they have their own vehicle Fig. 7.

Frequency of waiting time at bus stop: Figure 8 indicates the waiting time of respondents at bus stop, i.e., 51% of respondents have to wait for 1/2-1 h; 47% of respondents have to wait for 1-2 h and 2% of respondents have to wait for <30 min.

Frequency, number of trips using respondents' during weekend: Figure 9 shows the number of trips using respondents during weekend. It confirms that nearly 50% of respondents used bus service less than 2 times, 47.6% of respondents used between 2 and 5 times and 2.4% responded having no experience of using bus service.

Frequency of transportation during short semester: Figure 10 provides information about mode of transportation used during short semester. The results reveal that 39% of respondents were using own vehicle, 25% of respondents used walking, 14% of respondents have no experience, 8% of respondents used taxi, 6% used bicycle, 3% of respondents used motor bike and only 3% of respondents used friends car respectively.

Frequency of general satisfaction for bus service during weekend and holidays: Figure 11 illustrates the results of questions about general satisfaction for bus service during weekend. Around 15.2% answered 'strongly dissatisfied', 39.1% responded 'dissatisfied', 30.4% responded 'neutral', 13% answered 'satisfied' and 2.2% answered 'strongly satisfied' respectively. It is proved that mostly 54% respondents are dissatisfied with transportation service during weekend.
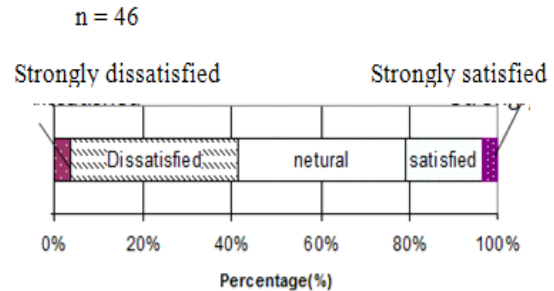

Fig. 12: Frequency of respondents using bus service during holidays

By contrast, Fig. 12 illustrates the frequency of respondents during holidays. Mainly 39.1% of respondents were 'strongly dissatisfied', 23.9% of respondents were 'dissatisfied', 23.9% of respondents were 'neutral', 10.9% of respondents were 'satisfied' and only 2.2% of respondents were 'strongly satisfied'. This clearly shows that some 63% of respondents was dissatisfied with transportation service during weekend.

Frequency of general satisfaction for bus service at Taman U (commercial area) and cleanness of bus: Figure 13 shows the results of data collected for bus service at Taman U. Approximately, 19.6% of respondents were 'strongly dissatisfied', 26.1% of respondents were 'dissatisfied', 34.8% of respondents were 'neutral' and 19.6 of respondents were 'satisfied'. This confirms that 46% of respondents have shown dissatisfaction towards bus service provided at Taman University.

Figure 14 indicates the frequency of respondents about cleanness of bus. The cleanness of bus was analyzed in the following order; strongly dissatisfied (8.7%), dissatisfied (8.7%), neutral (26.1%), satisfied (41.3%) and strongly satisfied (15.2%), which shows that most of respondents are satisfied with this parameter.
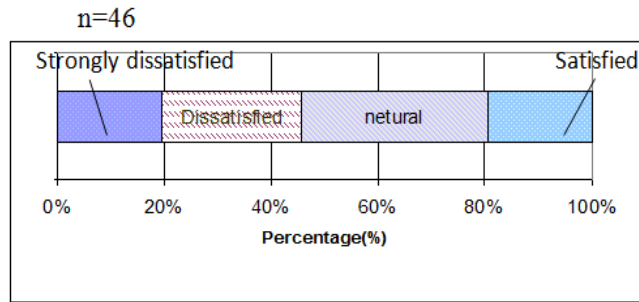
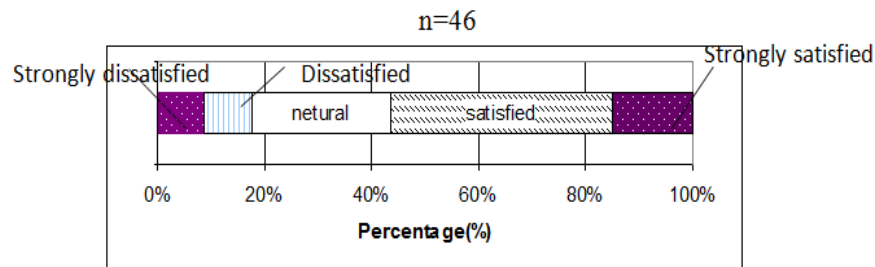Fig. 13: Frequency of bus service at taman U

