

Operational Analysis of University Dormitory Services from a Resident Perspective

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Abstract—This study examined the operational management of the Mindanao State University–General Santos (MSU–GSC) Ladies’ Dormitories from the perspective of residents. Using a quantitative descriptive–correlational design, data were gathered from 200 dormitory residents through simple random sampling with a structured Five-point Likert-scale questionnaire. The study aimed to assess dormitory operations across facilities and maintenance, sanitation and safety, utilities and connectivity, dormitory services and administration, resident experience and satisfaction. Findings revealed that residents generally expressed satisfaction with the dormitory’s sanitation, safety, facilities, and maintenance, while moderate concerns were raised regarding utilities and administrative responsiveness. Regression analysis showed significant positive relationships between operational dimensions—facilities and maintenance, and dormitory services and administration. Results suggest that operational excellence greatly influences upkeep and responsive administrative systems. Residents highlighted the dormitory’s well-maintained functional facilities and efficient, fair, and responsive administrative services as the most influential dimensions shaping residents’ overall dormitory experience, but noted the need for improvements in internet connectivity, utility services, maintenance response time, and managing noise disturbances. Recommendations include strengthening internet connectivity and utility services, enhancing responsiveness to maintenance concerns, implementing measures to manage noise and disturbances, sustaining effective sanitation and safety practices, maintaining and improving administrative processes, and developing a long-term dormitory development plan.

Index Terms—dormitory operation, operational management dimensions, resident housing, residential services, residents’ satisfaction, MSU–GSC.

1. Introduction

Students who live far from their chosen university often opt to live near or on campus, which is why dormitories constitute a vital component of students’ academic or personal life. Students who live in dormitories are affected by the state of the dormitory, which impacts not only their academic performance but also their social and emotional development. Ajayi, Nwosu, and Ajani (2015) emphasized that when residents are satisfied with the facilities and services provided in their residence halls, there is a notable enhancement in academic performance, along with a reduction in complaints directed toward management,

which suggests that the quality of residential services is related to residents’ perceptions of institutional effectiveness and their overall engagement in the university. Sharma (2025) observed several interrelated dimensions, like comfort, safety, and convenience, shape the concept of student satisfaction in dormitories.

Adeel (2020) stated that having a supportive atmosphere and a place where residents feel protected is what it means to feel safe. Not only do security measures, such as proper lighting and access control, contribute to this, but beyond that physical aspect, feeling psychologically safe is also vital. On the other hand, convenience heavily involves the efficiency and accessibility of administrative services. When residents believe the administration supports them in terms of facilities maintenance, availability of places for them to study, and a communal area for social interaction, this affects the overall quality of the dormitory atmosphere and has a significant and positive effect on the residents’ academic performance.

According to Kocaman, Sezer and Centinkol (2017) satisfaction and motivation can be positively and negatively affected by how institutions address the physical and social needs of residents. Institutions like universities aim to enhance the overall quality of life for people, which is precisely why universities are not only centers for learning theories and gaining textbook knowledge, but also where residents’ holistic development occurs. The quality of education and research significantly influences the quality of life, as well as the combination of physical and social atmosphere of the university hostel, and the overall condition, the availability of resources and the existence of a supportive and safe environment. Well-designed residential areas, thoughtfully planned for residents’ communal activities such as interaction, collaboration and building meaningful relationships, nurture the development of friendships.

Worsley, Harrison, and Corcoran (2021) emphasized that the university’s accommodations play a critical role in fostering social integration and camaraderie among residents. A community that offers a sense of belonging, also known as “w-ness”, strengthens unity and fellowship among residents, especially first-year residents and those from distant areas from the university, as it can ease transitions into university life and

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reduce feelings of isolation.

There is a gap between what customers expect and what they actually experience. In the context of this study, residents are the customers. The goal is to evaluate the services of the dormitory and identify the gaps where the SERVQUAL model or theory of service quality can be applied. Developed by Parasuraman, Zeithaml, and Berry (1988) it provides a critical framework for evaluating the dormitory services. This model is highly relevant in this context, when residents form expectations regarding their accommodation before moving in, and their experience exceeds their expectations, satisfaction rises; however, when it falls short, dissatisfaction emerges. Understanding this gap is therefore vital to strengthening the overall management and responsiveness of dormitory operations.

Grönroos (1990) further supports this theory/view by arguing that service quality extends beyond the technical delivery of services to include functional elements such as staff interaction, communication, responsiveness, and empathy. In dormitory administration, these dimensions translate into how effectively staff address maintenance requests, communicate policies, provide security assistance, and support the needs of residents. Higher levels of service quality in student housing are often associated with improved student satisfaction, stronger institutional reputation, and better student retention—benefits essential to competitive and mission-driven educational institutions.

