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### The Perception of Students Feedback with Hostel Services: Case Study of Mehran UET, Pakistan

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### ABSTRACT

In the modern era, hostel life considered as a necessity for students. Although, some of them struggling for the better placement. For the sake, the couple of year's student's feedback of Mehran University of Engineering and Technology, Jamshoro hostels has analyzed and the data provided through the Director Management Information System (MIS). For the afford mention subject has analyzed using statistical package for social sciences (SPSS). The results imply that there is a strong relationship between the results of the parameters (working condition of electric fans and lights in the rooms, canteen facility, hygienic condition of canteen, security at the hostel and dispensary) and the null hypothesis is accepted only the above mentioned parameters and rejected for the other alternative parameters. The results also illustrated that the boy's hostels are better than the girls hostels regarding the basic services provided in the hostels. **KEYWORDS:** Students Feedback, Hostel Life, Parameters, Significance, Trend

### **1.0 INTRODUCTION**

Currently, universities are determined to plethora students to their own programs and replacing of adopting different schemes to sustain their own students. Previous research has presented how university accommodation compromises significance of student's choice Oppewal et al. (2005). The impact of the atmosphere and accommodation on the satisfaction level of students is a prevalent study topic and is surely of interest to the universities (Khozaei et al. 2010). Satisfaction with one's housing condition arises from comparison between real and wanted situations. If this consensus is not happened, dissatisfaction could be experienced (Vera-Toscano and Ateeca-Amestoy, 2008). Omole (2001) acquiesced that as a unit of the atmosphere, housing has huge impact on the health, effectiveness and social welfare of the community. In the academic situation, housing has proven to be a main requirement, especially in tertiary institutions where students move from far distance to achieve academic attainments. Mahama et al. (2016) discovered that security issues of the hostel, availability of water facilities, availability of electricity, calm and piece environment and availability of toilet facilities are some of the essential factors that can determine students desire to stay in hostels. M. Memon (2018) revealed the study about the parameters food quality, cleanliness in the hostel, water supply and first aid facilities and suggested for some improvement in water supply and first aid facilities in some hostels and also there is strong evidence of significant relationship between the results. However, a lot of factors which affect the satisfaction with hostel facilities. Most of the students to take up residence in hostels, as long as they are furnished with appropriate residence and satisfactory services at a lower rate. Unlike the effort has made to investigate influencing residents' satisfaction with hostel. The lack of inquiry into students' satisfaction with their university housing seems to suggest more investigation (Amole, 2009). Students face a lot of problems such as Students share their rooms with roommates, ethical problems, food issues, family stress, security problems, proper lighting, geyser facility in the winter season, dispensary etc. To resolve these issues, this paper is presented. Analysis of students' views of the residence hall, living atmosphere at MUET Jamshoro, presented how students' perception might be troubled by gender, nationality and the period of residency. The differences were established between male and female students' responses on the way they observed during living condition at the hostel but no difference were found based on their nationalities. During hostel stay, students are learned very important things about life such as adjustment with any unknown personality

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improve depression, how to talk with legends, life style with different cultures etc. To find these issues, we were conduct a research in the hostels Of Mehran University Of Engineering & Technology (MUET), Jamshoro on the parameters: proper lighting (illumination) in the rooms, working condition of electric fans and lights in the room, hygienic conditions of bath rooms/wash rooms, canteen facility, hygienic condition of canteen, security at the hostel, water cooler facility, geyser facility in the winter season, dispensary and maintenance of the hostel.

### MATERIALS AND METHODS

This study were consists the feedback of the nine (7 Male and 2 Female) hostels of Mehran University Of Engineering and Technology (MUET), Jamshoro regarding the parameters proper lighting (illumination) in the rooms, working condition of electric fans and lights in the rooms, hygienic conditions of bath rooms/wash rooms, canteen facility, hygienic condition of canteen, security at the hostel, water cooler facility, geyser facility in the winter season, dispensary and maintenance of the hostel. The sample of 50 students from each hostel was taken. The data were interpreted through the statistical tools like correlation, regression line. To check the significance between the results, the independent z-test were applied. The basic formula's is:

$$r = \frac{n\sum XY - \sum X\sum Y}{\sqrt{[n\sum X^2 - (\sum X)^2][n\sum Y^2 - (\sum Y)^2]}}$$
  
is: 
$$Y = a + bX$$

The equation of regression line is: The intercept of the regression line is:

$$b = \frac{n\sum XY - \sum X\sum Y}{n\sum X^2 - (\sum X)^2}$$

And the slop of regression line is:

$$a = \overline{Y} - b\overline{X}$$

The formula for z-test is:

$$S_e = \sqrt{\frac{\sum y_i^2 - a \sum y_i - b \sum x_i y_i}{(n-2)}}, S_b = \frac{S_e}{\sqrt{\sum x_i^2 - \frac{(\sum x_i)^2}{n}}} \text{ and } z - statistic = \frac{b}{S_b}$$

Null hypothesis is set to test the significance of the results with 95% confidence interval. The hypothesis is:

 $H_0$  = There is significance relationship between the results.

 $H_1$  = There is no significance relationship between the results.

### **RESULTS AND DISCUSSIONS**

(Table 1.1) showing the Maximum and Minimum Mean and Coefficient of Variation of the ten parameters in nine hostels. The Maximum Mean is 3.66 with coefficient of variation of 18.80841 in the Bakhtawar hostel regarding the parameters proper lighting (illumination) in the rooms and working conditions of electric fans and lights in the room. This means that the data of the above parameters are more reliable than the other parameters. The minimum mean is 1.78 with coefficient of variation 60.36892 in the beenazir hostel regarding the parameter dispensary. It shows that the data is not reliable than the other parameters.

(Table 1.2) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (proper lighting illumination in the rooms) for the nine hostels. The trend of regression lines of the hostels G.M.Syed, Shah Abdul Latif, Sachal Sarmast and Bakhtawar is decreasing. This shows that it is not a best fitting line. The maximum coefficient of correlation is 0.9242 in the Sachal Sarmast hostel, which shows the strong correlation. This table also shown that the null hypothesis is rejected for only beenazir hostel and accepted for the other hostels.

(Table 1.3) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (working condition of electric fans and lights in the rooms) for the nine hostels. The decreasing trend of the regression lines is in the hostels Abdul Qadeer Khan Afghan, Sachal Sarmast and Bakhtawar, which shows that it is not best fitting line. The strong correlation is in the Sachal Sarmast hostel because the coefficient of correlation is 0.9481. This table also presented that the null hypothesis is rejected for only Shaikh Abdul Majeed Sindhi hostel.

(Table 1.4) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (hygienic condition of bath rooms/wash rooms) for the nine hostels. The trend of the regression

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lines is both increasing and decreasing. The maximum coefficient of correlation is 0.9498, which is in the Shaikh Abdul Majeed Sindhi hostel and shows that the data of this hostel is strongly correlated. The null hypothesis is accepted for all hostels except Shaikh Abdul Majeed Sindhi Hostel.

(Table 1.5) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (canteen facility) for the hostels. This table shows that the trend of regression lines is mostly decreasing. The maximum Coefficient of Correlation occurs in the Bakhtawar hostel, i.e. 0.8174. It is also seen that the null hypothesis is accepted for all nine hostels.

(Table 1.6-1.7) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (hygienic condition of canteen and security at the hostel) for the nine hostels. The trend of lines is mostly decreasing in both tables and the maximum coefficient of correlation in table 1.6 is 0.9234 for the Shaikh Abdul Majeed Sindhi hostel and in table 1.7 is 0.8944 for the Hyder Bux Jatoi hostel. The null hypothesis is accepted for all nine hostels in both parameters table.

(Table 1.8) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (water cooler facility) in the hostels. The trend of the lines is decreasing except two hostels Shah Abdul Latif and Beenazir. This table illustrated that the null hypothesis is rejected for only Shah Abdul Latif hostel.

(Table 1.9) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (geyser facility in the winter season) in the hostels. The trend of regression lines is mostly decreasing. The null hypothesis is accepted for all hostels except Abdul Qadeer Khan Afghan and Shah Abdul Latif hostel.