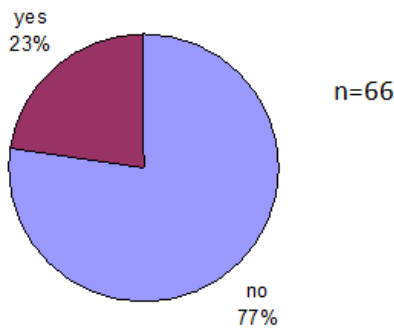Fig. 14: Frequency of cleanness in the bus

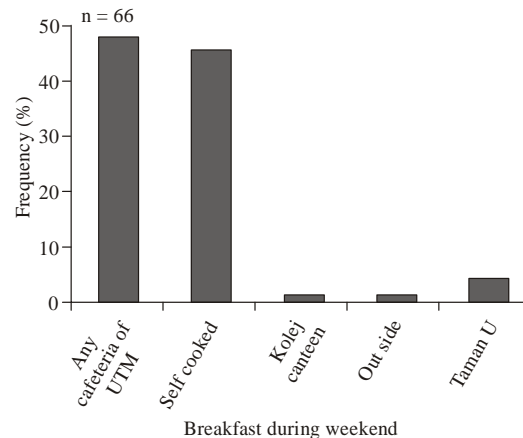Fig. 15: Frequency of canteen facility during weekend and holidays

Fig. 16: Frequency of breakfast during weekend

Frequency of canteen facility, breakfast and lunch during weekend: Regarding canteen facility the analysis illustrates that mainly 77% of respondents answered 'no' and 23% of respondents answered 'yes'. In terms of high percentage of answer 'no' the dissatisfaction with canteen facility is very clear in Figure 15.

Figure 16 illustrates the result those who have taken breakfast during weekend. The analysis shows breakfast taken in any cafeteria of UTM (47%) of respondents, Self-cooked (45.5%), Kolej canteen (1.5%), out-side (1.5%) and Taman U (4.5%).

Figure 17 shows the result those who have taken lunch during weekend as follows: any cafeteria of UTM (53%), Self-cooked (24.2%), out-side (3%) and Taman U (6.1%).

Frequency of breakfast and lunch during holidays: Figure 18 provides the frequency of respondents, who have had breakfast during holidays. Following results are mentioned at any cafeteria of UTM (29.2%), Self-cooked (50.8%), Kolej canteen (1.5%), out-side (7.7%), Sri pulai (7.7%) and Taman U (3.1%).

Figure 19 shows the result about those respondents, who have had lunch during holidays at any cafeteria of UTM (29.2%), Self-cooked (30.8%), out-side (12.3%), Sri pulai (18.5%) and Taman U (9.2%), respectively.

Frequency of dinner during weekend and holidays:
Figure 20 indicates the dinner during weekend as follows: any cafeteria of UTM (38.5%), self-cooked
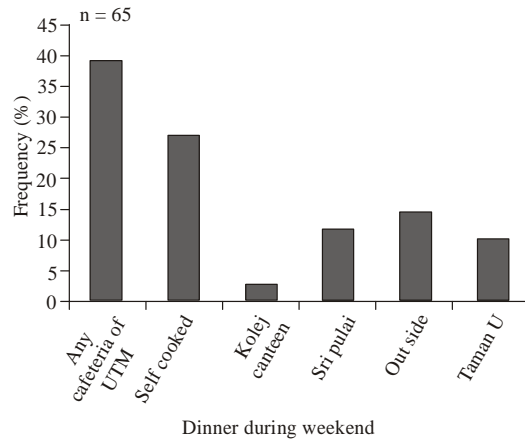
Fig. 17: Frequency of lunch during weekend
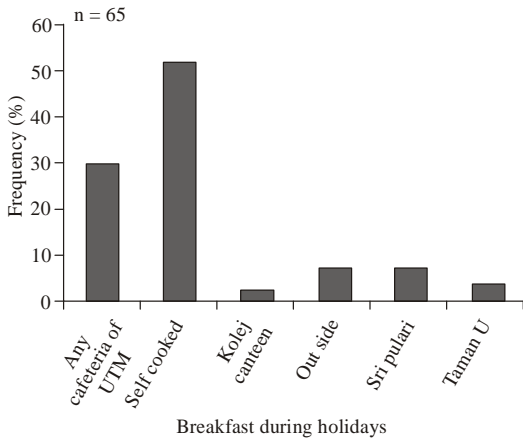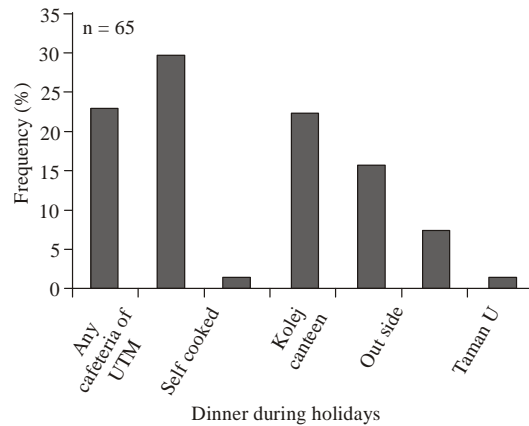

