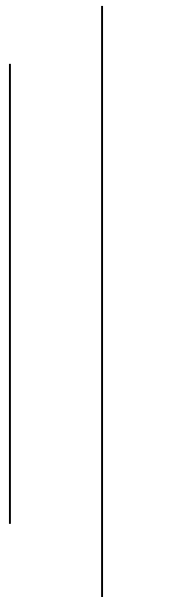


Stakeholder's Satisfaction Survey Report



**A Survey Report Submitted to
The Directorate Office
School of Health and Allied Sciences
Pokhara University**

SUBMITTED BY:

Suresh Jaiswal
Jenny Ojha
Deepak Joshi

SUBMITTED TO:

IQAC of SHAS

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INTRODUCTION:

School of Health and Allied Sciences (SHAS), is one of the dedicated schools belonging to Pokhara University which aims to educate and empower the students with all the required knowledge and skills to transform them into a better and more learned professional.

In order to continue the excellent track, one institution needs to undergo timely self-assessment to identify the overt shortcomings and also the peculiar positive aspects. The negative aspects have to be rectified and brought into line as soon as possible and positive aspects have to be nurtured and promoted.

The purpose of the current survey was to assess the satisfaction status of various stakeholders associated to this institute. The prime stakeholders who were identified were students, parents/guardians, teaching and non-teaching staff members. And opportunity was given to each of the 100 participant to offer suggestions for improvement. The fundamental intention behind this survey was to enable the stakeholders to take part in decision making process for upliftment of the service being provided.

METHODOLOGY:

A survey was conducted in Pokhara University in Jestha-Ashar 2076. Quantitative survey method was adapted for collecting required information. Self-administered structured questionnaire was developed and distributed among 100 participants. Participants were divided into four group's viz.: i) students, ii) teaching staff and iii) non-teaching staff and iv) guardians.

This survey was undertaken with approval of the Director Office, School of health and Allied sciences, Pokhara University. Participants were randomly selected from above mentioned groups of stakeholder. The score sheet was then given to each participant which included various aspects of functioning of this institute and the participants were asked to rate their level of satisfaction for each of the component. Collected data was entered in SPSS version 20 for further analysis. Descriptive statistics was reported for various related factors of the respondents as frequencies and percentage. This report illustrates the findings obtained from the survey.

RESULTS:

The findings of the study are presented below with suitable illustrations.

Table 1. Gender and Stakeholder Distribution:

Particulars	Frequency	Percentage
Gender		
Female	59	59.0
Male	41	41.0
Total	100	100.0
Stakeholders		
Non-Teaching	20	20.0
Parents	20	20.0
Student	40	40.0
Teaching	20	20.0
Total	100	100.0

Majority of the stakeholders were female (59%).

Table 2. Level of satisfaction regarding availability of drinking water and toilet facilities:

Particulars	Availability of drinking water		Toilet facilities	
	Frequency	%	Frequency	%
Not Satisfied	17	17.0	23	23.0
Slightly Satisfied	24	24.0	21	21.0
Moderately Satisfied	18	18.0	23	23.0
Very Satisfied	26	26.0	21	21.0
Extremely Satisfied	15	15.0	12	12.0
Total	100	100.0	100	100.0

Majority of the stakeholders were very satisfied with the availability of drinking water facility (26) with highest of 26%. Majority of the stakeholders were not satisfied with toilet facility (23) with highest of 23%.

Table 3. Level of satisfaction regarding library facilities and infrastructure:

Particulars	Library facilities		Infrastructure	
	Frequency	%	Frequency	%
Not Satisfied	8	8.0	13	13.0
Slightly Satisfied	18	18.0	25	25.0
Moderately Satisfied	33	33.0	31	31.0
Very Satisfied	25	25.0	21	21.0
Extremely Satisfied	16	16.0	10	10.0
Total	100	100.0	100	100.0

Majority of the stakeholders were moderately satisfied with library facilities (33) with highest of 33%. Majority of the stakeholders were moderately satisfied with Infrastructure (33) with highest of 33%.

Table 4. Level of satisfaction regarding access to information and academic environment:

Particulars	Access to information		Academic environment	
	Frequency	%	Frequency	%
Not Satisfied	12	12.0	6	6.0
Slightly Satisfied	17	17.0	17	17.0
Moderately Satisfied	26	20.0	21	21.0
Very Satisfied	30	30.0	42	42.0
Extremely Satisfied	15	15.0	14	14.0
Total	100	100.0	100	100.0

Majority of the stakeholders were very satisfied with access to information (30) with highest of 30%. Majority of the stakeholders were very satisfied with academic environment (42) with highest of 42%.

