

STUDENTS EXPECTATIONS AND SATISFACTION LEVELS REGARDING THE ADMINISTRATION PROCEDURES IN THEIR EDUCATIONAL INSTITUTION

M. Milcah Paul¹ & V. Vijaya Lakshmi²

¹*Research Scholar, Department of RMCS, College of Home Science, Saifabad, Hyderabad, Telangana, India*

²*Principal Scientist, AICRP H. Sc. (FRM), PG & RC, Professor Jayashankar Telangana*

State Agricultural University, Hyderabad, Telangana, India

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ABSTRACT

Education is one of the important requirements for any individual. Proper teaching methods, faculty, infrastructure facilities and services and administration and management facilities have to be provided by any educational institution. This study was conducted to analyze the students' expectations and satisfaction levels regarding the administration procedures in their educational institution. The results showed that the majority of the respondents felt that the administration procedures are somewhat fair, administrative staff are moderately efficient and are very helpful in providing the services required. Based on the results gained, suggestions were recommended to improve the administration procedures used in the selected institution.

KEYWORDS: *Student, Expectation, Satisfaction, Administration, Institution*