

Survey on satisfaction

Students' welfare facilities

*Key Performing Indicators for The Corporate Plan
2019-2023*



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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, 2017 to June 30, 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.

3. Criteria used to evaluate the quality of welfare facilities

Library Service

- Availability of the library materials right at the time it is in need
- Arrangement system of the library collections
- Maintenance of the library materials and collections
- Adequateness of the library resources
- Responsiveness of the staff
- Opening times of the library
- Adequateness of the number of books issued

IT Lab Facilities

- Responsiveness of the staff
- Knowledgeability of the lab staff
- Adequateness and the accessibility for computer labs
- Adequateness and accessibility of up-to-date computers and software
- Effectiveness of the learning opportunities

Learning Environment

- Space availability for outside class room works (discussion)
- Security system of the University

Hostel Facilities

- Security
- Cleanness and comfortability
- Responsiveness of the staff

Medical Center Facilities

- Availability of medical support
- Responsiveness of the staff
- Medical documentation process at the medical center
- Satisfaction of the treatments and medicines

Sports Facilities

- Interest toward the existing sports events
- Quality of the sports equipment
- Space availability
- Responsiveness of the staff

Canteen Facilities

- Availability of the canteens
- Quality of the foods
- Prices of foods
- Environment of the canteen
- Responsiveness of the staff

4. University Figures

4.1. Overall Figures

The level of overall satisfaction with welfare facilities provided by the University - 71.63%

4.2. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	78
IT Lab Facilities	78
Learning Environment	76
Hostel Facilities	66
Medical Center Facilities	72 ¹
Sports Facilities	73
Canteen Facilities	69

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

¹ This figure does not include Medical Faculty Statistics

5. Faculty Figures

5.1. Faculty of Commerce & Management Studies

Level of overall satisfaction on welfare facilities provided by the University – 73.23%

5.2. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	78
IT Lab Facilities	78
Learning Environment	77
Hostel Facilities	72
Medical Center Facilities	67
Sports Facilities	74
Canteen Facilities	63

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

5.3. Faculty of Computing & Technology

Level of overall satisfaction on welfare facilities provided by the University – 74.33%

5.4. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	76
IT Lab Facilities	78
Learning Environment	70
Hostel Facilities	78
Medical Center Facilities	68
Sports Facilities	79
Canteen Facilities	68

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

5.5. Faculty of Humanities

Level of overall satisfaction on welfare facilities provided by the University – 67.76%

5.6. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	78
IT Lab Facilities	73
Learning Environment	53
Hostel Facilities	68
Medical Center Facilities	55
Sports Facilities	79
Canteen Facilities	66

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

5.7. Faculty of Medicine

Level of overall satisfaction on welfare facilities provided by the University – 69.06%

5.8. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	79
IT Lab Facilities	79
Learning Environment	58
Hostel Facilities	59
Medical Center Facilities	78
Sports Facilities	68
Canteen Facilities	58

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

5.9. Faculty of Science

Level of overall satisfaction on welfare facilities provided by the University – 72.55%

5.10. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	78
IT Lab Facilities	75
Learning Environment	68
Hostel Facilities	66
Medical Center Facilities	76
Sports Facilities	73
Canteen Facilities	69

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

5.11. Faculty of Social Sciences

Level of overall satisfaction on welfare facilities provided by the University – 69.62%

5.12. Key Factor-wise Level of Satisfaction

Factor	Figure (%)
Library Service	73
IT Lab Facilities	78
Learning Environment	68
Hostel Facilities	67
Medical Center Facilities	54
Sports Facilities	77
Canteen Facilities	66

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

6. Notes