Students Perception and Satisfaction towards Facilities provided By Education Institutions: - A Study of M.K. College of Commerce, Bharuch

Rathod Rakshita Rajendrasinh

Adhoc Lecturer in M.K.College of Commerce, Bharuch. Email Address RakhitaMK392001@gmail.com

Phone Number: - 9998842885 Postal Address: - 19, Dev Darshan Residency, J.B.Modi baug, Near Alid School,

Bharuch - 392001

Dr.Krina Shah

Assistant Professor in Udhna Commerce College, Surat. Email Address: - shahKrinaphd@gmail.com Phone Number: - 9428451227 Postal Address: - Udhana Commerce College, Surat.

Abstract:-

Education gives us a knowledge world around and changes it into something better. It develops in us a perspective of looking at life. It helps us build opinions and have point of view on thinking in life. Facilities are very important for education institutions. It is play a big role in student's growth and institutions growth. If institution provides facilities to students they can growth. The institutions also develop and take an action for future plan.

Key Words: - Education, Facilities, Institutions, Perception, Satisfaction, Students.

Introduction:-

Facilities of Education Institutes is the mirror of education institutes because it can prove that the students are satisfied or not and we can easily understand the students perceptions about education institutions. If Education provide Institutions an all facilities students to the students can learn easily and education grow in up institutions. Some education institutions are providing good facilities to students, so student can well perform in education institutions. Every student is appreciating from education institute for good facilities.

An effective education institution facility is responsive to the changing programs of educational delivery and at a minimum should provide a

physical environment that is comfortable, safe. secure, accessible, well illuminated, well ventilated and aesthetically education pleasing. The institution facilities consists of not only the physical structure and the variety of building systems such as mechanical, plumbing, electrical and power, telecommunications, security and fire suppression systems it includes furnishings also materials supplies, and equipment and information technology as well as various aspects of the building grounds namely athletic fields, playgrounds, areas for outdoor learning and vehicles access and parking.

Example of facilities provided by education institution are Pure Water, Sanitary Pad Vending machine and incinerator. Toilet-Bathroom, Library, Clipping, Reprographic facility, Computer, CC TV Camera, Projector, Language lab for Arts department, Commerce lab Commerce department, Suggestion Box, First Aid Box, Anti-ragging Committee, Seminar Hostel, Room, Dormitories, Revolving Seats With nametag in classroom, network connectivity facilitate presentations, Auditorium, Research Centre, Canteen, Wi-Fi Service, Medical Centre with Ambulance, Community Centre, Post Office, ATM, Banking Service E-Corner, **Fitness** Centre, Learning Centre, IT Infrastructure, Transportation, Mess, Student Common Room, **Sports** Complex, Gymkhana, Meditation, Aerobics, Yoga Room, Scholarship & Freeship, Railway-ST Bus Concession Pass, Lan Service, Library Service E-magazine, E-Book, E-Resource, Greenery, Parking, Garden etc.

Review of Literature:-

Literature review is very important because it will help the research scholar. It has an idea of the previous work and prepares an outline of his work. The review of any published research work provides scope and limitations of the study and helps build the theoretical background. It makes us (researcher) aware of the past works and the present studies in the main and periphery areas of the topic and other relevant issues of

- Educational Institutional and Students of education institutions with regard to student preference and perception. Conceptual theory related contents had been reviewed to identify the research gap on the basis of which the researcher will frame objectives and hypotheses for study and logical conclusion.
- (1) Butt and Rehman (2010) are of the view that academic expert teachers, courses designers, proper lecture hall increase the satisfaction level of students. They pointed out that the basic infrastructure of the academic institute coupled with good faculty, good facilities, library facilities and positive learning environment will definitely have good impact on the positive learning of the students.
- (2) Elliot and Healy (2001) are of the view that along with infrastructure facility and course designing, one of the most important aspect that Students Parents and both commander very important is the placement or functional side of any institution and also the credential of the institution depends more on the variety of the programmes offered on the institution and employability.
- (3) Taun (2012) research on Universities in Vietnam and found that good administrative service quality positively related to students satisfactions. The findings of his study clearly suggest that knowledge of the functioning of a university, skills and attitude of the administrative staff play pivotal role in student's satisfaction.
- (4) Manzoor (2013) who studied in universities in Pakistan found that students' welfare services have

