

# A Study on the Satisfaction of Students in Higher Education Institutions

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## Abstract:

Students are the most important stakeholders in every educational institution. In the modern world, the level of student satisfaction with the quality of the educational services they get is a key indicator for evaluating the effectiveness of higher education institutions (HEI). Student satisfaction is thought to be significantly linked with a variety of institutional parameters, including academic quality, accommodation and education, locality and infrastructure, sports facilities, and security and safety. The purpose of this study is to evaluate student satisfaction in higher education institutions. When all of the criteria used in this survey are analyzed, it is found that a high percentage of students are satisfied with higher education institutions, while only a small percentage are unsatisfied with certain criteria, such as campus, library, and hostel amenities, platform for vocational education, career counselling for students, co-curricular activities, campus cleanliness, and college canteen facilities.

**Keywords:** Students, Satisfaction, Higher Education Institution (HEI).

## Introduction:

The development and dissemination of knowledge for the advancement of humanity through creativity and innovation is the primary goal of higher education. One of the most significant instruments for the individual, social, and economic development of a nation is higher education, particularly at the college or university level. Therefore, the main purposes of higher educational institutions are the effective completion and advancement of students' education. Globalization has an enormous impact on the higher education sector today. As a result, higher education institutions are becoming more aware of and more focused on addressing the expectations and requirements of the students. The importance of educational institutions comprehending student happiness in a competitive context is demonstrated by this encouraging growth in higher education. Because of this, higher education institutions are under more pressure to adopt market-oriented strategies in order to differentiate themselves from their competitors and bring in as many students as they can while maintaining meeting the needs and aspirations of their present student population.

Satisfaction is a nice feeling that you experience when you achieve what you desired or when you accomplish something you set out to do. The attitude that results from an evaluation of students' educational experiences, services, and facilities provided by the institution is known as student satisfaction. It is a good indicator of student commitment as well as the result and outcome of an educational system.

**Significance of Student Satisfaction in Higher Education:**

The most essential stakeholders in every educational institution are the students. In today's society, students' satisfaction with the level of education services they receive is an important indicator of the performance of Higher Education Institutions (HEI). Student satisfaction is considered to be highly related to numerous institutional factors such as academic reputation, residence and education, locality and infrastructure, sporting amenities, and security & protection. Student happiness is important not just for institutions, but also for students' perceptions of the excellence of education services they obtain. As a result, it is important for higher education institutions to enhance the standard of education services they deliver to students by meeting and exceeding their expectations. Many HEI providers are now concerned about how to effectively satisfy and maintain students' needs and expectations.

In India, higher education institutions are focusing not only on teaching necessary skills and developing the capacities of its graduates, but also on satisfying students' sentiments about their academic experiences at the institution. There is an emphasis on primary activities such as teaching and learning, evaluation, research, extension activities, and innovation, as well as infrastructural facilities, quality of services, welfare measures for students and faculty, and general satisfaction with the educational experience. Keeping all of this in consideration the researcher chose the topic outlined below.

**Statement of the Problem:**

The research issue addressed for this study has the following title “**A Study on the Satisfaction of Students in Higher Education Institutions.**”

**Objectives of the Present Study:**

Studying student satisfaction in higher education institutions is the objective of the current investigation.

**Method of the Present Study:**

The descriptive research methodology has been applied to the current investigation. The "Survey study" approach is the kind of descriptive research technique used in the present study.

**Study Area:**

The study was carried out in the provincialized colleges of Lakhimpur district of Assam.

**Population and Sample of the Study:**

Students from all of the provincialized general degree colleges in the Lakhimpur district of Assam comprise up the population of the current study. The sample of institutions was chosen using the Stratified Random Sampling method, and the overall sample for the current study included 200 undergraduate students of both genders and socio-economic classes.

**Tools used for collection of data:**

To determine the level of satisfaction among the students chosen as study samples, the researcher employed a structured interview schedule in the current study. The present study employed a

self-developed interview schedule with a total of 10 questions (excluding general inquiries) that were mostly focused on academics, institutional infrastructure, and supports.

