

# **A Study on Satisfaction of Students in Co-operative University, Sagaing**

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Abstract

This paper aims to assess students' satisfaction of Co-operative University, Sagaing. The data was collected from 337 students by well-structured questionnaires about the students' satisfaction of University. In this paper, descriptive method was used to analyze the data. The scoring of questionnaire was analyzed by using five-point likert scale, ranging from strongly agree (5) to strongly disagree (1). Overall, mean analysis reflects Satisfaction of student Co-operative University, Sagaing such as class room space, Class size and library services, computer labs, etc. Further, students have positive minded on Co-operative University, Sagaing. More attention should be given to improve the needs of students to sustain their satisfaction level. These results from data analysis can help University to improve their performance and programs. The number of Students would increase a good deal if University may try to meet the Student Satisfaction regarding their needs. So the students' satisfaction plays a particular important role to improve academic performance and the recruitment of future Student in University.

**Key Words:** Students' satisfaction, Co-operative University

## **1. Introduction**

Education plays an important role for the development of any country, economic better of that country, up grading the standards of living of people etc. In the education, higher education is more necessary as all the professionals are produced by different institutions. Because of higher education directly linked with the both economic development and human capitals that will encourage intensive economic investment and sustainable development. So, every country tries to develop such institutions which produce high quality professionals in every field.

Myanmar is developing country and also trying to develop its people with respect to their standard of living by delivering more and more education by setting up education institutions. In Myanmar, higher education institutes are run mainly by ministry of educations and other various ministries. Now, the numbers of institutions delivering higher education has increased in Myanmar as well as the number of students has increased a great deal because high technology sectors and business are demanding at least a college degree for their jobs. Higher education institutions are becoming more business-like as well as considering their students as customer. Their satisfaction is becoming more important to these institutions especially the institutions which are going to get new students for admissions in them. The success of these universities depends upon the satisfaction of their students. Students' satisfaction data helps their colleges and universities which make to improve program and services. Moreover,

students' satisfaction is linked to improved academic performance, continued learning the decision to take additional classes and the recruitment of future student.

Under the Ministry of Agriculture, Livestock and Integration, two co-operative Universities and two Colleges are established to conduct various economic courses. The enrollment in these Universities and Colleges has increased very much year by year. The period from 2012-2013 to 2016-2017 Academic Year increased the number of students in Co-operative University, Sagaing. In 2012-2013 Academic Year, the number of students was 1221 students, 2013-2014 Academic Year, the number of students was 1271 students, 2014-2015 Academic Year, the number of students was 1788 students, 2015-2016 Academic Year, the number of students was 2117 students, and the number of students was 2137 students in 2016-2017 Academic Year. Hence, this paper attempted to assess students' satisfaction of Co-operative University, Sagaing.

### **Objectives of the Study**

The objectives of this paper are-

- (1) to assess student's satisfaction of various aspects of Co-operative University, Sagaing
- (2) to find out the specific factors which affect the satisfaction of the students in university under the study

### **Scope and Limitation of the study**

This study is based on primary data, which was randomly selected 337 students in the Co-operative University, Sagaing from 2016-2017 Academic Year.

### **Methodology**

This research was conducted by questionnaire-based survey method that was collected to students of Co-operative University, Sagaing by using Simple random sampling technique. In this study, the number of samples is calculated using the Slovin formula where the population is 2137 students in academic year 2016/2017.

$$\eta = \frac{N}{1+(N*e^2)} \quad (1)$$

where:

$\eta$  = Number of samples

N = Population

e = Inaccuracy ease due to intolerable sampling error (using 5%)

Based on the formula (1) above, the sample number is as follows:

$$\eta = \frac{2137}{1+(2137*0.05^2)} = 336.93$$

Thus, the minimum sample size in this study was 337 respondents. The sample of 337 students was collected among 2137 students in 2016-2017 Academic Year. The scoring of questionnaire will be analyzed by using five-point likert scale, ranging from strongly agree (5) to strongly disagree (1).

