

A Survey on Satisfactory Hostel in Higher Studies – Based on Classification

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Abstract

The purpose of hostels have to offer superior life to its students/members but still there are some limitations. We have taken an online survey and present many problems to the hostel life. With the score from 1 to 10, attributes of students such as food, gym, security, games etc., it can be easily predict that they are facing problem or not. After getting predicted result hostels will be improved. In this paper, by using data mining the attributes such as hostel records, student's mindset, etc., we predict the problem about hostels for students. Based on the result, we will give some solutions after survey on problems in hostel life using the data mining.

Keywords: Data Mining, Hostel life, Questionnaire, Satisfaction, Management, Student, Prediction.

I. Introduction

A survey on student of hostel wants to collect the satisfaction level of students by some classification of hostel facilities. It also shows the several effects of particular hostel. A hostel is like a family of students with the overseer as the head. Students grow a sense of friendship and fellow feeling. Students can learn the importance of discipline [1]. A hostel is a place where people can stay when their residence is located far from the educational institution and which is considered essential to students' needs. Hostel is built with some institutional or formal characteristics and where students have access to the university facilities[2]. You have to manage when you enter the university/college hostel to share your room with other students. Earlier you never had shared your personal stuff or room with anyone; this change would be quite challenging to you. Your roommate may come from a joint family where privacy is rarely an issue and never tried to maintain a private environment in the room [3]. But there are several problems that are faced by the student in his day to day life. We are conducting a survey and would like to present several issues related to the hostel through a questionnaire. This method of data collection is quite famous. It is being adopted by individuals, research workers, all types of organization and even by governments too [4].

What Hostel Means?

In some countries, hostel means the accommodation of student and travelers. However in India hostel is a place that a school, colleges/universities has, all hostels are maintained/managed by the hostel wardens

and other staff members. The hostel generally consists hundreds of students. These students come from different locations, social and economical environment[16][13].

A child stay in hostel for pursuing education away from his/her family. It is not just a place for living; it is a center of education/learning. Students learn as much as from their faculties as well as hostel mates while in hostel. It may contribute to character building of students. Students in hostel not only learn the theoretical material they also know how to increase their personal abilities and learn to live freely[13].

A. Impact of Hostel Life

Students living in hostels may face many challenging situations and hurdles such as money problem, adjusting with other fellows with hostel mate issues, loneliness, a lot of stress, changes in food and sleep habits, and several other issues. Research suggests that Empathy, emotional stability will be more in hostel students. Hostel environment gives a chance for socialization among students [14]. While living in hostel, students share their opinions with each other, and learn many new things. Hostel life also influences the students' way of thinking and perceptions about the religion/caste. Hostel life also makes students more ambitious, those students who have lived in hostels are more self-dependent and confident than other students. In hostels students know courage and spirit from other fellows, and that may help students to face any situation in life.[15].

B. Significance of Study

This research focuses on factors such as hostels location, hostels facilities, students' attitude, quality of on-campus hostels and students' satisfaction with hostel [5]. We mainly focus on some quality services such as Food Quality, Electricity, Transportation Facility, Medical Facility, Internet Facility, Parking Facility, Cleanliness, Location of Hostel, Hostel Environment, Gym Facility, Furniture, 24 Hours Security, Rules and Regulations, Water Facility, ATM Facility, Laundry Facility. This questionnaire considers all the factors effecting the life in a hostel and most probably all these factors are taken according to their suitable priority. It includes major factors and all these factors are taken as questions which can be answered in five different ways (Very Satisfied, Satisfied, Neutral, dissatisfied, Very dissatisfied) according to which satisfaction of hostel life can be measured [1]. Hence, it is important that research is conducted to find out student satisfaction in terms of hostel facilities because when students are satisfied with the facilities provided to them, it will lead to enhancement in the academic excellence of the students and reduction in complaints being filed against the management among others[6].

C. Objective of the Study

The aims of the research were as follows,

- To explore the mind-set of students about hostel life.
- To study the psychological and behavioral impacts of hostel in a student's life.
- To study the influence of the different cultural/caste group.
- To make suitable recommendation for the improvement of hostile facilities.

