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A STUDY ON SATISFACTION AMONG UNDERGRADUATE STUDENTSIN BAGALKOT

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Abstract: **Student's satisfaction can be defined as a short-term attitude resulting from an evaluation of student's educational experience, services and facilities. Earlier it was measured by common satisfaction frameworks but later higher education specifies satisfaction models were developed. Student's satisfaction was a significant predictor of learning system.**
To know about the student satisfaction among the students of UG colleges as mentioned above, the several factors I have considered for this study and the objectives of the study are to measure the overall satisfaction of the students on their experience with college facilities.
By analysing the literature review, it can be interpreted that, most of there are several factors of student's satisfaction like infrastructure facilities, teacher's support, service quality, curricular and co-curricular activities. And the majority of the students have satisfied for the overall satisfaction. Because, students satisfy with their all-learning aspects as well as equipment and services provided by their colleges.
The purpose of the study is to know the satisfaction of student's at UG colleges in Bagalkot because, students are the valuable asset of colleges as well as nation, they are the one who will spread the name and fame of the institute.

Key words: **Infrastructure, Service quality, Satisfaction.**

I. INTRODUCTION

Student's Satisfaction is nothing but happy or positive feeling about the study environment. It enhances the student's efficiency to achieve their goal. And also have better place in their career. Student's satisfaction is a significant predictor of learning system. It is defined as extent to which a student feels safe, motivated & satisfied with their learning environment .Student's satisfaction happens when they feel there are having learning capacity, growth and flexible study environment. This shows that students are satisfied at colleges as learning environment meets expectations of every individual. In this present world, organization depends on man power. Students are the most important to the institutes. If they are happy and feel secure at their colleges then only, they can spread the positive word of mouth to the public. In now a day it is important to know about requirement of student with regards to study environment. And it also examines the satisfaction level with different variables. Satisfaction of students is fundamental part of every college. Another most important part is having good, healthy relationship between students and the management. Satisfaction is a positive emotional state of students that can fulfill worth of the study.

II. LITERATURE REVIEW

Sarita Kumari, (2012). In this paper Exploratory research design has been followed. Then outcomes of this research institution may focus towards creating the opportunities for students.(Management Research, 2012, V-2).**Vipin Kumar, (2014).** The findings of this research are students are satisfied with teacher's regularity, their behavior. And also satisfied with the parking area, fee structure and libraries of the institutes. On other hand students shown their dissatisfaction with regards to labs, IT tools, placements ininstitutes. (Engineering Management Research, 2014 p-145-149). **Ismail Wilson, Taifa Darshak A. Desai, (2015).**The findings of this paper are categories all main attributes of classroom furniture in engineering colleges for increasing the satisfaction of every student. (International Journal for Quality Research 10(3) 569–582).**Zinab Aalaoui, Jamal Echaabi, Amine Rahoui, Souad Ben Souda, (2016).**Outcomes of this article is continuous improvement of teaching process talks about perceptions of every student of engineering program of the quality of training through the qualitative survey. (International Journal of Engineering and Science). **Dr. VetriSelvi. M, Dr. V.M. Ponniah, (2017).** The outcome of this study is service quality plays the major role in satisfaction of

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students and also, these service qualities of institution build the relationship between the pre and post attributes of level of student's satisfaction. (International Journal of Research in Business Studies ISSN: 2455-2992, Vol. 4 (2), Dec. 2019).

Problem Statement

The number of higher education institutions and the intake capacity of undergraduate programs in Indian higher education are increasing rapidly. However, the rapid increase in the gross enrollment rate has challenged in the overall education system. Implementing the assurance policies, and the question of which factors determine the UG student's satisfaction for educational services are determined. The needed attention has not been investigation of the explains the UG student's satisfaction of education service within 'Bagalkot'. In this connection a study needs to be conducted to identify the UG student's satisfaction in Bagalkot city.