Table 5. Level of satisfaction regarding website update and administrative facilities:

Particulars	Website update		Administrative facilities	
	Frequency	%	Frequency	%
Not Satisfied	31	31.0	19	19.0
Slightly Satisfied	20	20.0	20	20.0
Moderately Satisfied	17	17.0	22	22.0
Very Satisfied	22	22.0	23	23.0
Extremely Satisfied	10	10.0	16	
Total	100	100.0	100	100.0

Majority of the stakeholders were not satisfied with website update (31) with highest of 31%. Majority of the stakeholders were very satisfied with administrative facilities (23) With highest of 23%.

Table 6. Level of satisfaction regarding internet availability and notice board service:

Particulars	Internet availability		Notice board service	
	Frequency	%	Frequency	%
Not Satisfied	32	32.0	6	6.0
Slightly Satisfied	16	16.0	25	25.0
Moderately Satisfied	20	20.0	16	16.0
Very Satisfied	26	26.0	26	26.0
Extremely Satisfied	6	6.0	25	25.0
Total	100	100.0	100	100.0

Majority of the stakeholders were not satisfied with internet availability (32) with highest of 32%. Majority of the stakeholders were very satisfied with notice board service (26) with highest of 26%.

Table 7. Level of satisfaction regarding public information service and sport facility:

Particulars	Public information service		Sport facility	
	Frequency	%	Frequency	%
Not Satisfied	24	24.0	22	22.0
Slightly Satisfied	14	14.0	28	28.0
Moderately Satisfied	27	27.0	26	26.0
Very Satisfied	25	25.0	13	13.0
Extremely Satisfied	9	9.0	11	11.0
Total	100	100.0	100	100.0

Majority of the stakeholders were moderately satisfied with public information service (27) with highest of 27%. Majority of the stakeholders were slightly satisfied with sport facility (28) with highest of 28%.

Table 8. Level of satisfaction regarding transport facility and social contribution:

Particulars	Transport facility		Social contribution	
	Frequency	%	Frequency	%
Not Satisfied	40	40.0	13	13.0
Slightly Satisfied	16	16.0	26	26.0
Moderately Satisfied	18	18.0	16	16.0
Very Satisfied	16	16.0	32	32.0
Extremely Satisfied	10	10.0	13	13.0
Total	100	100.0	100	100.0

Majority of the stakeholders were not satisfied with transport facility (40) with highest of 40%. Majority of the stakeholders were very satisfied with social contribution (32) with highest of 32%.

Table 9. Association between stakeholders' categories and level of satisfaction regarding social contribution:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(0.0%)	6(30.0%)	3(15.0%)	4(20.0%)	7(35.0%)	20(100.0%)	0.001
Parents	5(25.0%)	8(40.0%)	2(10.0%)	5(25.0%)	0(0%)	20(100.0%)	
Student	7(17.5%)	11(27.5%)	3(7.5%)	15(37.5%)	4(10.0%)	40(100.0%)	
Teaching	1(5.0%)	1(5.0%)	8(40.0%)	8(40.0%)	2(10.0%)	20(100.0%)	
Total	13(13.0%)	26(26.0%)	16(16.0%)	32(32.0%)	13(13.0%)	100(100.0%)	

Table 10. Association between stakeholders' categories and level of satisfaction regarding transport facility:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	4(20.0%)	2(10.0%)	7(35.0%)	3(15.0%)	4(20.0%)	20(100.0%)	0.000
Parents	16(80.0%)	3(15.0%)	0(0%)	1(5.0%)	0(0%)	20(100.0%)	
Student	18(45.0%)	6(15.0%)	4(10.0%)	9(22.5%)	3(7.5%)	40(100.0%)	
Teaching	2(10.0%)	5(25.0%)	7(35.0%)	3(15.0%)	3(15.0%)	20(100.0%)	
Total	40(40.0%)	16(16.0%)	18(18.0%)	16(16.0%)	10(10.0%)	100(100.0%)	