(Table 1.10) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (dispensary) in the hostels. The regression lines trend is mostly increasing except for three hostels which shows the significance of the slope of the regression line. The maximum coefficient of correlation is 0.9328 for rashidi hostel. The null hypothesis for the significance of r is accepted for all hostels.

(Table 1.11) showing the regression lines with their trend, correlation and hypothesis of z-test of the parameter (maintenance of the hostel). The table represented that the trend of the lines is mostly increasing. The maximum coefficient of correlation 0.9694, that occurs in the Abdul Qadeer Khan Afghan hostel. The null hypothesis is rejected for only Abdul Qadeer Khan Afghan hostel.

### Table 1.1: Maximum and Minimum Mean and Coefficient of Variation of the hostels

Maximum Mean	Parameter and Hostel
	Proper lighting (illumination) in the rooms
	Working condition of electric fans and lights in the rooms
3.66	(Bakhtawar Hostel)
Minimum Mean	Parameter and Hostel
	Dispensary
1.78	(Beenazir Hostel)
Maximum Coefficient of Variation	Parameter and Hostel
60.36892	Dispensary
	(Beenazir)
Minimum Coefficient of Variation	Parameter and Hostel
14.42075	Maintenance of the Hostel
	(Abdul Qadeer Khan Afghan Hostel)

Table 1.2: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter
(proper lighting illumination in the rooms)

Hostel	Regression Line	Coefficient Of Correlation	Trend	Standard error of B	Test- Statistic	Hypothesis (Z±1.96)
Abdul Qadeer Khan Afghan	0.05x+2.82	0.6466	Increasing	0.093274	0.5360	ACCEPT
G.M.Syed	-0.05x+2.93	0.3056	Decreasing	0.246374	-0.2029	ACCEPT
Hyder Bux Jatoi	0.026x+3.18	0.2161	Increasing	0.185634	0.1401	ACCEPT
Rashidi	0.006x+2.76	0.0489	Increasing	0.193028	0.0311	ACCEPT
Shah Abdul Latif	-0.096x+3.27	0.2863	Decreasing	0.507898	-0.1890	ACCEPT
Shaikh Abdul Majeed Sindhi	0.124x+2.68	0.7257	Increasing	0.185903	0.6670	ACCEPT
Sachal Sarmast	-0.168x+3.53	0.9242	Decreasing	0.109727	-1.5311	ACCEPT
Bakhtawar	-0.36x+4.02	0.6949	Decreasing	0.588897	-0.6112	ACCEPT
Beenazir	0.163x+2.635	0.9909	Increasing	0.034857	4.6762	REJECT

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(working condition of electric fans and lights in the room)									
Hostel	<b>Regression</b> Line	Coefficient Of	Trend	Standard	Test-	Hypothesis			
		Correlation		error of B	Statistic	(Z±1.96)			
Abdul Qadeer Khan	0.072x+2.84	0.6033	Increasing	0.150466	0.4785	ACCEPT			
Afghan									
G.M.Syed	-0.002x+2.91	0.0245	Decreasing	0.131681	-0.0152	ACCEPT			
Hyder Bux Jatoi	0.046x+3.07	0.2927	Increasing	0.237613	0.1936	ACCEPT			
Rashidi	-0.066x+3.16	0.8315	Decreasing	0.069714	-0.9467	ACCEPT			
Shah Abdul Latif	-0.008x+3.18	0.0360	Decreasing	0.350771	-0.2280	ACCEPT			
Shaikh Abdul Majeed	0.048x+2.91	0.8381	Increasing	0.049396	0.9717	ACCEPT			
Sindhi									
Sachal Sarmast	-0.214x+3.6	0.9481	Decreasing	0.113402	-1.8871	ACCEPT			
Bakhtawar	-0.206x+3.75	0.6801	Decreasing	0.351084	-0.5867	ACCEPT			
Beenazir	0.166x+2.62	0.9225	Increasing	0.109818	1.5115	ACCEPT			

#### Table 1.3: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (working condition of electric fans and lights in the room)

