Survey on satisfaction of the students on the welfare facilities

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1. Prologue:

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

The statistics are as at August 31, 2017.

2. Introduction:

Undergraduates are the most important aspect of a University. Mainly, they are ones who build up the reputation of the University except for the Academics. Also, they are the ones who would directly involve in making opulence to the world.

Though it is all about studies, a University should not only care about studies and related issues but also the well-being of the students. Students should be provided with additional facilities to make themselves comfortable in studying and improving their knowledge so that innovations as well as new theories in any discipline are come out.

As a leading University of Sri Lanka, University of Kelaniya provides various kinds of welfare facilities to its students. For example, undergraduates of University of Kelaniya receive un-interrupted internet access and also a well maintained library facilities etc.

This report reveals how satisfied students are with the welfare facilities provided by the University.

3. Methodology

To calculate the level of satisfaction of students on welfare facilities provided by the University a survey was carried out to get the responses of undergraduates. A closed ended questionnaire was distributed accordingly among the students in each faculty. Following figure 1 indicates how the responses have varied among the faculties.
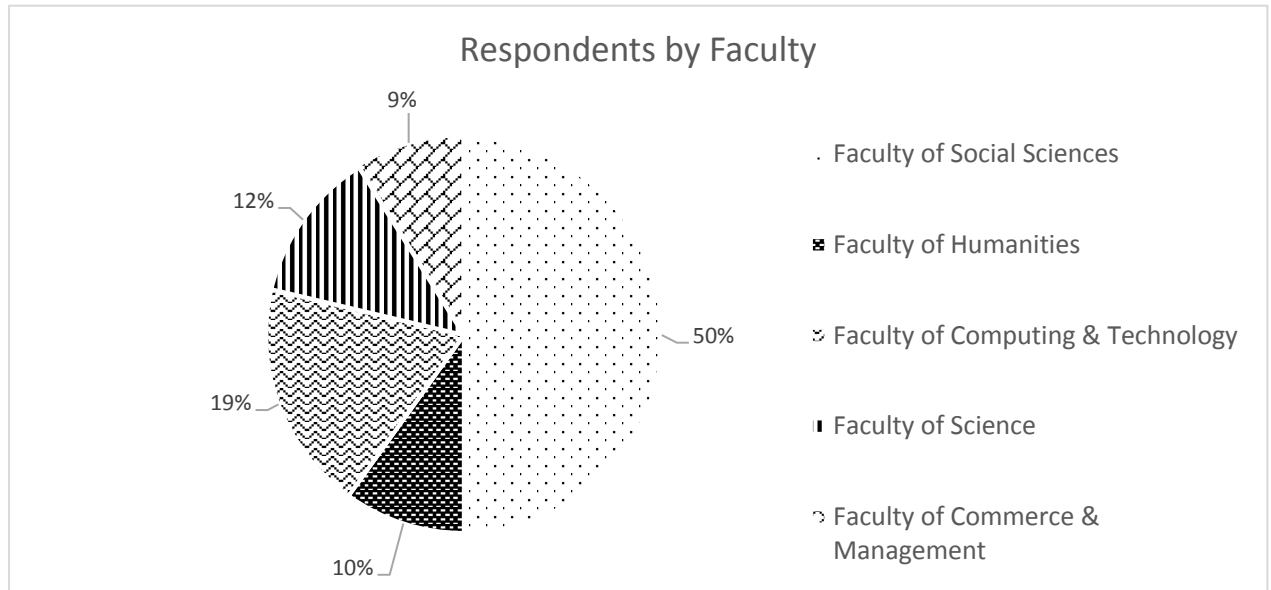

Figure 1: Distribution of respondents by ICT Laboratory

The questionnaire consisted twenty nine questions in which each had five point Likert scale responses. And the questions were arranged to answer the level of satisfaction on seven major sections. They are namely, Library services, IT lab facilities, Learning environment, Hostel facilities, Medical center facilities, Sports facilities, Canteen facilities.

This report reveals the overall level of satisfaction of students on all welfare facilities and overall level of satisfaction of students on each sub section. Also, these values were calculated by each Faculty to point out the level of satisfaction on welfare activities of each faculty.

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

4. University Figures

4.1.1. **Overall figures**

Level of overall satisfaction on welfare facilities provided by the University –69.35%

4.1.2. *Key factor wise level of Satisfaction*

Factor	Figure (%)
Library Services	74
IT lab Services	78
Learning Environment	67
Hostel Facilities	61
Medical Center Facilities	66
Sports Facilities	73
Canteen Facilities	59

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

5. Faculty Figures

5.1.1. **Faculty of Commerce & Management Studies**

Level of overall satisfaction on welfare facilities provided by the University –67.98%

Key factor wise level of Satisfaction

Factor	Figure (%)
Library Services	73
IT lab Services	79
Learning Environment	58
Hostel Facilities	61
Medical Center Facilities	64
Sports Facilities	69
Canteen Facilities	58

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

5.1.2. **Faculty of Computing & Technology**

Level of overall satisfaction on welfare facilities provided by the University – 67.97%

Key factor wise level of Satisfaction

Factor	Figure (%)
Library Services	72
IT lab Services	75
Learning Environment	64
Hostel Facilities	61
Medical Center Facilities	71
Sports Facilities	71
Canteen Facilities	57

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

5.1.3. **Faculty of Humanities**

Level of overall satisfaction on welfare facilities provided by the University – 73.65%

Key factor wise level of Satisfaction

Factor	Figure (%)
Library Services	78
IT lab Services	83
Learning Environment	74
Hostel Facilities	65
Medical Center Facilities	68
Sports Facilities	74
Canteen Facilities	66

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

5.1.4. **Faculty of Science**

Level of overall satisfaction on welfare facilities provided by the University – 67.33%

Key factor wise level of Satisfaction

Factor	Figure (%)
Library Services	73
IT lab Services	76
Learning Environment	62
Hostel Facilities	63
Medical Center Facilities	58
Sports Facilities	71
Canteen Facilities	55

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

5.1.5. **Faculty of Social Sciences**

Level of overall satisfaction on welfare facilities provided by the University –69.74%

Key factor wise level of Satisfaction

Factor	Figure (%)
Library Services	74
IT lab Services	78
Learning Environment	70
Hostel Facilities	61
Medical Center Facilities	66
Sports Facilities	75
Canteen Facilities	59

Table 6: Faculty of Social Sciences - Key factor wise level of satisfaction

Notes