

Student's Satisfaction of Various Services Provided by the Faculty of Traditional Medicine

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1. Abstract

This study was aimed to assess the student satisfaction of various services and facilities provided by the institute for the general welfare of the students. From the entire population of trainees (84) at the Faculty of Traditional Medicine, 30 were included for the study as this number was enough for me to get generalizable data. Stratified Random sampling method was employed in which a total of 6 trainees from each class were included in the study population in a random way. Self-administered questionnaires were used for the interview through closed set of questions for quantitative data and unstructured interview with open-ended questions were employed for qualitative data collection. My study assessed various services in the areas of library, IT and internet, classroom, hostel room, teaching faculty and other areas which include play grounds, daily meals, literary activities and co-curricular activities. The study showed that students are not satisfied with the lack of playground and free Wi-Fi connectivity, inadequate water supply in the hostel, library rooms and IT rooms being closed during most of the week days and the majority of lecturers being absent during the teaching days. On the other hand, students are satisfied with classroom facilities, presence of enough computers, fans in the hostel and the teachers being well trained.

2. Introduction

An educational institution refers to an administrative unit with a principal or other head, which has teachers and other personnel in its service, and which is liable to keep books and compile other documentation, in which students are registered, whose activities are regulated by a legal act or decree, which follows

a national curriculum, and which is financed and controlled by a public authority (Tilastokeskus, 2011). Therefore, an educational institution is concerned mainly with educational purposes for the students or trainees with different infrastructures and facilities needed for comfortable learning. Besides efficient lecturers and teachers, the services provided by the institution which includes libraries, digital library and information technology, co-curricular activities, literary activities, seminars, workshops and tours, and other facilities like demonstration room and laboratories for medical courses play a major role in determining the performance of students (Hilali, 2014). The available, complete and efficient presence of required facilities and services would thus influence the satisfaction level of trainees and students. In Bhutan, where education is free, every government schools and colleges are provided free education infrastructures while the presence of services and some other facilities depend on administration of different institutions. Effective services and facilities are more important in the colleges where students are required to do more exploratory studies and self-centered learning (Celia, 2010).

As of 2014, there were eight institutes and one private college under the Royal University of Bhutan (RUB), two medical institutes under the Khesar Gyalpo University of Medical Sciences of Bhutan (KGMUS) (Dawa, 2016). Among two medical institutes under the Khesar Gyalpo University of Medical Sciences, the faculty of traditional medicine was established in the year 1971 as the department of health sciences under the name National Institute of Traditional Medicine. Later in the year 2008, it became the constituent of the Royal University of Bhutan, and in the year 2013, it became the part of Khesar Gyalpo University of Medical Sciences under the new name Faculty of Traditional Medicine (Bhutan Education info, 2018). As a college of Traditional Medicine, it provides education in traditional medicine through two different courses,

namely, the three years course known as Diploma in Traditional Medicine and five years course known as Bachelor in Traditional Medicine (KGUMSB, 2017). The college has libraries, internet connectivity and Information technology, immaculate and available classrooms, digital teaching equipment, demonstration room, laboratory (Practical Hall), auditorium (Multipurpose hall), prayer hall (Lhakhang), hostels, toilets and enough water supplies. The college engages the trainees in literary activities like debate and extempore speech, and co-curricular activities like games and cultural practices. The trainees are also engaged in learning other skills and practices through three different clubs known as culture, Menla and literary. Recently, robot programme has been instituted in the college where participants get to learn more skills and participate in social services. Since it is the college of Traditional Medicine, which also focus on the study of medicinal plants, natural hot springs and medicinal springs, every year first year trainees are sent for the investigation tour of natural hot springs and mineral springs at Gasa and Punakha while second year students go for identification tour of high land medicinal plants to Lingzhi and third year students make a weeklong tour to Gelephu for the identification of lowland medicinal plants in Bhutan. The trainees are taught Tibetan traditional medical text known as four tantras of medicine, composed by Younger Yuthok Yonten Goenpo, which require students to memorize some of the selected sections. Therefore, basic facilities and services may be same but the learning practices at the Faculty of Traditional Medicine are quite different from other medical institutes like Faculty of Nursing and Public Health.

With the changes in time, there must be innovation in services provided that accords with the interest of the college to provide excellent knowledge and with the interest of the trainees to perform their best. It is within these two spheres that satisfaction level of services provided may be examined and measured.

