

## Exploring Student Satisfaction with in-Campus Accommodation in Public Universities: Perspectives from Mzumbe University

Steven Mrope<sup>1</sup>, George Igulu<sup>2</sup> <https://orcid.org/0000-0001-5065-2208>, & Idda Lyatonga Swai<sup>3</sup>  
<https://orcid.org/0000-0003-4027-1668>

*Received: 11 November. 2023*

*Revised: 27 December 2024*

*Accepted: 17 March 2025*

*Published: 21 March 2025*

### ABSTRACT

*This study examines student satisfaction with on-campus accommodation at Mzumbe University Main Campus. The study's primary objectives were to investigate the procedures for obtaining on-campus accommodation and assess satisfaction with the services provided. The research involved a sample of 48 Master's students and one staff member, selected through simple random and purposive sampling techniques. Data were collected through questionnaires, interviews, and documentary reviews and analysed using descriptive and thematic analysis methods. Ethical considerations were meticulously observed to protect respondents, respect their privacy, and maintain confidentiality. The results indicate high satisfaction with the on-campus accommodation services the University offers. Key factors contributing to this satisfaction include the availability and reliability of electricity, water, and room services. Furthermore, students expressed positive feedback regarding the procedures for acquiring on-campus accommodation, particularly the efficiency of the online application system. Accommodation fees were also deemed reasonable. However, the study identified occasional network failures in the online application system that require improvement. Enhancing the frequency of system checks and the overall quality of accommodation services is recommended to further improve students' experiences.*

**KEYWORDS:** *Student satisfaction, Accommodation services, Online system, Accommodation fee, Mzumbe University*

### 1.0 INTRODUCTION

Inadequate student housing has continued to be one of the significant challenges in higher learning institutions in Tanzania (Tumaini, 2022). Universities in Tanzania, including Mzumbe

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<sup>1</sup> Graduate 2022- Master of Science in Human Resource Management (MSc.HRM) of Mzumbe University, Tanzania

<sup>2</sup> Department of Local Governance and Management Studies, School of Public Administration and Management, Mzumbe University, Tanzania

<sup>3</sup> Corresponding Author- Idda Lyatonga Swai, Department of Local Governance and Management Studies, School of Public Administration and Management, Mzumbe University, Tanzania [ilyatonga@mzumbe.ac.tz](mailto:ilyatonga@mzumbe.ac.tz)

University, Sokoine University of Agriculture, Ardhi University and University of Dar es Salaam, have been indicated to have a limited number of rooms in their residence halls (Ishengoma, 2006; Mtani & Nuhu, 2019; Magambo, 2020; Tumaini, 2022). Most universities seek funds to renovate and build additional hostels since the services are becoming more prevalent. The Tanzanian Government prioritises the Education sector regarding resource allocation to improve the quality of higher learning education and accommodation services, which is crucial to increasing student satisfaction. Student satisfaction is a positive antecedent of student loyalty, and it is mainly believed that it is caused by the outcome of the education system (Qazi et al., 2021). Student satisfaction is a function of the relative experience. It can be influenced by different factors like curriculum, campus life, teaching staff, infrastructure, campus climate, financial assistance, classroom environment, textbooks and social integration (Alsmadi et al., 2022; Bui et al., 2023; Sapri et al., 2009).

Some studies examined the influence of student accommodation on academic achievements (Tesfaye & Jibat, 2014; Maina & Aji, 2017; Iqbal et al., 2020) and found that students' hostels influence student academic performance. The students who live on campus are more involved in campus life, have a lower dropout rate, and do better academically than off-campus students (Simpeh & Shakantu, 2020). Academic performance and student satisfaction are well connected, with the latter harming academic achievement if it is not met. Other scholars have found that spatial quality, size, rent, safety and security, hygiene, location and distance significantly impact student satisfaction (Nimako & Bondinuba, 2013; Williams et al., 2022); Amole, 2005; Johansson & Lundborg, 2021; Gabbianelli & Pencarelli, 2023). In addition, some studies such as Najib et al. (2011), Amole (2005), Hanaysha et al. (2011) and Kaya & Erkip (2001) have indicated the relationship between in-campus accommodation and student satisfaction and found essential determinants of student housing satisfaction including service quality, cleanliness, safety, activities in the hall, and chances to participate in decision-making. Hanaysha et al. (2011) have found that the quality of a higher education system is one of the key factors in determining its competitiveness.

