

Study Of Students' Satisfaction From Teachers Of Government Aided And Private College In Punjab

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Abstract

Quality Education is the key to national growth and improvement. The success of educational institutions depends on both excellent education and student satisfaction. Student satisfaction with college teachers is an important indication of educational quality, indicating both the efficacy of teaching and the entire learning environment. Understanding the disparities in student satisfaction between Govt Aided and private colleges is critical for raising educational standards across various kinds of colleges. This research aims to analyse and compare student satisfaction with college teachers in both Govt and private institutions, with an emphasis on essential characteristics such as teaching quality, teacher-student interaction, and curricular relevance. A systematic questionnaire was used to gather data from a sample of 200 students from both government aided and private colleges. The research used both quantitative and qualitative analysis to determine satisfaction levels and the underlying causes behind these levels. The survey found that students at private colleges were more satisfied with teaching quality and teacher-student contact, while students in Govt -Aided institutions were satisfied with the curriculum's relevance but recognised a need for more interactive learning techniques. These results indicate that, although private colleges excel at creating a more engaging learning environment, Govt-Aided colleges might benefit from using more interactive teaching approaches. The study emphasises the need of focused changes in both areas to boost overall student satisfaction.

Key Words: - Student satisfaction, Govt Aided and Private College, Quality Education

INTRODUCTION:

Quality education is paramount and regarded as a cornerstone for advancement to enhance the lives of a nation. The effectiveness of educational institutions depends not only on the provision of quality education but also on ensuring student satisfaction.

An individual feels satisfied when their wants and desires are met. A person feels it when performance or result meets expectations. Thus, contentment is the fulfilment of predicted consequences. Achieving expectations is a wilful achievement that brings satisfaction. Satisfaction is the sensation of pleasure or disappointment from comparing performance to expectations Kotler & Keller. Thus, satisfaction is a feeling of pleasure from a service. Satisfaction among students is a transient attitude that arises from an assessment of their educational experiences. Student loyalty is a factor that positively influences and is the ultimate consequence of an educational system (Zeithaml, 1988). Again, Elliot & Shin describe student satisfaction as the subjective assessment of educational results and experience by students. Thus, student satisfaction may be characterised as the result of the comparative degree of experiences and the perceived performance of educational services during the study period, according to Carey et al.

. Government and private institutions often vary in these areas owing to their unique financing systems, management approaches, and institutional aims. For instance, government institutions, which are primarily state-sponsored, have lower tuition and more students

Private colleges, which depend significantly on tuition fees and private financing, often emphasise personalised instruction, contemporary facilities, and specialised programmes.

Therefore, this study aims to investigate the impact of student satisfaction between government-aided colleges

and private colleges. This research will contribute to the existing literature on students' satisfaction with teachers at Punjab's government-aided and private institutions and might inform teacher training, curriculum design, policy changes, infrastructure improvements, and student support systems.

LITERATURE REVIEW:

The review of related studies is an essential requirement for the planning and execution of any research work. This review examines the literature associated with studies that closely align with the current research. Numerous studies have examined the prevalence of Students' Satisfaction from Govt aided and Private college teachers. Researchers evaluated the satisfaction and dissatisfaction levels of students with the study programmes in teacher-educator institutions. Research has proven that now quality must be begun considering the academic satisfaction (Comm & Mathaisel, (2003) .Tian and Wang (2007) feel that college students' contentment represents the total quality of education in normal universities as well as students' learning attitudes, which is one of the variables to consider when evaluating future institutions. Extensive literature exists on the topic of quality education and the level of satisfaction among students inside the teaching and learning system. The study piece included contributions from many foreign researchers who explored various facets of the topic. Satisfaction is a psychological condition (Huang, 2011). Harris, Douglas N., and Tim R. Sass. (2011) Studies indicate that the experience of a teacher has a high influence towards the productivity of the educational institution. Martirosyan, N (2015) examined the impact of selected variables on students' satisfaction in Armenia. Light of the study identified reasonable curriculum and faculty services as key determinants of student satisfaction. Out of the several variables associated with student satisfaction, type of institution effect on students' satisfaction significantly in which students from private institutions reported a significantly higher satisfaction level than their peers at public institutions.

