



# INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

## Students' satisfaction in Higher education with special reference to Bengaluru City – A study

**1<sup>st</sup> Author: DAVID FREDRICK**, Research Scholar, St Joseph's College (Autonomous) Bengaluru

**Co-Author: D ROHITH PROMODH RAJ**, St Joseph's College (Autonomous) Bengaluru

**Co-Author: UDITH HORO**, St Joseph's College (Autonomous) Bengaluru

### ABSTRACT

The growth in terms of qualitative improvement is yet to be spotted in the country. After all many higher education institutions in the country have turned simply into examination centers instead of imparting skills. The present paper is a macro level and descriptive study in nature, based on secondary data collected from the published and unpublished records, reports and contributions of several institutions, organizations and individuals in India. Specifically, the secondary sources include Annual Reports of UGC, Planning Commission, Education Department of Ministry of Human Resource Development, Economic Survey and other journals, books and websites. As these secondary sources have obvious limitations of sampling and dimensional studies, the present study could only be a macro analysis of higher education system in the country as a whole. The present study revealed the current scenario of higher education in India. The key challenges related to demand- supply gap, enrolment, privatization, etc indicate that the situation of higher education sector is not praiseworthy. However, the key initiatives from the government side provide comprehensive solution though not adequate. Accordingly the thrust of public policy for higher education in India has to be to maintain the high standards of education keeping pace with developments that take place in the fields of knowledge and technology.

**Key words:** *Indian Education, Higher Education, Students Satisfaction*

### Introduction

The history of education began with teaching of traditional elements such as Indian religions, Indian mathematics, Indian logic at early Hindu and Buddhist centers' of learning such as ancient Takshashila (in modern-day Pakistan) and Nalanda (in India) before the common era. Modern Universities were established during British rule in the 19th century. A series of measures continuing throughout the early half of the 20th century ultimately laid the foundation of education in the Republic of India, Pakistan and much of South Asia. The British records reveal that the education was widespread in the 18th century, with a school for every temple, mosque or village in most regions of the country. The main subjects were arithmetic, theology, law, astronomy, metaphysics, ethics, medical science and religion. The school had the student representatives from all classes of the society. The present system of education was introduced and founded by the British in the 20th century, by the recommendations of Macaulay. It has western style and content. The British government did not recognize the traditional structures and so they have declined. It is said that even Gandhi described the traditional educational system as a beautiful tree which was destroyed during the British rule.

The over-arching issues affecting each strata of education in India are quality and relevance. India faces immense challenges in meeting the demands of a growing and young workforce. Quality teachers, relevant curriculum, financial aid for students, and adequate facilities are some of the needs that India's education sector faces. Additional challenges include the inability to meet the diverse linguistic, cultural, regional and local education needs of such a

large country. Donors should consider the growing opportunities, social returns, and local contexts as they make their philanthropic investment decisions. Recent developments in Indian regulations have made this a particularly opportune time for corporations to contribute to the development of India's education system.

### Research Problem

Since Independence, the education policies of successive governments have built on the substantial legacies of the Nehruvian period, targeting the core themes of plurality and secularism, with a focus on excellence in higher education, and inclusiveness at all levels. In reaching these goals, the issue of funding has become problematic; governments have promised to increase state spending while realizing the economic potential of bringing in private-sector financial support. The second part of this paper examines how recent governments have responded to these challenges, which have remained largely unchanged since Nehru's era, despite the efforts of past governments and commissions to reform the Indian education system. Attention will be paid to more recent policy initiatives, both those of the previous BJP-led administration and the proposals of the current Congress-led United Progressive Alliance. It will become clear that the same difficulties that existed nearly sixty years ago remain largely unsolved today – for example, the need to safeguard access to education for the poorest and most disenfranchised communities of India.

A new CSR law in India will require particular companies to invest 2% of their earnings into CSR mandated programs. Individual donors have always played a major role in the education sector and can continue to support its growth by investing in pilot projects bringing about positive and significant changes. There is enormous opportunity for creating high impact in the area of education and, through thoughtful investments, both the public and private sectors can play a pivotal role.