### Statistical Method used for Data Analysis:

In the current study, the simple percentages of the collected data are calculated for analysis and interpretation.

### Result and Discussion:

The information is collected by using the self-prepared interview schedule in order to analyze the objective. The percentages are computed after the tabulation of the collected data. The percentage distribution of student satisfaction on different aspects of the institution is presented in the Table No 1.

It is observed that the highest percentage of student satisfaction is recorded in very good category (54%) followed by excellent (34%) and good (12%) category in the criteria of academic facility quality the college. In the criteria of punctuality and consistency of the teachers with access to High-Quality Education, the highest percentage is recorded in very good (56%) followed by excellent (40%) and good (4%) category. The percentages of student satisfaction in reported 61.5%, 35.5% and 3% in very good, excellent and good category respectively in the criteria of Current affairs, general knowledge, and subject-specific expertise of the teachers. The percentages of students in the good category is reported 32% followed by 31.5% in very good, 14% in poor, 12.5% in excellent and 10% in fair category in the criteria of campus facilities. In the infrastructure facilities such as library, book bank, boys' and girls' hostel criteria, 36% students reported in the good category, 34.5% in very good, 10% each fair and poor category and 9.5% in excellent category. The highest percentages of students reported in very good (46.5%) category followed by good (26.5%), excellent (16%), fair (10%) and poor (1%) category in the criteria of platform for vocational education. In the criteria of Career guidance for students, the percentages of students reported 40.5% in very good category, 30.5% in good, 20.5% in excellent, 6% in poor and 2.5% in fair category. The percentages of students are reported 35.5%, 31.5%, 24.5%, 5% and 3.5% in the good, very good, excellent, poor and fair category respectively in the criteria of co-curricular activities. In the criteria of campus cleanliness & college canteen facilities, the highest percentage of student is reported in the good category (41.5%), followed by very good (32.5%), excellent (14%), poor (8.5%) and fair (3.5%) category. The percentages of students are recorded 42.5%, 33.5% and 24% in the very good, good and excellent category in the criteria of cooperation from teaching and non teaching staff.

**Table No -1**

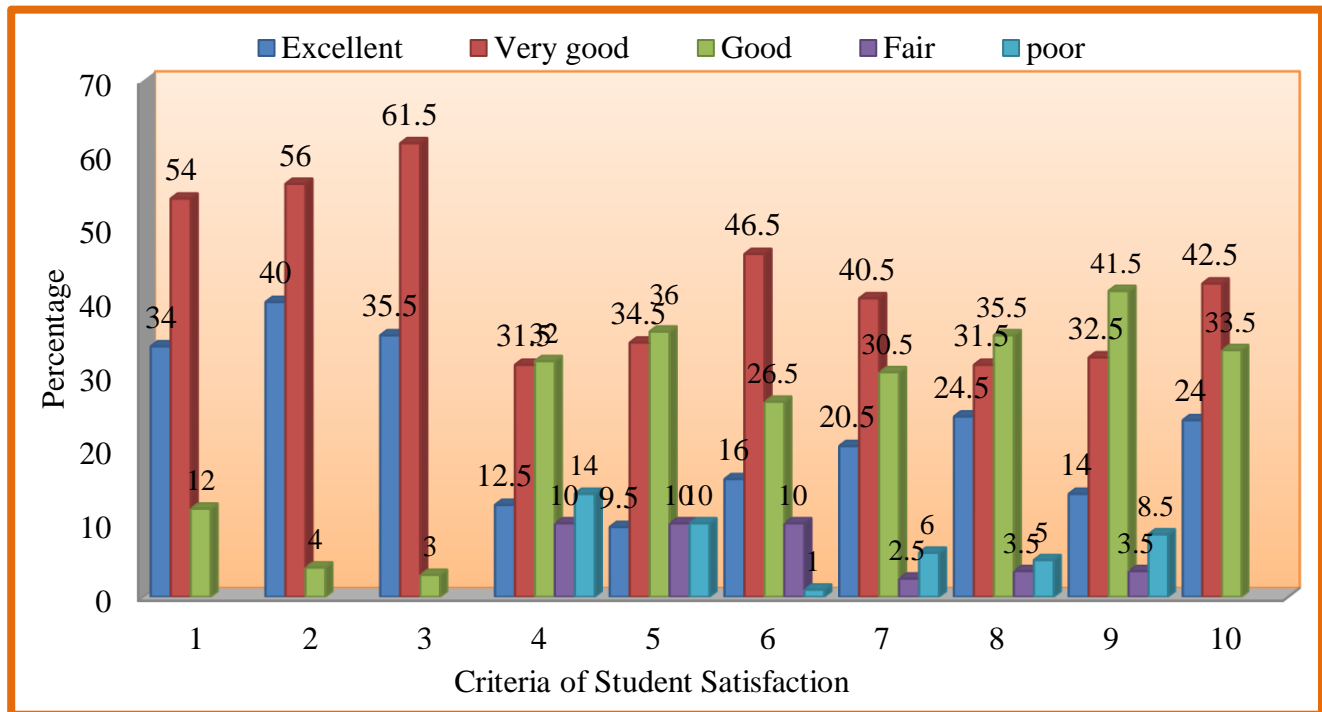
#### Percentage Distribution of Student Satisfaction on Different Aspects of the Institutions