The MSU-GSC Ladies' dormitories play a crucial role at Mindanao State University, as on-campus housing is a practical choice because of its affordability. Many residents from low-income households and distant areas find the dormitory affordable and choose to stay there with no hesitation. The dormitories house hundreds of female residents who, without fail, balance their academic, social, and personal lives within the campus environment, with the dormitory as their primary residence. As a result, the quality of its operational services has a significant impact on residents' day-to-day experiences.

Applying service quality theory in assessing dormitory management provides a strong rationale for the continuous development of student residential services at the university.

This study aims to assess the satisfaction of residents based on four (4) dimensions: facilities and maintenance, sanitation and safety, utilities and connectivity and dormitory services and administration. On the other hand, resident satisfaction serves as the dependent variable, reflecting how residents perceive the overall quality and effectiveness of the dormitory operations. Therefore, when residents have a positive response to these dimensions, satisfaction rises. Conversely, deficiencies in any of these areas may result in significantly lower satisfaction and affect residents' comfort, well-being, and daily functioning within the dormitory.

The primary aim of this research is to determine the level of student satisfaction with the overall operations of the dormitory and to examine how specific operational dimensions relate to their satisfaction. In addition, this study aims to identify the most common challenges encountered by student residents and to propose targeted recommendations that can enhance

dormitory operations, service delivery, and administrative responsiveness.

The significance of this study extends to various stakeholders of the university community. For university administrators, the results serve as a guide and help prioritize improvements in physical infrastructure, utility provisions, safety protocols, and personnel training. Additionally, dormitory staff and management can utilize the findings to better understand resident needs, refine communication practices, and deliver more timely and efficient services and the residents' overall experience, having a safer, cleaner, and more efficient and supportive living environment that helps them focus more on their education, social well-being, and personal improvement.

Through a comprehensive assessment of the operational services of MSU-GSC ladies' dormitories, this study hopes to contribute to the development of the dormitories' management. The findings of this study could serve as a helpful reference for other institutions that aim to optimize their services regarding their own dormitories and create a better environment for their residents.

2. Objectives of the Study

This study aims to assess the operational management of MSU-GSC Ladies' Dormitories as perceived by student residents in terms of: (a) facilities and maintenance, (b) sanitation and safety, (c) utilities and connectivity, and (d) dormitory services and administration. Determine the level of residents' satisfaction with dormitory operations, examine the relationship between operational management dimensions and residents' satisfaction, identify the most common challenges encountered by residents, and propose recommendations to enhance dormitory operations and service quality.

3. Materials and Methods

A. Research Design

This study utilized a quantitative research design to ensure that the analysis of data gathered is systematic, objective, and numerical in nature. According to Bhandari (2023), quantitative research involves the collection and analysis of numerical data to identify patterns, test relationships, and generalize. This approach was appropriate for the present study as it allowed the researchers to measure variables related to dormitory operations and determine their relationship with residents' satisfaction.

The analysis employed a descriptive-correlation research design to describe the current conditions of dormitory operations and examine the relationship existing between the dimension of operational management and the level of residents' satisfaction. As stated by Bhandari (2023) correlational research explores the existence of a relationships between variables without the researcher influencing them by controlling or manipulating them. In this study, the design was used to assess the strength and direction of the relationship between the operational management dimensions and the level of satisfaction of dormitory residents, without implying causation.

B. Respondents and Sampling

The respondents of the study were bona fide 1st year to 4th year and above female student residents of the MSU-GSC Ladies' Dormitories. The total population consisted of 400 residents, with 100 from the Annex Dormitory and 300 from the Main Dormitory. In order to ensure fair and equal representation among the residents, 200 respondents out of all the total population were selected through simple random sampling to ensure fairness and equal representation among residents. According to Ishtiaq (2019), "a simple random sampling gives each element of the population an equal and independent chance of being selected," making it a proper method to minimize bias and enhance representativeness.

Each resident was assigned a unique number from 1 to 400. A computer-generated randomization method in Microsoft Excel's RAND() function was used to choose 200 numbers at random. This method guaranteed that each resident had an equal opportunity for inclusion, so reducing selection bias and ensuring that the sample accurately represented the whole population. Such random selection enhanced the validity and generalizability of the findings to all dormitory residents.

C. Research Instrument

Data was collected using a standardized Likert-scale questionnaire. The instrument was made up of seven sections: demographic profile, facilities and maintenance, sanitation and safety, utilities and connectivity, dormitory services and administration, student satisfaction, and common challenges experienced by residents. Each item in the instrument was rated using a five-point Likert scale, ranging from Strongly Disagree (1) to Strongly Agree (5).

Table 1
Five-Point Likert Scale

| Five-Point Likert Scale Interpretation | | | |
|--|-----------|-------------------|---------------------|
| Scale | Interval | Description | Interpretation |
| 5 | 4.21-5.00 | Strongly Agree | Highly Satisfied |
| 4 | 3.41-4.20 | Agree | Satisfied |
| 3 | 2.61-3.40 | Neutral | Neutral |
| 2 | 1.81-2.60 | Disagree | Dissatisfied |
| 1 | 1.00-1.80 | Strongly Disagree | Highly Dissatisfied |

Prior to its administration, the instrument underwent evaluation and approval by the subject professor to ensure its appropriateness, clarity, and relevance to the study.