Monazza, et, al (2019) conducted an India-Pakistan teaching and learning study. Researchers examined school differences in student learning and success. Their research recommended changes to teachers' attitudes, knowledge, and instructional approaches to improve student learning.

Student satisfaction surveys and research may assist schools enhance students' satisfaction with weak connections, increase quality assessment, and ensure a teaching system (Zhang et al., 2016).. Student learning satisfaction is an essential component of universities' teaching quality assessment and guarantee systems (Hok et al., 2021). The researcher identified a gap in the existing literature regarding student satisfaction in the Pathankot District (PB) at both Government-aided and private college levels. Previous research addresses educational levels at the school, intermediate, and university stages across various contexts related to the same topic. This research seeks to address the identified gap.

Objectives of the Study:

The present study had the following objectives:

- 1 To study student satisfaction from college teachers of government aided and private college separately gender wise and total
- 2 To study significance difference between student satisfaction from male and female teachers
- 3 To study significance difference between students' satisfaction from govt aided and Private college teachers.
- 4 To make recommendation considering results

HYPOTHESES:

- 1 There will be different level of students' satisfaction from govt aided and private college teachers
- 2 There will be different levels of student satisfaction from college teachers in terms of teachers' gender.
- 3 There will be no difference between students' satisfaction from male and female Govt Aided college teachers.
- 4 There will be no difference between students' satisfaction from male and female Private college teachers.
- 5 There will be no difference between student satisfaction from teachers of govt aided and private colleges.

SAMPLE OF THE STUDY:

Purposive sampling survey method was adopted. Sample was conducted among 200 College students constituted the sample. Survey was conducted among 200 college students of govt aided and Private colleges in Pathankot district (Punjab) selecting 100 students from Govt aided and 10 Students from Private colleges.

TOOL USED

- 1 Students Satisfaction Scale developed by the investigator (2023)

DESCRIPTIVE ANALYSIS OF THE SAMPLE**STATISTICAL ANALYSIS**

As the initial step of analysis mean, median, mode, standard deviation, skewness, and t-test was calculated. The following table presents the descriptive statistics for the variables of interest in this study:

Table-1 Students' satisfaction from govt aided and private colleges

Students' Satisfaction from	N	Mean	SD
Govt Aided teachers	100	120.760	5.7720
Private teachers	100	118.660	4.0383

In the above table the mean score of Students satisfaction from Govt Aided and Private College teachers are 120.760 (S. D=5.7720) and 118.660(S. D=4.0383) indicating that, students' satisfaction from Govt aided college teachers is high than of private college teachers.

Table-2 Overall, Student satisfaction from college teachers in terms of teachers 'gender

Students' satisfaction) From teachers	N	Mean	SD
Male	54	117.000	5.3553
Female	146	120.712	4.6013

In the above table shows the mean difference of students 'satisfaction from of female and male college teachers. It shows that mean score and S.D of male teachers and female teachers are 117.00(S. D=5.3553) and 120.712 (S. D=4.6013) respectively. Students' satisfaction from Female teachers is more than male college teachers.

Table-3 Students' satisfaction from male and female govt aided college teachers.

Students' satisfaction) From Govt aided College teachers	N	Mean	SD	t – ratio	Level of Significance
Male	24	118.750	5.4951	1.986**	0.01 level
Female	76	121.395	5.7459		

****Significant at 0.01 level**

In the above table Shows the mean difference of mean difference of students' satisfaction of male and female teachers. It shows that mean score and S.D of male teachers and female teachers are 118.750(S. D=5.4951) and 121.395 (S. D=5.7459) respectively. The calculated t-value is 1.986 which is not significance at 0.05 level of significance. It indicates that there is no significance of students' satisfaction difference female and male teachers. Therefor the hypothesis "There will be no difference between students' satisfaction from male and female Govt aided college teachers" Accepted

Table -4 Students' satisfaction from male and female Private college teachers.

Students' satisfaction) From Private college teachers	N	Mean	SD	t – ratio	Level of Significance
Male	30	115.600	4.8891	5.694**	0.01 level
Female	70	119.971	2.7451		

****Significant at 0.01 level**

In the above table indicates that the mean difference of mean difference of students' satisfaction of male and female teachers. It shows that mean score and S.D of male teachers and Female teachers are 115.600(S. D=4.8891) and 119.971 (S. D=2.7451) respectively. The calculated t-value is 5.694 at 0.01 level. which is not significance at 0.01 level of significance. It indicates that there is no significance of students' satisfaction difference male and Female teachers. Therefor the hypothesis "There will be no difference between students' satisfaction from Private

Female and male college teachers.” Rejected

Table -5 Student satisfaction from teachers of govt aided and private colleges.

