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University resources and student complaints in Malaysian higher education institutions

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Abstract

Author keywords

SciVal Topics

Metrics

Funding details

Abstract

Purpose: This paper examines the relationship between university resources and student complaint management in Malaysian higher education institutions (HEIs). The paper is premised on organisational justice theory (OJT), which conceptualizes complaint handling, satisfaction and fairness among stakeholders in the educational domain.

Design/methodology/approach: This paper adopts a quantitative method using a survey research design. An online survey is administered to 381 students in three selected HEIs in Malaysia. Data are analysed and tested using the

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SmartPLS 3.0 algorithm to evaluate measurement and structural models. Findings: Students' experience in the use of online and offline university resources varies across different levels of education. The findings indicate that offline and online resources contribute substantially to students' complaints. This study establishes the significance of an effective complaint-handling mechanism for continuous feedback and improvement in HEIs.

Originality/value: Within the context of policy in HEIs, the originality of this paper lies in its focus on the relationship between resources and student complaints based on the diverse complaint-handling mechanisms in Malaysian HEIs. © 2024, Emerald Publishing Limited.

Author keywords

Complaint; Higher education; Malaysia; University resources

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