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The Study of the Level of Satisfaction of the Students of the Faculty of Social Sciences with Welfare Services of Imam Khomeini International University of Qazvin

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Abstract

The present article aims to study the level of satisfaction of the students of the Faculty of Social Sciences with welfare services of Imam Khomeini International University of Qazvin. Due to the poor quality of some welfare services of the university and students' dissatisfaction, this subject has been chosen in order to improve the quality of welfare services of the university. A questionnaire containing 11 questions has been used for data collection. SPSS software and Cronbach's alpha index have been used for data analysis and reliability analysis of the questionnaire, respectively. The results indicate the dissatisfaction of the university students. Therefore, it is recommended that the university authorities take the necessary measures in order to increase the students' satisfaction and the level of university welfare services.

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1. Introduction

Universities as providers of academic services are of great importance in any society since the progress of a society depends on its universities and scientific centers. Therefore, the members of a society seek education in order to develop their society. As a result, their scientific and cultural character takes shape in the university. Accordingly, universities should employ experienced and expert professors in order to achieve their great goal which is the

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development of their country and society. Of course, besides teaching various sciences, universities are also responsible for the promotion of the society's culture and should educate learned and cultured people in the society. Students are the clients of universities and research centers. By learning different sciences, students form the industry of a country. Therefore, universities' task is to increase the quality of their academic and research services day by day. At the same time, welfare services including food services, research and educational loans, proper dormitories, libraries with plenty of books and theses and other factors create favorable conditions for students in order to make every effort to achieve the above-mentioned goals. If universities neglect to provide these conditions, their student admission dramatically reduces since students' satisfaction and the level of student admissions are interrelated.

Accordingly, we decided to conduct this study in Imam Khomeini International University. Unfortunately, due to the shortage of time and budget, further sampling at a larger scale was not possible and the students of Faculty of Social Sciences have been chosen. This faculty includes some majors such as industrial management, MBA, general psychology, accounting, law, future studies, physical education and political science.

For data collection, questionnaire method which tests 11 variables of welfare services has been used. The results are presented in the chapter of data analysis. Cronbach test method has been used for reliability analysis of the questionnaire.

2. Statement of Problem

After identifying the poor quality and some shortcomings in providing university welfare services and dissatisfied students, we decided to inform the university administrators of the students' satisfaction and ask them to examine and improve the quality of welfare services.

3. The Importance of the Subject

University is a place where the members of society are educated and enlightened. The students who seek to acquire knowledge and start working after graduation make a significant contribution to the development of industry in the society. As a result, the quality and reliability of scientific centers is of great significance. The level of students' satisfaction with educational and welfare services in the university greatly contribute to the proportion of student admissions in the university. Through studying the level of satisfaction of students in the Faculty of Social Sciences of Imam Khomeini International University of Qazvin, we aim to increase the quality of welfare services and students' satisfaction.

4. Review of Literature

The success of all organizations and institutions such as manufacturing or services, profit or non-profit and governmental or non-governmental organizations is influenced by several factors. One of the most important factors is considering customer satisfaction for achieving success in the business. Today, gaining customer satisfaction is one of the basic requirements of quality management systems and models of excellence. The different features of services complicate the evaluation of service quality and consequently its improvement. This requires using an appropriate tool for the evaluation of the quality of an intangible product. In addition, service unlike tangible goods is not storable, duplicable and does not remove defects. The customer is often present at the time of service provision and directly observes the existing defects. This indicates the sensitivity to improve quality in the field of services. It should be noted that due to the plenty number of human resources for carrying out service activities, the standardization of service quality seems impossible (Noorolsana et al., 2008).

Educational and research services, especially the services that are provided by universities and institutes of higher education are one of the important service fields in any society which play a unique role in the development of society. Therefore, taking into consideration the improvement of the quality of educational and research services always seems necessary. The lack of employment of scientific methods in assessment and improvement of the quality of education and research services leads to poor utilization of intellectual capitals in society and poor policy-making in researching. In addition, the increasing development of educational and research centers in the

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