In addition, Fatoye & Odusanmi (2009) have further found that the occupants were most satisfied with design-related criteria like the number of rooms in their homes, the height of the ceilings, the placement of various rooms, and proximity to places of worship. The characteristics of the bedrooms led to occupants' dissatisfaction with their chambers, where the privacy issue was the priority for most students. This concurs with the study by Kaya & Erkip (2001), who looked into how the physical characteristics of campus housing impacted student satisfaction at Bilkent University in Ankara and found that students living on the top floors thought their rooms were more significant and less congested than those on the bottom floors. However, student housing has yet to receive adequate attention despite being a crucial aspect of personnel management, whereas in some countries, including Tanzania, students' housing has yet to receive the desired attention from the government and the management of the institutions (Ubong, 2007). The customer satisfaction survey helps analyse the overall functioning of the students'

accommodation, where maintenance and improvement are highlighted (Adewunmi, Omirin, and Famuyiwa, 2011; Bui, 2023). This paper, therefore, focused on students' satisfaction with the accommodation procedures and services offered by in-campus accommodation in public universities in Tanzania, and Mzumbe University was used as a case study.

The study used the learning satisfaction theory pioneered by Cardozo (1965), which primarily focuses on understanding and assessing the factors influencing students' satisfaction with their learning experiences and identifying the conditions under which students feel content, engaged, and motivated during their educational journey. Satisfaction can be interpreted as comparing outcomes between expectations and perceptions of service accompanied by pleasure or dislike (Oliver, 2014). Satisfaction results from expectations and perceptions of service, and students, as consumers of education services, can be attracted to or retained at a particular Higher Learning Institution based on the services' quality. Cardozo (1965) Alsmadi et al., (2022); Bui et al., (2023); Arambewela & Hall, (2008) indicated an existing correlation between the satisfaction levels of the students, the quality of engagement in the learning environment, the choice of University to study and the quality of the service. This is in line with Cheng et al., (2023) and Knight (2002), who indicated a correlation between the satisfaction levels of the students and their successful learning outcomes. The learning satisfaction theory holds that students are the consumers of education services and have the right to choose any learning institution based on the quality of the services that a specific Higher Learning Institution provides.

The learning satisfaction theory is relevant in this study because accommodation is one of the education services potential students always investigate before deciding which University or institution to apply to and join for studies. From this fact, the University whose accommodation service is of high quality is likely to attract more students, and the opposite is always the case. Therefore, maintaining high-quality accommodation services is one of the competitive weapons in admitting new and retaining continuing students in public universities and higher learning institutions. On the other hand, satisfaction with the accommodation services provided by the universities greatly influences students' total satisfaction with the learning environment of the respective University. Therefore, the learning satisfaction theory was relevant in explaining the importance and need for universities to enhance accommodation services, thereby ensuring a conducive learning environment and students' satisfaction.

Satisfaction in this study refers to the fulfilment of one's wishes, expectations or needs or the fulfilment of an expected outcome influenced by prior expectations regarding the level of quality (Aigbavboa, 2016). Student satisfaction is a short-term attitude based on an assessment of their educational experience, services, and facilities, and it is influenced by different factors (Son et al., 2018). Satisfaction with accommodation services was measured based on three key factors: quality of rooms, furniture and equipment available within the rooms, and the availability and reliability of water and electricity services. The three variables represent essential aspects of the accommodation experience that can significantly influence student satisfaction. Evaluating

satisfaction across these dimensions enhances an understanding of the student's perceptions and experiences with the on-campus accommodation services offered by the University.