Moreover, remaining true to its visions and missions can be an agreeable one in the presence of services and facilities that satisfy the learning desire and sense of comforts in trainees. The changes and developments can be brought through consultation with the focus audience or otherwise innovations would lack its efficiency (Zhang, Han & Goa, 2008). Though there are multiple services and facilities provided to the trainees at the Faculty of Traditional Medicine, there is no exact knowledge regarding the satisfaction level of services provided as there is no prior study done or consultation happened with the trainees. Therefore, this study will focus on assessing the satisfactory level of trainees with the learning facilities and services provided by the college. It is hoped that with this study, the lack or need of learning facilities and services, if any, be revealed and help college for reconsideration. This study will also assess the quality of services provided and assist the administration for new development and innovative prospects.

3. Literature Review

There is no separate and concrete definition for student service satisfaction other than the customer service satisfaction. According to Grimsly (2003), customer satisfaction is defined as the measure of how well the expectations of a customer concerning a product or service provided by a company have been met. Grimsly (2003) further goes on stating that customer satisfaction is an abstract concept and involves such factors as the quality of the product, the quality of the service provided, the atmosphere of the location where the product or service is purchased, and the price of the product or service. Therefore, it can be also stated that the student service satisfaction could also depend on the type, quality and environment in which services can be accessed. According to Saud (2017), student satisfaction is defined by factors such as perception of faculty knowledge

and performance, interaction, communication, the learning environment and the university image and value. Consequently, Moore (2009) and Sweeney (2001) define student satisfaction as the perception of enjoyment and accomplishment in the learning environment.

Student satisfaction is shaped through various services and facilities, and their experiences in the college campus. According to a research by Hanssen (2014), the factor that most strongly influences student satisfaction with university facilities is the quality of its social areas, auditoriums and libraries whereas the computer facilities have been found to associate with negative impact on the students. On the other hand, a study by Mohammed and Abdulghani (2016) in physiology health college of Dammam revealed that the presence of information technology and internet connectivity offer ways for students to conduct experiments, observe phenomenon, and view results in graphic ways that can aid in understanding. Furthermore, research has indicated that a comparatively higher degree of students learning and effective teaching can be achieved when the use of information technology is incorporated than when it is not. Besides information technology, auditoriums and libraries, the dimensions to measure the quality of the learning environment and the student satisfaction include student evaluation of teaching, course modules, perceptions of academic quality (Richardson, 2005). Further, Duque and Weeks (2010) indicated that student's involvement has a significant impact on learning outcomes which contributed to student's satisfaction. Therefore, the services provided by the college which involves student such as seminars, debate, extempore speech and other non-curricular activities like sports and games are more likely to influence student service satisfaction level.

Educational institutions use certain methodologies to determine the level of their students' satisfaction regarding the services and programs they offer to better

fulfill student needs and satisfy student aspirations (Qureshi et al., 2011). It is important to measure the level of student satisfaction with the services provided by a college as it offers insight into what needs to be done with the existing quality of the services and what else needs to be added for fuller student satisfaction. If the satisfaction of student is higher, it is the indication that the educational institution performs better in terms of presenting the knowledge, skills and target capabilities to the students which would further go to indicate the accomplishment of college's missions and goals. Therefore, as mentioned by Majeed et al. (2008) student satisfaction is the main goal which can be seen as the reflection of high level of service quality.

There is no prior research done on the service satisfaction level of student in colleges across the country. The Faculty of Traditional Medicine is the institute of traditional medicine under the Khesar Gyalpo University of Medical Sciences of Bhutan working with the vision to become a center of excellence in traditional medicine education and research that produces GNH inspired graduates with appropriate knowledge and skills to meet the international standards (KGUMSB, 2017). However, no empirical study has been done in the college that could assess the satisfaction level of students with services and facilities provided. Therefore, study on this subject matter would be collecting data from the students concerning their satisfaction with teaching and learning activities, and facilities provided in the college.

4. Research Question

How satisfied are the trainees with the facilities and services provided by the Faculty of Traditional Medicine (FoTM)?

5. Objectives

General Objective: To evaluate the student satisfaction of the services and facilities provided by FoTM.

Specific Objectives:

- To determine the type of services in which students are most satisfied.
- To determine which areas of services and facilities are least satisfied.

6. Methods and Materials

The study was conducted using Cross-Sectional Study Design at the Faculty of Traditional Medicine. From the entire population of trainees (84) at the Faculty of Traditional Medicine, 30 were included for the study as this number was enough for me to get generalizable data. Stratified Random sampling method was employed in which a total of 6 trainees from each classes were included in the study population in a random way. In order to collect data, self-administered questionnaires were used for the interview through closed set of questions for quantitative data and unstructured interview with open-ended questions were employed for qualitative data collection.