Objectives of the Study

- To measure the overall satisfaction of the students on their experience with college facilities and services.
- To understand the satisfaction level of students with infrastructure facilities, teacher's support, service quality and curricular and co-curricular activities.

Research Methodology

Research: Descriptive Research

Descriptive research tells about characteristics and phenomenon. This research mainly focusses on questions like why, how, what rather than. Therefore, the tools of survey used the collected data.

Data Source:

- **Primary Data: Field Survey**

In the primary data the researcher collects the data from the primary sources, and the methods are survey, direct asking questions.

- **Secondary Data: Research Paper**

The secondary data is collected from the studies, surveys have done by other researchers.

Data collection Tool: Questionnaire
Contact Method: Personal
Data Processing: SPSS

Sampling Plan:

- **Sample Unit:** Sample unit is selected area where people are responding during the sampling in study.

Sample Unit: Private UG college students

- **Sample Size:** The term used in research for defining the number of respondents included in the sample size.

Sample Size:100

- **Sample Frame:** Sample frame is a thing where sample is drawn. It defines set of elements from which a researcher will select a sample of the target population.

Hypothesis:

H1: Thereis relation between Infrastructure Facility and Overall Satisfaction.
H2: There is relation between Teacher's Support and Overall Satisfaction.
H3: There is relationship between Service Quality and Overall Satisfaction.
H4: There is relationship between Curricular and Co-Curricular Activities and Overall Satisfaction.

Scope of the Study

This study includes that, the student's satisfaction is not only determine the enjoyment of student's time at their colleges, it also helps to know their grades, participation in academics, relationship with teachers and staff, facilities provided by the institutes. And also regulate enjoyment of students at the colleges and also measure the level of dedication towards the studies. The study has opened up an area of research that could provide considerable further benefits for researcher interest in this study.

Limitations

- This study covers only BA, B.Sc., B. Com, BCA and BBA students.
- The study not covers the Government colleges.

III. DATA ANALYSIS

1. Infrastructure Facility

MODEL SUMMARY[B]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.510[a]	.261	.253	.21278

a. Predictors: (Constant), IF

b. Dependent Variable: Rate the overall satisfaction about your college

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.563	1	1.563	34.523	.000[a]
	Residual	4.437	98	.045		
	Total	6.000	99			

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ANOVA[b]

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a. Predictors: (Constant), IF

b. Dependent Variable: Rate the overall satisfaction about your college

COEFFICIENTS[A]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.065	.330		6.258	.000
	IF	.494	.084	.510	5.876	.000

a. Dependent Variable: Rate the overall satisfaction about your college

H1: There is relation between Infrastructure Facility and Overall Satisfaction

Analysis

From the Anova table significant value is .000 which is less than 0.05.

Interpretation

As per the above data, Overall Satisfaction depends on Infrastructure Facility. Since we have found from the regression table the significant value is .000 which less than P value of 0.05. So, we can interpret that Overall Satisfaction depends on Infrastructure Facility. Hence the hypothesis 1 is accepted.

2. Teacher's Support

MODEL SUMMARY[B]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.540[a]	.291	.284	.20833

a. Predictors: (Constant), TS

MODEL SUMMARY[B]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.540[a]	.291	.284	.20833

b. Dependent Variable: Rate the overall satisfaction about your college

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.747	1	1.747	40.246	.000[a]
	Residual	4.253	98	.043		
	Total	6.000	99			

a. Predictors: (Constant), TS

b. Dependent Variable: Rate the overall satisfaction about your college

COEFFICIENTS[A]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.803	.347		5.199	.000
	TS	.546	.086	.540	6.344	.000

a. Dependent Variable: Rate the overall satisfaction about your college

H2: There is relation between Teacher's Support and Overall Satisfaction

Analysis

From the Anova table significant value is .000 which is less than 0.05.

Interpretation

As per the above data, Overall Satisfaction depends on Teacher's Support. Since we have found from the regression table the significant value is .000 which less than P value of

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0.05. So, we can interpret that Overall Satisfaction depends on Teacher's Support. Hence the hypothesis 2 is accepted.