### OBJECTIVE OF RESEARCH

- The primary objective is to understand the current higher education students' level satisfaction over the infrastructure and facilities provided to the students
- To analyse the various reasons for issues and the causes in Private and public educational institutions in India

### Review of Literature

#### 1. Topic: Higher Education in India: Issues and Challenges (09/01/2015)

Author: Dr. K. Kamar Jahan, and Dr. D. Christy Selvarani

This paper presents a bird's eye view of the structure and salient features of higher education sector prevalent in India. An attempt has also been made in this paper to discuss the trends in the growth of enrolment and funding of higher education in India. The basic problems facing higher education in the country include inadequate infrastructure and facilities, large vacancies in faculty positions, low student enrolment rate, outdated teaching methods, declining research standards, unmotivated students, overcrowded classrooms and widespread geographic, ethnic and socio-economic imbalances.

#### 2. Topic: Indian education system – issues and challenges (05/08/2011)

Author: Dr. K C Chakrabarty and Shri S. Arunachalam

Education, as you are aware, is vital to the human resources development and empowerment in the stages of growth of a nation. In any education system, higher education encompassing Management, Engineering, Medicines etc., plays a major role in imparting knowledge, values, and developing skills and, in the process, increase the growth and productivity of the nation. While the Government is committed to providing primary education and certain facilities/subsidies for higher education, given the higher cost involved in the establishment of higher education institutes, we are witnessing the entry of private sector to run educational institutions. While discussing the importance of education, I must state that schools have become the most important means of transforming wealth of knowledge and skills from one generation to another. However, the role of institutions becomes more challenging in the modern world with innovations and technological developments. Investment in education and educational institutions should be viewed as an investment for economic prosperity.

In India, there are about 26,478 institutions providing higher education and accounting for the largest number in the world. In comparison, according to a report<sup>1</sup>, in 2010, the U.S. had only 6,706 higher education schools and China had 4,000. It is important that given the large number of schools of higher learning in India, we must target to bring more students under the system. Investment in human capital, lifelong learning and quality education help in the development of society and nation.

### Issues and challenges

- Expenditure on education
- Gross enrolment pattern
- Capacity utilization
- Infrastructure facilities
- PPP model
- Student-teacher ratio

### 3. Topic: The Challenges for India's Education System (April 2005)

**Author: Marie Lall, Chatham House**

The first part of this paper provides a historical perspective on the development of the education system in India, highlighting the changing emphases within government policy.

### Current challenges and proposals for reform

- Quality and access of Primary and secondary education
- Literacy
- Curricula content
- Funding and higher education

### 4. Topic: Contemporary Issues And Challenges In The Indian Education System (IMRC 2018)

**Author: Dr. R. N. Nadar Vice-Principal Guru Nanak College of Arts, Science & Commerce**

This study intends to understand and evaluate the issues and challenges in the Indian educational system and to provide solutions. This research output is the outcome of an overview of studies conducted on the problems of Indian Education System. This is basically a qualitative research and follows the experiential approach. It uses secondary data for its analysis. Discussions with experts form part of the research work.

### Problems

- Lack of quality education
- Corruption in education
- No proper value education
- Poor Women's education
- Lack of Facilities
- Curriculum issues
- Public school workforce absenteeism
- Wrong societal outlook

If the Government schools are failing, it is primarily because of non-availability or absence of teachers, no headmasters for governance, lack of initiatives by teachers, lack of guidance to students, lack of infrastructure, increased involvement of politicians and more bureaucratic control. Indifferent parents including Govt school teachers, MPs, MLAs and ministers send their wards to private schools. It is a shameful situation. The government will have to work on it seriously. The system of education should be learner-centric rather than mark-centric. Children must be allowed to choose subjects according to their interests. They should be encouraged to research on their own from library books and the Internet and share them in the class. This will help them to develop self-confidence, self-dependence and openness to criticism. Employability is a serious problem today. Somehow people get degrees and become unemployed or underemployed. The quality of education is directly linked to the resources available and it is

important for the Government to improve resource allocation to bring about qualitative changes in the field of education.

