

The Level of Satisfaction of Foreign Students at Sam Higginbottom University Allahabad India for Administrative and Academic Performance of Thier University

Mustafa. M. Ali. Alfaki, Ajit Paul, Shalini Bhawana Masih

Abstract- The Summary-The satisfaction of the students has become one of the modern approaches to the development of higher education in various countries in the world and an essential element of the quality and reliability in higher education. Therefore, the objective of this research is to measure the level of satisfaction of foreign students at Sam Higginbottom University Allahabad from administrative and academic performance of the university. To achieve the objectives of the study, a questionnaire consisting (24) component was distributed among (50) foreign students of all disciplines at the University. After the statistical analysis of the results of the questionnaire, it showed that the level of satisfaction of students in 2general was acceptable, and in some cases is good, but not excellent. Both researchers recommend that satisfaction of students is taken into account as a component of quality and reliability, and various university departments seek to meet the needs of students and their expectations.

I. Introduction

The Higher Education and its institutions have received wide attention in the developed and developing countries alike, the university education in India is also of great importance, due to cultural, national and other economic and political factors, and because of the large number of the foreign students who enroll Indian universities in order to raise the standard of education and to improve their social and living conditions. The picture of this interest is the emergence of security agencies and the quality and accreditation of higher education institutions under the supervision of Indian government, which oversee all components/ingredients of the university environment, the goals and mission of the institution, and material resources available within it, and the level of its graduates India,

Manuscript Received on February 2015.

Mustafa. M. Ali. Alfaki, Research scholar, Head Of Department, Associate Professor, Mathematical and Statistics Faculty of Science Sam Higginbottom Institute of Agriculture, Technology and Sciences, Allahabad, India

Prof (Dr.)Ajit Paul, Research scholar, Head Of Department, Associate Professor, Mathematical and Statistics Faculty of Science Sam Higginbottom Institute of Agriculture, Technology and Sciences, Allahabad, India

Dr. Shalini Bhawana Masih, Research scholar, Head Of Department, Associate Professor, Mathematical and Statistics Faculty of Science Sam Higginbottom Institute of Agriculture, Technology and Sciences, Allahabad, India

, and the academic staffs and other people who work within the organization. The agencies produced list of quality standards prepared by the experts and researchers in the field of higher education and its institutions to form a whole calendar lists for those institutions in order to improve the level of higher education institutions and their graduates in India. In the light of this remarkable attention in higher education in it was essential to work to examine the physical and academic elements of Sam Higginbottom University Allahabad to availability of which foreign students at the university look forward to represent the University ideal from the point of view, and this is what this research seeks to study and to examine in order to improve the university and to develop it/for the improvement of the university and its development. It is here highlights (shown) urgency to the need for repairs and updates the task in the field of education in general and in particular the university administration of it, in particular, to its relationship direct with the student, which is the focus of the educational process, they are obliged to accept and receive new students and continue the process of registration and education, and awarding their scores and the completion of the pass out/graduation procedures and provide them with the documents they need to submit to the concerned authorities.

II. The Sam Higginbottom University

The University of **Sam Higginbottom Allahabad** is one of the Indian universities recognized by UGC. It was founded in 1910 as ((Allahabad Agricultural Institute)) under the leadership of Dr. **Sam Higginbottom** in order to improve the economic status of the rural population.

In 1942 it became the first institute in India to offer a degree in Agricultural Engineering. The Institute has produced many of the prominent scientists and agronomists.

In 1997, a team of experts from ICAR and UGC visited the Institute and gave their recommendation that the Institute will be announced as (Deemed University) that was done on March 15, 2000 and became the name of the university:

"SAM HIGGINBOTTOM INSTITUTE OF AGRICULTURE, TECHNOLOGY & SCIENCES" (Formerly Allahabad Agricultural Institute), (Deemed-to-be-University).

