

STUDENTS EXPECTATIONS AND SATISFACTION LEVELS REGARDING THE ADMINISTRATION PROCEDURES IN THEIR EDUCATIONAL INSTITUTION

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Received: 30 Jun 2018

Accepted: 09 Jul 2018

Published: 17 Jul 2018

ABSTRACT

Education is one of the important requirements for any individual. Proper teaching methods, faculty, infrastructure facilities and services and administration and management facilities have to be provided by any educational institution. This study was conducted to analyze the students' expectations and satisfaction levels regarding the administration procedures in their educational institution. The results showed that the majority of the respondents felt that the administration procedures are somewhat fair, administrative staff are moderately efficient and are very helpful in providing the services required. Based on the results gained, suggestions were recommended to improve the administration procedures used in the selected institution.

KEYWORDS: Student, Expectation, Satisfaction, Administration, Institution

INTRODUCTION

Education is one of the important requirements for any individual to survive and has a better standard of living. In this modern world, the educational sector has become more competitive in nature. Any educational institution should run based on the consideration of the needs and requirements of students studying in it. Students should be the major focus of the institution rather than the monetary profits. Students should be provided with good and qualitative education along with extra-curricular activities like sports and games, other arts and crafts so that there will an overall development of the students.

But in the recent times, there are many discussions and debates going on with regard to the quality of education and services provided in educational institutions. Out of the services provided, the management and administrative procedures used in the institution are really essential to run the institution properly and also to increase the student's satisfaction towards their educational institution. Providing better management and administrative services will surely increase the admissions of more brilliant and talented students.

OBJECTIVES OF THE STUDY

- To study the about the students' expectations and satisfaction levels regarding the administrative procedures in their educational institution.

- To recommend some suggestions for improvements in the educational institution.

METHODOLOGY

This study conducted is done using an exploratory research method. A case study method is used to conduct the study. Around 50 students who are in their Graduation, Post-Graduation and Ph.D. programmed were randomly selected and interviewed using a structured interview schedule. The educational institution selected for the study is located in Hyderabad city of Telangana State. The data collected is analyzed in the form of frequencies and percentages.

RESULTS AND DISCUSSIONS

Following are the results gained in the study:

Level of Leadership Effectiveness of the Head of the Institution

The Results displayed the Table 1 showed that majority (32.00%) of the respondents felt that the leadership of the institution head is somewhat effective, whereas a smaller portion (10.00%) of the respondents felt it is as extremely effective. The head of the institution has to self-check her leadership effectiveness based on some feedbacks from the students, teaching and non-teaching staff so that she/ he can improve themselves in their administration matters.

Table 1: Distribution of the Respondents According to the Rating given for the Leadership Effectiveness of the Head of the Institution

Leadership Effectiveness of the Head of the Institution	Frequency (%)
Extremely effective	5 (10.00)
Very effective	13 (26.00)
Somewhat effective	16 (32.00)
Not so effective	8 (16.00)
Not at all effective	8 (16.00)

Respondents Satisfaction Level Regarding the Policies/ Regulations that the Institution Sets

The results displayed in the Chart 1 showed that majority (44.00%) of the respondents were somewhat satisfied with the policies/ regulations that were set by the institution which they were studying, whereas around 34.00 per cent were very satisfied, 10.00 per cent were not so satisfied, 8.00 per cent were not at all satisfied and a small percent (4.00%) were extremely satisfied.

Around 18.00 per cent of the respondents had given a negative response. Such dissatisfactions arising in the students have to be understood by the administration and some corrective measures in setting institutional policies/ regulations have to be taken, so that these will be beneficial to the students, staff and the institution. Some student representatives can be involved in meetings and discussions when setting up the policies/ regulations. This can help in creating a feeling of belongingness in the students' minds.

