CHAPTER – V

Satisfaction of Respondents about IGNOU Services

CHAPTER FIVE

SATISFACTION OF RESPONDENTS ABOUT IGNOU SERVICES

Introduction:

The analysis of satisfaction of respondents about support services provided by Indira Gandhi National Open University is almost essential for understanding of its scope and limitations.

The present chapter aims to find out the satisfaction level of respondents and it was further studied in relation to student support services provided by Indira Gandhi National Open University.

Data for this chapter is drawn from the responses of the 50 women respondents with the help of Interview-Schedule.

Source of Information about Course

In the present Information Technology (IT) world, the source of information plays an important role in society. The Table no. 5.1 shows that, various sources of information about IGNOU Courses.

Table No. 5.1: **Sources of Information about Course**

Source	Frequency	Percentage
Friend	24	48.0
Newspaper	17	34.0
Study Centre	08	16.0
Television	01	2.0
Total	**50**	**100.0**

The above Table shows that majority (24 or 48 %) of respondents got the course information from her friends, 17 (34 %) respondents got the course information from newspaper, 8 (16 %) respondents got from study centre.

Source of Encouragement to Join Course

The Table no. 5.2 shows the sources of encouragement of respondents to join the IGNOU Course.

Table No. 5.2: **Sources of Encouragement to Join Course**

Source	Frequency	Percentage
Parents	24	48.0
Husband	17	34.0
Friends	9	18.0
Total	**50**	**100.0**

The above Table no. 5.2 shows majorities (24 or 48 %) of respondents had encouraged by their parents to join the course, 17 (34 %) respondents had encouraged by their husbands to join the course and remaining 9 (18 %) respondents had encouraged by their friends.

Reason for Preferring IGNOU

The Table no. 5.3 shows that, why respondents gave preference to join the IGNOU Course.

Table No. 5.3: **Reason for Preferring IGNOU**

Reason	Frequency	Percentage
IGNOU's flexible schedule	21	42.0
Study along with job	18	36.0
Could not enter in traditional university	9	18.0
Liking of ODL system	2	4.0
Total	**50**	**100.0**

The above Table no. 5.3 shows that majority (21 or 42 %) of respondents had gave preference to IGNOU due to their flexible schedule, 18 (36 %) respondents had gave preference to IGNOU due to study along with job, 9 (18 %) respondents had gave preference to IGNOU due to they could not enter in traditional University and remaining 2 (4 %) of them are due to liking of ODL system.

Motivation to Join the IGNOU Course

The Table no. 5.4 shows that, the respondent's motivation to join the IGNOU course.

Table No. 5.4: **Motivation of Respondents to join the Course**

Motivation	Frequency	Percentage
Get a Job	16	32.0
Get Higher Education	12	24.0
Get a Professional Confidence	12	24.0
Get Promotion at work	10	20.0
Total	**50**	**100.0**

The above Table no. 5.4 shows that majority (16 or 32 %) of respondents were motivated to join in the IGNOU course to get a job, 12 (24 %) respondents were motivated to join in the IGNOU course to get higher education as well as professional confidence and remaining 10 (20 %) respondents were motivated to join in the IGNOU course to get promotion at work.

Satisfaction of Respondents about Study Material:

Study material play an important role in any type of education. It is the heart of the education system. Hence the satisfaction of respondents about study material has been studied in relation to their supply and standard.

Supply of Study Material

The Table no. 5.5 shows the respondent's satisfaction about supply of study material

Table No. 5.5: **Supply of Study Material**

Supply of Study Material was Timely and Regular	Frequency	Percentage
Agree	43	86.0
Strongly Agree	6	12.0
Strongly Disagree	1	2.0
Total	**50**	**100.0**

The above Table no. 5.5 shows that majority (43 or 86 %) of respondents are agree, 6 (12 %) respondents were strongly agree about supply of study material was timely and regular and only 1 (2 %) respondents was strongly disagree about supply of study material was timely and regular.