## **5. Topic: A demand of value based higher education system in India: A comparative study (20/12/2010)**

**Author: Kareena Bhatia<sup>1</sup> and Manoj Kumar Dash**

Quality improves the value of education. So there is a lot of importance nowadays to increase the value of education. In this paper, a trial was made to explain the demand of value in higher education in India. This research was based on secondary data taken from different research reports, journals and research papers. The research was based on the comparative study of components of value based higher education of six countries: United States, United Kingdom, Australia, China, South-Africa and Brazil.

### **Problems**

- Faculty
- Funding
- Private Institutions
- Accreditation
- Quality

Education for all cannot be achieved without improving quality and hence value. In many parts of the world, an enormous gap persists between the numbers of students graduating from school and those among them who master a minimum set of cognitive skills. Any policy aimed at pushing net enrolments towards 100% must also assure decent learning conditions and opportunities. Lessons can be drawn from countries that have successfully addressed this dual challenge. Better education contributes to higher lifetime earnings and more robust national economic growth and help individuals on other matters that are important to their welfare. International achievement tests reveal that socio- economic status has a strong influence on levels of education outcomes. Education can help to change the society by improving and strengthening skills, values, communications, mobility (link with personal opportunity and prosperity), personal prosperity and freedom. So, education usually reflects society rather strongly: the values and attitudes that inform it are those of the society at large.

## **6. Topic: Problems in the Indian Education System ( 12/03/2018 )**

**Author: Dr. Radhika Kapur**

The main purpose of this research paper is to understand the problems in the Indian education system, the main areas that have been highlighted are, need and significance of education, issues in the Indian education system, challenges in the Indian education system and suggestions for making improvements in the Indian education system.

### **Problem**

- Teaching Attribute is in a Low State
- Financial Constraints
- Traditional Teaching Methods
- Privatization
- Inadequate Facilities and Infrastructure

Obtaining of good quality education will contribute in securing a job, making individuals aware of various aspects, inculcating the traits of morality, ethics, decency and graciousness within oneself and rendering an effective contribution in the development of their personalities. . There should be formulation of appropriate measures and policies and their effective implementation would lead to development of the Indian education system.

## **7. Indian Education System: The Heads and Tails**

**Author: M Pradeep Kumar and P Sahithi (15/10/2019)**

Education is the method of acquisition of knowledge, ethics, and values. It can also be defined as the process of bringing desirable changes into human beings. It is the base for the advancement of humans and plays a key role in development aspect of an individual and also the society. It not only helps in development of an individual but also in

advancing the nation and leads to sustainable economic growth. Its direct and indirect effects can be seen on economic sector of the country. Although, the system in which the education is carried out varies from one country to another, but its core idea and purpose is same. For a country to have best education there should be a strong foundation and a good system with proper structure to carry out it effectively. If one sort out the best educational system countries in the world, the list starts with Finland followed by Japan, South Korea, Denmark etc., the place of India is somewhere at the middle. It is the responsibility of every individual to bring India to the top in the list of best educational system. At present, Indian education system lags in few aspects and some improvements and changes are required. This paper addresses few issues, challenges and some lagging aspects in Indian education system and also provides some immediate changes required to enhance the quality of education in India.

### Problems

- Dropouts
- Downfall of pass percentage
- Political influence and involvement
- Less salaries
- Selecting profession by chance not by choice
- Lack of facilities
- Financial incapability
- Corruption in education

This paper makes an attempt to bring out the problems and issues that are associated with the current education system in India. As number of institutions in India is increasing day by day, there are more issues and challenges that are associated with the present education system. The major lagging aspect of the education system is providing quality education. This aspect differentiates the education system with other countries. Providing quality education will lead the students to secure good job, to be aware of various aspects, to inculcate ethics and decency for the overall development of their personality. Further, the contribution of teachers, management and other individuals are also important for the better education system. This paper also addresses roles and responsibilities of every individual who are associated with the education system. Minimizing the issues and problems and focusing on the challenges will considerably make the Indian education system as most effective and lead to achieve top place in the world.