- greater effect on student's satisfaction ratings.
- (5) Encabo (2011) who made his study in Brokenshire College in Philippines found that the quality of academic resources was the most influential factor of student's satisfaction.
- (6) Bagalkoti ET. al. (2006) investigated the perception of students regarding quality in higher education. Study was conduct at Karnataka University in India. A random sample of 90 students was selected. Ratio Analysis was used for analysing the data. Researcher found the following dimensions of quality management; (1) mode of entry into the courses (2) nature of curriculum (3) quality of teaching (4) evaluation process (5) infrastructure of higher education. recommended Researcher that multidisciplinary curriculum should developed to fulfil the expectations of learner, teachers, parents, employers and society.
- (7) Brundaban Ch. Mishhra (1991) pointed out the disparity of Tribal literacy with other population in various districts of Orissa and other states and stated that the difference is due to late exposure to education, and many socio-economic and culture difference. He further points out the fact that the high drop-out rate among tribal children is became of their tradition and overall efforts in education system by the government.
- (8) Ahmed and Nawaz (2011) pointed out that education service quality is a basic measurement of performance of education institutions and it is a very important variable for education institutions to develop a strong perception in student's minds.

> Objective of this Study :-

- (1) To find out the level of satisfaction of student on the facilities and service provided by education institution of M.K.College of Commerce.
 - (2) To study demographic profile of Student of M.K.College of Commerce.

Limitation of the study:

The present study is subject to the following limitations:-

- (1) The researcher has collected primary information through field visit. Due to time and
 - Cost constraints, it is not possible to visit all the educational institutions of the State.
 - Hence the researcher has selected only education institution of M.K.College of Commerce.
- (2) In this study, sample size is restricted to 50 which may not reflect the exact picture of the perception of the students.
- (3) The students generally differ in their opinions. Sometime the difference may be very high in their opinions.
- (4) The researcher has covered only 1 education institute. Hence the findings and suggestions

 Of the present study may not be applicable to the entire education institute situated in Gujarat.

Data Collection Method:

For this study, we have used two types of data i.e. Primary data and Secondary data. The study is mainly based on the primary sources of information collected through field work. The primary data has been collected by visiting education institution in M.K.College Commerce, Bharuch and conducting interviews of the students with the help of multiple choice questionnaires.

The study is mainly based on the primary sources of information collected through field work. The primary data has been collected by visiting Education Institution of M.K.College of Commerce, Bharuch City and conducting interviews of the students with the help of multiple choice questionnaires.

The secondary data has been collected from books, journals, newspapers, official papers; websites etc. have been used.

> Analysis and Interpretation of Data

<u>:-</u>

In this study sample size is 50 students and Cluster Sampling Method is use for analysis.

The Data Collection is 2022-23 academic year. The method of analysis is Chi-Square is

use in this study. The level of significant of fixed at 5% cut off point. Chi-Square value

and corresponding P value have also been calculated.

• HYPOTHESES:-

- (1) H₀ = There is no significant difference between respondent' Pure Drinking Water facility and their preference and perception of college. H₁ = There is a significant difference between respondent' Pure Drinking Water facility and their preference and perception of college.
- (2) H₀ = There is no significant difference between respondent' Canteen facility and their preference and perception of college.
 - H_1 = There is a significant difference between respondent' Canteen facility and their preference and perception of college.
- (3) H₀ = There is no significant difference between respondent'

- Parking facility and their preference and perception of college.
- H_1 = There is a significant difference between respondent' Parking facility and their preference and perception of college.
- (4) H₀ = There is no significant difference between respondent' Garden facility and their preference and perception of college.
 - H_1 = There is a significant difference between respondent' Garden facility and their preference and perception of college.
- (5) H_0 = There is no significant difference between respondent' Pure Drinking Water facility and their preference and perception of college. H_1 = There is a significant difference between respondent' Pure Drinking Water facility and their preference and perception of college.
- (6) H_0 = There is no significant difference between respondent' Library and Reading Room facility and their preference and perception of college.
 - H_1 = There is a significant difference between respondent' Library and Reading Room facility and their preference and perception of college.
- (7) H_0 = There is no significant difference between respondent' Xerox Machine facility and their preference and perception of college. H_1 = There is a significant difference between respondent' Xerox Machine facility and their preference and perception of college.
- (8) H₀ = There is no significant difference between respondent' Lamination facility and their preference and perception of college. H₁ = There is a significant difference between respondent' Lamination

facility and their preference and perception of college.

