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Problems of PG Hostellers in Taramani, Chennai

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ABSTRACT

Hostels can refer to places where people take accommodation for some purpose and for a specified duration. The Hostels are generally built in large areas and with many rooms to accommodate a large number of people. People while choosing a hostel may consider many things such as safety, food, surroundings, convenience, and other things according to their requirement. A person who is coming out of their home or hometown have some psychological burdens in staying in an unfamiliar environment have certain requirement. In these situations, the satisfaction of the basic necessity will help them in smoothening their minds and helps them in focusing their minds in academic or any other jobs. The study aims to find out the problem in PG hostel in Taramani and also to conclude whether the hostellers are satisfied the accommodation facilities. Using the questionnaire method, the responds were collected and then quantified into statistical data to find whether the hosteller are satisfied the hostel facilities. Students prefer PG hostel rather than college hostel for the benefits of privacy but such benefits come as a disadvantage because of the problems in the PG hostel.

Keywords: PG Hostel, Problems & Satisfaction.

I. INTRODUCTION

A hostel is a place where a group of people usually share a room and its rental cost which might be cheaper for an individual compare to the total rental cost of that room. In this the people may know each other before or get to know each other after logging into the hostel. In Tamil Nadu usually single gender hostel is followed where women and men have separate dormitory or will stay in different buildings. The full form PG is paying guest, some of the PG hostel has single room is used by only one person and some of the hostels has room shared. The purpose of the rental of such hosteller will be career based or education based.

A PG or paying guest accommodation is one step above a hostel and one below a rented apartment. PGs usually have ample amount of privacy, especially if you take a single room.

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Unlike hostel which have a same category of people, the PGs have different category of people. Therefore, the networking is not much possible. Paying Guest Accommodation (PGA) also known as PGs, are cheap and comfortable accommodations for tourist or people who visits another city for some days. Often, complete strangers are thrown in together. Forging a bond with the roommates becomes crucial for those living in a city that is not their hometown.

The term "hostel" refers to lodging for tourists and students in several nations. Hostels are supervised by hostel wardens and other staff members; however, in India and Pakistan, hostels are thought of as housing associated with schools, colleges, or institutions. There are typically hundreds of students living in the hostel. Together, they form a group of learners. These students come from diverse backgrounds—ethical, social, geographic, and financial. Students who wish to pursue formal education away from home can also stay at the hostel. However, a hostel is more than just a place to stay—it's also a human experimentation lab. As a result, a hostel serves as both a living space and an educational institution. Students who stay in hostels learn a great deal from both their peers and teachers.

The degree to which guests are satisfied with the hostels is significant from a business perspective. The hostel's users are the most crucial requirement for its operation. One of the primary goals of offering any kind of facility, including hostels, should be to satisfy its users as soon as possible. According to Singh (2006), an organization's profitability is positively impacted by user pleasure. Thus, the hosteller satisfaction rate is essential to drawing a large number of guests and increasing the hostel's profitability.

(A) Review of literature

Fatemeh Khozaei *et al.* (2010) in their study addressed the issue of the relationship between sense of attachment to place and student housing satisfaction. Here, they have defined Sense of attachment as “an emotional bond towards the place that can be strongly linked with age, length and need for affiliation”. They have found significant correlation between level of satisfaction and sense of attachment as well as insignificant difference between three ethnics students of satisfaction with hostel and sense of attachment to place. In this study they have concluded that there is high sense of attachment is associated with an increase in level of satisfaction as well as satisfaction and attachment to hostel is not affected by the student’s ethnicity.

Memon *et al.* (2018) have analysed the student’s satisfaction with the Hostel Facilities. They have observed that the students build a sense of closeness and fellow impression between themselves. This study was made based on the feedback form that is collected frequently at the end of each semester. There are several problems are faced by the hostellers, however, the basic

need is the ultimate one. In this study they have concluded that there is a strong significant relationship between the Necessary things such as food quality, cleanliness, water supply and first aid services for the students.