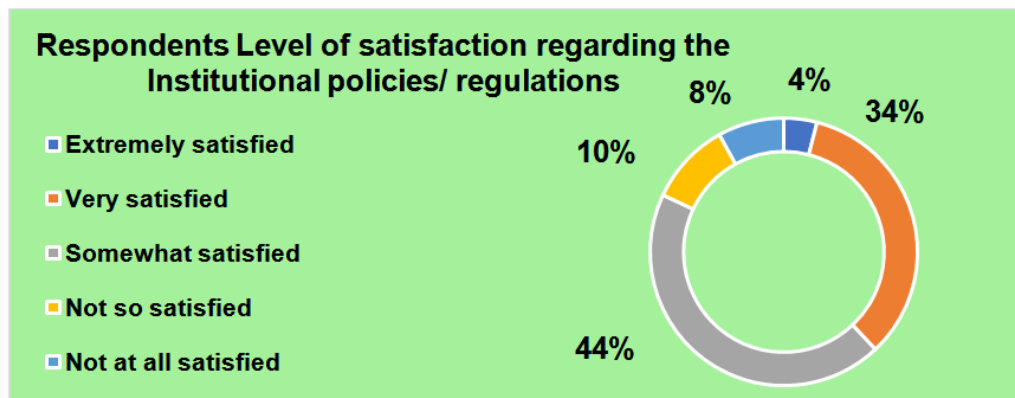


Figure 1: Distribution of Respondents Based on the Satisfaction Level Regarding the Institutional Policies/ Regulations

Frequency of whether or not the Institution Sets the Policies/ Regulations, According to the Student Needs

A majority (36.00%) of the respondents felt that the institution sometimes sets the policies/ regulations, according to the student needs, as seen in Table 2. Another 28.00 per cent feel this action as very often, and a small percentage of respondents (6.00%) felt this was never. Any educational institution is run for the welfare of the students; hence the institution should try to always set the policies/ regulations according to the student needs and benefits.

Table 2: Distribution of the Respondents According to the Opinion on the Frequency of whether or Not the Institution Sets the Policies/ Regulations, According to the Student Needs

Frequency of whether or not the Institution sets the Policies/ Regulations According to the Student Needs	Frequency (%)
Always	6 (12.00)
Very often	14 (28.00)
Sometimes	18 (36.00)
Rarely	9 (18.00)
Never	3 (6.00)

Frequency of whether or not the Institution Head/ Other Staff Takes the Students Inputs in Making Decisions

The results in the Table 3 showed that, the majority (32.00%) of the respondents felt that their institution head/ other staff values or takes the student’s inputs in making decisions regarding the institution, followed by very often (26.00%), always (16.00%), never (14.00%) and rarely (12.00%). It is always important to take inputs from students in making institutional decisions as they are the ones who actually need the output.

Table 3: Distribution of the Respondents Based on the Opinion about the Frequency of whether or Not the Institution Head/ Other Staff Takes the Students Inputs in Making Decisions

Frequency of Whether or not the Institution head/ the Students Inputs in Making Decisions	Frequency (%)
Always	8(16.00)
Very often	13(26.00)
Sometimes	16(32.00)
Rarely	6(12.00)
Never	7(14.00)

Level of Effectiveness of the Institution Staff in Recognizing the Student's Talents

The results in the Table 4 indicated that the majority (32.00%) of the respondents felt that their talents are being recognized by the staff of their institution in a moderately effective level, whereas 26.00 per cent felt it as a very effective level.

Around 14.00 per cent of the respondents gave a negative response as not at all effective, as they feel that their talents are not being recognised by the staff of the institution. Recognizing individual student talents will encourage and motivate them to give their best in academics, sports, and any other extra-curricular activities.

Table 4: Distribution of the Respondents Based on the Opinion about the Effectiveness of the Institution Staff in Recognising the Talents of the Students

Level of Effectiveness of the Institution Staff in Recognizing the Student's Talents	Frequency (%)
Extremely effectively	5(10.00)
Very effectively	13(26.00)
Moderately effectively	16(32.00)
Slightly effectively	9(18.00)
Not at all effectively	7(14.00)

Level of Fairness in the Administrative Procedures According to the Respondents

The level of fairness in the administration, according to the majority (38.00%) of the respondents is somewhat fair, followed by extremely fair (20.00%), very fair (18.00%), not at all fair (14.00%) and not so fair (10.00%), as shown in the Table 5. Around 24 per cent of the respondents gave a negative response regarding this question. The institution's staff should try to maintain an extreme level of fairness in their administrative procedures. The administrative procedures have to be checked from time to time and need to be modified if required for the welfare of students and staff.