Table 11. Association between stakeholders' categories and level of satisfaction regarding sport

facility:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	2(10.0%)	8(40.0%)	7(35.0%)	3(15.0%)	0(0%)	20(100.0%)	0.674
Parents	6(30.0%)	6(30.0%)	5(25.0%)	1(5.0%)	2(10.0%)	20(100.0%)	
Student	10(25.0%)	8(20.0%)	10(25.0%)	6(15.0%)	6(15.0%)	40(100.0%)	
Teaching	4(20.0%)	6(30.0%)	4(20.0%)	3(15.0%)	3(15.0%)	20(100.0%)	
Total	22(22.0%)	28(28.0%)	26(26.0%)	13(13.0%)	11(11.0%)	100(100.0%)	

Table 12. Association between stakeholders' categories and level of satisfaction regarding public

information service:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	2(10.0%)	2(10.0%)	5(25.0%)	10(50.0%)	1(5.0%)	20(100.0%)	0.004
Parents	11(55.0%)	3(15.0%)	3(15.0%)	2(10.0%)	1(5.0%)	20(100.0%)	
Student	10(25.0%)	8(20.0%)	9(22.5%)	9(22.5%)	4(10.0%)	40(100.0%)	
Teaching	1(5.3%)	1(5.3%)	10(52.6%)	4(21.1%)	3(15.8%)	19(100.0%)	
Total	24(24.2%)	14(14.1%)	27(27.3%)	25(25.3%)	9(9.1%)	99(100.0%)	

Table 13. Association between stakeholders' categories and level of satisfaction regarding notice

board service:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	2(10.0%)	1(5.0%)	4(20.0%)	4(20.0%)	9(45.0%)	20(100.0%)	0.018
Parents	1(5.6%)	10(55.6%)	2(11.1%)	3(16.7%)	2(11.1%)	18(100.0%)	
Student	3(7.5%)	12(30.0%)	6(15.0%)	9(22.5%)	10(25.0%)	40(100.0%)	
Teaching	0(0%)	2(10.0%)	4(20.0%)	10(50.0%)	4(20.0%)	20(100.0%)	
Total	6	25	16	26	25	98	

Table 14. Association between stakeholders' categories and level of satisfaction regarding internet availability:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(0%)	7(35.0%)	5(25.0%)	7(35.0%)	1(5.0%)	20(100.0%)	0.000
Parents	14(70.0%)	2(10.0%)	2(10.0%)	1(5.0%)	1(5.0%)	20(100.0%)	
Student	16(40.0%)	5(12.5%)	6(15.0%)	12(30.0%)	1(2.5%)	40(100.0%)	
Teaching	2(10.0%)	2(10.0%)	7(35.0%)	6(30.0%)	3(15.0%)	20(100.0%)	
Total	32(32.0%)	16(16.0%)	20(20.0%)	26(26.0%)	6(6.0%)	100(100.0%)	

Table 15. Association between stakeholders' categories and level of satisfaction regarding administrative facilities:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(0%)	5(25.0%)	6(30.0%)	4(20.0%)	5(25.0%)	20(100.0%)	0.000
Parents	13(65.0%)	1(5.0%)	2(10.0%)	2(10.0%)	2(10.0%)	20(100.0%)	
Student	6(30.0%)	9(45.0%)	7(35.0%)	13(65.0%)	5(25.0%)	40(100.0%)	
Teaching	0(0%)	5(25.0%)	7(35.0%)	4(20.0%)	4(20.0%)	20(100.0%)	
Total	19(19.0%)	20(20.0%)	22(22.0%)	23(23.0%)	16(16.0%)	100(100.0%)	

Table 16. Association between stakeholders' categories and level of satisfaction regarding website update:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(0%)	9(45.0%)	6(30.0%)	2(10.0%)	3(15.0%)	20(100.0%)	
Parents	13(65.0%)	2(10.0%)	3(15.0%)	2(10.0%)	0(0%)	20(100.0%)	

Student	16(40.0%)	7(17.5%)	2(5.0%)	11(27.5%)	4(10.0%)	40(100.0%)	0.000
Teaching	2(10.0%)	2(10.0%)	6(30.0%)	7(35.0%)	3(15.0%)	20(100.0%)	
Total	31(31.0%)	20(20.0)	17(17.0)	22(22.0)	10(10.0)	100(100.0)	

Table 17. Association between stakeholders' categories and level of satisfaction regarding academic environment:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(0%)	3(15.0%)	4(20.0%)	10(50.0%)	3(15.0%)	20(100.0%)	0.002
Parents	5(25.0%)	8(40.0%)	1(5.0%)	3(15.0%)	3(15.0%)	20(100.0%)	
Student	1(2.5%)	4(10.0%)	11(27.5%)	18(45.0%)	6(15.0%)	40(100.0%)	
Teaching	0(0%)	2(10.0%)	5(25.0%)	11(55.0%)	2(10.0%)	20(100.0%)	
Total	6(6.0%)	17(17.0%)	21(21.0%)	42(42.0%)	14(14.0%)	100(100.0%)	