7. Ethical Considerations

While conducting the study, the student's participation in this study was fully their free choice. No coercion or exertion were made. This study was also conducted with the promise that no information will be collected from the student without their full consensus and their information will never be revealed or shared to the third person group. Finally, the purpose of the study was truthfully expressed on the top of each questionnaire so as to validate the study.

8. Result and Discussion

Among various services provided by the Faculty of Traditional Medicine, my study covered various services in the areas of library, IT and internet, classroom, hostel room, teaching faculty and other areas which include play grounds, daily meals, literary activities and co-curricular activities. This study was conducted using both quantitative and qualitative questions in which six participants from each class were recruited. Each participant was asked four multiple choice questions based on Five-point Likert Scale on each area mentioned above and two open-ended questions. A total of 18 males and 12 females participated in the study. Data was analyzed using Microsoft Excel Database and Microsoft Worksheet.

8.1. Satisfaction of Library Facilities

Students are satisfied with the library in-charge being approachable and libraries being issued as needed by the trainees. Students are not that satisfied with the availability of enough reference books.

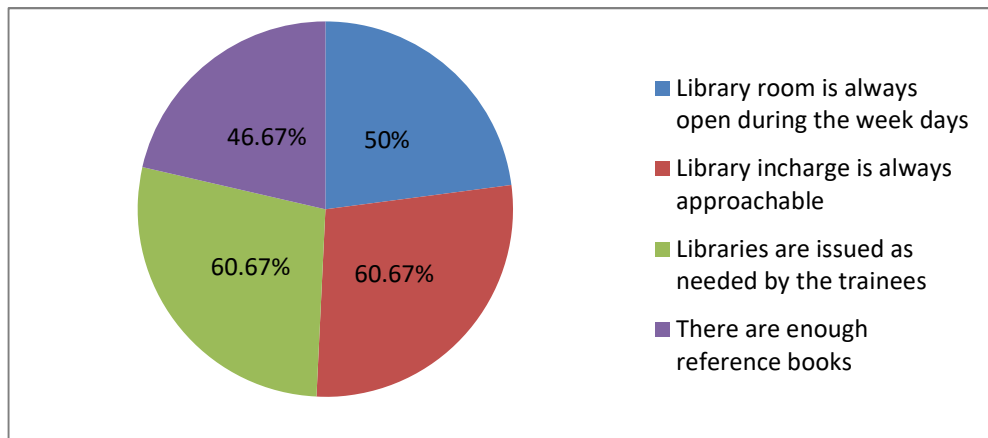


Figure 1. Level of students satisfied with library services

8.2. Satisfaction of IT and Internet Facilities

Students are most satisfied with the presence of enough computers in the IT lab whereas they are least satisfied with free Wi-Fi connectivity which means they do not enjoy present Wi-Fi connectivity in the college.

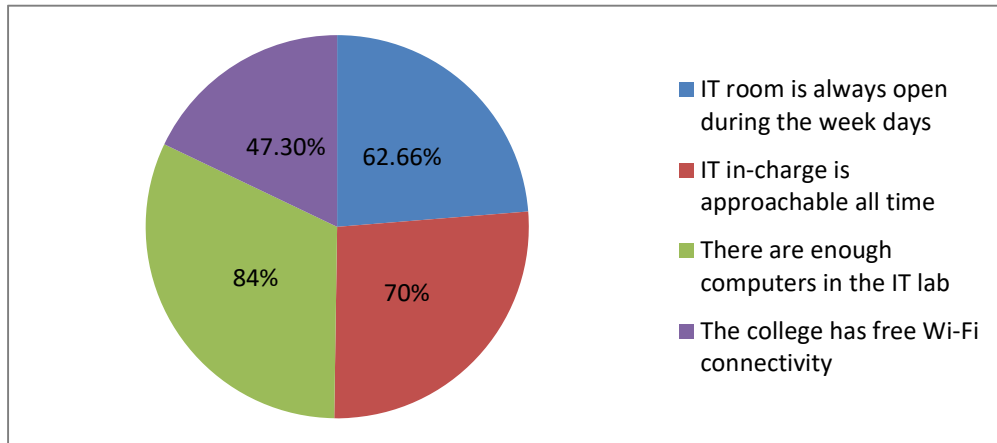


Figure II. Level of students satisfied with IT facilities

8.3. Satisfaction of Classroom Facilities

Students are satisfied in all the areas of classroom facilities as mentioned below.