### Table 1.4: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (hygienic condition of bath rooms/wash rooms)

	(, 5	ne contantion of				
Hostel	Regression Line	<b>Coefficient Of</b>	Trend	Standard	Test-	Hypothesis
		Correlation		error of B	Statistic	(Z±1. 96)
Abdul Qadeer Khan	-0.008x+2.81	0.0948	Decreasing	0.132816	-0.0602	ACCEPT
Afghan						
G.M.Syed	0.1825x+2.3175	0.7073	Increasing	0.28839	0.6328	ACCEPT
Hyder Bux Jatoi	0.174x+2.39	0.7833	Increasing	0.218312	0.7970	ACCEPT
Rashidi	0.12x+2.41	0.4968	Increasing	0.331361	0.3621	ACCEPT
Shah Abdul Latif	0.166x+2.4	0.7413	Increasing	0.237613	0.6986	ACCEPT
Shaikh Abdul Majeed	0.254x+1.94	0.9498	Increasing	0.035496	7.1557	REJECT
Sindhi						
Sachal Sarmast	-0.068x+3.17	0.4771	Decreasing	0.198091	-0.3433	ACCEPT
Bakhtawar	-0.04x+3	0.2326	Decreasing	0.264575	-0.1512	ACCEPT
Beenazir	0.232x+2.07	0.9305	Increasing	0.144361	1.6071	ACCEPT

# Table 1.5: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (canteen facility)

		the paramete	1 (cunteen nachty	,		
Hostel	Regression Line	Coefficient Of	Trend	Standard	Test-	Hypothesis
	8	Correlation		error of <b>B</b>	Statistic	$(\tilde{\mathbf{Z}} + 1, 96)$
		Correlation			Statistic	$(\underline{Z} \underline{+} \underline{1}, \underline{70})$
Abdul Qadeer Khan	-0.032x+2.83	0.2181	Decreasing	0.226363	-0.1414	ACCEPT
Afghan						
G.M.Syed	0.102x+2.41	0.5301	Increasing	0.257353	0.3954	ACCEPT
Hyder Bux Jatoi	0.1x+2.6	0.5462	Increasing	0.242487	0.4124	ACCEPT
Rashidi	-0.07x+3.11	0.5854	Decreasing	0.153297	-0.4566	ACCEPT
Shah Abdul Latif	0.128x+2.38	0.7738	Increasing	0.16565	0.7727	ACCEPT
Shaikh Abdul Majeed	0.052x+2.77	0.7156	Increasing	0.08025	0.6479	ACCEPT
Sindhi						
Sachal Sarmast	-0.052x+3.13	0.4625	Decreasing	0.157607	-0.3299	ACCEPT
Bakhtawar	-0.18x+3.53	0.8174	Decreasing	0.200499	-0.8978	ACCEPT
Beenazir	-0.026x+3.12	0.2841	Decreasing	0.13878	-0.1873	ACCEPT

## Table 1.6: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (hygienic condition of canteen)

Hostel	<b>Regression Line</b>	Coefficient Of	Trend	Standard error of B	Test- Statistic	Hypothesis (7+1 96)
	0.069-12.97	0.4405	D	0.012(25	0.2192	
Abdul Qadeer Khan	-0.068x+2.8/	0.4495	Decreasing	0.213635	-0.3183	ACCEPT
Aighan						
G.M.Syed	0.076x+2.46	0.3715	Increasing	0.300267	0.2531	ACCEPT
Hyder Bux Jatoi	0.058x+2.63	0.2586	Increasing	0.342549	0.1693	ACCEPT
Rashidi	-0.056x+2.96	0.4830	Decreasing	0.160499	-0.3489	ACCEPT
Shah Abdul Latif	0.148x+2.26	0.8882	Increasing	0.120996	1.2232	ACCEPT
Shaikh Abdul Majeed	0.054x+2.74	0.9234	Increasing	0.035496	1.4649	ACCEPT
Sindhi						
Sachal Sarmast	-0.078x+3.14	0.4517	Decreasing	0.243598	-0.3202	ACCEPT
Bakhtawar	-0.178x+3.49	0.7887	Decreasing	0.219408	-0.8113	ACCEPT
Beenazir	-0.008x+3	0.1039	Decreasing	0.120996	-0.0661	ACCEPT