### 8. Challenges in Indian Education Sector, September 2015

**Author: Anubhav Singh,** s Assistant Professor, Faculty of Commerce and Management Rama University, Kanpur

In India, education sector is one of the developing sector as it offers a huge untapped market in regulated and non-regulated segments due to low literacy rate, high concentration in urban area and growing per capita income. Higher education is assuming an upward significance for developing countries, especially countries including India which is experiencing service-led growth. Higher education is all about generating knowledge encourage critical thinking and imparting skills relevant to society and determined by its needs.

Demand – supply gap. Indian society puts a premium on knowledge and its acquisition -spending on education has figured as the single largest outlay for a middle class household after food and groceries. With its rapidly expanding middle class, India's private expenditure on education is set to increase manifold.

### Problems

- Developmental disparities and unsolved Indian problems
- High cost of higher education
- Multiple regulators and onerous regulations



### 9. Topic: *ISSUES & CHALLENGES OF EDUCATION IN INDIA (6/16/2016)*

Author: Mohana, Ilango Ponnuswami / Scientific Writing and Publishing in Social Work

Education, as a discipline, is concerned with methods of teaching and learning in schools or school-like environments as opposed to various nonformal and informal means of socialization (e.g., rural development projects and education through parent-child relationships). Education can be thought of as the transmission of the values and accumulated knowledge of a society. In this sense, it is equivalent to what social scientists term socialization or enculturation. Education is designed to guide them in learning a culture, molding their behavior in the ways of adulthood, and directing them toward their eventual role in society. In the most primitive cultures, there is often little formal learning—little of what one would ordinarily call school or classes or teachers.

The role of education in economic development has been noted by the researchers (Sodhi, 1985 & Singh, 1974). At the micro level the direct and indirect role of education through value-orientation in economic development has already been established (Bhagat, 1989). Education is also vital to sustain competitive markets and viable democracy. Researchers have shown that increasing the average primary schooling of the labour force by one year can increase output substantially. Even at the macro level, social benefits of elementary education are immense. Educated parents send their children to school; elementary education leads to perpetuation of benefits from one generation to another (Sinha, 2004, P. 628).

#### Problems

- Physical Attainments
- Access to Schools
- Equity
- Quality of Education

### 10. Topic: *Higher Education in India: Challenges and Opportunities (2017)*

Author: Younis Ahmad Sheikh PhD Research Scholar, MPISSR, Ujjain

India's higher education system is the world's third largest in terms of students, next to China and the United States. In future, India will be one of the largest education hubs. India's Higher Education sector has witnessed a tremendous increase in the number of Universities/University level Institutions & Colleges since independence. The 'Right to Education Act' which stipulates compulsory and free education to all children within the age groups of 6-14 years, has brought about a revolution in the education system of the country with statistics revealing a staggering enrolment in schools over the last four years. The involvement of private sector in higher education has seen drastic changes in the field. Today over 60% of higher education institutions in India are promoted by the private sector. This has accelerated establishment of institutes which have originated over the last decade making India home to the largest number of Higher Education institutions in the world, with student enrolments at the second highest (Shaguri, 2013). The number of Universities has increased 34 times from 20 in 1950 to 677 in 2014. Despite these numbers, international education rating agencies have not placed many of these institutions within the best of the world ranking. Also, India has failed to produce world class universities.

#### Problems

- Faculty
- Structure of higher education
- Infrastructure
- Quality
- Equity

Education is a process by which a person's body, mind and character are formed and strengthened. It is bringing of head, heart and mind together and thus enabling a person to develop an all round personality identifying the best in him or her. Higher education in India has expanded very rapidly in the last six decades after independence yet it is not

equally accessible to all. India is today one of the fastest developing countries of the world with the annual growth rate going above 9%. Still a large section of the population remains illiterate and a large number of children's do not get even primary education. This is not only excluded a large section of the population from contributing to the development of the country fully but it has also prevented them from utilising the benefits of whatever development have taken place for the benefit of the people.

To reach and achieve the future requirements there is an urgent need to relook at the Financial Resources, Access and Equity, Quality Standards, Relevance, infrastructure and at the end the Responsiveness.