(9) H₀ = There is no significant difference between respondent' Wi-Fi facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' Wi-Fi facility and their preference and perception of college.

(10)

 $_0$ = There is no significant difference between respondent' IT Infrastructure facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' IT Infrastructure facility and their preference and perception of college.

(11)

 $_0$ = There is no significant difference respondent' between Toilet-Bathroom facility and their preference and perception of college. H_1 = There is a significant difference respondent' Toiletbetween Bathroom facility and their preference and perception of college.

(12)

₀ = There is no significant difference between respondent' Suggestion Box facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' Suggestion Box facility and their preference and perception of college.

(13)

 $_{0}$ = There is no significant difference between respondent' First Aid Box facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' First Aid Box facility and their preference and perception of college.

(14)

 $_0$ = There is no significant difference between respondent' CCTV Camera facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' CCTV Camera facility and their preference and perception of college.

(15)

₀ = There is no significant difference between respondent' LCD Projector facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' LCD Projector facility and their preference and perception of college.

(16)

 $_{0}$ = There is no significant difference between respondent' Computer Lab facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' Computer Lab facility and their preference and perception of college.

(17)

₀ = There is no significant difference between respondent' Anti-ranging Cell facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' Anti-ranging Cell facility and their preference and perception of college.

(18)

 $_{0}$ = There is no significant difference between respondent' Women Development Cell facility and their preference and perception of college. H_{1} = There is a significant difference between respondent' Women Development Cell facility and their preference and perception of college.

(19)

 $_{0}$ = There is no significant difference between respondent' SC-ST Cell facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' SC-ST Cell facility and their preference and perception of college.

(20)

 $_{0}$ = There is no significant difference between respondent' Prevention of sexual harassment cell facility and their preference and perception of college.

 H_1 = There is a significant difference between respondent' Prevention of sexual harassment cell facility and their preference and perception of college.

Η

Η

(21)

 $_{0}$ = There is no significant difference between respondent' Grievance Redressal Cell facility and their preference and perception of college. H_{1} = There is a significant difference between respondent' Grievance Redressal Cell facility and their preference and perception of college.

• Data Analysis Method :-

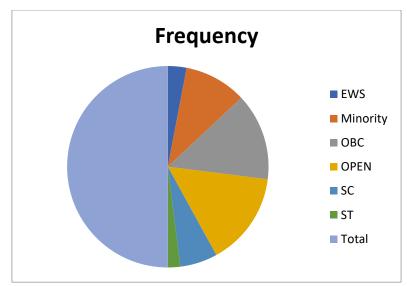
In this study Chi-Square Method is Use for analysis. There are two type of Chi-Square.

First is Goodness of fit test and second is the Chi-Square Test for independence of two Variables.

• Analysis :-

(1) Demographic Analysis:-

Category	Frequency	Percent
EWS	3	6.0
Minority	10	20.0
OBC	14	28.0
OPEN	15	30.0
SC	6	12.0
ST	2	4.0
Total	50	100.0



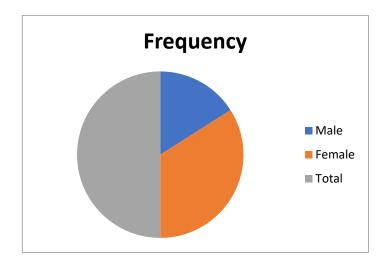
Above table there are 50 respondents. In these 50 respondents there are 3 respondents

Belongs to EWS Category, 10 respondents belongs to Minority, 14 respondents belongs

To OBC, 15 respondents belongs to OPEN, 6 respondents belongs to SC, 2 respondents

Belong to ST respondents included in this study.

<u> </u>		3
	Frequency	Percent
Gender		
Male	16	32.0
Female	34	68.0
Total	50	100.0



In this table out of 50 respondents there are 16 Male and 34 Female respondents included in this study