Table 5: Distribution of the Respondents Based on the Opinion about the Level of Fairness in the Administrative Procedures of the Institution

Level of Fairness in the Administrative Procedures	Frequency (%)
Extremely fair	10(20.00)
Very fair	9(18.00)
Somewhat fair	19(38.00)
Not so fair	5(10.00)
Not at all fair	7(14.00)

Level of Efficiency of the Administrative Staff According to the Respondents

A majority (44.00%) of the respondents expressed that the administrative staff is moderately efficient. Only a small portion of the respondents expressed that the administration staff is extremely efficient (Table 6). This showed that the administrative staff are not up to the mark in their work efficiency.

Hence, the recruitment should be done carefully for the administrative staffs as all the work related to official matters is done by them. Punishments can be given in case if they do not work properly. The staff can be given bonuses or increments or rewards or prizes or promotions based on their work efficiency. Such motivational practices can be useful to make the staff to improve their work efficiency.

Table 6: Distribution of the Respondents Based on the Opinion about the Level of Efficiency of the Administrative Staff

Level of Efficiency of the Administrative Staff	Frequency (%)
Extremely efficient	4(8.00)
Very efficient	13(26.00)
Moderately efficient	22(44.00)
Slightly efficient	5(10.00)
Not at all efficient	6(12.00)

Level of Helpfulness of the Administrative Staff in Providing the Services the Respondents Require

The results displayed in Table 7 showed that around 40.00 per cent of the respondents expressed that the administrative staff was very helpful in providing the services required like preparing GPA reports, giving the required information etc., whereas 24.00 per cent felt the level of helpfulness as moderately helpful. It is important to note that there are around 10.00 per cent of respondents who feel that the staff are not at all helpful and do not provide the required services. The institutional head should be having a look now and then on the administrative staff to know whether the staff is helpful to the students by providing the required services. Feedback can be taken from the teaching staff and students.

Table 7: Distribution of the Respondents Based on the Opinion about the Level of Helpfulness of the Administrative Staff

Level of Helpfulness of the Administrative Staff	Frequency (%)
Extremely helpful	4(8.00)
Very helpful	20(40.00)
Moderately helpful	12(24.00)
Slightly helpful	9(18.00)
Not at all helpful	5(10.00)

CONCLUSIONS AND SUGGESTIONS TO IMPROVE THE ADMINISTRATION PROCEDURES IN THE INSTITUTION

The results showed that the student respondents had an average level of satisfaction regarding the administration procedure used in their educational institution. The results also showed that few students gave negative responses regarding the institutional policies/ regulations. Hence some student representatives can be involved in meetings and discussions when setting some policies/ regulations/ taking decisions. Another thing to consider is to motivate the students in order to show out their talents in academics, sports, and any other extra-curricular activities. For this individual recognition must be done by the staff. The administrative procedures have to be checked from time to time and need to be modified if required for the welfare of students and staff.

As the students reported work inefficiency in the administrative staff, the recruitment should be done carefully by checking their experience and qualifications. Punishments can be given to the administrative staff if they do not work properly and applause can be given to motivate them if they work properly. The institution head should do an inspection or gather feedback from the students and staff frequently to check the helpfulness of the administrative staff. The satisfaction levels in the students and likeliness of recommending the institution to other students can be increased by providing them with the services required, quality education and teaching, infrastructure facilities, and a safe and homely environment.

A student complaints cell which takes a continuous feedback from the students about their requirements, report the malpractices happening in the institutional administration procedures and takes an immediate action against them can surely be useful for the institutional growth and development. This will also improve the students' satisfaction levels and also decrease the negative opinions in the student's minds about the administration procedures used. These suggestions given as a part of this study can be used as a database to improve the existing administrative procedures and working styles of the administrative staff in other educational institutions too.

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