Table 18. Association between stakeholders' categories and level of satisfaction regarding access to information:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(0%)	4(20.0%)	7(35.0%)	3(15.0%)	6(30.0%)	20(100.0%)	0.000
Parents	9(45.0%)	2(10.0%)	2(10.0%)	5(25.0%)	2(10.0%)	20(100.0%)	
Student	3(7.5%)	8(20.0%)	7(17.5%)	16(40.0%)	6(15.0%)	40(100.0%)	
Teaching	0(0%)	3(15.0%)	10(50.0%)	6(30.0%)	1(5.0%)	20(100.0%)	
Total	12(12.0%)	17(17.0%)	26(26.0%)	30(30.0%)	15(15.0%)	100(100.0%)	

Table 19. Association between stakeholders' categories and level of satisfaction regarding infrastructure:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	2(10.0%)	3(15.0%)	8(40.0%)	4(20.0%)	3(15.0%)	20(100.0%)	0.125
Parents	7(35.0%)	6(30.0%)	4(20.0%)	2(10.0%)	1(5.0%)	20(100.0%)	
Student	4(10.0%)	12(30.0%)	10(25.0%)	10(25.0%)	4(10.0%)	40(100.0%)	
Teaching	0(0%)	4(20.0%)	9(45.0%)	5(25.0%)	2(10.0%)	20(100.0%)	
Total	13(13.0%)	25(25.0)	31(31.0)	21(21.0)	10(10.0)	100(100.0%)	

Table 20. Association between stakeholders' categories and level of satisfaction regarding library facilities:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(0%)	0(0%)	10(50.0%)	6(30.0%)	4(20.0%)	20(100.0%)	0.011
Parents	4(20.0%)	6(30.0%)	6(30.0%)	4(20.0%)	0(0.0%)	20(100.0%)	
Student	4(10.0%)	8(20.0%)	8(20.0%)	9(22.5%)	11(27.5%)	40(100.0%)	
Teaching	0(0%)	4(20.0%)	9(45.0%)	6(30.0%)	1(5.0%)	20(100.0%)	
Total	8(8.0%)	18(18.0%)	33(33.0%)	25(25.0%)	16(16.0%)	100(100.0%)	

Table 21. Association between stakeholders' categories and level of satisfaction regarding toilet facilities:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(0%)	2(10.0%)	6(30.0%)	7(35.0%)	5(25.0%)	20(100.0%)	0.003
Parents	6(30.0%)	9(45.0%)	4(20.0%)	0(0%)	1(5.0%)	20(100.0%)	
Student	14(35.0%)	6(15.0%)	10(25.0%)	8(20.0%)	2(5.0%)	40(100.0%)	
Teaching	3(15.0%)	4(20.0%)	3(15.0%)	6(30.0%)	4(20.0%)	20(100.0%)	
Total	23(23.0%)	21(21.0%)	23(23.0%)	21(21.0%)	12(12.0%)	100(100.0%)	

Table 22. Association between stakeholders' categories and level of satisfaction regarding availability of drinking water:

Particulars	Not Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Total	P value
Non-Teaching	0(.0%)	2(10.0%)	0(.0%)	12(60.0%)	6(30.0%)	20(100.0%)	0.000
Parents	6(30.0%)	4(20.0%)	9(45.0%)	1(5.0%)	0(.0%)	20(100.0%)	
Student	10(25.0%)	12(30.0%)	6(15.0%)	7(17.5%)	5(12.5%)	40(100.0%)	
Teaching	1(5.0%)	6(30.0%)	3(15.0%)	6(30.0%)	4(20.0%)	20(100.0%)	
Total	17(17.0%)	24(24.0%)	18(18.0%)	26(26.0%)	15(15.0%)	100(100.0%)	

CONCLUSION:

The aim of this study was to estimate the level of satisfaction among stake holders of Pokhara University. One fourth of the stakeholders were very satisfied with the availability of drinking water facility. Nearly one-fourth of the stakeholders were not satisfied with toilet facility. More than one-fourth of the stakeholders were moderately satisfied with library facilities. And for most of the aspects assessed, strong association was observed between various categories of stakeholders and their level of satisfaction, implying all the stakeholders have the similar perspective toward those various aspects.