

Survey on Satisfaction

Students' ICT Facility



*Prepared by: University Statistics & Data Monitoring Unit
University of Kelaniya
statunit@kln.ac.lk*

Table of Contents

List of Figures and Tables	2
1.Prologue	3
2.Introduction	3
3.Methodology	4
4.University Figures	5
4.1.1. Overall figures	5
4.1.2. Key factor wise level of satisfaction.....	5
5.Faculty Figures	5
5.1.1. Faculty of Commerce and Management Studies.....	5
5.1.2. Faculty of Computer and Technology	6
5.1.3. Faculty of Humanities	6
5.1.4. Faculty of Medicines	7
5.1.5. Faculty of Science.....	7
5.1.6. Faculty of Social Sciences.....	8
Notes	9

List of Figures and Tables

Figure 1: Distribution of respondents by ICT Laboratory	4
Table 1 : Overall figure - Key factor wise level of satisfaction	5
Table 2: Faculty of Commerce and Management Studies - Key factor wise level satisfaction	5
Table 3: Faculty of Computer and Technology - Key factor wise level satisfaction.....	6
Table 4: Faculty of Humanities - Key factor wise level analysis.....	6
Table 5: Faculty of Medicines - Key factor wise level satisfaction.....	7
Table 6: Faculty of Science - Key factor wise level satisfaction	7
Table 7: Faculty of Social Sciences - Key factor wise level satisfaction	8

1.Prologue

This report reveals the estimated statistics of the current level of satisfaction on quality of ICT facilities provided by the University to its students.

The statistics are as at 1st July 2018

2.Introduction

Computers are now a fact of life. Computers have created a very effective information system to help streamline the management of an organization. This makes it a much needed tool for every business, banking, government, entertainment, daily life, industry and administration. It can be said of all large organizations, whether the department government or private, use a computer for a variety of their daily business and it is the fastest growing industries in the world today. Even in field of education the contribution of Information Technology is comprehensive. As a leading university of Sri Lanka it’s the duty of University of Kelaniya to provide necessary knowledge about Information Technology to its students.

The industry of Information technology is developing rapidly day by day. So the knowledge and the space to explore the technology also must be improved. Therefore, in order the students to fight with the technology it is needed to identify the ICT needs of the undergraduates on the view of students.

Under the above circumstance, it is important to measure the level of satisfaction of the students on the ICT facilities provided by the university in order to facilitate more in the required sections.

3.Methodology

To calculate the level of satisfaction on quality of ICT Facility provided by the University a survey was carried out to get the responses of the undergraduates. The data was collected by a distributed questionnaire among the students who access to main ICT center as well as the other IT laboratories in Faculties. The following shows the respondent rates from each faculties.