3. Service Quality

MODEL SUMMARY[B]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.244[a]	.060	.050	.23995

a. Predictors: (Constant), SQ

b. Dependent Variable: Rate the overall satisfaction about your college

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.358	1	.358	6.210	.014[a]
	Residual	5.642	98	.058		
	Total	6.000	99			

a. Predictors: (Constant)SQ

b. Dependent Variable: Rate the overall satisfaction about your college

COEFFICIENTS[A]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.379	.250		13.510	.000
	SQ	.165	.066	.244	2.492	.014

a. Dependent Variable: Rate the overall satisfaction about your college

H3: There is relationship between Service Quality and Overall Satisfaction

Analysis

From the Anova table significant value is .001 which is less than 0.05.

Interpretation

As per the above data, Overall Satisfaction depends on Service Quality. Since we have found from the regression table the significant value is .001 which less than P value of 0.05. So, we can interpret that Overall Satisfaction depends on Service Quality. Hence the hypothesis 3 is accepted.

4. Curricular and Co- Curricular Activities

MODEL SUMMARY[B]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.330[a]	.109	.100	.23353

a. Predictors: (Constant), CA

b. Dependent Variable: Rate the overall satisfaction about your college.

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.655	1	.655	12.017	.001[a]
	Residual	5.345	98	.055		
	Total	6.000	99			

a. Predictors: (Constant), CA

b. Dependent Variable: Rate the overall satisfaction about your college

COEFFICIENTS[A]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.676	.383		6.990	.000
	CA	.328	.095	.330	3.466	.001

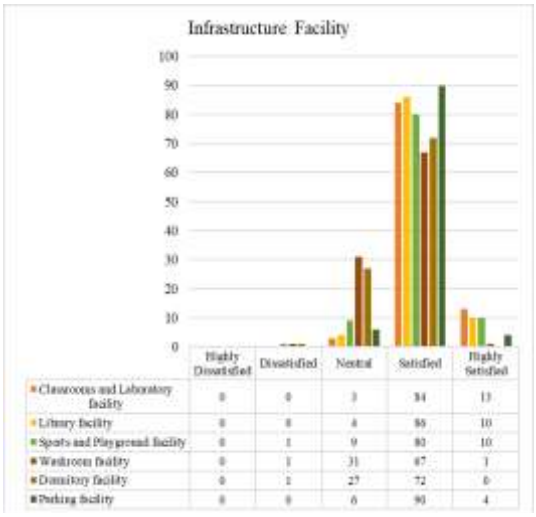
a. Dependent Variable: Rate the overall satisfaction about your college

H4: There is relationship between Curricular and Co-Curricular Activities

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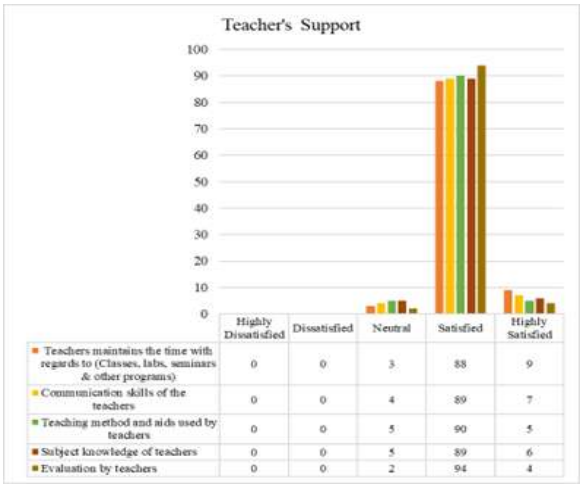
Analysis
From the Anova table significant value is .001 which is less than 0.05.

Interpretation
As per the above data, Overall Satisfaction depends on Curricular and Co-Curricular Activities. Since we have found from the regression table the significant value is .001 which less than P value of 0.05. So, we can interpret that Overall Satisfaction depends on Curricular and Co-Curricular Activities. Hence the hypothesis 4 is accepted.