## **2.0 METHODS**

### **2.1 Study Approach**

The study employed a case study design, and Mzumbe University was used as a case study. The study used a mixed-method approach to collect data and analysis (Masue et al., 2013). While the quantitative approach seeks to build on directly observable quantitative indicators of student satisfaction with in-campus accommodation services, the qualitative approach aims to understand their experiences with on-campus accommodation offered by the University (Anasel & Swai, 2023; Anasel & Swai, 2024). Combining techniques is meant to complement data collection and analysis to ensure the validity of the study results.

### **2.2 Sample and Sampling Technique**

48 (29.6) per cent of 162 first-year Masters students who stay in-campus at Mzumbe University's main campus, Morogoro, were selected using simple random sampling. The sampling assumes that every unit in the population has an equal chance of being chosen, allowing everyone in a target group to be selected. The students were expected to provide detailed information about students' satisfaction with campus accommodation services. The study employed a simple random sampling to select respondents from different postgraduate first-year master students to cover a wide range of insights and select respondents without biases. The process involved ticking 48 out of 162 pieces of paper and mixing them in a container. The papers were taken randomly, and those who selected the papers with a tick were included in the study.

One (1) staff member working in the accommodation section was selected using the purposive sampling technique. Purposive sampling selects the exact key informants and works best when cases with lots of information concerning the main topic under investigation are chosen for in-depth research. The accommodation staff was involved deliberately to share their experiences and perspectives regarding students' satisfaction with campus accommodation services.

### **2.3 Data Collection**

Questionnaires, interviews and documentary reviews were used to collect data. The data were collected from December 2021 to March 2022. The questionnaires were administered to 42 postgraduate students to measure their level of satisfaction in three areas: quality of rooms, furniture and equipment available within the rooms, and the availability and reliability of water and electricity services. Interviews were conducted with six (6) selected postgraduate students and one (1) staff responsible for students' welfare and services at Mzumbe University. The interview aimed to understand the issues and experiences of the students as well as clarify

students' satisfaction. The document checklist was also developed to guide the review process (Anasel & Swai, 2021). The documents reviewed include the Mzumbe University accommodation policy, various reports, and the Mzumbe University client service charter.

## **2.4 Data Management and Analysis**

Descriptive and thematic analyses were used to analyse data. Data management, including data cleaning, was conducted before processing the analysis. Frequencies and percentages were predominantly used to analyse quantitative data, while the qualitative data were analysed using thematic analysis. For qualitative data, the interview audios were transcribed into texts, and each interview was assigned a number, which was used as a reference to present the quotations in this paper. The details of the participants were kept in a confidential file for reference. The authors inferred the themes addressed in the following sections from the interviews and documents by grouping the data according to codes and combining the grouped data. The purpose was to understand the content of themes. Further interpretation of the identified themes was made by attaching meaning and significance to them, and the findings were compiled depending on the significant themes that reflected the study objective (Anasel et al., 2019).

The study ensured the validity of the tools used in data collection through the pilot study, which the researcher conducted before data collection to test whether the tools yielded the expected results, assess data collection time and check the study population's availability. The questionnaire was also subjected to a reliability test using an internal consistency approach to measure reliability using Cronbach's Alpha. Apart from technical and operational issues, data collection considers ethical issues to protect respondents and respect for privacy and confidentiality (Schembri & Jahic, 2022). All respondents consented to participate in the study by signing a consent statement. To maintain anonymity and privacy, the respondents' identities, including the names, names of the halls they stayed in, the room number, and their contacts, were kept in a confidential file. The number of each participant in the file was used to present data.

## **3.0 FINDINGS**

### **3.1: Demographic Characteristics**

The study involved postgraduate students living in on-campus accommodation at Mzumbe University's main campus. It involved more male than female students; most respondents were around 30 years old and above. This means that the on-campus university dormitories are occupied mainly by aged students.

The current enrollment statistics at the University indicate that there are more male students registered in various programs than female students, which has also been attributed to the differences in the sex of the respondents. These statistics can be supported by the geographical location of the main campus, which is surrounded by villages with several off-campus

accommodations services. However, 'adult' students prefer staying in the campus residence halls because of the distance and security.