II. Hostel Satisfaction Factors Review

The most important hostel satisfaction factors which we came to know from students who live in hostel by doing survey are discussed below in *table 1:-*

Table 1: Hostel Factors that could be taken into consideration

Factors	Description	Priority(Based on respondents)
Location[7]	The location of a hostel plays a very vital role in the students' satisfaction with the hostel [7].Students living in campus housing tend to be more socially adjusted and to participate more often in extracurricular and campus activities than students living off-campus [8].	1st
Food Quality[9]	The food must be hygienic and tasty as the food is the one which is the basic requirement for everyone and if the food provided in hostel is non-hygienic or less tasty, the student's health will be affected and he will not want to stay in hostel as we all know health is wealth.	2nd
Hostel Environment[9]	This is the necessary factor in any hostel, as the environment is the one which means of attraction all the living and non-living things occur naturally on earth. The hostel environment plays a important role in living in hostel.	6th
Electricity Facility[9]	The hostel should have 24 hour electricity available because if electricity isn't there then may students face problem while studying and using of computer and internet, so hostel must have some battery backup device like generator or inverter.	3rd
Furniture[9]	This is also the most important factor in hostel, the hostel must have good furniture like good study table, good bed facility and sofa, lamp etc.	9th
Sports Facility[9]	The hostel must have the sports facility both indoor and outdoor games facility, hostel must have playground and have some indoor games by which student can enjoy and be physically fit.	10th
Security[9]	The students are far away from their homes and the parents send their student to study and they must ensure that his/her child is lives in hostel is safe or not, so the security must be there for students and each hostel have at least 2 security guards and one warden to take care of students.	7th
Water Facility[9]	The water facility should always be there and for drinking water must be purified and at least for 10 students there will be one water purifier. There also be a geyser/boiler for winter season.	5th
Medical Facility[9]	The hostel must have the 24 hours medical service with one ambulance present in hostel. In this case girl's hostel	8th

	is in a better position because they have this facility available all the time.	
Internet Facility[9]	There should also be a fast Wi-Fi facility available for student inside the hostel as students require it for doing their assignments and other purposes.	4th

III. Methodology

A pilot study was done on sample hostel data to identify the relevant questions for the semi-structured questionnaires. It was constructed, contained 16 different factors/facilities, these questions were designed to explore the hostel satisfaction and impact of hostel life on students' behaviors. For data analysis Cronbach's Alpha analysis was used. Cronbach's Alpha analysis, analyzed data systematically, this is an inductive approach. It provides opportunity to collect data, and then generate and discover a theory[10]. We had taken approx. 450 hostel student as a sample data. There are 16 different factors on which we can rate the hostel. There are some students who are totally dissatisfied with some of the factors and they give 1 rating to that factor or facility, whereas there are many students who are very satisfied with some factors and they give 5 rating to that particular factor/facility. Basic graph and statistical techniques were used to process the data using SAS. The reliability of the data collected was determined using Cronbach's Alpha analysis. Next, correlation analysis is conducted to examine the correlations between variables/facilities. Finally, in order to achieve research objectives, multiple regression analysis was performed to investigate whether location, facilities, and quality of on-campus hostels affects students' attitude living in on-campus hostels and their satisfaction with hostel[10].

IV. Tool Used

SAS stands for Statistical Analysis Software. SAS has released a free SAS University Edition. A learning SAS programming platform provided by SAS. It has graphical user interface (GUI) which was introduced by the Macintosh. It gives all the features that you need to learn in BASE SAS programming which in turn enables you to learn any other SAS component. BASE SAS is a core component which contains data management facility and a programming language for data analysis. It is also the most widely used. SAS/GRAPH creates graphs, presentations for better understanding and showcases the result in a proper format [11][12].

SAS uses the procedure PROC SGPLOT to create bar charts. We can draw both simple and stacked bars in the bar chart. In the bar chart, each of the bars can be given different colors. The clustered bar chart is created to show how the values of a variable are spread across a culture [17].

Scatter plot is a type of graph which uses values from two variables plotted in a Cartesian plane. It is usually used to find the relationship between two variables. In SAS, we use PROC SGSCATTER to create scatterplots [18].

V. Result

The data got included the number of respondents, condition of facilities/factors and rating of satisfaction based on classification. The results are presented in Tables and graphs respectively.

Table 2: Number of respondents

Total respondents	Number of respondents	Percentage
492	448	91%

Table 2 shows the frequency distribution of the respondents. 91% of the respondents entertain this survey.