Analysis
Among 100 students, 84% of the respondents are satisfied with classroom and laboratory facility, 13% are highly satisfied and 3% of them are neutral.86% of respondents are satisfied with the library facility, 10% are highly satisfied and 4% of them are neutral. For the sports and playground facility as many as 80% of the respondents are satisfied, 10% are highly satisfied, 9% of them are neutral and 1% of respondents are dissatisfied.67% of the respondents are satisfied, 31% are neutral, 1% respondents are highly satisfied and 1% of them are dissatisfied.72% of the respondents are satisfied, 27% are neutral and 1% of them are dissatisfied. As many as, 90% of the respondents are satisfied with parking facility, 6% are neutral and 4% of them are highly satisfied.

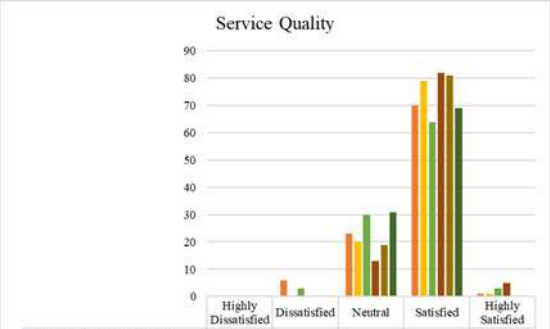
Interpretation
From the analysis, it can be inferred that, most of the students are satisfied with their classroom and laboratory, library, sports and playground, dormitory, washroom and parking facilities. Because, the respondents have well-equipped laboratory materials and sitting arrangements, boards, and overall classrooms. The students have benefitted from the library books as well. Sports activities are encouraging all the students. Hygiene washrooms and dormitory rooms keep students healthier. And they have sufficient area for the vehicle parking.



Analysis
Among 100 respondents, 88% of the respondents are satisfied with the classes, labs, seminars and other program which is taken by teachers, 9% of them are highly satisfied and 3% respondents are neutral. From the above graph, 89% of respondents are satisfied with regards to communication skills of the teachers, 7% of them are highly satisfied and the 4% of the respondents are neutral. As many as, 90% respondents are satisfied with teaching methods and aids used by teachers, 5% of them are highly satisfied and 5% of respondents are neutral. From the above graph, out of 100 respondents, 89% of respondents are satisfied with the subject knowledge of the teachers, 6% of them are highly satisfied and another 5% of the respondents are neutral. Out of 100 respondents, most of the respondents, as many as 94% of the respondents are satisfied with the evaluation done by teachers, 4% of them are highly satisfied and 2% of the respondents are neutral.

Interpretation
From the analysis, it can be inferred that, most of the respondents are satisfied with teacher's regularity with respect to the classes, labs, seminars and other programs. And also, students shown their satisfaction towards teaching method and aids by the teachers, communication skills, subject knowledge of the teachers and evaluation method. Because, teachers set the priorities and organize the day around tasks or activities. Teaching aids make lessons more enjoyable, understandable. They used level of learning process which will helps to enrich the student's vocabulary as well as innovative ideas. They have also maintained fair evaluation in every examination as well as competitions also.

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	Highly Dissatisfied	Dissatisfied	Neutral	Satisfied	Highly Satisfied
Support during admission process by concerned staff	0	6	23	70	1
Student's welfare activities conducted by college	0	0	20	79	1
Counseling sessions held by faculty/staff	0	3	30	64	3
Scholarship information provided by concerned staff/faculty	0	0	13	82	5
Career guidance programs organized by college	0	0	19	81	0
Placement support provided by college	0	0	31	69	0