D. Data Collection Procedure

An official letter of consent was secured from the dormitory administration to obtain approval for the distribution of the research instrument prior to the conduct of the study. Upon approval, the researchers informed the participants of the study's objectives, emphasizing that their participation was voluntary, and that their responses would remain confidential and anonymous.

The survey questionnaire was administered primarily through Google Forms, which allowed the automatic tabulation of responses in Google Sheets for easier organization and analysis. But since some residents experience connectivity issues, the researchers further conducted an in-person

administration of the survey to ensure inclusivity and maximize response rates. The researchers provided their own mobile devices during this process for the respondents who had difficulty accessing the online form, allowing them to conveniently answer the questionnaire directly. After all responses were gathered, the researchers reviewed and verified the collected data to ensure completeness and accuracy before proceeding with the statistical analysis.

E. Data Analysis

Using Microsoft Excel with the Data Analysis ToolPak add-in the collected data were organized, encoded, and analyzed. Descriptive statistical tools, specifically the mean and standard deviation, were utilized to interpret the residents' satisfaction level across various operational management dimensions. According to Kaur, Stoltzfus & Yellapu (2018) "descriptive statistics are used to summarize data in an organized manner by describing the relationship between variables in a sample or population". In this study, the mean indicated the overall level of satisfaction for each indicator while the standard deviation reflected the degree of variability among responses.

The study used Multiple Linear Regression to examine the influences of dormitory operational management on residents' overall satisfaction. Bevans (2023) states that, "Multiple linear regression is used to estimate the relationship between two or more independent variables and one dependent variable." This statistical method determined how variations in the identified operational management dimensions collectively predicted changes in the residents' satisfaction levels.

F. Ethical Considerations

Ethical standards were strictly observed throughout the study. Respondents were fully informed of the study's nature, objectives, and data confidentiality. Participation was voluntary, and participants retained the right to withdraw at any point. No personal identifiers were collected, and all data were treated with strict confidentiality and used solely for academic purposes.

4. Results and Discussion

This section shows the complete results with its corresponding analysis to fully interpret each dimension and to fulfill the objectives of the study.

Table 2 presents the demographic profile of the 200 dormitory residents who participated in the study. In terms of year level, the majority of respondents were 4th year and above (38%), followed by 3rd year residents (33%), 2nd year residents (21%), and 1st year residents (9%). This indicates that most respondents were upper-year residents who have stayed longer and may have more comprehensive experiences regarding dormitory operations.

Regarding the dormitory occupied, 57% of the respondents resided in the MSU Ladies Dormitory Main, while 44% were from the Annex. This suggests that both dormitories were well represented, with a slightly higher number from the main dormitory, reflecting its larger capacity within the university.

As for the length of stay, more than half (56%) had been

dormitory residents for over two years, while 24% stayed for 3-4 semesters, 12% for less than one semester, and 9% for 1-2 semesters. This indicates that the majority of respondents were long-term residents, providing them with sufficient exposure to assess dormitory management and operational quality.

The Facilities and Maintenance dimension obtained an overall mean of 3.76 (SD = 1.075), interpreted as Satisfied. This suggests that residents generally perceive the dormitory's physical environment as adequately maintained. The highest-rated indicator was the presence of a comfortable and safe environment (M = 4.16), showing that residents strongly value physical comfort and personal security. This aligns with the SERVQUAL dimensions of tangibles and assurance assurance by Parasuraman, Zeithaml & Berry (1988), which underscore how physical conditions and perceived safety shape service quality evaluations.

In contrast, the lowest-rated item—responsiveness to repair and maintenance issues (M = 3.40)—indicates perceived delays in addressing facility concerns. This observation corresponds with findings by Gabbianelli and Pencarelli (2023), who reported that responsiveness is a core driver of satisfaction in student housing and significantly influences trust in management. When maintenance interventions are slow or inconsistent, residents tend to evaluate the housing system less favorably regardless of the physical environment's overall quality.

Indicators related to cleanliness (M = 3.73) and equipment condition (M = 3.74) also received satisfied ratings. These results are consistent with the Philippine-based study by Batara & Orpia (2022) who found that hygiene, orderly surroundings, and functional facilities are strong contributors to student

satisfaction. Similarly, Navarez (2017) emphasized that dormitory upkeep, availability of clean amenities, and proper facility management are key determinants of positive student residential experiences. The present results reflect these patterns, suggesting that cleanliness and functionality are essential components of perceived service quality in dormitory living.