(2) Facilities Wise Analysis

Facility	Variables	Gender wise		Descriptive	Result
		Male	Female	Statistics (χ² and P Value)	
Pure Drinking Water	Very Satisfied	11	28	$\chi^2 = 1.173$ $P = 0.279$	H ₀ accepted
	Satisfied	5	6		
	Dissatisfied	0	0		
	Very Dissatisfied	0	0		
	Not applicable	0	0		
Canteen	Very Satisfied	0	0	$\chi^2 = 2.168$ $P = 0.141$	H ₀ accepted
	Satisfied	0	0		
	Dissatisfied	1	0		
	Very Dissatisfied	0	0		
	Not applicable	15	34		
Parking	Very Satisfied	7	18	$\chi^2 = 0.368$ $P = 0.544$	H ₀ accepted
	Satisfied	9	16		
	Dissatisfied	0	0		
	Very Dissatisfied	0	0		
	Not applicable	0	0		
Garden	Very Satisfied	5	9	$\chi^2 = 0.740$ H_0 acc P = 0.864	H ₀ accepted
	Satisfied	8	19]	
	Dissatisfied	0	1		
	Very Dissatisfied	0	0		
	Not applicable	3	5		

Library and	Von	8	29	<i>№</i> 2 – 7 701	U acconted
Library and Reading Room	Very Satisfied	0	29	$\chi^2 = 7.781$ $P = 0.020$	H ₁ accepted
	Saustieu			1 - 0.020	
	Satisfied	7	5		
	Dissatisfied	0	0		
	Very	0	0		
	Dissatisfied				
	Not	1	0		
	applicable				
Xerox	Very	8	23	$\chi^2 = 3.064$	H ₀ accepted
Machine	Satisfied			$\mathbf{P} = 0.216$	
	Satisfied	7	11		
	Dissatisfied	0	0		
	Very	0	0		
	Dissatisfied				
	Not	1	0		
	applicable				
Lamination	Very	2	7	$\chi^2 = 1.507$	H ₀ accepted
	Satisfied			$\mathbf{P} = 0.681$	
	Satisfied	4	5		
	Dissatisfied	0	1		
	Very	0	0		
	Dissatisfied				
	Not	10	21		
	applicable				
Wi-Fi	Very	8	13	$\chi^2 = 1.692$	H ₀ accepted
	Satisfied			$\mathbf{P} = 0.639$	
	Satisfied	5	16		
	Dissatisfied	2	2		
	Very	0	0		
	Dissatisfied				
	Not	1	3		
	applicable				

T.	T 7		1.4	2 4 400	
IT	Very	3	4	$\chi^2 = 1.180$	H ₀ accepted
Infrastructure	Satisfied			$\mathbf{P} = 0.554$	
	Satisfied	3	11		
	Dissatisfied	0	0		
	Very	0	0		
	Dissatisfied				
	Not	10	19		
	applicable				
Toilet-	Very	4	18	$\chi^2 = 5.921$	H ₀ accepted
Bathroom	Satisfied			$\mathbf{P} = 0.205$	
	Satisfied	10	13		
	Dissatisfied	2	1		
	Very	0	1		
	Dissatisfied				
	Not	0	1		
	applicable				
Suggestion	Very	5	10	$\chi^2 = 7.108$	H ₀ accepted
Box	Satisfied			$\mathbf{P} = 0.069$	110 accepted
Box	Satisfica			1 - 0.002	
	Satisfied	10	15		
	Dissatisfied	1	0		
	Very	0	0		
	Dissatisfied				
	Not	0	9		
	applicable				
First Aid Box	Very	6	22	$\chi^2 = 3.503$	H ₀ accepted
	Satisfied			$\mathbf{P} = 0.174$	
	G.A. P. I		10		
	Satisfied	9	10		
	Dissatisfied	0	0		
	Very	0	0		
	Dissatisfied				
	Not	1	2		
	applicable				

CCTV	Very	9	30	$\chi^2 = 7.972$	H ₁ accepted
Camera	Satisfied			$\mathbf{P} = 0.047$	
	Satisfied	5	4		
	Dissatisfied	1	0		
	Very	0	0		
	Dissatisfied				
	Not applicable	1	0		
LCD Projector	Very Satisfied	10	23	$\chi^2 = 1.120$ $P = 0.772$	H ₀ accepted
	Satisfied	4	8		
	Dissatisfied	0	1		
	Very Dissatisfied	0	0		
	Not applicable	2	2		
Computer Lab	Very Satisfied	5	12	$\chi^2 = 2.242$ $P = 0.524$	H ₀ accepted
	Satisfied	5	12		
	Dissatisfied	1	0		
	Very Dissatisfied	0	0		
	Not applicable	5	10		
Anti-ranging Cell	Very Satisfied	5	17	$\chi^2 = 3.917$ $P = 0.141$	H ₀ accepted
	Satisfied	4	11		
	Dissatisfied	0	0		
	Very Dissatisfied	0	0		
	Not applicable	7	6		

