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Student Satisfaction Survey

University of Kelaniya

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**Annual Student Satisfaction
Survey
On
Facilities at The
University of Kelaniya**

University Statistics & Data Monitoring Unit

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Prologue

This report reveals the statistics on the current level of satisfaction of the students about the facilities offered by the University of Kelaniya to the undergraduates of the University.

The statistics of this report are as at November 2019 to December 2020

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1. Introduction

The University of Kelaniya is one of the prominent public Universities of Sri Lanka which is located nearly in the commercial capital of Sri Lanka. Thus, the University is privileged to have more facilities to support the undergraduates of the University to continue their studies comfortably.

This study summarizes the level of satisfaction on ICT facilities, library facilities, medical facilities and welfare facilities such as hostel facilities, canteen facilities and learning environment facilities. The statistics revealed in this report is used as the key performing indicators for the University's corporate plan and the action plan and are used as baselines for planning the prospective actions to be taken by the administration to improve the performance of the University.

2. Methodology

The survey was carried out to calculate the level of satisfaction of the undergraduates on the welfare facilities provided by the University.

The data collection for the survey was conducted using an online questionnaire which was circulated among the undergraduates of the University. The questionnaire consisted 70 closed ended questions and 12 open ended questions covering the library facilities, IT facilities, learning environment, hostel facilities, medical center facilities, sports facilities and canteen facilities. Among the responses, a proportional sample with respect to the total enrollment of each Faculty was selected using the simple random sampling technique under stratified sampling method. 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. The criteria used to evaluate the quality of welfare facilities

The level of satisfaction was measured based on several criteria for each of the major facilities provided by the University for its undergraduates. The corresponding criteria are listed below.

1. 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

2. 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

3. Learning Environment

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

4. Hostel Facilities

- Security
- Cleanness and comfortability
- Responsiveness of the staff

5. Medical Center Facilities

- Availability of emergency medical support and treatments
- Dental services and facilities
- Pharmacy and laboratory facilities
- Responsiveness of the staff
- Cleanliness and the arrangements
- Satisfaction of the treatments and medicines

6. Sports Facilities

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

7. Canteen Facilities

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

4. University Figures

Overall satisfaction with the facilities provided by the University: 77.47%

Satisfaction by Factors:

Table 4-1: University figures on the satisfaction by factors

| Factors | Level of Satisfaction |
|---------------------------------|------------------------------|
| Library facilities | 88.67 |
| Learning environment facilities | 74.13 |
| Hostel facilities | 76.17 |
| Medical facilities | 79.3 |
| Sports facilities | 78.1 |
| Canteen facilities | 66.5 |
| ICT facilities | 79.4 |

5. Figures of Faculty of Commerce and Management Studies

Overall satisfaction with the facilities provided by the University: 70.6%

Satisfaction by Factors:

Table 5-1: Figures of the Faculty of Commerce & Management Studies on the satisfaction by factors

| Factors | Level of Satisfaction |
|----------------------|------------------------------|
| Library | 88 |
| Learning Environment | 70 |
| Hostel | 70.8 |
| Medical | 65.2 |
| Sports | 72 |
| Canteen | 51 |
| ICT | 77.2 |

6. Figures of Faculty of Computing & Technology

Overall satisfaction with the facilities provided by the University: 69.37%

Satisfaction by Factors:

Table 6-1: Figures of the Faculty of Computing & Technology on the satisfaction by factors

| Factors | Level of Satisfaction |
|----------------------|------------------------------|
| Library | 75.8 |
| Learning Environment | 64.8 |
| Hostel | 71.2 |
| Medical | 77.6 |
| Sports | 76.6 |
| Canteen | 54.2 |
| ICT | 65.4 |

7. Figures of Faculty of Humanities

Overall satisfaction with the facilities provided by the University: 75.4%

Satisfaction by Factors:

Table 7-1: Figures of the Faculty of Humanities on the satisfaction by factors

| Factors | Level of Satisfaction |
|----------------------|------------------------------|
| Library | 87.6 |
| Learning Environment | 65.2 |
| Hostel | 73.6 |
| Medical | 82.4 |
| Sports | 75 |
| Canteen | 64.8 |
| ICT | 79.2 |

8. Figures of the Faculty of Medicine

Overall satisfaction with the facilities provided by the University: 81.54%

Satisfaction by Factors:

Table 8-1: Figures of the Faculty of Medicine on the satisfaction by factors

| Factors | Level of Satisfaction |
|----------------------|------------------------------|
| Library | 97.4 |
| Learning Environment | 83.4 |
| Hostel | 78.4 |
| Medical | 80 |
| Sports | 76.6 |
| Canteen | 73.8 |
| ICT | 81.2 |

9. Figures of the Faculty of Science

Overall satisfaction with the facilities provided by the University: 93.46%

Satisfaction by Factors:

Table 9-1: Figures of the Faculty of Science on the satisfaction by factors

| Factors | Level of Satisfaction |
|----------------------|------------------------------|
| Library | 96.4 |
| Learning Environment | 92.4 |
| Hostel | 91.4 |
| Medical | 94.2 |
| Sports | 93.6 |
| Canteen | 91.6 |
| ICT | 94.6 |

10. Figures of the Faculty of Social Sciences

Overall satisfaction with the facilities provided by the University: 74.43%

Satisfaction by Factors:

Table 10-1: Figures of the Faculty of Social Sciences on the satisfaction by factors

| Factors | Level of Satisfaction |
|----------------------|------------------------------|
| Library | 86.8 |
| Learning Environment | 69 |
| Hostel | 71.6 |
| Medical | 76.4 |
| Sports | 74.8 |
| Canteen | 63.6 |
| ICT | 78.8 |

Notes