The Sanitation and Safety dimension achieved a high overall mean of 4.01 (SD = 1.049), interpreted as Satisfied, indicating strong confidence among residents regarding health and safety conditions within the dormitory. The indicator "I feel safe and secure inside the dormitory premises" earned the highest rating in this dimension (M = 4.35), showing that the dormitory successfully fosters a secure living environment. This aligns with the World Health Organization's (2018) Housing and Health Guidelines, which emphasize that a safe residential space supports mental well-being and reduces risks associated with hazards and stress dimensions.

Residents also expressed satisfaction with assigned cleaning responsibilities (M = 4.13) and the dormitory's efforts to promote hygiene and cleanliness (M = 3.81). Structured sanitation policies are vital in communal housing, where shared facilities increase the need for collective cleanliness. Kaur, Stoltzfus & Yellapu (2018) highlight that systematic hygiene practices and cooperation among residents lead to more positive perceptions of dormitory living. Batara & Orpia (2022) in the Philippine context similarly point out that cleanliness expectations, health-oriented arrangements, and visible sanitation practices strongly influence student satisfaction and comfort. The high ratings in this dimension indicate that the dormitory effectively maintains sanitary and safe conditions

Table 2
Demographic profile of respondents

| Profile | Category | Frequency (f) | Percentage (%) |
|--------------------|---------------------------|---------------|----------------|
| Year Level | 1st Year | 18 | 9% |
| | 2nd Year | 41 | 21% |
| | 3rd Year | 65 | 33% |
| | 4th Year | 76 | 38% |
| Dormitory Occupied | MSU Ladies Dormitory | 87 | 44% |
| | MSU Ladies Dormitory Main | 113 | 57% |
| Length of Stay | Less than 1 semester | 23 | 12% |
| | 1-2 semester | 18 | 9% |
| | 3-4 semester | 47 | 24% |
| | More than 2 years | 112 | 56% |

Table 3
Facilities and maintenance

| Indicators | Mean | SD | Interpretation |
|--|-------------|--------------|------------------|
| Dormitory facilities (buildings, rooms, common areas) are clean and well-maintained. | 3.73 | 0.970 | Satisfied |
| Request for repairs or maintenance are addressed quickly. | 3.40 | 1.120 | Neutral |
| Facilities and equipment (bedsheet, foam) are in good condition. | 3.74 | 1.053 | Satisfied |
| The dormitory provides a comfortable and safe living environment. | 4.16 | 1.023 | Satisfied |
| Total | 3.76 | 1.075 | Satisfied |

Table 4
Sanitation and safety

| Indicators | Mean | SD | Interpretation |
|--|-------------|--------------|------------------|
| Cleaning duties and responsibilities among residents are clearly assigned. | 4.13 | 1.009 | Satisfied |
| The dormitory environment promotes good hygiene and sanitation practices. | 3.81 | 1.060 | Satisfied |
| Cleaning supplies and materials are adequate and accessible. | 3.75 | 1.037 | Satisfied |
| I feel safe and secure inside the dormitory premises. | 4.35 | 0.980 | Highly Satisfied |
| Total | 4.01 | 1.049 | Satisfied |

aligned with both global standards and local expectations.

The Utilities and Connectivity dimension recorded the lowest overall mean of 3.02 (SD = 1.239), interpreted as Neutral. This suggests mixed or inconsistent experiences among residents in relation to essential utilities. Moderate satisfaction was reported for water supply stability (M = 3.46) and electricity reliability (M = 3.37), indicating that although these utilities are generally available, disruptions may occur.

The lowest indicator in this dimension was internet connectivity (M = 2.50, Dissatisfied), which stands out as a major concern for residents. Internet access is now integral to academic work, communication, and digital learning platforms. Asio (2021) similarly documented that residents in Philippine higher education institutions frequently encounter weak internet connections, which negatively affect their learning engagement and academic performance.

The study by Altinay, Arslan & Sharma (2024) further emphasized that reliable internet service is a critical determinant of student satisfaction and institutional functionality, as connectivity issues hinder productivity, online learning, and timely submission of coursework. The present results echo these findings, underscoring the pressing need to strengthen dormitory internet services.

The relatively low mean for prompt resolution of utility issues (M = 2.75, Neutral) also points to concerns about the timeliness of administrative response. According to the SERVQUAL model by Parasuraman, Zeithaml & Berry (1988) responsiveness is an essential dimension of service quality. When problems related to water, electricity, or internet are not addressed quickly, satisfaction diminishes even if the utilities themselves are generally functional. Research on student housing by Ishtiaq (2019) similarly indicates that responsiveness plays a significant role in shaping residents' perceptions of overall service quality. These results highlight utilities and connectivity—particularly internet access—as

areas that require strategic improvement.

The Dormitory Services and Administration dimension obtained an overall mean of 4.00 (SD = 1.029), interpreted as Satisfied. This indicates that residents generally hold favorable perceptions of the dormitory's administrative operations. The highest-rated indicator was the organization of administrative processes such as logging in/out and curfew monitoring (M = 4.11). According to Ishtiaq (2019) residents' recognition of systematic procedures within the dormitory, consistent with findings that structured administrative systems contribute to smoother residential management and stronger user satisfaction.