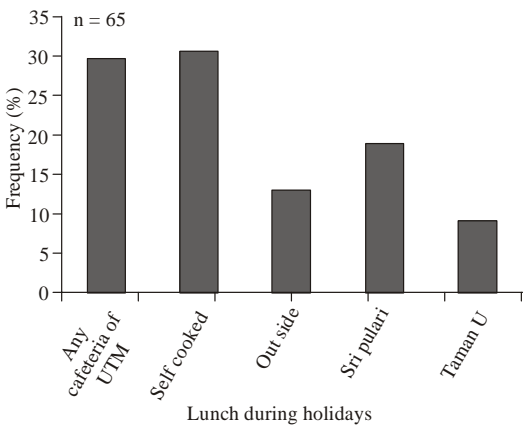Fig. 18: Frequency of breakfast during holidays

Fig. 19: Frequency of lunch during holidays

(26.2%), Kolej canteen (1.5%), out-side (10.8%), Sri pulai (13.8%) and Taman U (9.2%). Figure 21 indicates results about having the result about respondents, who have had

Fig. 20: Frequency of dinner during weekend

Fig. 21: Frequency of dinner during holidays

dinner during holidays at any cafeteria of UTM (23.1%), self-cooked (29.2%), Kolej canteen (1.5%), out-side (21.5%), Sri pulai (15.4%), Taman U (7.7%) and JB (1.5%).

Frequency of general satisfaction regarding canteen service during weekend and holidays: Figure 22 illustrates the result of survey about respondent's satisfaction for canteen service during weekend. About 31% respondents showed 'strongly dissatisfied', 29.3% answered 'dissatisfied', 29.3% were 'neutral' and 10.3% were 'satisfied'. Figure 23 indicates the result of data about respondents. Satisfaction during holidays the results of analysis are presented in the following order; strongly dissatisfied (39.7%), dissatisfied (22.4%), neutral (29.3%) and satisfied (8.6%).

Chi-square tests for further analysis: Table 1 indicates results of chi-square analysis between selected variables.
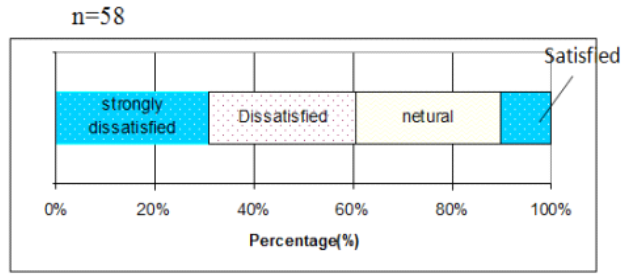
n=58

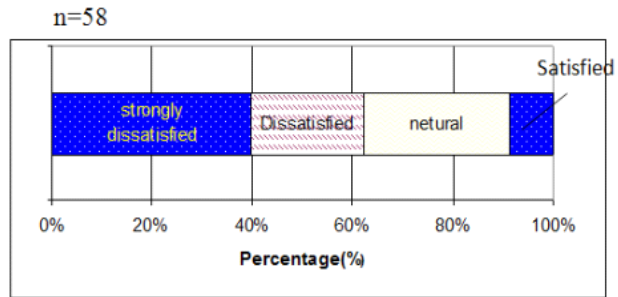Fig. 22: Frequency of canteen service during weekend

n=58

Fig. 23: Frequency of canteen service during holidays

Table 1: Chi-Square Test

	Value	df	Asymp.Sin (2-sided)
Pearson Chi-Square	13.211a	8	0.105
Likelihood ratio	12.159	8	0.144
Linear -by-linear Association	0.002	1	0.968
N of Valid Cases	42		

a 12 cell (80.0%) have expected count less than 5. The minimum expected count is 0.02.