**Table 1 Demographic Characteristics of Respondents**

S/N	Characteristics	Frequency	Percent
	<b>Sex of Respondents</b>		
	Male	29	59.1%
	Female	20	40.8%
	<b>Age of the Respondents</b>		
	18-23	4	8.2%
	24-29	10	20.4 %
	30-35	16	32.7%
	36-41	13	26.5%
	41 and above	6	12.2%
	<b>Total</b>	<b>49</b>	<b>100.0</b>
S/N	<b>Distribution of Students by Programs</b>	<b>Frequency</b>	<b>Percent</b>
1.	Master of science in Human Resource Management	3	4.16
2.	Master of Public Administration in Local Government Management	2	2.08
3.	Master of Research and Public Policy	1	2.08
4.	Master of Science in Health Monitoring & Evaluation	4	8.33
5.	Master of Health Systems Management	2	4.16
6.	Master of Public Administration	3	6.25
7.	Master of Laws in Commercial Law	4	8.33
8.	Master of Constitutional & Administrative Law	1	2.08
9.	Master of Arts in Education	2	4.16
10.	Master of Science in Project Planning & Management	4	6.25
11.	Master of Science in Economic Policy and Planning	1	2.08
12.	Master of Science in Economics	4	8.33
13.	Master of Science in Information Technology and System	1	2.08
14.	Master of Environmental Management	1	2.08
15.	Master of Arts in Development Policy and Planning	1	2.08
16.	Master of Science in Applied Statistics	1	2.08
17.	Master of Science in Accounting and Finance	3	4.16
18.	Master of Science in Entrepreneurship	1	4.16
19.	Master of Science in Marketing Management	2	2.08
20.	Master of Science in Procurement & Supply Chain Management	3	4.16
21.	Master of Business Administration in Corporate Management	4	8.33
	Total Postgraduate Students	48	100.0
S/N	Staff responsible for student welfare	1	100.0
	<b>Total respondents</b>	<b>49</b>	<b>100.0</b>

**Source:** Field data 2022

### 3.1 Students' Satisfaction of the Procedures to Acquire Accommodation

The procedures for acquiring in-campus accommodation services at Mzumbe University's main campus in Morogoro were examined. The analysis found that the current process requires

students to pay the accommodation fee using a control number provided via the University's online system. Following payment, students can request their preferred hostel and room. Within 24 hours or less, students receive a notification through the online system confirming their rooms. Subsequently, the students must visit the accommodation office to collect the key to their assigned room. This streamlined process of acquiring accommodation demonstrates efficiency and accessibility, ensuring students can secure their rooms promptly and with minimal or no delay.

The study found high satisfaction with the procedures for acquiring on-campus accommodation. The primary reasons for this satisfaction include the efficiency of the process and the ability to request and secure a room without being physically present at the University. Congratulations to the online accommodation system. Additionally, students expressed contentment with the accommodation fees, which they found to be affordable.

### **3.1.1 Processing Time**

The results from the questionnaire indicate that a majority of respondents (54.17%) agree that the processing time of in-campus accommodation is short, suggesting that more than half of postgraduate students feel the application process is efficient. However, 25% of respondents disagreed, indicating that many participants perceive the application process as not being timely. Additionally, 20.8% of respondents were neutral, neither agreeing nor disagreeing with the statement. This mixed feedback suggests that while the processing time is satisfactory for many students, there is room for improvement to address the concerns of those who are less satisfied.

The interview results, on the other hand, indicate that a significant proportion of the participants were satisfied with the duration of processing their applications for accommodation services. Notably, one participant articulated the efficiency and simplicity of the process, underscoring the receipt of timely updates and precise guidance throughout. Another participant highlighted the responsiveness of the staff, mentioning the swift resolution of queries and concerns that were promptly addressed, which notably enhanced their overall satisfaction levels. Furthermore, most participants appreciated and lauded the intuitive nature of the online application platform, citing its role in streamlining the process and reducing time investment. The overall experiences suggest that the accommodation services are effectively meeting the needs of their applicants, as highlighted in the following quotation.