	1	T =	T	T	T
Women	Very	3	17	$\chi^2=6.353$	H ₀ accepted
Development	Satisfied			P = 0.096	
Cell	C-41-C-1	-	0	_	
	Satisfied	5	9		
	Dissatisfied	0	1		
	Very	0	0		
	Dissatisfied				
	Not	8	7	-	
		0	/		
	applicable				
SC-ST Cell	Very	2	12	$\chi^2=12.042$	H ₁ accepted
	Satisfied			$\mathbf{P} = 0.004$	
	Satisfied	6	16		
	Dissatisfied	0	3	_	
	Very	0	0	_	
	Dissatisfied				
	Dissaustieu				
	Not	8	3	-	
	applicable				
	аррисавие				
Prevention of	Very	2	16	$\chi^2 = 8.129$	H ₁ accepted
Sexual	Satisfied			P = 0.028	
Harassment					
Cell	Satisfied	5	10		
	Dissatisfied	1	0	-	
		ļ -			
	Very				
	Dissatisfied				
	Not	8	8		
	applicable				
~ .				2 225	
Grievance	Very	1	9	$\chi^2=8.327$	H ₀ accepted
Redressal Cell	Satisfied			$\mathbf{P} = 0.080$	
		<u> </u>			
	Satisfied	6	17		
	Dissatisfied	1	0		
	Very	1	0	1	
	•				
	Dissaustied				
	Dissatisfied Not	7	8	-	
	Not	7	8		
		7	8		

> Interpretation :-

- (1) Pure Drinking Water Facilities: We can see that calculated value of Chi-Square is 1.173 and p value is more than 0.05 so H₀ accepted and H₁ is rejected and we can conclude that there is no significant difference between pure drinking water facility of respondents and preference and perception about education institution.
- (2) Canteen: We can see that calculated value of Chi-Square is 2.168 and p value is more than 0.05 so H_0 accepted and H_1 is rejected and we can conclude that there is no significant difference between Canteen facility of respondents and preference and perception about education institution.
- (3) Parking: We can see that calculated value of Chi-Square is 0.368 and p value is more than 0.05 so H_0 accepted and H_1 is rejected and we can conclude that there is no significant difference between Parking facility of respondents and preference and perception about education institution.
- (4) Garden: We can see that calculated value of Chi-Square is 0.740 and p value is more than 0.05 so H_0 accepted and H_1 is rejected and we can conclude that there is no significant difference between Garden facility of respondents and preference and perception about education institution.
- (5) Library and Reading Room: We can see that calculated value of Chi-Square is 7.781 and p value is less than 0.05 so H_1 accepted and H_0 is rejected and we can conclude that there is significant difference

- between Library and Reading Room facility of respondents and preference and perception about education institution.
- (6) Xerox Machine: We can see that calculated value of Chi-Square is 3.064 and p value is more than 0.05 so H₀ accepted and H₁ is rejected and we can conclude that there is no significant difference between Xerox machine facility of respondents and preference and perception about education institution.
- (7) Lamination: We can see that calculated value of Chi-Square is 1.507 and p value is more than 0.05 so H₀ accepted and H₁ is rejected and we can conclude that there is no significant difference between Lamination facility of respondents and preference and perception about education institution.
- (8) Wi-Fi: We can see that calculated value of Chi-Square is 1.692 and p value is more than 0.05 so H₀ accepted and H₁ is rejected and we can conclude that there is no significant difference between Wi-Fi facility of respondents and preference and perception about education institution.
- (9) IT Infrastructure: We can see that calculated value of Chi-Square is 1.180 and p value is more than 0.05 so H₀ accepted and H₁ is rejected and we can conclude that there is no significant difference between IT Infrastructure facility of respondents and preference and perception about education institution.
- oilet-Bathroom: We can see that calculated value of Chi-Square is 5.921 and p value is more than 0.05

so H_0 accepted and H_1 is rejected and we can conclude that there is no significant difference between Toilet-Bathroom facility of respondents and preference and perception about education institution.

(11)

uggestion Box: - We can see that calculated value of Chi-Square is 7.108 and p value is more than 0.05 so H₀ accepted and H₁ is rejected and we can conclude that there is no significant difference between Suggestion Box facility of respondents and preference and perception about education institution.