Analysis

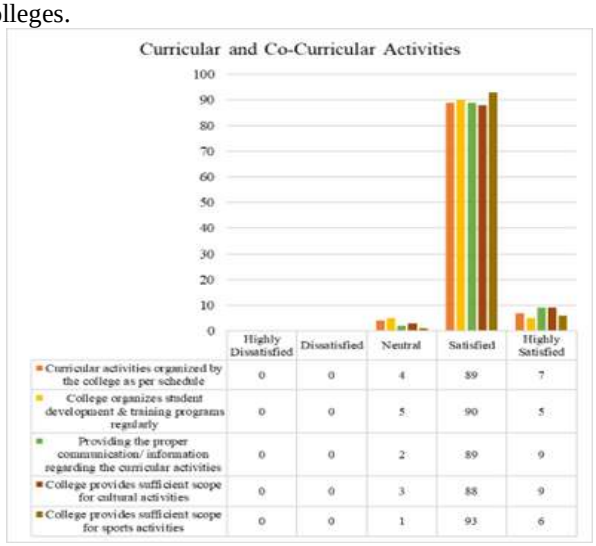
From the above graph, out of the 100 respondents, for the support during admission process by concerned staff ,70% of the respondents are satisfied, 23% of them are neutral, 6% of them are dissatisfied and 1% of the respondents are highly satisfied. Among 100 respondents, 79% of the respondents are satisfied with student's welfare activities which are conducted in the colleges, 20% of the respondents are neutral and 1% of them are highly satisfied. For the counseling sessions held by faculty/staff, 64% of the respondents are satisfied, 30% of them are neutral, 3% of the respondents are dissatisfied and other 3% of them are highly satisfied.

From the above graph, out of 100 respondents, for the scholarship information provided by concerned staff/faculty82% of the respondents are satisfied, 13% of the respondents are neutral and 5% of them are highly satisfied.

As many as 81% of the respondents are satisfied with career guidance programs organized by college and 19% of them are neutral. Among 100 respondents, 69% of the respondents are satisfied with placement support provided by college and other 31% of the respondents are neutral.

Interpretation

From the analysis, it can be inferred that, majority of the respondents are satisfied with support during admissions, welfare activities, counselling sessions, scholarship information, career guidance and placement support provided by colleges. Because, colleges adopt the anti-ragging cell, women anti-harassment cell these can protect the students from various issues and provide a space to address their complaints. And has established the student's suggestion box whereby the students can address their complaints. Teachers are pointing out the positive aspects of various subjects. And some of the students gave the ambiguous response and dissatisfied regarding the counselling sessions maybe they have not gone through the any counseling sessions which are conducting by their colleges.



	Highly Dissatisfied	Dissatisfied	Neutral	Satisfied	Highly Satisfied
Curricular activities organized by the college as per schedule	0	0	4	89	7
College organizes student development & training programs regularly	0	0	5	90	5
Providing the proper communication/ information regarding the curricular activities	0	0	2	89	9
College provides sufficient scope for cultural activities	0	0	3	88	9
College provides sufficient scope for sports activities	0	0	1	93	6

Analysis

Out of 100 respondents, for the curricular activities organized by the college as per schedule, 89% of the respondents are satisfied, 7% of the respondents are highly satisfied and 4% of them are neutral.

From the above graph, out of 100 respondents, as many as 90% of the respondents are satisfied with the college organizes student development & training programs regularly, 5% of them are neutral and other 5% of them are highly satisfied.

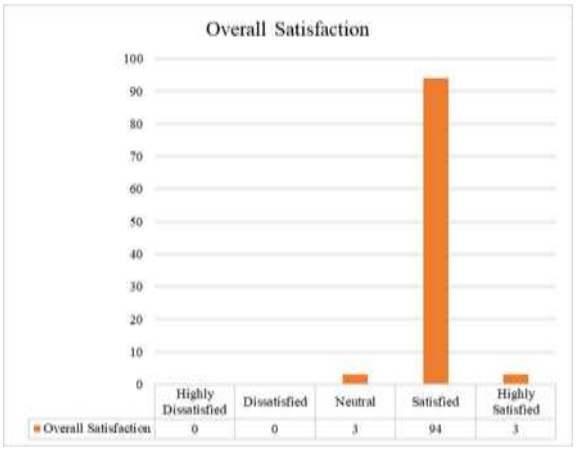
From the above graph, out of 100 respondents, 89% of the respondents are satisfied with providing the proper communication/information regarding the curricular activities, 9% of the respondents are highly satisfied and 2% of them are neutral. Among 100 respondents, 88% of the respondents are satisfied with college provides sufficient scope for cultural activities, 9% of them are highly satisfied and 3% of them are neutral. From the above graph, out of 100 respondents, 93% of the respondents are satisfied withcollege provides sufficient scope for sports activities, 6% of them are highly satisfied and 1% of them are neutral.