*I cannot complain about the processing time of accommodation because what matters is the payment of the accommodation fee; once you have paid for the room, it is only within 24 hours you will be given access to the room you requested online. (Interview, Name withheld, Mzumbe University, 2022).*

Like other customers, students prefer and are attracted to services delivered in the shortest possible time. The participants noted that using the online system to request accommodation has

significantly shortened the processing time. The online system allows quick submission and immediate confirmation of requests, enhancing efficiency and mitigating stress for students and staff. This improvement in speed and convenience has rendered the accommodation services more enticing to the student, as explained by one of the participants.

*In the previous days, securing a room was a bit difficult because students were required to visit the accommodation office to request a room, which caused many challenges, including congestion and wasted time. The number of students has tremendously increased, which would make it even more challenging to use the old system. The online system is simple; even for staff responsible for accommodation, they can easily manage it. (Interview, Name withheld, Mzumbe University, 2022).*

This quotation emphasises the challenges of the previous accommodation system, which necessitated in-person visits to the accommodation office, which led to numerous difficulties, including overcrowding and time wastage. The participant notes that the growing student population would exacerbate the issues inherent in the outdated system. In contrast, the participant highlights the simplicity of the newly implemented online system, which benefits students and facilitates easier management by the accommodation staff. This transition to a digital platform has significantly improved the efficiency and convenience of the accommodation request process.

### **3.1.2 Accommodation Fee**

The respondents were queried about their contentment with the in-campus accommodation fee at Mzumbe University. The findings show a predominant satisfaction among on-campus students. Thirty-two respondents (66.6%) expressed high satisfaction with the current accommodation fee charged by the University, while 13 respondents (27.1%) indicated a neutral and three respondents (6.3%) were dissatisfied with the current accommodation fee. The results from the survey underscore a positive sentiment among on-campus postgraduate students towards the accommodation fee structure at Mzumbe University, describing it as 'affordable' for all residents in the main campus halls.

The participant's perspective highlights affordability as the primary factor influencing their decision to reside on campus. They provide a specific example to illustrate that master's students staying in university accommodation must pay only 89,000 Tanzanian Shillings per semester. In contrast, the participant emphasises that off-campus hostels charge significantly higher prices, with some students paying between 300,000 and 500,000 Tanzanian Shillings per semester. This stark difference in pricing serves as a strong incentive for students to opt for on-campus accommodation, which is perceived as a more cost-effective option. The participant's personal experience underscores the importance of affordable housing in attracting and retaining students within the University's residential facilities, as clarified in the quote below;



*We chose to stay on campus because the price is very low compared to the off-campus accommodation fee. This is a major factor for most of us; everyone can confirm this (Interview, Name withheld, Mzumbe University, 2022).*

One of the accommodation staff members further corroborates the affordability of on-campus accommodation. It was asserted that the price of on-campus housing is accessible to nearly all students, and most students prefer residing in university accommodation due to the significantly lower accommodation fees, which are affordable. This finding aligns with Mzumbe University's vision of being a centre of excellence in knowledge acquisition and dissemination, which necessitates providing affordable accommodation facilities, among other prerequisites.

### **3.2 Student Satisfaction with In-Campus Accommodation Services**

The study also assessed student satisfaction with in-campus accommodation services at Mzumbe University. Satisfaction with accommodation services was measured based on three key factors: the quality of rooms, the furniture and equipment available within the rooms, and the availability and reliability of water and electricity services. These three variables represent essential aspects of the accommodation experience that can significantly influence student satisfaction. Evaluating satisfaction across these dimensions enhances understanding of students' perceptions and experiences with the University's on-campus accommodation services.

#### **3.2.1 quality of rooms and furniture**

The survey results indicate a mixed level of satisfaction among postgraduate students regarding the quality of rooms and the furniture/equipment provided. On the positive side, the overall findings show that 52% of respondents reported being highly satisfied with the quality of the rooms and furniture. Again, 18.8% of respondents expressed moderate satisfaction with the rooms and the furniture. Participants highlighted that the necessary furniture, such as tables, chairs, mattresses, and closets, are available and of acceptable quality, contributing to a habitable and comfortable living environment for postgraduate students.