Serial No	Criteria	Excellent	Very Good	Good	Fair	Poor
1	Academic facility quality at the college	34 (68)	54 (108)	12 (24)	- -	- -
2	The punctuality and consistency of the teachers with access to High-	40 (80)	56 (112)	4 (8)	- -	- -

Quality Education						
3	Current affairs, general knowledge, and subject-specific expertise of the teachers	35.5 (71)	61.5 (123)	3 (6)	- -	- -
4	Campus facilities include computers, Xerox machines, and projectors at classroom	12.5 (25)	31.5 (63)	32 (64)	10 (20)	14 (28)
5	Book Banks, Libraries, and Other Infrastructure including boys' & girls' hostel Facilities	9.5 (19)	34.5 (69)	36 (72)	10 (20)	10 (20)
6	Platform for Vocational Education	16 (32)	46.5 (93)	26.5 (53)	10 (20)	1 (2)
7	Career guidance for students	20.5 (41)	40.5 (81)	30.5 (61)	2.5 (5)	6 (12)
8	Activities in the Arts, Literature, and Sports are accessible	24.5 (49)	31.5 (63)	35.5 (71)	3.5 (7)	5 (10)
9	Campus cleanliness & Food quality at the college canteen	14 (28)	32.5 (65)	41.5 (83)	3.5 (7)	8.5 (17)
10	Financial, social, and emotional assistance from the teaching and support staff	24 (48)	42.5 (85)	33.5 (67)	- -	- -
Figures in the parentheses indicate number						

The results show that students are happy with their higher education institutions, although the level of satisfaction differs depending on the criteria. It is found that, when compared to all of the criteria used in this study, a high percentage of students are satisfied with higher education institutions, while only a small percentage are dissatisfied with certain criteria, such as campus, library and hostel amenities, platform for vocational education, career guidance for students, co-curricular activities, and campus cleanliness and college canteen facilities.

The percentage distribution of student satisfaction on different aspects of the institutions is presented with the help of bar diagram (Figure-1).

**Figure-1****Percentage Distribution of Student Satisfaction on Different Aspects of the Institutions****Conclusion:**

The experience, perceptions, and expectations of the students towards to the higher education institutions determine how satisfied they are. The goal of the current study is to ascertain how satisfied students are with their higher education institutions. In the current study, it was found that only a small percentage of students were dissatisfied with the campus facilities, platform for vocational education, career counseling, and co-curricular activities for students in higher education institutions, despite the delimitations such as students, geographic location, study duration, methodological approaches, etc. The classroom, library, hostel, and canteen facilities on the campuses of higher education institutions need to be modernized, and this requires special attention from the government and administration. Vocational courses should be developed to address current challenges and needs. Higher education institutions should create a healthy and welcoming learning atmosphere and should foster interactive contact between students, teachers, and administration so that they may receive all the information they require about the curriculum, programs and possibilities.

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