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the parameter (security)									
Hostel	Regression Line	Coefficient Of	Trend	Standard	Test-	Hypothesis			
		Correlation		error of B	Statistic	(Z±1.90)			
Abdul Qadeer Khan	-0.046x+2.89	0.2872	Decreasing	0.242611	-0.1896	ACCEPT			
Afghan			Ũ						
G.M.Syed	-0.054x+2.85	0.3711	Increasing	0.213682	-0.2527	ACCEPT			
Hyder Bux Jatoi	-0.168x+3.25	0.8944	Increasing	0.132816	-1.2649	ACCEPT			
Rashidi	-0.142x+3.15	0.8335	Decreasing	0.148795	-0.9543	ACCEPT			
Shah Abdul Latif	0.026x+2.79	0.1939	Increasing	0.20799	0.1250	ACCEPT			
Shaikh Abdul Majeed	-0.074x+3.01	0.97	Increasing	0.029326	1.8414	ACCEPT			
Sindhi									
Sachal Sarmast	-0.142x+3.25	0.6393	Decreasing	0.270074	-0.5258	ACCEPT			
Bakhtawar	-0.142x+3.39	0.5380	Decreasing	0.351767	-0.4037	ACCEPT			
Beenazir	-0.03x+3.01	0.6742	Decreasing	0.051962	-0.5773	ACCEPT			

### Table 1.7: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (security)

# Table 1.8: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (water cooler facility)

	(water covier menny)								
Hostel	Regression Line	Coefficient Of Correlation	Trend	Standard error of B	Test- Statistic	Hypothesis (Z±1.96)			
Abdul Qadeer Khan Afghan	-0.186x+3.39	0.8614	Decreasing	0.173378	-1.0728	ACCEPT			
G.M.Syed	-0.07x+3.05	0.6742	Decreasing	0.121244	-0.5773	ACCEPT			
Hyder Bux Jatoi	-0.156x+3.51	0.8742	Decreasing	0.136967	-1.1389	ACCEPT			
Rashidi	-0.2x+3.41	0.8421	Decreasing	0.202485	-0.9877	ACCEPT			
Shah Abdul Latif	-0.116x+3.36	0.9860	Increasing	0.030984	-3.7439	REJECT			
Shaikh Abdul Majeed Sindhi	-0.064x+3.27	0.5440	Decreasing	0.156077	-0.4742	ACCEPT			
Sachal Sarmast	-0.034x+3.15	0.2078	Decreasing	0.253101	-0.1343	ACCEPT			
Bakhtawar	-0.104x+3.31	0.5640	Decreasing	0.240749	-0.4319	ACCEPT			
Beenazir	0.03x+2.92	0.1091	Increasing	0.431625	0.0695	ACCEPT			

## Table 1.9: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (gevser facility in winter season)

		(geyser facilit	y in whiter season	·)		
Hostel	Regression Line	Coefficient Of Correlation	Trend	Standard error of B	Test- Statistic	Hypothesis (Z±1.96)
Abdul Qadeer Khan Afghan	-0.176x+3.38	0.9938	Decreasing	0.030984	-5.6803	REJECT
G.M.Syed	0.032x + 2.69	0.4187	Increasing	0.109727	0.2916	ACCEPT
Hyder Bux Jatoi	-0.036x+3.14	0.2509	Decreasing	0.219454	-0.1640	ACCEPT
Rashidi	-0.03x+2.94	0.3445	Decreasing	0.129228	-0.2321	ACCEPT
Shah Abdul Latif	-0.046x+3.2	0.9592	Decreasing	0.021448	-2.1447	REJECT
Shaikh Abdul Majeed Sindhi	0.05x+2.8	0.2627	Increasing	0.290345	0.1722	ACCEPT
Sachal Sarmast	-0.03x+3.19	0.1849	Decreasing	0.251992	-0.1150	ACCEPT
Bakhtawar	-0.088x+3.28	0.7546	Decreasing	0.120996	-0.7273	ACCEPT
Beenazir	0.244x+2.29	0.8203	Increasing	0.268998	0.9071	ACCEPT