Firdouse Rahman Khan *et al.* (2020) in their study investigated the facilities and the communication services required in the hostel as well as the safety services prevailing in the hostel of the Sohar University. They have observed that the hostel administration should give more importance to the communication facilities by providing speedy internet connection. The ultimate purpose of the student joining a university is to learn and have good academics. They have also observed that factors which influence the Hostel life on the academic performance.

Kishori Kalpesh Kumar *et al.* (2019) have studied the problems and challenges faced by hostel students in Adjustment. Here, they described the students as the pre-adulthood. It is also observed that Hostel condition gives an open door for socialization among undergraduates. The impact of being in the hostel is both negative and positive for both the male and female hostelers. Many of the good habits and bad habits of the hosteller in the daily life is influenced in the hostel. The person staying in the hostel may also face the personality and behavioural changes.

Mar Ajayi *et al.* (2015) in their study “Students’ Satisfaction with Hostel Facilities in Federal University of Technology, Akure, Nigeria” have analysed about the level of satisfaction with each of the facilities provided in the university hostel. Housing has and will always be a greater and important concern to an individual, family, society and the whole nation as it is the major determinant of a man’s welfare, life sustenance and survival. They have also stated that for the human existence the housing ranks among the top three need of the man. For students hostel play an important role in their academic performance, personality and behaviour.

Amina Iftikhar & Asir Ajmal (2015) have done a qualitative study that focuses on the experiences, behavioral shifts, and personality traits of the hostel students to examine the effects of living in dorms on the students.. Here it is also said that a person’s life is influenced by the place where they live and the social structure plays a vital role in the development of personality and behaviour. They also observed that the hostel life affects the behaviour of students and helps them in adapting to new environment. It also states that the male hostel students are more prone to smoking and indulge in the drug Addiction. This study also concludes that female hostel students adjust more easily than male student in the hostel life.

(B) Research Gap

People may choose to stay in the hostel for education, career or any other reason. Most of studies focus on the impact of hostel problems in the hosteller’s life such as personality changes,

behavioural changes, negative habits, etc., while pursuing their studies or career. However, this study is focusing on the satisfaction level of basic necessities provided by PG hostel which might be one of the causes that made an impact on the people.

(C) Statement of the problem

“Problem of PG hostel” - For every hostel there are basic necessities that are needed to be taken care. They are generally food, water, room maintenance, restroom maintenance, security, locality and availability of basic necessary items near the hostel premises. This research focuses on the satisfaction rate of the hostel and its facilities. Problems arises when the above-mentioned necessities are unsatisfied or not provided. These necessities are the most basic and foremost needed in every hostel. The Hostels do provide the basics, however the quality of these is lacked even now in most of the hostels.

(D) Objectives

The objectives of this study are

- To investigate the problem of the PG hostel.
- To ascertain the satisfaction level of the hostellers toward the hostel facilities.
- To find solution for the enrichment of such hostel.

(E) Research Methodology

This study is based on the non-doctrinal research that is conducted with questionnaire method and 52 responds were collected. The results of the questionnaire are quantified using the statistical tabulation. The respondents of this study are the hostellers who stayed or staying in the PG hostel in Taramani. Moreover, newspapers, journal and researches were referred for the purpose of this study.

II. RESULT AND DISCUSSION

The data and response was collected from the persons who have stayed and staying in the PG Hostel previously as well as currently.

Table 1: Basic Variable

| Variables | Sub-Variables | Number Of Respondents | Percentage (%) |
|-----------|---------------|-----------------------------|----------------|
| Gender | Male | 24 | 46.2 |

| | | | |
|-----|--------------------|----|------|
| | Female | 28 | 53.8 |
| | Total | 52 | 100 |
| Age | Less than 20 years | 24 | 46.2 |
| | 21 – 25 years | 6 | 11.5 |
| | 26 – 30 years | 12 | 23.1 |
| | More than 30 years | 10 | 19.2 |
| | Total | 52 | 100 |

Source: Primary Data

From the table 1, in the responds received, 24 respondents are Male and 28 respondents are Female which are 46.2% and 53.8% respectively. In the total of 52 respondents, 24 of them are of age less than 20 years old, 6 respondents are between 21 to 25 years old, 12 of them are between 26 to 30 years old and 10 respondents are more than 30 years old. It is inferred that the most of people staying in the hostel are students studying under graduate degrees in the nearby colleges and the employees of the nearby Company.