It is now the quasi-governmental university (Deemed University) under the Ministry of Education and Higher Education, India.

The academic structure of the University consists of almost

The Level of Satisfaction of Foreign Students at Sam Higginbottom University Allahabad India for Administrative and Academic Performance of Thier University

nine faculties containing nearly 78 academic departments and two research centers.

The university has three basic functions: teaching, research, and community service. We hope that the university would contribute to build an Indian society especially, and Arab and foreign community in general.

Sam Putin University just like any other Indian Universities which follows time system adopted in the study, and adopts English as the primary language in teaching.

III. The problem of Research

The absence of students' satisfaction means a low-quality administrative and academic functioning of the University, and to measure the degree of students' satisfaction with the performance of the university is one of the most important indicators of the quality of education, and will help to develop management strategies and plans to raise the educational level of the university.

The study determined the problem in answering the following main question:

How much foreign students at Sam Higginbottom University Allahabad are satisfied with administrative and academic performance of their university?

The main question is divided into the following sub-questions:

- **What is the degree of foreign students' satisfaction with the university administration?**
- **What is the degree of satisfaction of foreign students for the academic side of the university?**
- **To what extent foreign students are satisfied with service facilities at the university ?**

The Objectives of Research :

The research aims to find out the views of foreign students in the level of quality of education at Sam Higginbottom University Allahabad ; Through :

- Measuring the extent of foreign students' satisfaction with the university's administrative and academic performance.
- Exploring the areas in which the university got degrees of satisfaction as good or acceptable or weak, which will help administration to develop future strategies to improve its performance and scalability.
- to contribute to meet the students' cognitive, educational and administrative needs .

Importance of Research :

The importance of research is to know the main administrative academic and service reforms of Sam Higginbottom University Allahabad as the foreign students think about it in University

Previous studies :

There are some studies and researches that attempted to study the subjects of students satisfaction and their universities performance in a few global and Arab universities few of them are as follows:

- **British higher education , 2001** council conducted an annual survey by which it will measure the student's satisfaction level, and will classify the universities according to this standard; open education university has got 95% while London university of arts got 63%.

- **In USA (Kara and De-Shield , 2004)** studied the relation among the satisfaction of business administration students at **Benselphi university** and their desire to remain in the collage or in the university, and it has been found that there is a positive relationship between the two variables.

- **In Turkey (Baykal, et al , 2005)** studied the satisfaction of nursing faculty students at Istanbul University, it is clear to them that average satisfaction was high in first year and decreased in second year, to back rises in the third year then drops to a minimum in forth year.

- **In Syria (center of quality , 2008)** assurance at Damascus university conducted a study that aims to evaluate the general policies of the university and current situation of educational and administrative processes, The study included students' satisfaction with the performance of the faculties of the University of Damascus, the result has shown the degree of satisfaction ranged from 40% in mechanical and electrical faculty, and 80% in the

faculty of law, however the satisfaction of the faculty of economics was 55%.

- **In Kuwait (Abdurrahman , 2008)** studied in (which was conducted with the title" students feedbacks about the service quality at Kuwait university and applied education and private universities" 60% of the students shown their unsatisfactory about the offered services, and 30% said the service was satisfactory, i.e. equal what was expected, and only 10% said that the service was better than what was expected, and the report has shown that

The private university students are more satisfied than government university students with their university services, and younger students are more satisfied than older, and male students than female students.

- **In Palestine (Al hajjar and Al Mabhooh , 2008)** conducted a survey with the title " Al- Aqsa Palestine university student's satisfaction with the quality of services in the registration process and academic guidance" which was aimed to measure the students satisfactory level in the university with the quality of registration services and academic guidance, as it shown its results that the general standard of students satisfactory in the university was average due to three reasons: communication with employees, registration mechanism, academic program, as far as the satisfaction with the academic guidance is concern so it was weak.