Students' satisfaction from	N	Mean	SD	t – ratio	Level of Significance
Govt Aided teachers	100	120.760	5.7720	2.981**	0.01
Private teachers	100	118.660	4.0383		

****Significant at 0.01 level**

In the above table shows the mean difference of mean difference of students' satisfaction of Govt aided and Private college teachers. It shows that mean score and S.D of govt aided teachers and Private teachers are 120.760(S. D=5.7720) and 118.660 (S. D=4.0383) respectively. The calculated t-value is 2.981 at significant 0.01 level which is not significance at 0.01 level of significance. It indicates that there is no significance of students' satisfaction difference govt aided and Private College teachers.

Therefor the hypothesis “There will be no difference between students' satisfaction of Govt Aided from male and female college teachers.” Rejected

Discussions and Conclusion:

1 These findings have important implications for addressing the issue of students' satisfaction from teachers of government aided and private college in Punjab. indicating that, students' satisfaction from Govt aided college teachers is high than of private college teachers. The higher mean score for government-aided college teachers may indicate better teaching, engagement, and communication. These schools may have more thorough help and advice from instructors. Government-aided institutions may have a more welcoming atmosphere where staff are more inclined to assist, increasing student satisfaction.

2 The Finding of the present study depicted that students' satisfaction from Female teachers is more than male college teachers. Female teacher may be more caring and helpful, creating a pleasant learning atmosphere. Their method may emphasise teamwork and communication, increasing the overall satisfaction of students

3 However there is no significance difference exists between the mean scores of the variable of students' satisfaction of male and Female of Govt aided college teachers. The results indicate that the efficacy of instruction may not intrinsically rely on the educator's gender. Both male and female educators may provide significant educational experiences, and the attributes that enhance student happiness are likely more associated with teaching methodologies than with gender identification. Khaldi & Khatib (2014)

4 However there is significance difference exists between the mean scores of the variable of of students' satisfaction of male and Female of Private college teachers. Mohd Hairi (2012) findings also showed that there is no significant difference between gender and age with quality teaching and learning (teaching, assessment, guidance, and subject.

5 There is significance difference of students' satisfaction difference govt aided and Private College teachers.

It can be concluded that in the context of the existing study that different factors determine the student's satisfaction from teachers in govt aided and private college in Pathankot District (Punjab). Overall students' satisfaction from Govt aided college teachers is high than of private college teachers. Also, Students' satisfaction from Female teachers is more than male college teachers in Total data. But There is no significant difference between students' satisfaction from male and female Govt aided college teachers. There is significance difference between students' satisfaction from male and female Private college teachers. Investigator proved that there is significance result between them. So, it shown the difference students' satisfaction difference of govt aided and private Colleges.

Educational Implications:

A study of students' satisfaction with teachers at Punjab's government-aided and private institutions might inform teacher training, curriculum design, policy changes, infrastructure improvements, and student support systems. The results of the study gave rise to the following recommendations for different stakeholders involved with the educational system, including educators, policymakers, college officials, administrators, teachers, parents, and other experts in the field:

1 The research might indicate teacher development needs if students are more satisfied with private college teachers than government-aided ones (or vice versa). Government-aided institutions may need to spend more in

teacher training to improve pedagogy, classroom management, and subject knowledge.

2 The findings may show that pupils like dynamic instruction, classroom technology, and personalised attention. Educational authorities might train instructors in these best practices.

3 Office hours, mentoring programs, and small group tutorials are a few ideas that schools might use to get more students talking to teachers.

4 Policymakers may be prompted to redress inequalities if government-aided and private colleges are shown to have significantly different levels of satisfaction.

5 The study may motivate institutions to use a more student-centric methodology in both pedagogy and administration.

6 The study facilitates a comparison of satisfaction levels between private and government-aided colleges, enabling government institutions to measure their practices against those of high-performing private institutions.

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