On the other hand, 29% of respondents were not satisfied with the quality of the rooms and the furniture currently provided in the rooms, and some areas of dissatisfaction were mentioned. These participants were not happy with the quality of the mattresses and other issues related to power cuts and water shortages. One participant noted that the presence of bed bugs causes discomfort while sleeping.

The interview findings delved deeper into the issue of mattress quality, probing both master's students and accommodation staff. The findings showed that despite a few challenges, such as the quality of mattresses, the majority of interviewed postgraduate students expressed overall satisfaction with the rooms and furniture provided, as clarified in the quotation below;

*On my side, I am satisfied with the room. For example, the closets and cupboards have enough space for keeping our equipment. However, the condition of the mattresses is not satisfactory enough. Most of the mattresses have bed bugs, which cause discomfort when sleeping. (Interview, Name withheld, Mzumbe University, 2022).*

When the accommodation staff were asked about the mattress, they clarified that they had not received prior student complaints. Further, the accommodation staff acknowledged the need to address the quality of the mattress and promised to follow up on the issue promptly. This highlights the importance of open communication between students and university administration to ensure students' challenges are communicated and addressed accordingly. This was reflected in the staff's willingness to investigate the matter and take corrective action, indicating the University's commitment to maintaining high student satisfaction and well-being standards while they are in the university accommodation.

### **3.2.2 Availability of Water**

The survey results regarding student satisfaction with water availability in the halls of residence at Mzumbe University's main campus show that 58.3% of the respondents expressed high satisfaction with the supply and availability of water in the dormitories. On the other hand, 31.2% of the respondents indicated low satisfaction with the water services, while 10.4% of the students were neutral on the matter. The respondents further elaborated on the reliability of water services at the campus, highlighting the presence of water tanks in the dormitories. The tanks ensure a continuous water supply even during emergencies when there are disruptions from the primary sources, enhancing students' overall satisfaction with the water services.

The interview results highlight students' satisfaction with water availability at Mzumbe University. Specifically, students shared their personal experiences of never having water problems. The students also expressed the contribution of water to students' satisfaction and insisted on ensuring a reliable water supply, which has positively impacted their welfare. One of the interviewed students shared the following;

*Honestly, I'm very impressed with the availability of water at Mzumbe University. Since I arrived here last year, I have never had a problem with water. (Interview, Name withheld, Mzumbe University, 2022).*

The interview findings also included a response from one of the accommodation staff members regarding the availability of water services for master's students. The staff member stated that they have never received any complaints from students regarding water services, further emphasising the University's effectiveness in this area. This comment from the accommodation staff corroborates the positive feedback from the students, suggesting that the University has successfully implemented measures to provide a consistent and reliable water supply to the master's student accommodation. The absence of complaints indicates that the water services meet the expectations and needs of the students residing on campus. The staff member's

statement and the student's satisfaction highlight the University's commitment to ensuring a comfortable living environment for its master's students.

*No students have complained about water availability at our University; Mzumbe University management has done its best to improve that service, considering its importance. However, in any emergency, we still have large tanks that store enough water for backup in case the usual means of getting water fail. (Interview, Name withheld, Mzumbe University, 2022).*

The interview statement highlights the University's efforts to ensure reliable water availability. This comment suggests that the University has successfully addressed water-related challenges, as evidenced by the lack of student complaints. The participant acknowledges the University's efforts to improve water services and elaborates on the contingency measures to safeguard against potential water shortages.

### **3.2.3 availability of electricity**

The survey results on student satisfaction with the availability of electricity and other power sources in the halls showed that 56.3% of the respondents expressed high satisfaction with the electricity supply in the on-campus dormitories. On the other hand, 22.9% of respondents indicated a moderate level of satisfaction, while 20.9% reported low satisfaction with the electricity availability. These findings suggest that most students are content with the reliability and consistency of electricity services in the hostels. However, approximately 43.8% of students expressed dissatisfaction, indicating room for improvement.