Table 3: Rating of satisfaction of the number of students to the available factors

Sr. No.	Factors	Sample Data				
		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1	Food Quality	10	60	250	121	7
2	Electricity	403	25	15	3	2
3	Transportation Facility	3	15	30	72	328
4	Medical Facility	32	32	249	66	67
5	Internet Facility	79	173	102	54	40
6	Parking Facility	240	170	16	12	10
7	Cleanliness	300	130	10	6	2
8	Location of Hostel	64	300	54	10	20
9	Hostel Environment	14	338	50	12	34
10	Gym Facility	24	60	252	64	48
11	Furniture	230	162	10	28	18
12	Security	290	64	64	15	15
13	Rules and Regulations	49	135	170	77	17
14	Water Facility	112	256	36	30	14
15	ATM Facility	4	10	22	120	292
16	Laundry Facility	48	275	106	14	5
	Total	1902	2205	1436	704	919

The overall satisfaction level with the entire facilities was further analyzed in Table 3. With the help of this table we can clearly see that student are satisfied by the electricity, cleanliness, security, parking facilities but there is still complaints and problem regarding food, transportation facility, ATM facility, environment etc. From this table we can easily observe that all the student are very dissatisfy from the transport facility and ATM facility or maybe these facilities aren't provided by the hostel. And from electricity and cleanliness facility all students are very satisfied that clearly means that hostel is providing 24x7 electricity and a hygiene environment. About food also we can say that students aren't that much happy with the food. And same with internet too. Actually, the thing is, in India Internet bandwidth will always be a challenge, so maybe due to speed of internet, students are not happy or satisfy.

Using SAS, we plot this data set into a bar graph and scatter plots to visual the data easily.