Residents also rated staff approachability and helpfulness positively (M = 4.00). As stated by Ishtiaq (2019) the result aligns with the SERVQUAL dimensions of assurance and empathy, which emphasize that courteous, supportive personnel enhance service quality perceptions and foster a sense of trust among residents. According to Altinay, Arslan & Sharma (2024) supportive staff interactions have similarly been identified in student housing literature as influential dimensions in shaping positive residential experiences.

Communication-related indicators—timely announcements (M = 3.92) and clearly communicated rules (M = 3.98)—were also rated satisfied. These results suggest that communication is generally effective, though minor inconsistencies may occur. Kaur, Stoltzfus & Yellapu (2018) research on residential facilities highlights that transparent, timely communication enhances residents' confidence in management and contributes to better adherence to policies and routines. Clear communication is also viewed as a fundamental component of administrative responsiveness, which is central to perceived service quality.

The overall mean of 3.84 (SD = 1.087) indicates that residents are generally satisfied with the dormitory's operations and their living experience. Indicators such as a conducive

Table 5
Utilities and connectivity

| Indicators | Mean | SD | Interpretation |
|--|-------------|--------------|----------------|
| Water supply in the dormitory is stable and sufficient. | 3.46 | 1.295 | Satisfied |
| Electricity is consistent and reliable. | 3.37 | 1.241 | Neutral |
| Internet connectivity is accessible and functional. | 2.50 | 1.070 | Dissatisfied |
| Utility problems (brownouts, low water pressure, poor Wi-Fi) are resolved quickly. | 2.75 | 1.069 | Neutral |
| Total | 3.02 | 1.239 | Neutral |

Table 6
Dormitory services and administration

| Indicators | Mean | SD | Interpretation |
|--|----------|--------------|------------------|
| Dormitory staff and houseparent are approachable and helpful. | 4 | 1.103 | Satisfied |
| Dormitory rules and schedules are clearly communicated and fairly implemented. | 3.98 | 0.979 | Satisfied |
| Administrative processes (such as logging in/out, curfew checks, or attendance) are organized. | 4.11 | 0.986 | Satisfied |
| Announcement and updates are delivered on time and clearly communicated. | 3.92 | 1.041 | Satisfied |
| Total | 4 | 1.029 | Satisfied |

Table 7
Resident satisfaction

| Indicators | Mean | SD | Interpretation |
|--|-------------|--------------|------------------|
| I find the dormitory environment conducive for studying and resting. | 3.81 | 1.053 | Satisfied |
| I can balance my academic responsibilities with dormitory activities and routines. | 3.81 | 1.040 | Satisfied |
| I feel a sense of comfort and belonging inside the dormitory. | 3.89 | 1.133 | Satisfied |
| The overall dormitory management meets my expectation as a resident. | 3.79 | 1.111 | Satisfied |
| I am satisfied with my overall dormitory experience. | 3.93 | 1.098 | Satisfied |
| Total | 3.84 | 1.087 | Satisfied |

study and rest environment ($M = 3.81$) and the ability to balance academic responsibilities with dorm routines ($M = 3.81$) suggest that the dormitory provides an environment supportive of student productivity.

Altinay, Arslan & Sharma (2024) research on student housing highlights that a comfortable and structured residential setting contributes to better academic focus and overall adjustment. The high mean for feeling a sense of comfort and belonging ($M = 3.89$) similarly reflects positive psychosocial experiences, which are documented by Ishtiaq (2019) as essential components of residential satisfaction and student well-being.

Residents also expressed satisfaction with overall dormitory management ($M = 3.79$) and their general dormitory experience ($M = 3.93$). These ratings indicate that administrative processes, services, and living conditions meet residents' expectations. This aligns with findings from Parasuraman, Zeithaml & Berry (1988) that effective management practices and responsive support systems enhance residents' perceptions of service quality in communal residences. The consistent "Satisfied" interpretation across all indicators suggests that the dormitory operations successfully provide a supportive, comfortable, and well-managed environment conducive to student life.

The results show that the most frequently reported challenge among residents is poor internet connection, cited by 176 respondents (32%). This indicates that connectivity issues are a persistent concern in the dormitory, consistent with national and international studies, Batara & Orpia (2022) and Asio (2021) respectively, showing that unstable internet access significantly affects residents' learning, communication, and overall residential satisfaction. Given the central role of online

platforms in academic requirements, unreliable connectivity becomes a major barrier to productivity and contributes to frustration among student residents.