## **Analysis and Interpretation**

### **Private and Public institutions**

66.7 percentage of respondents said that private institutions provide more valuable education to the students than the government and aided institutions. And 21.7 percentage of the respondents said that aided institutions provide valuable information for the students, whereas for government institutions only 11.7 percentage of the respondents said that the government institutions provide valuable education. 75% of the respondents said that they prefer private institution for higher education, and 13.3 percentage of respondents said that they would prefer government institution for higher education, where as 11.7 percentage of the respondent's preferred aided institutions for higher education.

### **Students' opinion on government institution and private institution**

A majority of 73.3 percentages of the respondents said that government institutions don't provide better education, whereas only 26.7 percentage of the respondents agreed to the fact that government institutions provide better education than private institution. A majority of 61.7 percentage of the respondents said that government is responsible for the low standard of teaching and infrastructure of public sector education, on the other hand 38.3 percentage of the respondents said that the government is not responsible for the low standard of teaching and also infrastructure of public sector education.

### **Lack of interest**

45 percentage of the respondents said yes the lack of interest is the reason for neglecting the public sector education and 51 percentage of the respondents were not sure whether the reason for neglecting public sector education is lack of interest, where as on the other hand only 3.3 percentage of the respondents said that lack of interest is not the reason for neglecting public sector education.

### **Funds are provided by the government for the development of education sector**

20 percentage of the respondents felt that sufficient amount of funds were being provided by the government and 36.7 percentage of the respondents said maybe yes or maybe no, where as 43.3 percentage of the respondents said no. Here 56.7percentage of the respondents said that yes language is a barrier for a good public sector education in India, and 31.7 percentage of the respondents said maybe whereas 11.7percentage of the respondents said no. 75 percentage of the respondents said yes and 16.7percentage of the respondents said maybe where as 8.3 percentage of the respondents said no it was not a good move for attracting the students for education. 26.7percentage of the respondents said that they are highly satisfied with the facilities provided by their institutions and 55 percentage of the respondents are moderately satisfied whereas the rest 18.3 percentage of the respondents are not satisfied with the facilities provided by their institutions.

### **Education System development**

53.3 percentage of the respondents said yes and 28.3 percentage of the respondents said maybe where as 18.3 percentage of the respondents said no. On a scale of one to ten 3.28 percentage of the respondents rated it 1, 1.64 percentage rated it 3, 15.37 percentage of the respondents rated it between 4 and 6, 32.78 percentage of respondents rated between 7 and 8, 3.28 percentage rated it 9 and only 1.64 percentage of the respondents rated it as 10.

Study highlights the difference of opinion in higher educational institutions. There was a drastic change in the education in India during the British rule they brought a system in which people were educated. This paper recorded the issues and challenges in higher education and have put light on the view of various authors, considering the fact that students are the life blood of the system we have given preference to their views on how the education system affects them, there was a survey conducted in order to segregate their views and for a better understanding represented in the form of a graph, there were various questions asked to the students in reference to the education and 1 question which can be taken a drawback is that most of the them opted for Private education stating that the government in education system is not up to the mark why this has to be taken as a drawback is that most of the people not only in the city but taken as the country as whole cannot afford Private education and are not even getting proper education from the government institutes they remain illiterate which is situation to be worried about. The people who receive education from the government institutes lack certain qualities that are required to survive in the market.

There is a very big threat to the country because lack of proper education, as the country is called the young country in the world without proper education the human resource cannot be used effectively and on the face of growing technology many people will lose out on their jobs and there will be an increase in the level of unemployment, so there should be serious action in providing proper education,

## Conclusion

Education is a Fundamental Right of every citizen of our country. But unfortunately, despite several commissions appointed to improve the state of education in our country since independence, not much headway has been made towards making it relevant to the needs of the time. Parrot learning and reproducing half-baked ideas in the examination halls has been the yardstick of assessing the quality of school goes in all levels whether it is Primary, Secondary or College Education.

Providing free and quality education to children reflects the fact that every child is entitled to fundamental human rights and is to be treated with dignity. Where children are exposed to poverty, violence, abuse, or exploitation, those rights demand our urgent protection. Education supports children at a critical time in their physical, emotional, social and intellectual growth. More broadly, education is a key tool for development, and an invaluable means of addressing structural inequality and disadvantage.

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