Standard of Study Material

The Tableno. 5.6 shows the respondent's satisfaction about the overall standard of study material

Table No. 5.6: **Standard of Study Material**

Standard of Study Material was High	Frequency	Percentage
Agree	30	60.0
Strongly Agree	20	40.0
Total	50	100.0

The above Table no. 5.6 shows that, a large number (30 or 60 %) of respondents are agree with overall standard of study material was high and the remaining 20 (40 %) respondents were strongly agree with the overall standard of study material was high .

Satisfaction about Student Support Services:

Satisfaction about Study Centre

In the Open Distance Learning system, the study centre is the main source of communication and information for the learners. Hence the satisfaction of study centre has been studied. The Table no. 5.7 shows the respondent's satisfaction about the study centre.

Table No. 5.7: **Satisfaction about Study Centre**

Level	Frequency	Percentage
Adequate	34	68.0
Good	16	32.0
Total	50	100.0

The above Table no. 5.7 shows that, a large number (34 or 68 %) of respondents have expressed an adequate satisfaction about study centre and 16 (32 %) respondents have expressed a good satisfaction about study centre.

Satisfaction about Library Services

The Table no. 5.8 shows the respondent's satisfaction about the library services provided by the study centre.

Table No. 5.8: **Satisfaction about Library Services**

Level	Frequency	Percentage
Good	29	58.0
Adequate	17	34.0
Very Good	4	8.0
Total	**50**	**100.0**

The above Table no. 5.8 shows that, a large number (29 or 58 %) of respondents have expressed a good satisfaction about library services, 17 (34 %) were expressed adequate satisfaction about library services and remaining 4 (8 %) respondents have expressed a very good satisfaction.

Satisfaction about Personal Contact Programme

The Table no. 5.9 shows the respondent's satisfaction about the library services provided by the study centre.

Table No. 5.9: **Satisfaction about Personal Contact Programme**

Level	Frequency	Percentage
Adequate	27	54.0
Good	21	42.0
Inadequate	2	4.0
Total	**50**	**100.0**

The above Table no. 5.9 shows that, a large number (27 or 54 %) of respondents have expressed adequate satisfaction about personal contact programme. 21 (42 %) were expressed a good satisfaction about personal

contact programme and only 2 (4 %) respondents have expressed an inadequate satisfaction.

Satisfaction about Audio-Video Services

The Table no. 5.10 shows the respondent's satisfaction about the audio-video services provided by the study centre.

Table No. 5.10: **Satisfaction about Audio-Video Services**

Level	Frequency	Percentage
Inadequate	37	74.0
Adequate	12	24.0
Good	1	2.0
Total	**50**	**100.0**

The above Table no. 5.10 shows that, a large number (37 or 74 %) of respondents have expressed an inadequate satisfaction about audio-video services, 12 (24 %) were expressed an adequate satisfaction about audio-video services and only 1 (2 %) respondents have expressed good satisfaction.

Satisfaction about Faculty Support

The Table no. 5.11 shows the respondent's satisfaction about the faculty support provided by the study centre.

Table No. 5.11: **Satisfaction about Faculty Support**

Level	Frequency	Percentage
Good	33	66.0
Adequate	14	28.0
Very Good	3	6.0
Total	**50**	**100.0**

The above Table no. 5.11 shows that, a large number (33 or 66 %) of respondents have expressed a good satisfaction about faculty support, 3 (6 %) were expressed a very good satisfaction about faculty support and

14 (28 %) respondents have expressed adequate satisfaction about faculty support.

Satisfaction about Assignment:

One of the major constituent of distance education system is the method of giving assignment to the learners. It acts as a major device for providing feedback to the students in order to support their learning process. Hence the satisfaction about assignment has been studied.

Adequacy about Assignment

The Table no. 5.12 shows the respondent's satisfaction about the adequacy of the assignment provided by the study centre.