The second most common issue reported was noise and disturbances, accounting for 96 responses (17%), followed by lack of maintenance or repairs with 86 responses (15%). Noise problems are frequently noted in shared living environments and can disrupt both rest and study routines, which are essential for student well-being. Ishtiaq (2019) states that maintenance-related concerns—such as delayed repairs—also emerged as a notable challenge, aligning with research indicating that inefficiencies in facility upkeep can diminish residents' perceptions of service quality and dormitory management.

Other challenges included limited water or power supply (11%), unclean or overcrowded facilities (10%), and frequent loss of belongings (10%), all of which reflect practical and environmental issues that can affect daily living conditions. Less frequently reported were strict or unclear rules (5%) and poor communication from staff (1%), suggesting that administrative communication and rule enforcement are not major sources of dissatisfaction among most residents.

The study examined the influence of four operational dimensions on residents' satisfaction using multiple linear regression across 200 respondents. The model displayed strong explanatory power, with a Coefficient of Determination ($R^2 = 0.688$), indicating that approximately 68.8% of the variance in residents' satisfaction is explained by the predictors. The Multiple R value of 0.829 further confirms a strong positive correlation between the operational dimensions and satisfaction. The regression model was statistically significant ($F(4, 195) = 107.42, p < 0.001$), confirming that the predictors

Table 8
Challenges

| Challenges | Frequency (f) | Percentage (%) |
|---|---------------|----------------|
| Limited water or power supply | 61 | 11% |
| Poor internet connection | 176 | 32% |
| Unclean or overcrowded facilities | 53 | 10% |
| Noise and disturbances | 96 | 17% |
| Lack of maintenance or repairs | 86 | 15% |
| Strict or unclear dormitory rules | 26 | 5% |
| Poor communication from staff or management | 4 | 1% |
| Frequent loss of belongings | 53 | 10% |

Table 9
Multiple linear regression

| Regression Statistics | |
|-----------------------|-------|
| Multiple R | 0.829 |
| R Square | 0.688 |
| Adjusted R Square | 0.681 |
| Standard Error | 2.725 |
| Observations | 200 |

| | df | SS | MS | F | Significance F |
|--------------|------------|----------------|--------|--------|----------------|
| Regression | 4 | 3191.37 | 797.84 | 107.42 | 3.4343E-48 |
| Residual | 195 | 1448.38 | 7.4276 | | |
| Total | 199 | 4639.76 | | | |

| | Coefficients | Standard Error | t Stat | P-value |
|---------------------------------------|--------------|----------------|---------|---------|
| Intercept | -0.1288 | 0.9690 | -0.1329 | 0.8944 |
| Facilities and Maintenance | 0.4727 | 0.0967 | 4.8906 | 0.0000 |
| Sanitation and Safety | -0.0740 | 0.1069 | -0.6918 | 0.4899 |
| Utilities and Connectivity | 0.1190 | 0.0585 | 2.0334 | 0.0434 |
| Dormitory Services and Administration | 0.7496 | 0.0961 | 7.7968 | 0.0000 |

collectively influence residents' satisfaction.

Analysis of the regression coefficients (Table 9) revealed that Facilities and Maintenance ($\beta = 0.4727$, $t = 4.8906$, $p < 0.05$), and Dormitory Services and Administration ($\beta = 0.7496$, $t = 7.7968$, $p < 0.05$) were strongly significant predictors of satisfaction. These findings suggest that well-maintained and functional facilities, as well as efficient, fair, and responsive administrative services, greatly shape residents' overall dormitory experience. Prior studies similarly emphasize that physical conditions and administrative service quality are central determinants of satisfaction in residential settings.

Utilities and Connectivity also emerged as a significant predictor ($\beta = 0.1190$, $t = 2.0334$, $p < 0.05$), indicating that reliable access to water, electricity, and internet plays a measurable role in shaping satisfaction. Although its effect size is smaller than other significant predictors, this result aligns with literature underscoring the increasing importance of essential utilities in supporting academic tasks, communication, and residents' daily routines. Consistent findings in residential satisfaction research likewise note that dependable utility services enhance comfort and livability.

On the other hand, Sanitation and Safety ($\beta = -0.0740$, $t = -0.6918$, $p > 0.05$) was not a statistically significant predictor for satisfaction. While sanitation and safety remain fundamental requirements in residential environment, its lack of significance suggests that residents may perceive them as a baseline expectation. This aligns with Herzberg, Mausner & Snyderman (1959) concept of "hygiene factors," which prevent dissatisfaction when adequately met but do not necessarily increase satisfaction.

Overall, the findings highlight that facilities maintenance, administrative service quality, and reliable utilities are to most influential operational dimension associated with residents' satisfaction. While sanitation and safety remain essential, the most substantial and measurable improvements derived from enhancing physical infrastructure, ensuring efficient administrative systems, and maintaining dependable utility services. The results underscore the need for dormitory management to prioritize both structural quality and service-oriented processes to strengthen residents' overall living experience.