Table 2: Socio-Economic Variable

| Variables | Sub-Variables | Number Of Respondents | Percentage (%) |
|-------------------|---------------|-----------------------|----------------|
| Educational level | Schooling | 10 | 19.2 |
| | UG | 24 | 46.2 |
| | PG | 8 | 15.4 |
| | Diploma | 6 | 11.5 |
| | Others | 4 | 7.7 |
| | Total | 52 | 100 |
| Occupation | Student | 30 | 57.7 |
| | Private | 12 | 23.1 |

| | | | |
|----------------|--------------------|----|------|
| | Government | 6 | 11.5 |
| | Others | 4 | 7.7 |
| | Total | 52 | 100 |
| Annual income | Less than 5 lakhs | 6 | 11.5 |
| | 5 – 10 lakhs | 6 | 11.5 |
| | 11- 15 lakhs | 6 | 11.5 |
| | More than 15 lakhs | 8 | 15.5 |
| | No income | 26 | 50 |
| | Total | 52 | 100 |
| Marital status | Married | 16 | 30.8 |
| | Single | 36 | 69.2 |
| | Total | 52 | 100 |

Source: Primary Data

From the table 2, we can see that most of the respondents were students who are doing UG degree or completed their UG degree (46.2%) and followed by 10 respondents who are school students (19.2%). The respondents with PG, Diploma and other are of 8, 6 and 4 respectively. Apart from that many other working-class people were also responded. Therefore, most the people using PG hostels were students and working people.

In the total respondent, 57.7% that is 30 respondents are students, however the education qualification shows that 34 respondents are with education qualification of School (10) and UG (24). 50% of respondent does not has income as most of them are students which is followed by 8 respondents with more than 15 lakhs as annual Income. In this, 36 respondents were single and 16 respondents are married. The reason for the higher number of the student and worker resident in the hostel is due to the Law University, Tidel park, Taj, and many other institution and companies that are located in the Taramani locality.

Table 3: Supportive Variable

| Variables | Sub -Variables | Number | Of | Percentage (%) |
|-----------|----------------|--------|----|----------------|
|-----------|----------------|--------|----|----------------|

| | | Respondents | |
|-------------------------------------|-----------------------|-------------|------|
| Native place | Rural area | 20 | 38.4 |
| | Semi – Urban area | 16 | 30.8 |
| | Urban | 16 | 30.8 |
| | Total | 52 | 100 |
| Hostel fee paid per month | Less than Rs. 4,000 | 6 | 11.5 |
| | Rs. 4,000 – Rs. 6,000 | 22 | 42.3 |
| | Rs. 6,000 – Rs. 8,000 | 14 | 27 |
| | More than Rs. 8,000 | 10 | 19.2 |
| | Total | 52 | 100 |
| Number of months stay in the hostel | Less than 6 months | 10 | 19.2 |
| | 7 months – 12 months | 24 | 46.2 |
| | 13 months – 18 months | 2 | 3.8 |
| | More than 18 months | 16 | 30.8 |
| | Total | 52 | 100 |

Source: Primary Data

From table 3, we can see that majority of people are from rural area (38.4%) and they stay for 7 – 12 months (46.2%). This creates assumption that they staying continuous for 7 – 12 months and in the holidays the go back to their home. When we compare the data of table 2 with table 1, we can say that as the most of the respondents are students and workers, the duration of their stay in the hostel is also lengthy. 42.3% of the respondents pay Rs. 4,000 – Rs. 6,000 per month as their hostel fees and 11.5% of them pay below Rs. 4000 as their fees.