(12)

irst Aid Box: - We can see that calculated value of Chi-Square is 3.503 and p value is more than 0.05 so H₀ accepted and H₁ is rejected and we can conclude that there is no significant difference between First Aid Box facility of respondents and preference and perception about education institution.

(13)

CTV Camera: - We can see that calculated value of Chi-Square is 7.972 and p value is less than 0.05 so H_1 accepted and H_0 is rejected and we can conclude that there is significant difference between CCTV Camera facility of respondents and preference and perception about education institution.

(14)

CD Projector: - We can see that calculated value of Chi-Square is 1.120 and p value is more than 0.05 so H_0 accepted and H_1 is rejected and we can conclude that there is no significant difference between LCD

Projector facility of respondents and preference and perception about education institution.

(15)

omputer Lab: - We can see that calculated value of Chi-Square is 2.242 and p value is more than 0.05S so H_0 accepted and H_1 is rejected and we can conclude that there is no significant difference between Computer Lab facility of respondents and preference and perception about education institution.

(16)

nti-ranging Cell: - We can see that calculated value of Chi-Square is 3.917 and p value is more than 0.05 so H₀ accepted and H₁ is rejected andF we can conclude that there is no significant difference between Antiranging Cell facility of respondents and preference and perception about education institution.

(17)

omen Development Cell: - We can see that calculated value of Chi-Square is 6.353 and p value is more than 0.05 so H_0 accepted and H_1 is C rejected and we can conclude that there is no significant difference between Women Development Cell facility of respondents and preference and perception about education institution.

(18)

C-ST Cell: - We can see that calculated value of Chi-Square is 12.042 and p value is less than 0.05L so H₁ accepted and H₀ is rejected and we can conclude that there is significant difference between pure drinking water facility of respondents and preference and perception about education institution.

(19)

revention of Sexual Harassment Cell: - We can see that calculated value of Chi-Square is 8.129 and p value is less than 0.05 so H₁ accepted and H₀ is rejected and we can conclude that there significant difference between Prevention of Sexual Harassment Cell facility of respondents and preference and perception about education institution.

(20)

rievance Redressal Cell:- We can see that calculated value of Chi-Square is 8.327 and p value is more than 0.05 so H_0 accepted and H_1 is rejected and we can conclude that there is no significant difference between Grievance Redressal Cell facility of respondents and preference and perception about education institution.

> Suggestion :-

(1) Some students are not known about cell in this college so college give to information about cell to students.

Conclusion:

On this research we say that most of all students satisfied about facilities provided by college. Most of all facilities given by the college to students so there is no issue about college facilities.

> References :-

(1) International Journal of Humanities and Management Sciences (IJHMS) Volume 4, Issue 2 (2016) ISSN 2320-4044 (online) – "Perception of Student with Respect to Quality Service: The case of Business College".

- (2) International Journal of HumanitiesP and Management Sciences (IJHMS)

 Volume 2, No.2 (Special issue Jan 2012) "Factors Affecting College Student's Satisfaction with Major Curriculum Evidence from Nine Years of Data".
- (3) International Journal of Education and Social Science www.ijesnet.com vol.3 10: October-2016. "Educational Service Quality and student's satisfaction in public universities in Kenya.(AugustineG M.Karu. Edward Tanui, Ph.D, Jeremiah M.Kalai,Ph.D)
- (4) Lla Patel, Literacy as Freedom for Women in India, New Frontiers in Education, 33(2), April-June 2003, PP.95-108.
- (5) Ibid 4, p. 56.
- (6)Harpreet Kaur and Dr. G.S. Bhalla (2015), "Satisfaction of Student towards Quality in Higher Education-A Study of Higher Education Sector Punjab (India)".
- (7)Brundabanch. Mishra, "Tribal Literacy in India: A Case Study of Orrisa", <u>Vision</u>, 11 (1-2), July-December 1991, PP.67-77.
- (8) Khan, M., Ahmed, I., and Nawaz, M. (2010). Student's perspective of service quality in higher learning institutions; an evidences based approach International Journal of Business and Social Science, 2(11), 159-164.
- (9)Khosravi, A.A., Poushaneh, K., Roozegar, A. and Sohrabifard, N. (2013), "Determination of factors Affecting Student Satisfaction of Islamic Azad University. Procedia-Social and Behavioural Sciences", 84, 579-583.