5. Conclusion and Recommendation

This study assessed the operational dimensions of the MSU-GSC Ladies' Dormitories and its influence on residents' satisfaction. The demographic profile revealed that most respondents were upper-year level and long-term residents, suggesting that their evaluations were informed by extensive experience with dormitory systems and routines.

Findings showed that residents were generally satisfied with most operational dimensions. Sanitation and Safety ($M = 4.01$) and Dormitory Services and Administration ($M = 4.00$) obtained the highest ratings, indicating that hygiene practices, security measures, and administrative organization are perceived as consistently effective. Facilities and Maintenance also received a satisfactory rating ($M = 3.76$), although

concerns were noted regarding the timeliness of maintenance responses. Meanwhile, Utilities and Connectivity obtained the lowest mean score ($M = 3.02$), with poor internet connection and utility issues identified as the most frequent challenges.

However, regression analysis revealed that Facilities and Maintenance, Utilities and Connectivity, and Dormitory Services and Administration significantly predicted overall satisfaction ($p < 0.05$), with Dormitory Services and Administration exerting the strongest influence. Sanitation and Safety, despite its high rating, was not a significant predictor of satisfaction ($p > 0.05$), suggesting that residents consider sanitation and safety as fundamental expectations rather than determinants of enhanced satisfaction. The model explained 68.8% of the variance in satisfaction, indicating substantial predictive value.

Overall, the study concludes that the MSU dormitory provides a generally satisfactory residential environment characterized by strong safety, sanitation, and supportive administrative systems. However, persistent concerns regarding internet connectivity, maintenance delays, and noise disturbances require targeted improvements to further elevate the residential experience of student occupants.

Based on the findings of the study, the following recommendations are proposed:

1. *Strengthen Internet Connectivity and Utility Services.* It is recommended that the dormitory administration prioritize upgrading internet infrastructure, increasing bandwidth capacity, or coordinating with service providers to ensure reliable connectivity. Regular monitoring of water and electricity supply should also be undertaken to minimize service disruptions.
2. *Enhance Responsiveness to Maintenance Concerns.* A structured maintenance request system should be established to ensure timely action on repair needs. Implementing periodic facility inspections and setting standard response times may reduce delays and improve residents' perceptions of facility upkeep.
3. *Implement Measures to Manage Noise and Disturbances.* The administration may reinforce quiet hours and strengthen the implementation of noise-control policies. Assigning floor leaders or resident representatives may support monitoring and early reporting of disturbances.
4. *Sustain Effective Sanitation and Safety Practices.* The positive outcomes in sanitation and safety should be maintained by continuing organized cleaning routines, health-oriented practices, and security protocols. Regular evaluation of sanitation procedures may help ensure consistency.
5. *Maintain and Improve Administrative Processes.* Given their strong predictive relationship with satisfaction, transparent and timely communication, consistent rule implementation, and approachable staff interactions should be sustained and further strengthened. Regular orientation sessions and feedback mechanisms may enhance administrative efficiency.

6. Develop a Long-Term Dormitory Development Plan.

A comprehensive improvement plan focusing on facility modernization, preventive maintenance, and expansion of academic support spaces is recommended. Resource allocation should prioritize the dimensions that significantly influence residents' satisfaction, particularly facilities and administrative operations.

Appendices

Appendix A: Letter to Conduct (Dormitory Main)

October 29, 2025

Anna Farcen M. Manan
MSU-Gensan Ladies Dormitory Main

Dear Ma'am Anna,

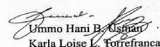
Kalinaw!

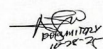
We, **Karla Loise L. Torrefranca** and **Umno Hani B. Usman**, are students from the College of Business Administration and Accountancy at Mindanao State University – General Santos. As part of our case study titled “Optimizing an MSUan Dormitory: An Operational Analysis of MSU-General Santos Dormitories (Student-Centered Perspective)”, we respectfully seek your permission to conduct our data gathering at the MSU-Gensan Ladies' Dorm Main on **October 29, 2025**.

The data collection will involve the distribution of survey questionnaires to the ladies' dormitory residents. Rest assured that all gathered information will be kept strictly confidential and used solely for academic purposes.

We sincerely hope for your kind approval to allow us to proceed with this activity. Thank you very much for your time and support.

Respectfully yours,


Umno Hani B. Usman
Karla Loise L. Torrefranca


October 29, 2025

Appendix B: Letter to Conduct (Dormitory Annex)

October 29, 2025

Laureana Emmace
MSU-Gensan Ladies Dormitory Annex

Dear Ma'am Laureana,

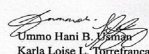
Kalinaw!

We, **Karla Loise L. Torrefranca** and **Umno Hani B. Usman**, are students from the College of Business Administration and Accountancy at Mindanao State University – General Santos. As part of our case study titled “Optimizing an MSUan Dormitory: An Operational Analysis of MSU-General Santos Dormitories (Student-Centered Perspective)”, we respectfully seek your permission to conduct our data gathering at the MSU-Gensan Ladies' Dorm Annex on **October 29, 2025**.