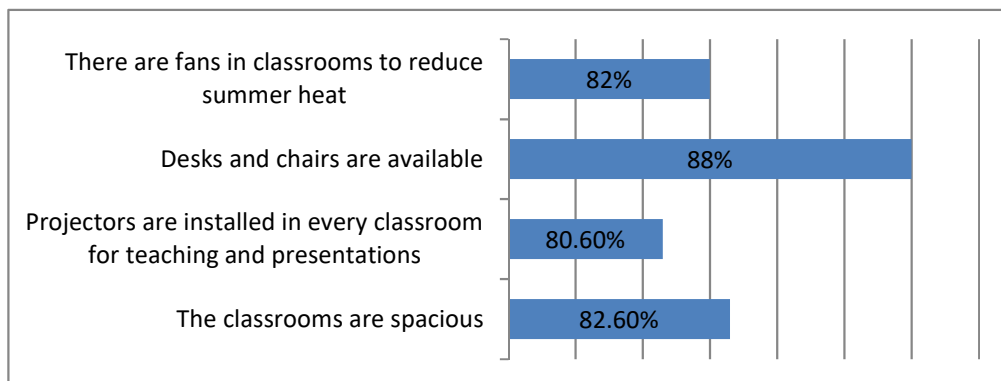


Figure III. Level of students satisfied with class facilities

8.4. Satisfaction of Hostel Facilities

Students are most satisfied with the presence of fans in each room while they are least satisfied with shortage of water in the toilets.

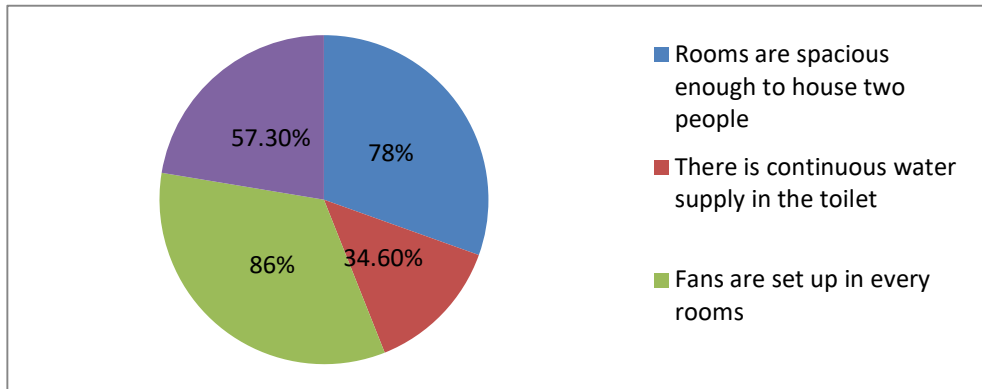


Figure IV. Level of students satisfied with hostel facilities

8.5. Satisfaction of Teaching Faculty

Students are averagely satisfied with teaching faculty of the college. However, students do not seem to be much satisfied in the statement that says “Lecturers are always available” which hints at the absence of lecturers most of the academic hours.

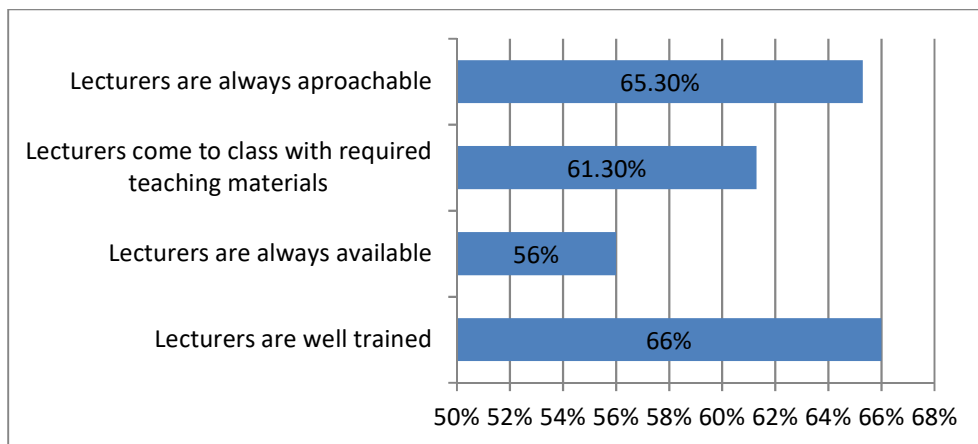


Figure V. Level of students satisfied with the lecturers

8.6. Satisfaction of other facilities

Other four remaining areas were included to fully assess the satisfaction level of all the facilities and services present in the college. Students are averagely satisfied with the different facilities with the exception of playground which is only 30.6%.