IV. The Methodology of Research

The method that has been adopted in this research is descriptive method, that is the method which aims to collect the facts about the phenomenon that has not been studied previously, this method introduces the phenomenon and defines the effective factors, in this research the foreign students satisfactory level with their university's administrative, academic and service performances at Sam

higginbottom university Allahabad will be disclosed.

Population and Sample of Research :

The study population consisted of foreign students at Sam Higginbottom, the sample was chosen randomly from among the students of Libya, Iraq and Afghanistan to include 50 students during the academic year 2012/2013.

The Stability of Questionnaire:

Cronbach’s Alpha coefficient has been used to stable the questionnaire.

- Reliability Coefficient (Cronbach's alpha coefficient)

Table No 1 Reliability Statistics

Cronbach's Alpha	N of Items
0.66	16

It is clear from the table above that the value of Alpha Cronbach coefficient for the questionnaire was (0.66), this indicates that the value questionnaire stability was high, which assures the researchers the results of application questionnaire.

Results of Research :

To answer the research questions the scalable values have been given for each category of the answer in the applied questionnaire on the students as follows:

In the Table No 2 shows the categories that approved in identifying research and approved values given for each category.

Table No 2

Category for Administration / Teachers		Category for Facilities		Given Value
Rarely	Better treatment	weak	1-5	1
Occasionally	Same treatment	Medium	6-10	2
Frequently	Not as good	Good	11-15	3
Always		Very good	15 +	4
		Excellent		5

Then on the mean for the answers to the relative weight according to the following equation :

$$\text{Relative Weight} = \frac{\text{Mean}}{\text{great given value}} \times 100$$

The following is a presentation of the results, according to the study questions.

V. Answer to the first question

This question states :

what is the level of foreign student’s satisfaction about the University administration?

To answer the question: the mean, the standard deviation and relative weight was calculated, and the following table shows what has been reached :

Table No 3

The mean, the standard deviation and the relative weight of each paragraph of the university administration

No	The administration	Mean	standard deviation	relative weight	level of standard
1	The university administration is obvious and helpful.	2.580	1.108	64.50	good
2	The university administration's dealing of foreign students compared to other students	1.580	0.575	52.67	pass
3	The administration organizes fun and interesting activities	2.220	1.112	55.508	pass
Average		2.127		53.18	pass

The table 3 : notes that the students given an estimated acceptable level of satisfaction about university administration performance, as it reached to 53.18% while the record ratio was 64.50% in : (that the administration is obvious and cooperative) so it means that the administration provides the facilities for foreign students what they need. In spite of this the university administration’s dealing of foreign students compared to the others was low level satisfaction as the average of satisfaction was 52.67%.

Answer to the second question :

This question states :

what is the level of foreign students satisfaction about the university side?

To answer the question : the mean , the standard deviation and relative weight was calculated, and the following table shows what has been reached :

Table 4

The mean, the standard deviation and the relative weight of each paragraph of the faculty members.

No	Teachers	Mean	deviation standard	relative weight	level of standard
1	every teacher records attendance	3.60	0.880	90.00	excellent
2	Teachers give grades to the students which they deserve	3.28	0.921	82.00	Very good
3	Teacher uses textbooks during class hours	3.18	0.900	79.50	very good
4	Teachers make an extra effort to help students in their weaknesses	2.36	1.160	59.00	Pass
5	The teacher provides support and encouragement to all the students	2.54	1.250	63.50	Pass
6	The teacher gives the valuable amount of homework to the students	3.00	0.990	75.00	very good
Average		2.99		74.83	Good+

The table 4 : related to the teachers indicates that the students given an estimated level (very good) for satisfaction level about the performance done by the teachers in the university as the percentage of average reached to 74.83% and this is the evidence of almost complete satisfaction of foreign students with the teachers with reference to "the teachers make an extra efforts to support the students in their weaknesses" that has the low level of students satisfaction.

Answer to the third question :

This question states :

what is the level of satisfaction of foreign students with the service facilities at the university?