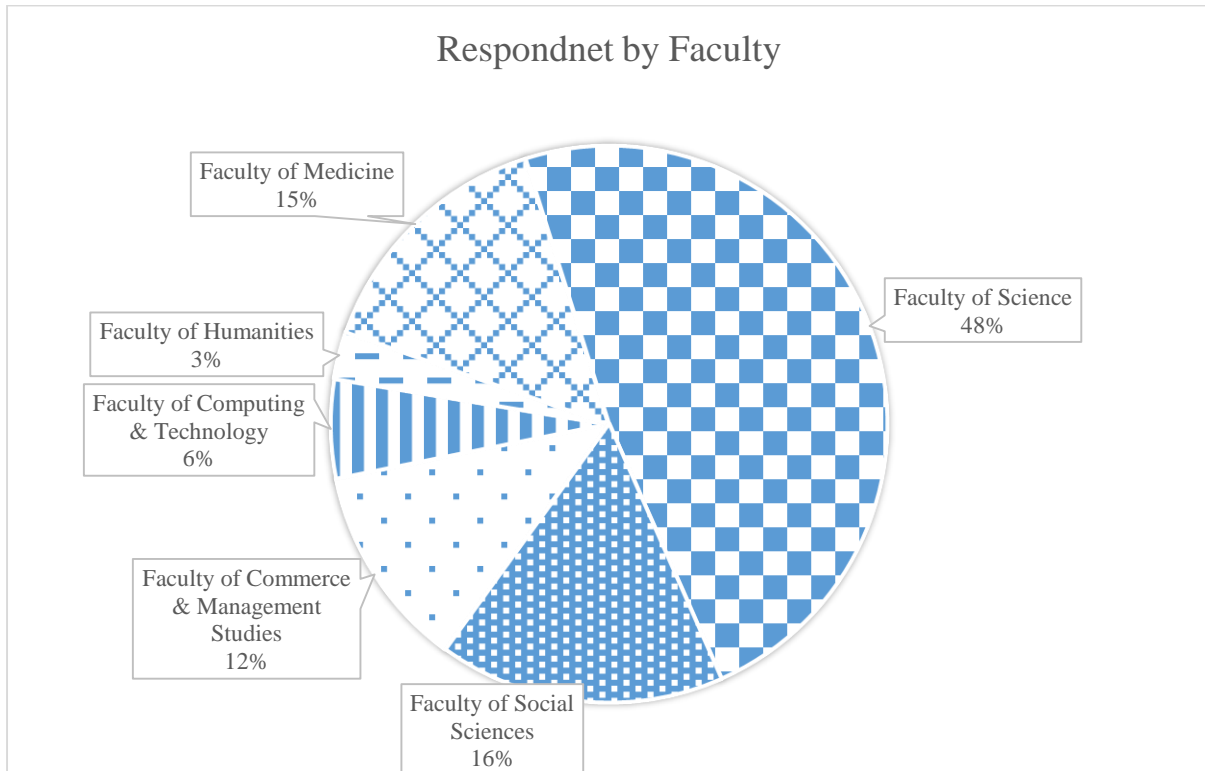


Figure 1: Distribution of respondents by ICT Laboratory

The questionnaire consisted of twelve close ended questions with 5 point likert scale responses along with two alternative responses. Any responder who is not familiar with the particular service to evaluate could select the response “Cannot evaluate” and any respondent who don’t have knowledge about the service in question could select “never heard of service”.

The questions were mainly based on the sections computer facilities of labs, computer hardware, software, staff working in labs, time allocated to use labs, data storage facilities, internet, Wi-Fi and e-mail facility. In this report, the figures which indicate the satisfaction level on ICT facilities provide by the university to the students are denoted on a scale of hundred.

4. University Figures

4.1.1. Overall figures

Level of overall satisfaction on the quality of ICT facility provided by the University = 79.27%

4.1.2. Key factor wise level of satisfaction

Factor	figure(%)
Hardware/ Software	79.27
ICT Staff	79.68
Time	78.69
Internet/ Email/ Wi-Fi	79.53
Other facilities	79.18

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

5. Faculty Figures

5.1.1. Faculty of Commerce and Management Studies

Level of overall satisfaction on the quality of ICT facility provided by the University = 79.62%

Key factor wise level of satisfaction

Factor	figure(%)
Hardware/ Software	79.73
ICT Staff	79.88
Time	79.09
Internet/ Email/ Wi-Fi	79.95
Other facilities	79.43

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

Survey on Satisfaction – Students’ ICT facilities provided by the university

5.1.2. Faculty of Computer and Technology

Level of overall satisfaction on the quality of ICT facility provided by the University = 78.96%

Key factor wise level of satisfaction

Factor	figure(%)
Hardware/ Software	79.26
ICT Staff	79.16
Time	77.72
Internet/ Email/ Wi-Fi	80.17
Other facilities	78.47

Table 3: Faculty of Computer and Technology - Key factor wise level satisfaction

5.1.3. Faculty of Humanities

Level of overall satisfaction on the quality of ICT facility provided by the University = 79.33%

Key factor wise level of satisfaction

Factor	figure(%)
Hardware/ Software	79.29
ICT Staff	80.55
Time	79.11
Internet/ Email/ Wi-Fi	78.46
Other facilities	79.22

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

Survey on Satisfaction – Students’ ICT facilities provided by the university

5.1.4. Faculty of Medicines

Level of overall satisfaction on the quality of ICT facility provided by the University = 78.99%

Key factor wise level of satisfaction

Factor	figure(%)
Hardware/ Software	79.38
ICT Staff	79.44
Time	78.45
Internet/ Email/ Wi-Fi	78.37
Other facilities	79.31

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

5.1.5. Faculty of Science

Level of overall satisfaction on the quality of ICT facility provided by the University = 79.17%

Key factor wise level of satisfaction

Factor	figure(%)
Hardware/ Software	78.75
ICT Staff	79.62
Time	78.41
Internet/ Email/ Wi-Fi	79.49
Other facilities	79.60

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

Survey on Satisfaction – Students’ ICT facilities provided by the university

5.1.6. Faculty of Social Sciences

Level of overall satisfaction on the quality of ICT facility provided by the University = 79.04%

Key factor wise level of satisfaction

Factor	figure(%)
Hardware/ Software	78.99
ICT Staff	79.59
Time	79.07
Internet/ Email/ Wi-Fi	78.77
Other facilities	78.78

Table 1: Faculty of Social Sciences - Key factor wise level satisfaction

Notes