

FACILITIES MANAGEMENT OF COMPUTER LABORATORIES OF UNIVERSITIES

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ABSTRACT

Due to the rapid development of construction industry and increasing number of public universities, it is important to carry out facilities management study. Recently, there is tremendous development of information and communications technology. In year 2005, The Malaysia Book of Record has awarded UTM as having the biggest computer laboratory in Malaysia. However, there is still a room for improvement with the computer laboratories provided in Centre for Information and Communication Technology (CICT) of UTM. The purpose for this study is to identify the facilities provided in the computer laboratories of five public universities and to identify the satisfactory of the students towards the facilities provided. This study was focused on Makmal Pengaturcaraan Orientasi Objek of Faculty of Information Science and Technology of UKM, Makmal FSSS1 of Faculty of Art and Social Science of UM, Makmal 4 of Faculty of Engineering of UPM, PTM3 of UTHM and West Wing Computer Laboratory of Centre for Information and Communication Technology of UTM. The respondents were the students from Faculty of Information Science and Technology of UKM, Faculty of Art and Social Science of UM, Faculty of Engineering of UPM, UTHM and UTM. A total of 500 questionnaires have been distributed and only 395 sets of questionnaires returned. Furthermore, observation was undertaken on each computer laboratory of stated five universities. Data collected were analysed using SPSS 16.0 (Statistical Package for Social Science). It was found that the computer laboratory of UTM provided most of the facilities which had been observed. However, the students from UKM were most satisfied with the facilities provided in the computer laboratory while the students from UTHM were least satisfied with the facilities provided. Hence, appropriate steps must be taken by each university in order to increase the satisfactory of the students towards the computer laboratories provided.

ABSTRAK

Industri pembinaan yang berkembang pesat dan bilangan universiti awam yang bertambah telah mencetuskan kepentingan pengurusan fasiliti. Pada hari ini, teknologi maklumat dan komunikasi telah berkembang dengan pesat. Pada tahun 2005, The Malaysia Book of Record telah menganugerahkan UTM sebagai universiti yang memiliki makmal komputer yang terbesar di Malaysia. Akan tetapi, makmal komputer yang terdapat di Centre for Information and Communication Technology (CICT) di UTM masih perlu diperbaiki. Tujuan kajian ini adalah untuk mengenali fasiliti-fasiliti yang terdapat di dalam makmal komputer bagi lima Universiti Awam dan juga untuk mengkaji kepuasan pelajar terhadap fasiliti-fasiliti yang terdapat di dalam setiap makmal komputer tersebut. Fokus kajian ini adalah pada Makmal Pengaturcaraan Orientasi Objek dari Faculty of Information Science and Technology di UKM, Makmal FSSS1 dari Faculty of Art and Social Science di UM, Makmal 4 dari Faculty of Engineering di UPM, PTM3 di UTHM dan West Wing Computer Laboratory dari Centre for Information and Communication Technology di UTM. Responden kajian adalah pelajar-pelajar dari Faculty of Information Science and Technology di UKM, Faculty of Art and Social Science di UM, Faculty of Engineering di UPM, UTHM dan UTM. Sejumlah 500 set borang soal selidik telah diedarkan dan hanya 395 set dikembalikan. Di samping itu, kajian observasi telah dijalankan di setiap makmal komputer di kelima-lima universiti tersebut. Data yang telah dikumpul dianalisis dengan menggunakan SPSS 16.0 (Statistical Package for Social Science). Keputusan telah menunjukkan bahawa makmal komputer UTM mempunyai fasiliti yang terbanyak dalam kumpulan fasiliti-fasiliti yang telah diperhatikan. Akan tetapi, pelajar dari UKM paling puas hati dengan makmal komputer mereka. Bagaimanapun, pelajar dari UTHM paling tidak memuaskan hati dengan makmal komputer mereka. Oleh itu, langkah-langkah yang sepatutnya mesti diamalkan oleh pihak universiti untuk meningkatkan kepuasan pelajar terhadap makmal komputer yang disediakan.