The data collection will involve the distribution of survey questionnaires to the ladies' dormitory residents. Rest assured that all gathered information will be kept strictly confidential and used solely for academic purposes.

We sincerely hope for your kind approval to allow us to proceed with this activity. Thank you very much for your time and support.

Respectfully yours,


Umno Hani B. Usman
Karla Loise L. Torrefranca


approved
10-29-2025

Appendix C: Survey Questionnaire

Operational Analysis of University Dormitory Services from a Resident Perspective

This survey is for residents (residents') of MSU-GSC ladies' dormitories. Your responses are confidential and will only be used for research purposes. Please answer honestly. Thank you for your time and cooperation.

Section 1: Demographic Profile (Multiple Choice)

1. Year Level
 - ☐ 1st Year
 - ☐ 2nd Year
 - ☐ 3rd Year
 - ☐ 4th Year and Above
2. Dormitory Occupied
 - ☐ MSU Ladies Dormitory Main
 - ☐ MSU Ladies Dormitory Annex
3. Length of Stay in the Dormitory
 - ☐ Less than 1 semester
 - ☐ 1–2 semester
 - ☐ 3–4 semester
 - ☐ More than 2 years

Section 2: Facilities and Maintenance (Linear Scale 1–5)

4. Dormitory facilities (buildings, rooms, common areas) are clean and well-maintained.

- ☐ 1 = Strongly Disagree
- ☐ 2 = Disagree
- ☐ 3 = Neutral
- ☐ 4 = Agree
- ☐ 5 = Strongly Agree

5. Requests for repairs and maintenance are addressed quickly.

- ☐ 1 = Strongly Disagree
- ☐ 2 = Disagree
- ☐ 3 = Neutral
- ☐ 4 = Agree
- ☐ 5 = Strongly Agree

6. Facilities and equipment (e.g., bedsheets, foams) are in good conditions.

- ☐ 1 = Strongly Disagree
- ☐ 2 = Disagree
- ☐ 3 = Neutral
- ☐ 4 = Agree
- ☐ 5 = Strongly Agree

7. The dormitory provides a comfortable and safe living environment.

- ☐ 1 = Strongly Disagree
- ☐ 2 = Disagree
- ☐ 3 = Neutral
- ☐ 4 = Agree
- ☐ 5 = Strongly Agree

Section 3: Sanitation and Safety (Linear Scale 1–5)

8. Cleaning duties and responsibilities among residents are clearly assigned.

- ☐ 1 = Strongly Disagree

- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

9. The dormitory environment promotes good hygiene and sanitation practices.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

10. Cleaning supplies and materials are adequate and accessible.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

11. I feel safe and secure inside the dormitory premises.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

Section 4: Utilities and Connectivity (Linear Scale 1–5)

12. Water supply in the dormitory is stable and sufficient.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

13. Electricity is consistent and reliable.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

14. Internet connectivity is accessible and functional.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

15. Utility problems (e.g., brownouts, low water pressure, poor Wi-Fi) are resolved quickly.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

Section 5: Dormitory Services and Administration (Linear Scale 1–5)

16. Dormitory staff and house parents are approachable and helpful.

- o 1 = Strongly Disagree

- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

17. Dormitory rules and schedule are clearly communicated and fairly implemented.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

18. Administration processes (such as logging in/out, Curfew checks, or attendance) are organized.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

19. Announcements and updates are delivered on time and clearly communicated.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

Section 6: Residents' Satisfaction (Linear Scale 1–5)

20. I find the dormitory environment conducive for studying and resting.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

21. I can balance my academic responsibilities with dormitory activities and routines.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

22. I feel a sense of comfort and belonging inside the dormitory.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

23. The overall dormitory management meets my expectations as a resident.

- o 1 = Strongly Disagree
- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

24. I am satisfied with my overall dormitory experience.

- o 1 = Strongly Disagree

- o 2 = Disagree
- o 3 = Neutral
- o 4 = Agree
- o 5 = Strongly Agree

Section 7: Challenges (Checkboxes – allow multiple answers)

25. What challenges do you commonly experience as a dormitory resident?

- o Limited water and power supply
- o Poor internet connection
- o Unclean or overcrowded facilities
- o Noise and disturbances
- o Lack of maintenance or repairs
- o Strict or unclear dormitory rules
- o Frequent loss of belonging

Appendix C: Summary of Raw Data

| Description | Mean | SD | Interpretation |
|---------------------------------------|------|-------|----------------|
| Facilities and Maintenance | 3.76 | 1.075 | Satisfied |
| Sanitation and Safety | 4.01 | 1.049 | Satisfied |
| Utilities and Connectivity | 3.02 | 1.239 | Neutral |
| Dormitory Services and Administration | 4 | 1.029 | Satisfied |
| Student Satisfaction | 3.84 | 1.087 | Satisfied |

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