Table 2: Chi-Square Test

	Value	df	Asymp.Sin (2-sided)
Pearson Chi-Square	21.950a	3	0.000
Likelihood ratio	20.686	3	0.000
Linear -by-linear Association	12.137	1	0.000
N of Valid Cases	58		

a 12 cell (80.0%) have expected count less than 5. The minimum expected count is 1.45.

The results showed the confidence level, which is (0.105). In this case, the confidence level is quite low, which is (1-0.105) X100 = 89.5%, therefore, we can not reject null hypothesis. In addition, it is found that there is no relationship particularly between the variables concerning waiting time on bus stop and bus service during weekend. Therefore, the required confidence level is 95% (0.05) or sometimes 99% (0.01).

Table 2 illustrates results of chi-square analysis between selected variables concerning availability of canteen facility and general satisfaction about canteen

Table 3: Chi-Square Test

	Value	df	Asymp.Sin (2-sided)
Pearson Chi-Square	28.171a	24	0.253
Likelihood ratio	32.355	24	0.118
Linear -by-linear Association	0.376	1	0.004
N of Valid Cases	45		

a 12 cell (80.0%) have expected count less than 5. The minimum expected count is 0.02.

service during weekend. The results indicate the confidence level, which is (0.000). In that case, confidence level is very high, which is (1-0.000) X100 = 100%, thus we can reject null hypothesis. Furthermore, it is found that there is a significant relationship between variables concerning canteen facility and general satisfaction of canteen service during weekend due to required confidence level 95% (0.05).

Table 3 shows results of chi-square analysis between selected variables concerning availability of transportation service during short semester and general satisfaction about bus service during holidays. The results indicate the confidence level is very low, which is (0.253). In this case, confidence level is very low, which is (1-0.253) X100 = 75%, thus we can not reject null hypothesis. Furthermore, it is investigated that there is no a significant relationship between variables concerning transportation during short semester and general satisfaction of bus service during holidays due to required confidence level is 95% (0.05).

DISCUSSION

In this study frequency level of transportation service and canteen problem at Kolej 15-16 at (UTM) during weekend and holidays were assessed, which provided logical understanding of the issues. These issues and findings were evaluated in terms of questionnaire survey and analyzed in simple frequency distribution analysis and chi-square analysis by using SPSS. The following results investigated:

The results found 53% of respondents have no vehicle and 47% have own vehicle in context of car, motor bike and bicycle Fig. 6. Thus, number of respondents not having the vehicle is high. Meanwhile, duration of waiting time at bus stop was quite long. Consequently, the waiting time at bus stop of respondents was increased during weekend because of the less number of bus trips and there is no transportation service during holidays and short semester. Therefore, it is observed that respondents were not satisfied with transportation service during weekend and holidays.

The results of investigation showed that 77% respondents answered "no" because there was no canteen facility during weekend and holidays at kolejs (Fig. 15). Majority of students have had breakfast, lunch and dinner cooked by them or have eaten food at any cafeteria of UTM campus during weekend due to inaccessibility of canteen or cafeteria at kolej 15-16 as well as students faced same problem during holidays. Furthermore, respondents were not satisfied from canteen facility during weekend and holidays having no canteen service as mentioned above. In addition, the chi-square analysis shows that two variables compared to see the significant level and relationship owing the facts of hypothesis. The variables were tested in chi-square are: waiting time on bus stop and general satisfaction towards bus service, canteen facility and general satisfaction with canteen service and transportation service and general satisfaction of transportation service during weekend, short semester and holidays. The findings based on the chi-square analysis showed that there is no a significant relationship between variables concerning waiting time on bus stop, general satisfaction bus service during weekend, transportation service during short semester and general satisfaction of transportation service during holidays, while reasonable data is required to test hypothesis and to see significant relationship between two variables. However, it is indicated significant relationship in two variables concerning canteen facility and general satisfaction of canteen service during weekend. It is meant that students have problem of canteen facility and service Table 2.

CONCLUSION

It is concluded that respondents are facing problems of the transportation service and canteen facility during weekend and holidays. Moreover, it was also found from respondents' that buses were not coming frequently on time, time of trips must be reduced and there is no canteen facility during weekend and holidays. If students are not provided all with such facilities then they may give less concentration towards their studies and required output may be affected. Considering the results of survey, this study may help and guide the authorities concentrated to rectify the problems of transport and canteen facilities during weekend and short semester. If findings of the study are properly used, these may help universities management in exploring and implementing the proper strategies to achieve their objectives.

ACKNOWLEDGMENT

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