Interpretation

From the analysis, it can be inferred that, majority of the students are satisfied for the curricular activities organised as per schedule, student development & training programs, communication/information regarding the curricular activities. providing sufficient scope for cultural and sports activities. Because, the colleges balance the schedule of academic subjects as well as curricular activities. And colleges are organizing development and training program which will help to the students. And they conduct aptitude, placement trainings. Students have got the information from the department notice board or from the college websites.

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And also, colleges maintain our tradition and culture, and they also support for all those kinds of students from the all the aspects. From these aspects students can earn the prizes and awards which will enhance the prestige of the college.



Analysis
Among 100 respondents, 94% of the respondents are satisfied with overall satisfaction with their colleges, 3% of them are neutral and other 3% of them are highly satisfied.

Interpretation
From the analysis, it can be said that, majority of the students have satisfied for the overall satisfaction. Because, students satisfy with their all-learning aspects as well as equipment and services provided by their colleges.

IV. FINDINGS

1. 43% of them are male students, and 57% of them are female students.
2. 62% of the respondents are from third year, 32% respondents from second year and only 6% respondents from first year.
3. 84% of the respondents satisfied with classroom and laboratory facility, 13% are highly satisfied and 3% of them are neutral.
4. 86% of respondents are satisfied with the library facility, 10% are highly satisfied and 45 of them are neutral.
5. For the sports and playground facility 80% of the respondents are satisfied, 10% are highly satisfied, 9% of them are neutral and 1% of respondents are dissatisfied.
6. 81% of the respondents are satisfied with career guidance programs organized by college and 19% of them are neutral.
7. 69% of the respondents are satisfied with placement support provided by college and other 31% of the respondents are neutral.
8. 88% of the respondents are satisfied withcollege provides sufficient scope for cultural activities, 9% of them are highly satisfied and 3% of them are neutral.
9. 93% of the respondents are satisfied withcollege provides sufficient scope for sports activities, 6% of them are highly satisfied and 1% of them are neutral.
10. Overall Satisfaction depends on infrastructure facilities, teacher's support, service quality and curricular activities. Hence the hypothesis 1,2,3 and 4 are accepted.

V. SUGGESTIONS

1. Teachers are having good relationship with the students and maintain the day-to-day task/activities. Still some students are not satisfied towards the counselling sessions conducted by concern faculty/staff, they must give more attention to the requirements of the students.
2. Some students are neutral on training and placement aspects; therefore, colleges should focus more on training, placement and career guidance programme.
3. Most of the students are satisfied with service quality provided by their colleges. Still some students shown dissatisfaction towards the admission process, so that concerned section must improve on this area.

VI. CONCLUSION

Student's satisfaction is very important because students are the valuable asset of the institutes as well as the nation. They are the one who spread the name and fame of the organization. Satisfaction of students is depending on educational experience, services provided by the colleges. Apart from these the factors like infrastructure facilities, teacher's support, service quality and curricular and co-curricular activities. These factors influence not only enjoyment of students, but it also measures how they spend their valuable time at college premises, and also how they perform.

The present study reveals that the all-degree colleges are doing well and providing good infrastructure facility, teacher's support and good curricular and co-curricular activities. But the college need to improve on service quality dimension which includes admission process, placement and career guidance programme.

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