# Table 1.10: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (dispensary)

	(								
Hostel	Regression Line	Coefficient Of Correlation	Trend	Standard error of B	Test- Statistic	Hypothesis (Z±1.96)			
Abdul Qadeer Khan Afghan	-0.224x+3.71	0.9485	Decreasing	0.121491	-1.8437	ACCEPT			
G.M.Syed	0.204x+2.24	0.7404	Increasing	0.292848	0.6966	ACCEPT			
Hyder Bux Jatoi	0.238x+2.42	0.8639	Increasing	0.219408	1.0847	ACCEPT			
Rashidi	0.13x+2.47	0.9328	Increasing	0.079373	1.6378	ACCEPT			
Shah Abdul Latif	0.026x+2.77	0.3409	Increasing	0.113402	0.2293	ACCEPT			
Shaikh Abdul Majeed Sindhi	0.34x+1.8	0.7235	Increasing	0.51303	0.6627	ACCEPT			
Sachal Sarmast	-0.042x+3.16	0.1516	Decreasing	0.43329	-0.0969	ACCEPT			
Bakhtawar	-0.047x+3.15	0.5693	Decreasing	0.107308	-0.4379	ACCEPT			
Beenazir	0.482x+1.56	0.8637	Increasing	0.44468	1.0839	ACCEPT			

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(manuenance of the noster)									
Hostel	Regression Line	Coefficient Of Correlation	Trend	Standard error of B	Test- Statistic	Hypothesis (Z±1. 96)			
Abdul Qadeer Khan Afghan	-0.202x+3.75	0.9694	Decreasing	0.08087	-2.4978	REJECT			
G.M.Syed	0.016x+2.96	0.1356	Increasing	0.184824	0.0856	ACCEPT			
Hyder Bux Jatoi	0.066x+3.27	0.2542	Increasing	0.397064	0.1662	ACCEPT			
Rashidi	0.074x+2.81	0.9444	Increasing	0.040743	1.8163	ACCEPT			
Shah Abdul Latif	-0.052x+3.23	0.7634	Decreasing	0.06957	-0.7474	ACCEPT			
Shaikh Abdul Majeed Sindhi	0.226x+2.39	0.6404	Increasing	0.428556	0.5273	ACCEPT			
Sachal Sarmast	-0.104x+3.4	0.4127	Decreasing	0.362988	-0.2865	ACCEPT			
Bakhtawar	-0.134x+3.66	0.8639	Decreasing	0.123531	-1.0847	ACCEPT			
Beenazir	0.224x+2.6	0.8338	Increasing	0.234435	0.9555	ACCEPT			

## Table 1.11: Regression Lines with their trend, correlation and hypothesis of z-test of the parameter (maintenance of the hostel)

### CONCLUSION

The above research study is based on to testing the student's feedback of the ten parameters in the hostels for two years data at MUET, Jamshoro. It is concluded from the tables (1.3, 1.5, 1.6, 1.7, 1.10) that there is strong relationship between the results of the parameters (working condition of electric fans and lights in the rooms, canteen facility, hygienic condition of canteen, security at the hostel and dispensary) in all the hostels and accepted the null hypothesis for the above said parameters and rejected the null hypothesis for the parameters proper lighting in the rooms in beenazir hostel, hygienic condition of bath rooms/wash rooms in shaikh abdul majeed sindhi hostel, water cooler facility in shah abdul latif hostel, geyser facility in the winter season in abdul qadeer khan afghan, shah abdul latif hostel and maintenance of the hostel in abdul qadeer khan afghan hostel. It is also illustrated in the results that the averages of the parameters in the boy's hostels are greater than the averages of the parameters in the girl's hostels. It is also concluded that the services provided in the hostels are satisfactory only the proper lighting (illumination) in the rooms, hygienic condition of bath rooms/wash rooms, geyser facility in the winter season and maintenance of the hostel require some improvement in the above said hostels. It is advised to higher authorities to must provide some eminence facilities.

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