

# A STUDY ON SATISFACTION OF STUDENTS OF PRIVATE AND GOVERNMENT SCHOOLS

Dr. G.Rekha<sup>1</sup> & A.Divya<sup>2</sup>

<sup>1</sup>Assistant Professor, Department of B.Com(CA) & M.Com., PSGR Krishnammal College for Women, Coimbatore.

<sup>2</sup>PSGR Krishnammal College for Women, Coimbatore.

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**ABSTRACT:** Education is the process of facilitating learning, or the acquisition of knowledge, skills, values, beliefs, and habits. Education began in prehistory, as adults trained the young in the knowledge and skills deemed necessary in their society. Education is commonly divided formally into such stages as preschool or kindergarten, primary school, secondary school and then college, university. In most countries today, full-time education, whether at school or otherwise, is compulsory for all children up to a certain age. In India both the public and private sector plays important role in providing school education. Children attend pre-primary schools as early as at the age of five to prepare them for everyday school life and are followed by primary schools. At the age of eleven students in India leave primary school and go to middle school. After four years, at the age of fourteen, they have to take exams in order to successfully finish middle school. At this point, the ten-year compulsory education is finished. The students want to continue their education have to go to a higher secondary school after middle school which continues two years and prepares them for vocational colleges. Thus in this study the importance of school education is considered and students satisfaction has been analysed.

**Key Words:**

## Introduction

In recent years, education sector is expanding very rapidly all over the world. Globalization and digital revolution has created a demand for new and varied disciplines in education. Number of new institutions has been established and enrolment is also on the rise. Students can get information easily and instantly due to advancement in technology and globalization. In this competitive environment, only those institutions can excel which are providing quality education and constructive environment to their students, since these factors can influence their choice of admission. Such factors can satisfy students to their institutions and can affect their decisions to attend.

## Statement of the Problem

In the context of education, student satisfaction refers to the favorability of a student's subjective evaluations of the various outcomes and experiences associated with education. As satisfaction is based on experience, student satisfaction is constantly being influenced by the students' overall experiences. In India both the public and private sector plays important role in providing school education. Thus the study conducted to measure the students satisfaction towards private and government schools have been analysed.

## Scope of the Study

The study entitled as "A Study on Satisfaction of Students Going to Private and Government Schools" conducted to know about the student's perception towards the facilities, infrastructure, extra-curricular activities and teaching provided in the school. It also measures satisfaction level of students towards the school performance.

## Objectives of the Study

- To analyze the facilities provided in the private and government schools.
- To analyze the priority given in Teaching, Co-curricular and Extra-curricular activities.
- To measure the level of satisfaction of students towards the performance of school.

## Research Methodology

The study is conducted by collecting both primary and secondary data. Primary data are those which are collected from the individuals through questionnaire. Purposive sampling technique is used for

collecting targeted sampling from private and government school students in the Coimbatore city. The sample size is 150 respondents.

**Review of Literature**

- **Rafai Adnan, Fahad Mohamed (2016)** their article entitled on “Measuring Student Satisfaction with Performance Enhancement Activities: Evidence from Business Education” A structured questionnaire, based on the service package concept, is used to measure overall student satisfaction. The study also discusses the effect of demographic characteristics on research variables and identifies delivered services in need of improvement. Results indicated that there is room for a lot of improvement in order to increase student satisfaction and achieve the learning goals.
- **RoyaSherafat, C. G. Venkatesha Murthy (2016)**in their article entitled “A comparative Study of government and private school students on their critical thinking and study Habits”. The study was conducted on the sample of 625 students using stratified random sampling technique. Results indicated that Government and Private school students differ on their critical thinking and study habits. Those students who were on Private schools had better critical thinking ability and study habits in favour of Government school students.

**Analysis and Interpretation**

**Chi square analysis – Personal factors and Study factors**

**Hypothesis:** There is no significant relationship between personal factors and type of school.

**Hypothesis:** There is no significant relationship between personal factors and nature of school.

**Hypothesis:** There is no significant relationship between personal factors and medium of education.

**Table :1 Personal factors and Study factors – Chi square analysis**

S. NO	PERSONAL FACTORS	P-VALUE	SIGNIFICANT/NOT SIGNIFICANT	REMARKS
1	Age and Type of school	.008	Significant	Rejected
2	Gender and Type of school	.102	Not Significant	Accepted
3	Class and Type of school	.169	Not Significant	Accepted
4	Age and nature of school	.126	Not Significant	Accepted
5	Class and nature of school	.200	Not Significant	Accepted
6	Age and medium of education	.054	Not Significant	Accepted
7	Gender and medium of education	.104	Not Significant	Accepted

**Source: Primary data**

The Chi square result shows that Gender, class, Age do not have a significant relationship between the study factors. Hence the hypothesis is accepted.

**ANOVA - Personal factors and Satisfaction towards facilities provided**

The satisfaction level of students towards the facilities provided by private and government schools has been analyzed by using ANOVA.

**Hypothesis:** There is no significant association between personal factors and satisfaction towards facilities provided.

**Table :2 Personal factors and Satisfaction towards facilities provided– Anova**

S. NO	PERSONAL FACTORS	P-VALUE	SIGNIFICANT/NOT SIGNIFICANT	REMARKS
1	Age and satisfaction towards facilities provided	.003	Significant	Rejected
2	Class and satisfaction towards facilities provided	.376	Not Significant	Accepted
3	Nature of school and satisfaction towards facilities provided	.001	Significant	Rejected
4	Education qualification of parent and satisfaction towards facilities provided	.000	Significant	Rejected
5	Monthly income and satisfaction	.000	Significant	Rejected

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Source: Primary data

The ANOVA result shows that there is significant association with age, Nature of school, Education qualification, Monthly income with Satisfaction towards facilities provided. Since it is inferred that the hypothesis is rejected.

#### ANOVA - Personal factors and Satisfaction level of Co-curricular & Extra-curricular activities.

The satisfaction level of students towards co-curricular and extra-curricular activities has been analyzed by using ANOVA.

**Hypothesis:** There is no significant association between personal factors and satisfaction towards co-curricular and extra-curricular activities.

**Table :2 Personal factors and Satisfaction towards co-curricular and extra-curricular activities- Anova**

S. NO	PERSONAL FACTORS	P-VALUE	SIGNIFICANT/ NOT SIGNIFICANT	REMARKS
1	Age and satisfaction towards of co-curricular and extra-curricular activities	.059	Not Significant	Accepted
2	Class and satisfaction level of co-curricular and extra-curricular activities	.700	Not Significant	Accepted
3	Nature of school and satisfaction level of co-curricular and extra-curricular activities	.003	Significant	Rejected
4	Education qualification of parent and satisfaction level of co-curricular and extra-curricular activities	.000	Significant	Rejected
5	Monthly income and satisfaction level of co-curricular and extra-curricular activities	.000	Significant	Rejected

Source: Primary data

The ANOVA result shows that there is significant association between Nature of school, Education qualification, Monthly income with Satisfaction towards co-curricular and extra-curricular activities. Since it is inferred that the hypothesis is rejected.

#### Conclusion

The results of this study demonstrate the satisfaction of students going to private and government schools. The infrastructural facilities are very essential for smooth running of any educational institution. There is a need for development of facilities in government school when compared to private school. The government schools lacks in providing facilities for extra-curricular activities. Extra-curricular activity is a part of student's everyday life. It plays a vital role for students to reduce their stress level and take part in their activity. Government school also provides the basic sports facilities and physical education and they provide minimum required infrastructure to meet basic needs.

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