2019

Survey on Satisfaction

Student' welfare Facilities

Prepared: University Statistics & Data Monitoring Unit

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PROLOGUE

This report reveals the estimated statistics of the current level of satisfaction of the student on the welfare facilities provided by the university.

The Statistics of this report are as at June 1, 2018 to November 28, 2018

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1. Introduction

In the future undergraduates should be capable of acting effectively and efficiently in different professions, occupations and social activities. The University has the responsibility to prepare the student for the future as they are the future of the world. Ensuring the care and nurture in a good manner is much important. The undergraduates need support on every way to achieve their target. Apart from the academics, the university needs to Comfort the undergraduates to build a transdisciplinary, innovative and creative graduate. Though then it is all about studies, a university does care not only the studies related issue, but also the well-being of the university students.

While establishing the academic prospect in high status, University of Kelaniya provides and focuses on welfare facilities with the care of their students and to protect and keep them safe. To maintain the good quality of the welfare facilities, the university need know how much of the satisfaction the students have about the facilities provided by the University. This report reveals the overall satisfaction of the of some selected seven major sections in each faculty. This report is much useful to the top management to enhance or keep the quality of the welfare facilities.

2. Methodology

The survey was carried out to calculate the level of satisfaction of the undergraduates on welfare facilities provided by the University. Apart from the faculty of medicine, the Random sample of each faculty was selected and an online survey was conducted using a google form. Convenience sampling was used to distribute the questionnaires among the medical students in the faculty of medicine and the data was entered manually.

The questionnaire consisted of twenty-nine questions with five - point Likert scale responses under seven major categories. We have investigated about the Library Services, IT Lab Facilities, Learning Environment, Hostel Facilities, Medical Career Facilities, Sport Facilities and Canteen Facilities which are highlighted among the welfare requirement of undergraduates. In this report on overall level of satisfaction on welfare and the satisfaction of the above sections was included under each faculty.

The figures indicated in this report are calculated on a scale of hundred.

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3. University Figures

3.1. Overall Figures

The level of overall satisfaction with welfare facilities provided by the University – 72.11%

3.2. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	74
IT Lab Facilities	76
Learning Environment	67.7
Hostel Facilities	69.05
Medical Center Facilities	76[1]
Sports Facilities	76
Canteen Facilities	66

Table 1: Overall Figures - Key factor-wise level of satisfaction

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[1] This figure does not include Medical Faculty Statistics

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4. Faculty Figures

4.1. Faculty of Commerce & Management Studies

Level of overall satisfaction on welfare facilities provided by the University – 68.43%

4.2. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	78
IT Lab Facilities	74
Learning Environment	66
Hostel Facilities	63
Medical Center Facilities	71
Sports Facilities	64
Canteen Facilities	63

Table 2: Faculty of Commerce & Management Studies - Key factor-wise level of satisfaction

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4.3. Faculty of Computing & Technology

Level of overall satisfaction on welfare facilities provided by the University – 72.14%

4.4. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	77
IT Lab Facilities	75
Learning Environment	68
Hostel Facilities	68
Medical Center Facilities	72
Sports Facilities	80
Canteen Facilities	65

Table 3: Faculty of Computing & Technology - Key factor-wise level of satisfaction

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4.5. Faculty of Humanities

Level of overall satisfaction on welfare facilities provided by the University – 63.71%

4.6. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	71
IT Lab Facilities	67
Learning Environment	64
Hostel Facilities	63
Medical Center Facilities	58
Sports Facilities	67
Canteen Facilities	56

Table 4: Faculty of Humanities - Key factor-wise level of satisfaction

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4.7. Faculty of Medicine

Level of overall satisfaction on welfare facilities provided by the University – 77%

4.8. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	87
IT Lab Facilities	79
Learning Environment	79
Hostel Facilities	76
Medical Center Facilities	66
Sports Facilities	79
Canteen Facilities	73

Table 5: Faculty of Medicine - Key factor-wise level of satisfaction

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4.9. Faculty of Science

Level of overall satisfaction on welfare facilities provided by the University – 91.57%

4.10.   Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	93
IT Lab Facilities	93
Learning Environment	90
Hostel Facilities	90
Medical Center Facilities	94
Sports Facilities	91
Canteen Facilities	90

Table 6: Faculty of Science - Key factor-wise level of satisfaction

4.11.   Faculty of Social Sciences

Level of overall satisfaction on welfare facilities provided by the University – 75.43%

4.12.   Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	74
IT Lab Facilities	80
Learning Environment	77
Hostel Facilities	81
Medical Center Facilities	84
Sports Facilities	70
Canteen Facilities	62

Table 7: Faculty of Social Sciences - Key factor-wise level of satisfaction

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5. Notes

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