To answer this question: the mean , the standard deviation and relative weight was calculated. The following table will show what has been reached :

Table No 5

The mean, the standard deviation and the relative weight of each paragraph of the service facilities

No	Teachers	Mean	deviation standard	relative weight	level of standard
1	service facilities at university in general	2.24	1.153	44.80	weak
2	classroom equipment	2.14	1.107	42.80	weak
3	computer labs equipment at the university	2.58	1.126	51.60	Pass
4	Classrooms proportion to the number of students	3.50	1.165	70.00	good

The table No 5: The student's appreciation for service facilities at the university was generally pass as it is shown the percentage to the average axis has reached up to 52.00% that is acceptable and moderate. While the item related to (the service facilities at the university in general) and the item related to (classroom equipment) has got "weak" level. This indicates the unsatisfactory level of foreign students with service facilities at the university, classroom equipment and in computer labs.

Discussion of results :

This research aimed to find out the satisfaction level of foreign students at **Sam Higginbottom University Allahabad** and their university performance, and the results of this

VI. Recommendations

The researchers recommended the following:

- Considering the standard measure of student's satisfaction with in the criteria of evaluating, and monitoring the administrative and academic performance at the university.
- * Need to take the aspects highlighted by this report into account and particularly where the satisfaction level was weak, and to find out the practical solutions for this by the officials at the university, and work to solve the problems and to reduce the difficulties that may be faced by the foreign students at the university.
- * To organize periodical meetings between foreign students and administration members and teaching staff to bring the views and increase the interaction and communication between the students and the university.
- * To conduct further similar studies to know more about the problems of foreign students, and conducting another study extended to local students (Indians) then comparison between both the studies .

References

- 1 – Cronin J. J., Jr. and Steven A. T. (1994): SERVPERF versus SERVQUAL: Reconciling Performance - Based and Perception - Minus - Expectations Measurement of Service Quality, *Journal of Marketing*, 58 (January), 125-131.
- 2 – Burch, E., Rogers, H. P., and Underwood, J.(1995): Exploring Servers : An Empirical Investigation of the Importance-Performance, Service Quality Relationship in the Uniform Rental Industry .
- 3– Ttraf and Johanna (2003) “ Problems of higher studies in Syrian universities from masters and doctorate students perspective “ *Damascus University Journal* , Volume 19, issue 1 .
- 4 – Kotler, P. (2001): *Marketing Management: Analysis Planning-Implement and Control*, India, Prntice Hall, Inc.
- 5 – Kara, A. and De-Shield, O. W. (2004): *Business Student Satisfaction, Intentions*

report shown that the students satisfaction level was generally Pass and will reach up to the good level but not up to the excellent level. as it was good in “the administration is obvious and cooperative” but in the item “Service facilities in general” and in “ classrooms” the satisfaction level was weak and not more than 44.8%, and this is the indicator that the service facilities in general will not reach up to the acceptable level of foreign students. While we see the only area that got almost very good grade is the faculty member's performance area. This indicates the high level of confidence that foreign students have in their teachers, and their level of advantage scientifically.

and Retention in Higher Education: An Empirical Investigation, Pennsylvania State University-York Campus.

- 6 – Baykal, Ulkuet *al* (2005): Determining Student Satisfaction in a Nursing College, *Nurse Education Today*, Volume 25, issue 4, pages 255-262.
- 7 – Alssari , Abdullah and Zaid (2006) “ The satisfaction of students of the faculty of Education at Sultan Qaboos University for overseeing the academic and the nature of their expectation of it *Jornal of the faculty of Education University of United Arab Emirates* year (21) , issue 23 .
- 8 –Al hajjar and Mabhooh (2008) ” Al- Aqsa Palestine university student's satisfaction with the quality of services in the registration process and academic guidance” <http://www.arab.acrao.org/28/research/13.pdf>