Fig 1: Representation of number of students among different factors

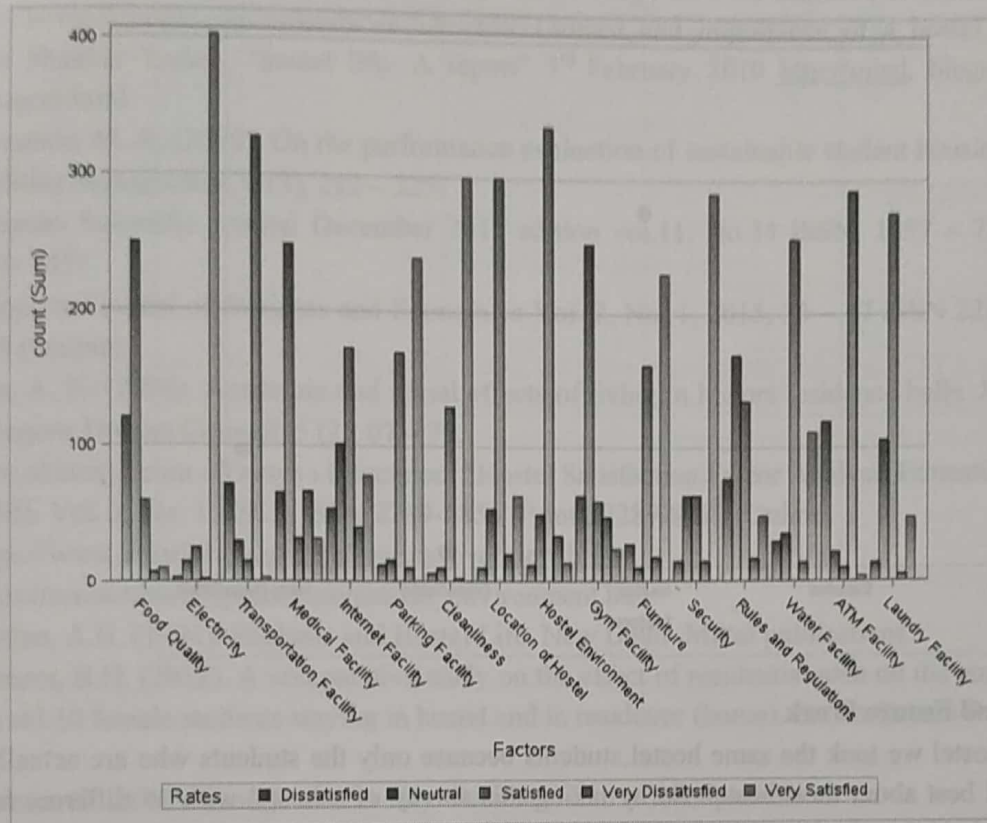
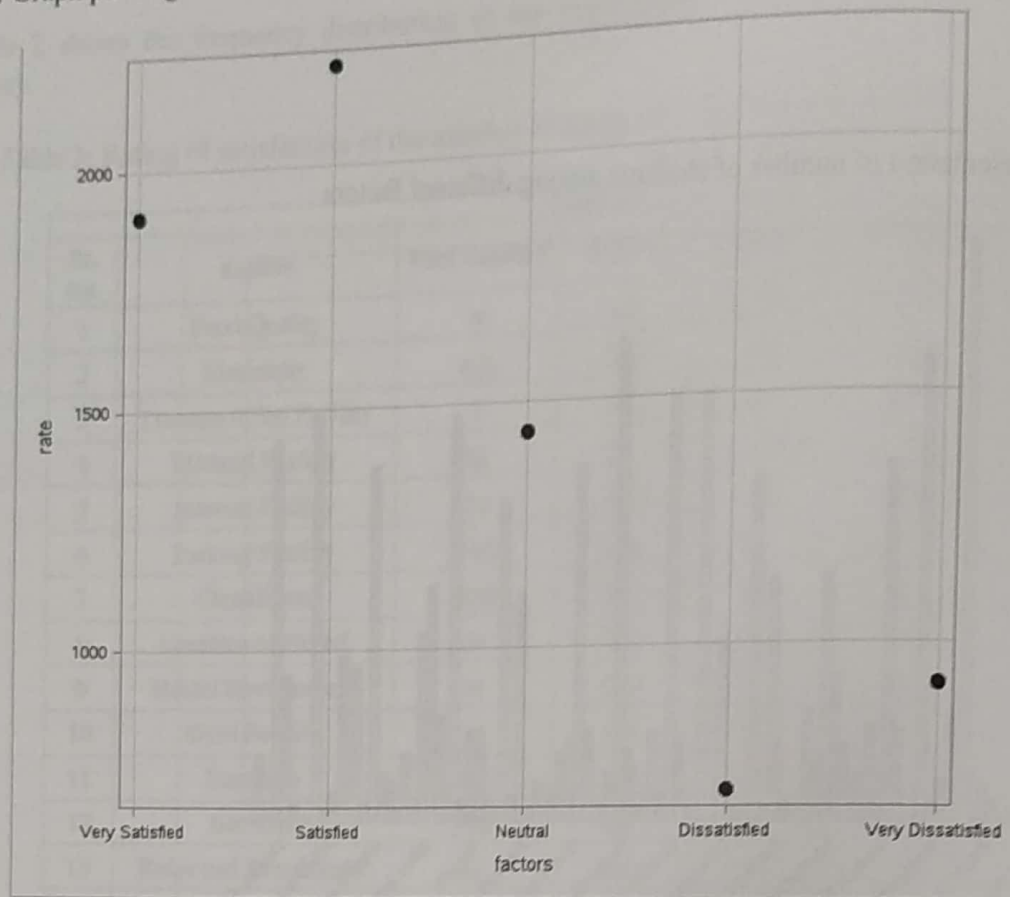


Fig 2: Graph plotting of Satisfaction level of a Hostel



VI. Conclusion and Future Work

To know about the hostel we took the same hostel students because only the students who are actually facing the problems can tell best about their hostel. So by taking this survey of a hostel with 16 different factors or facilities we can conclude that the hostel is above the average but below the highest satisfaction. According to fig 1 & 2, the student are more to give 4 rating after that the 5 rating. So it is easily clear that hostel in sound good and have a healthy and sound living. But still what are the factors that are still pros and cons of the hotels. If we talk about the cons, from table 3 its clear that, hostel in not providing good transport facility, ATM facility, Medical facility and maybe or maybe not Gym facility too. Whereas if we look for pros of the hostel,

Electricity, Parking facility, Cleanliness, Furniture , Water Facility and more are quite above average. Management should pay a proper attention to some hostels for improvement of desired facility like as ATM facility and Food Quality should be improved in hostel. Management should also try to fulfill the gap of facility levels to make a good balance between students of hostel.

If we talk about the future work, this paper is all about a particular hostel data. We can take it further too by different hostels at different locations and analyze their pros and cons in student life. We can compare male and female hostel too and analyze their pros and cons.

VII. References

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