The interview findings support the survey results. Most students expressed satisfaction with the availability and reliability of electricity services on campus. The interview highlights the University's efforts to ensure a consistent electricity supply and the use of backup generators in case of emergency, as clarified in the quotation below.

*Better infrastructure and facilities are provided for the services provided by our University's services. For instance, the electricity supply is standard, and automatic generators are available in case of power cuts or any emergency .... (Interview, Name withheld, Mzumbe University)*

This result was also supported by a staff in the accommodation office who explained the commitment of the University to ensuring stable and adequate electrical services to students and the community at large, as clarified in the quotation below;

*Our management has been very effective over the years in providing proper electrical services to the students and all the services that the on-campus students might complain about in our University. I'm very confident to say electricity*

*service wouldn't be among them. (Interview, Name withheld, Mzumbe University, 2022).*

Overall, the combination of survey data and interview responses indicates that Mzumbe University has successfully provided satisfactory electricity services to most students residing in the halls of residence at the main campus.

#### **4.0 DISCUSSION**

The overall findings indicate that students are generally satisfied with the room provision and the water and electricity services provided in on-campus accommodation at Mzumbe University, leading to a preference for staying in these facilities. These results align with the research of Najib et al. (2011), Aigbavboa (2016), and Gabbianelli & Pencarelli (2023), which demonstrate that student satisfaction with on-campus accommodation significantly influences their decision to remain in university-provided housing. Thus, satisfaction with accommodation services, encompassing room quality, accommodation fees, and associated services, is crucial for postgraduate students.

The study also uncovered mixed feelings among a minority of students, suggesting areas of dissatisfaction that warrant attention from the University. These issues directly affect postgraduate students' living conditions and overall satisfaction, highlighting the necessity for comfortable and habitable living spaces, as emphasised in the Mzumbe University Accommodation Policy (2023). The findings are consistent with studies by Sapri et al. (2009), and Williams et al. (2022), which indicated that reliable electricity supply and water availability significantly enhance student satisfaction with hostel facilities.

The Mzumbe University Students' Accommodation Policy outlines the strengths and areas needing improvement in accommodation services, including the inadequate hostel space and maintenance of the existing residency halls. It emphasises the strengths of the ongoing construction of student hostels and the importance of prioritising student welfare in accommodation matters. Further, the Corporate Strategic Plan underscores the University's commitment to infrastructure development and campus electricity and water supply improvements. This commitment is also aligned with the Mzumbe University Environmental Management Policy, which addresses issues such as unreliable water supply, renewable energy sources, informal entry issues, and promoting sustainable practices within the University. In addition, the Mzumbe University Client Service Charter of 2020 has shown the commitment to service the customer; in this case, the student's needs and the time frame to offer the services are specified in the charter. Collectively, these policy statements reflect Mzumbe University's dedication to providing satisfactory room provision, water, and electricity services for students in

campus accommodation. The Mzumbe University Client Service Charter assures students and other clients that quality services meet public service norms.

## **5.0 CONCLUSION**

The study assessed student satisfaction with on-campus accommodation services at Mzumbe University's main campus in Morogoro. Satisfaction was measured across three key issues: quality of rooms, condition of furniture and equipment available within the rooms, and reliability of water and electricity services. The findings indicate high satisfaction among postgraduate students regarding various aspects of accommodation services, including the efficiency in the application processes, the affordability of accommodation fees, and the reliability of water and electricity services in residence halls. However, the study also identified periodic network failures in the online application system, which was highlighted as a significant area needing improvement. The paper recommends the implementation of mechanisms for regular system checks to prevent application process disruptions. These initiatives are essential for continuous enhancements in accommodation quality, additional spaces and services, and for promoting student well-being and satisfaction. This paper concludes that there is a need to strengthen the monitoring and reporting mechanisms related to hostel security, including the condition of facilities and equipment. Regular inspections and timely maintenance are necessary to ensure residential facilities' safety, integrity, and functionality. These measures are critical not only for enhancing student satisfaction but also for attracting a more significant number of postgraduate students, thereby contributing to the overall success of the University's accommodation services.

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