Table No. 5.12: **Adequacy about Assignment**

Response	Frequency	Percentage
Agree	45	90.0
Disagree	3	6.0
N.R.	2	4.0
Total	**50**	**100.0**

The above Table no. 5.12 shows that, a large number (45 or 90 %) of respondents have agree with the assignment prescribed were adequate, 3 (6 %) respondents have disagree with the assignment prescribed were adequate and 2 (4 %) respondents have not gave their response.

Usefulness of Assignments

The Table no. 5.13 shows the respondent's satisfaction about the usefulness of assignment.

Table No. 5.13: **Usefulness of Assignments**

Response	Frequency	Percentage
Agree	45	90.0
Disagree	3	6.0
N.R.	2	4.0
Total	**50**	**100.0**

The above Table no. 5.13 shows that, a large number (45 or 90 %) of respondents have agree with the assignment given during the course were found useful, 3 (6 %) respondents have disagree with the assignment given during the course were found useful and 2 (4 %) respondents have not gave their response.

Satisfaction about Evaluating System of Assignment

The Table no. 5.14 shows the respondent's satisfaction about the usefulness of assignment.

Table No. 5.14: **Evaluating System of Assignment**

Response	Frequency	Percentage
Agree	46	92.0
Disagree	2	4.0
N.R.	2	4.0
Total	**50**	**100.0**

The above Table no. 5.14 shows that, a large number (45 or 90 %) of respondents have agree with the system of evaluating assignments was satisfactory, 2 (4 %) respondents have disagree with the system of evaluating assignments was satisfactory and 2 (4 %) respondents have not gave their response.

Satisfaction about Administrative Back-up:

The effectiveness of any institute can be judged by the measuring the satisfaction level of administrative back-up. Hence it can be studied in this study.

Satisfaction about Flow of Communication

The Table no. 5.15 shows the respondent's satisfaction about the flow of communication from the Institute was timely, adequate and clear.

Table No. 5.15: **Flow of Communication**

Response	Frequency	Percentage
Agree	43	86.0
Disagree	7	14.0
Total	**50**	**100.0**

The Table no. 5.15 shows that, a large number (43 or 86 %) of respondents have agree with the flow of communication from the Institute was timely, adequate and clear and 7 (14 %) respondents have disagree with the flow of communication from the Institute was timely, adequate and clear.

Satisfaction about Feed Back System

The Table no. 5.16 shows the respondent's satisfaction about the feed back system of the Institute.

Table No. 5.16: **Feed Back System**

Response	Frequency	Percentage
Agree	33	66.0
Disagree	17	34.0
Total	**50**	**100.0**

The Table no. 5.16 shows that, a large number (33 or 66 %) of respondents have agree with the feed back system of the Institute was strong and 17 (34 %) respondents have disagree with the feed back system of the Institute.

Satisfaction about the System of assessment and Evaluation

The Table no. 5.17 shows the respondent's satisfaction about the system of assessment and evaluation.

Table No. 5.17: **System of assessment and Evaluation**

Response	Frequency	Percentage
Agree	46	92.0
Disagree	4	8.0
Total	50	100.0

The Table no. 5.17 shows that, a large number (46 or 92 %) of respondents have agree with the system of assessment and evaluation was satisfactory and 4 (8 %) respondents have disagree with the system of assessment and evaluation was satisfactory.

The Overall Level of Satisfaction about Course

The Table no. 5.18 shows the respondent's overall level of satisfaction about the course.

Table No. 5.18: **Overall Level of Satisfaction about Course**

Level	Frequency	Percentage
Medium	26	52.0
High	23	46.0
Very High	1	2.0
Total	50	100.0

The Table no. 5.18 shows that, a large number (26 or 52 %) of respondents have expressed that the overall level of satisfaction about course was medium, 23 (46 %) respondents have expressed that the overall level of satisfaction about course was high and only 1 (2 %) respondent has expressed that the overall level of satisfaction about course was very high.

So far we have discussed the sources of information about the course, various reasons for joining the course, motivation, satisfaction about the course/study materials, standard or quality of material and overall satisfaction about the course.

In the next chapter we will try to objectively evaluate the role of IGNOU in women's empowerment on the basis of the indicators identified.