Assessment of Student satisfaction in the Engineering colleges

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ABSTRACT In this study an assessment of student satisfaction has done on the basis of questionnaire survey. Each question is constituted by 5-point scale ranging from 'Very satisfied' to 'Very dissatisfied'. On the quantification of the questionnaire, a ranking of the surveyed colleges have done. The weak areas of the colleges are identified and proper remedial measures prescribed.

Introduction:

A student is a learner, or someone who attends an educational institution. In some nations, the English term (or its cognate in another language) is reserved for those who attend university, while a schoolchild under the age of eighteen is called a pupil in English (or an equivalent in other languages)[1]. In its widest use, student is used for anyone who is learning.

In this study we tried at assess the Students satisfaction level in engineering colleges at Kolkata.

In the present socio-economic demand, there so many engineering colleges have been developed throughout West Bengal state in India. In Kolkata, the main gathering is found. Few of the colleges are running by Government fund and maximum others are by private initiatives. Mostly the colleges are concentrating to open the department like Computer Science, IT and other departments, which require less budget laboratory equipment. Huge number of pass out engineers is available in West Bengal state every year. This number is huge than that of the demand in society. So, it is a craze to learn engineering.

After passing, 50% students are well employed by Multinational Company, 25% engages in teaching job or higher education and less one are unemployed.

It may occur due to the lack of potentiality of the pass outs or may they did not join in the proper branch of engineering.

In this outset, we have done our study.

Objectives:
- To assess the student satisfaction level.
- Ranking of the colleges as per student satisfaction
- To identify the weak areas of dissatisfaction.
- Remedial measures for dissatisfaction.

Methodology:

In this study we develop 14 questions for the students. Ten engineering colleges are surveyed as per the questionnaire in Table 1. Total 50 students are surveyed each from the college. Each question is undergone a 5-point scale ranging from 'Very satisfied' to 'Very dissatisfied' carrying 5 point to 1 point respectively as 5-4-3-2-1 numbers in total 15 [2].

Scoring is given in Table 2 as per the point earned by each college. The 'vital-few' weak areas are found using Pareto Analysis. These weak areas are the identified areas and proper remedial measures are given in the Table 3.

Scoring:
The higher the total score, the greater the satisfaction.

As per the general rule of thumb [3]:
1. 55 Very high
2. 50–54 High
3. 45–49 above average
4. 40–44 Average
5. 35–39 below average
6. 15–34 low

Result and Analysis:

Rank	Colleges	Score	Weak areas (Numbers are the corresponding questions in the Table 1, which identified the Weak areas)
1	B.P. Poddar Inst. Of Mgt. & Tech., Kolkata - 700 052.	4.7	7
2	Bengal Institute of Technology Kolkata	4.63	7
3	Birla Institute of Technology Kolkata-700 050.	4.02	7,9
4	Calcutta Institute Of Engg & Mgt., Kolkata- 700040.	4	7,9
5	Calcutta Technical School , Kolkata 700 013.	3.99	1,3,5
6	College Of Ceramic Technology , Calcutta - 700 010.	3.91	2,3,5
7	College Of Engineerig & Leather Technology, Calcutta 700091.	3.87	1,8,9,10
8	Future Inst Of Engineering & Management , Kolkata	3.81	3,4,7
9	Gurunanak Institute of Technology , Kolkata-700058	3.8	5,6,7
10	Heritage Institute of Technology, Kolkata	3	5,6,7,8,9

Table 2: Score and weak areas of the colleges

From the above result we found that the top ranked college scores 4.7 point and bottom ranked college has 3 point. There is a huge gap between the two. This gap arises due to the weak areas found which is identified as per the questions in Table 1. The remedial measures are given in Table 3.

	Questionnaire	Remedies
1	How satisfied are you with the sort of study you are doing?	Innovative studies should start which involves the student himself/herself.

2	What value do you think the community puts on your study?	Liberal community is essential.
3	In your daily study, how free are you to make decisions and to act on them?	Importance is needed to the thoughts of all the students in the college.
4	How much recognition does your teacher show for a job well done?	Teacher should be liberal as he is an important part of community.
5	How satisfied are you with the type of guidance you have been getting from your teacher?	Teacher should give individual care or guidance to culture the merits of the particular student.
6	To what extent do you get to participate in the supervisory decisions that affect your job?	Involving each student should make any decision.

7	How closely do you feel your teacher observes you?	Student should trust on the teacher.
8	How satisfied are you with the department as it now stands?	Interdepartmental sharing should be needed between colleges, which can identify the lacunae.
9	How satisfied are you with your prestige local community?	Self-motivation and self confidence is needed form all the students.
10	How satisfied are you with your present gradation of examination?	Gradation should do as per the guidance of University Grant Commission and State bodies.

Table 3: Remedies

Conclusion

It is to be concluded that student satisfaction is a very important role to assess the performance of a degree engineering college. Basic responsibilities are from teacher side to satisfy student, then from administrative side and lastly from the student himself/herself. From the above discussion, we knew that the performance level of engineering colleges changes due to student satisfaction. The statistical quantification also identified the gaps between the colleges, as performance is concern which can overcome with remedial measures.

	Questionnaire	1	2	3	4	5
1	How satisfied are you with the sort of study you are doing?	Very dissatisfied	Dissatisfied	No comments	Satisfied	Very satisfied
2	What value do you think the community puts on your study?	None	Bad	No comments	Great	Very great
3	In your daily study, how free are you to make decisions and to act on them?	Not at all		No comments	Free	Very free
4	How much recognition does your teacher show for a job well done?	None	Reluctant	No comments	Good	Great deal
5	How satisfied are you with the type of guidance you have been getting from your teacher?	Very dissatisfied	Dissatisfied	No comments	Satisfied	Very satisfied
6	To what extent do you get to participate in the supervisory decisions that affect your job?	None	Reluctant	No comments	Good	Great deal
7	How closely do you feel your teacher observes you?	Big distance	Distance	No comments	Quite close	Too close
8	How satisfied are you with the department as it now stands?	Very dissatisfied	Dissatisfied	No comments	Satisfied	Very satisfied
9	How satisfied are you with your prestige local community?	Very dissatisfied	Dissatisfied	No comments	Satisfied	Very satisfied
10	How satisfied are you with your present gradation of examination?	Very dissatisfied	Dissatisfied	No comments	Satisfied	Very satisfied
11	How satisfied are you with your status in the class community?	Very dissatisfied	Dissatisfied	No comments	Satisfied	Very satisfied
12	Would you advise a friend to join this college?	No	Make last option	No comments	Your choice	Yes
13	Do you receive a feeling of accomplishment from the work you are doing in your college?	No	Less feeling	No comments	Quite often	Yes
14	Rate the amount of pressure you feel in meeting the work demands of your job in your college.	Great deal		No comments		None

Table 1: Questionnaire

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