Table 3: Satisfaction Rating

| Statement | Strongly Satisfied | Satisfied | Neutral | Not Satisfied | Strongly Dissatisfied | Total |
|-----------|--------------------|-----------|---------|---------------|-----------------------|-------|
| | | | | | | |

| | | | | | | |
|--|--------------|---------------|---------------|---------------|---------------|--------------|
| Food provided by the hostel | 8 (15.4%) | 6 (11.5%) | 20 (38.5%) | 8 (15.4%) | 10 (19.2%) | 52 (100%) |
| Infrastructural facilities of the hostel | 4 (7.7%) | 14 (26.9%) | 14 (26.9%) | 12 (23.1%) | 8 (15.4%) | 52 (100%) |
| Water facilities of the hostel | 4 (7.7%) | 10 (19.2%) | 20 (38.5%) | 14 (26.9%) | 4 (7.7%) | 52 (100%) |

Source: Primary Data

From table 3, we can observe that majority of hostellers were neutral about the satisfaction rate of food, infrastructure and water facilities. This creates assumptions that sometimes the facilities are continuous but most of the times they were not. For the food provided by the hostel 38.5% of respondents were neutral, however 19.2% of them of strongly dissatisfied which is higher than the respondent who were strongly satisfied. 26.9% of the respondents were neutral above the infrastructural facilities and the same amount were also satisfied with the infrastructure. As for water 38.5% of the respondent were neutral but 26.9% of the respondent were not satisfied about it.

Table 4: General Review

| Statement | Agree | Neutral | Disagree | Total |
|---|---------------|---------------|---------------|--------------|
| Grievances regarding the hostel is taken care | 10 (19.2%) | 22 (42.3%) | 20 (38.5%) | 52 (100%) |
| Stay in the hostel is comfortable | 20 (38.5%) | 20 (38.5%) | 12 (23%) | 52 (100%) |
| Hostel fee is reasonable | 10 (19.2%) | 24 (46.2%) | 18 (34.6%) | 52 (100%) |

| | | | | |
|---|---------------|---------------|---------------|--------------|
| Necessary items are available near the hostel premises | 18 (34.6%) | 14 (26.9%) | 20 (38.5%) | 52 (100%) |
| Electricity facilities is continuous | 18 (34.6%) | 18 (34.6%) | 16 (30.8%) | 52 (100%) |
| Proper sanitation is provided by the hostel | 14 (26.9%) | 16 (30.8%) | 22 (42.3%) | 52 (100%) |
| Proper maintenance is provided by the hostel management | 10 (19.2%) | 22 (42.3%) | 20 (38.5%) | 52 (100%) |
| “In time” and “Out time” is convenient | 28 (53.8%) | 16 (30.8%) | 8 (15.4%) | 52 (100%) |

Source: Primary Data

From the table 4, we can observe that most of the people are neutral about the hostel fee being reasonable and majority of respondent disagreeing to availability of necessary items. They have also disagreed to the proper sanitation. However, there is notable point is that 53.8% of the respondent are convenient with the “In time” and “Out time”. 46.2% of the respondents were neutral about the hostel fee is being reasonable and 34.6% of them were disagreed with it.

(A) Limitation of study

In PG hostel, most of the rentals were students and others where working class and there is much less networking compare the university, college or school hostels. The limitation of the questionnaire method is reflected in this study as such method is used. The hostel in Taramani is normally filled with students and workers whose required place is near the PG hostel, so collection of data from other people who are not students and workers are limited. The data is collected from the hostellers who are staying in the hostel as well who stayed in hostel

previously.

III. CONCLUSION

The majority of the hostellers who are staying or stayed in the hostel are the student and workers. For them proper facilities in infrastructure, food, sanitation, etc is crucial as they constantly work or does tasks and they might become fatigue easily and are prone to the ill-health. Even though majority of people were neutral about the infrastructure, most of the hostellers disagree with the with the statement “proper sanitation is provided”. Hostel is more comfortable to them in the sense of their work but it is not so in terms of others.

The hostel authority needs to enrich their infrastructure facilities and food provided by them as well they should improve the sanitary activity by frequently cleaning the bathroom, toilets and bedrooms. The students who can access to the college hostel is also preferring to the PG Hostels sometime. Some of them have said that they are more convenience in the ‘In time’ and ‘Out Time’ although they have some grievance with regards to the theft of their valuable goods. They can also ask for single room for themselves.

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