

عنوان مقاله:

Attitudes of students toward university performance

محل انتشار:

کنفرانس بین المللی مدیریت، اقتصاد و علوم انسانی (سال: 1394)

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خلاصه مقاله:

Every organization which is a provider of service or a product is always responsible for seeking clients, comments as feedbacks so to identify the shortcomings and on the basis of their comments plans can go through the growth and improvement. The present study, from the view of client tendency, is aimed at measuring the rate of Ardabil University of medical sciences students, satisfaction with the practices of faculties, educational management, student-cultural management and the counseling unit. In this descriptive study, 705 students from all faculties were questioned. The main instrument for data collection was a questionnaire in which, in order to assure the adequacy of the concept in: measurement, content validity was used and it was applied according to the comments of some instructors. To confirm the reliability of the questionnaire, 10 subjects were chosen and the questionnaires were distributed and then collected. After 15 days of interval from the first administration, the re-administration on the same group was done and the reliability of the test became 0.86 using Alpha Cronbach SPSS 13. The data in the first stage were investigated through descriptive statistical methods and in the next stage in order to determine the difference between group comments, the independent T-Test and ANOVA analysis were used. None of the units of the university got scores above average and the two units of education in the faculties and education management got an average score from student satisfaction and the mean of other units was below average. Student dissatisfaction with the practices of student-cultural management and the counseling unit is a shortcoming which requires the people in charge to take necessary measures to improve the quality of affairs.

کلمات کلیدی:

management , students ,performance, units of the university

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