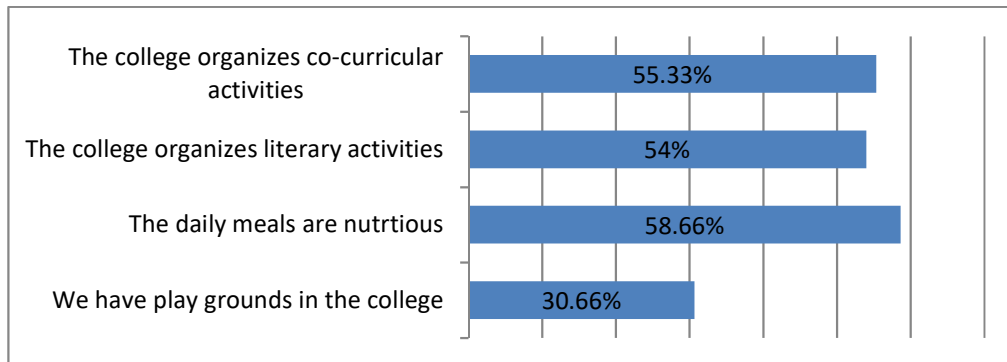


Figure XI. Level of students satisfied with other facilities

8.7. General Satisfaction Rate

In general, students expressed most satisfaction in the area of classroom facilities and least satisfaction in other facilities which includes play grounds, daily meals, literary activities, and co-curricular activities.

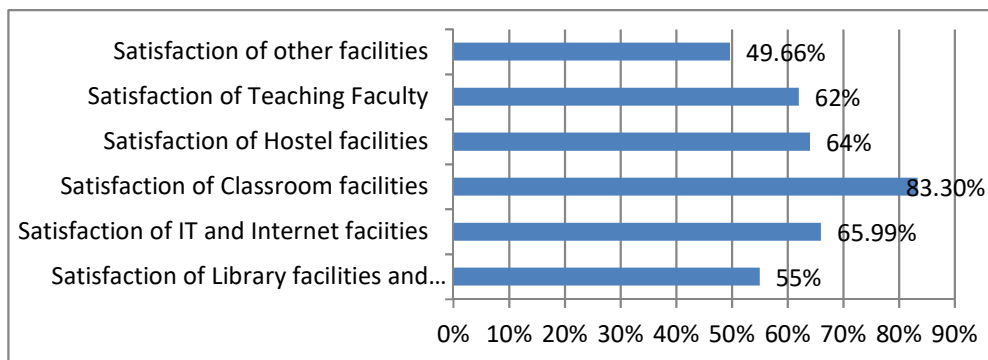


Figure XII. Level of in different facilities

9. Conclusion

The study found that in terms of library facilities and services, the participants are least satisfied with reference books being minimal and library room being closed most of the week days. Regarding IT and Internet Facilities, most of the participants are found satisfied with the presence of enough computers in the lab whereas many of them expressed dissatisfaction to Wi-Fi facility. Almost all participants are found satisfied with various facilities present in the classroom such as availability of desks and chairs, presence of projectors and fans, and spaciousness of the room. In the hostels, participants expressed satisfaction with the presence of fans and spaciousness of the room whereas they are not satisfied with frequent water shortage and improper functioning of various electric gadgets. In terms of teaching faculty of the college, participants are satisfied with lecturers being well trained and approachable whereas they are not satisfied with lecturers not being always available. Similarly, participants are not satisfied because of the lack of playground while there are almost equal number of participants who are either satisfied or dissatisfied with daily meals, literary activities and co-curricular activities at the institute. Therefore, in general, students are most satisfied with classroom facilities whereas they are not that happy with the lack of playground, nutritious food, literary and co-curricular activities.

10. Recommendations

The responsible person needs to ensure continuous water supply in the hostel and also help fix electric gadgets that are not working properly. In order to provide access to library and computers, library room and IT room need to be always open during the week days and moreover, lecturers at the college should make every possible way to be present so that syllabus may be covered on time and all necessary assessments be done a month before the examination.

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