## **2. Historical Background of the Co-operative University, Sagaing**

Under the 1970 Co-operative Scheme, Sagaing Division Co-operative Training School was built to conduct various kinds of co-operative training courses. In 1993, the Ministry of Co-operatives had aimed to train and produce well qualified persons who can fulfill the need of co-operatives and private enterprises; it was upgraded from Sagaing Division Co-operative Training School to Sagaing Co-operative Regional College. Then it was renamed Co-operative College, Sagaing. At that time, Co-operative College, Sagaing accepted the students and staffs who have matriculated. After completion of two-year Course, the students will be conferred a diploma such as-

1. Diploma in Business Accounting
2. Diploma in Marketing Management
3. Diploma in Business Management

In 2012, Co-operative College, Sagaing was upgraded into Co-operative University, Sagaing according to the guidance of President of the Republic of the Union of Myanmar. At that time, University accepted the students who have matriculated. After a term of four-year, the students will obtain a Degree in B.BSc (Business Science). In 2014-2015 Academic Year, Co-operative University has expanded its majors and so it can be conducted the following kinds of courses:-

1. B.BSc (Regional Development)
2. B.BSc (Accounting and Finance)
3. B.BSc (Applied Statistics)
4. B.BSc (Marketing Management)
5. B.BSc (Social Enterprise Management)

After a term of four-year, the students will obtain respectively a Degree with specialized major.

The vision of Co-operative University, Sagaing is- to become a University that brings up qualified human resources for socio-economic development.

The objective of Co-operative University, Sagaing is- to become a University that creates sustainable good environment for teaching, learning and research in accordance with quality assurance for socio-economics.

The mission of Co-operative University, Sagaing are-

1. To develop specific programs through regional development, social enterprise management, finance, marketing and statistics.
2. To bring up attentive and cooperation minded human resources who are qualified in respective field.
3. To apply research practically by sustainable performing.

Now, the number of students increases many times in Co-operative University, Sagaing. Table (2.1) shows the increasing number of students during 2012-2013 Academic Year and 2016-2017 Academic Year.

**Table (2.1) The number of students year by year in Co-operative University, Sagaing**

Academic Year	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
No. of Students	1221	1271	1788	2117	2137

### **3. Analyzing the satisfaction of students in Co-operative University, Sagaing**

The main purpose of conducting this study is to find out the effect of different factors the satisfied the students in Co-operative University, Sagaing. The method used in this study for evaluating students' satisfaction is Questionnaires. A sample of 258 students was randomly collected among 2137 structured questionnaires by using the following key terms to collect their perception views about the facilities provided to them in University.

#### ***Definition of Key Terms***

- **Classroom space** is a place to study and learn for students, size is enough for average 65 students per room.
- **Class size** is about 65 students in average per classroom.
- **Study space** is a room in University campus that is allowed to students who want to prepare their paperwork, use computer, read and study their lessons privately.
- **Campus is a safe place** that students are protected from disturbed anything and anyone.
- **Courses** are degree conferred by University.

- **Variety of courses** offered is B.BSc (Regional Development), B.BSc (Accounting and Finance), B.BSc (Applied Statistics), B.BSc (Marketing Management) and B.BSc (Social Enterprise Management).
- **Programs of the study** are courses which are respectively being studied by students.
- **Advisor** is the faculty member and academic supervisor who guide to students.
- **Computer Lab** is a room to study and learn computer programs practically for students.
- **Instructors** are teacher of University.
- **Library services** that provide the students to borrow various books, to use free computer and e books, to access internet and Wi-Fi in library.
- **Computer services** provide services to students to do practice and study in computer lab.
- **Parking lot** is an area use for the parking of motor cycles and car for students.
- **Casher's Office** is a department that receives payments or tuition fees of students.
- **Registration office** is a department that provides services to help in enrollment and solving their affairs conditionally.
- **Recreational Facility** is a building or place, which includes playing fields, stadium for tennis, basketball and football, and park.

Then the results or opinions that will be collected were computed the SPSS method. First analyses by using descriptive statistics, which consisted of frequency, percentage, mean, and standard deviation that were used to present information about personal characteristics of the sample, their level of preparation, and level of satisfaction.

Tables 3.8, 3.10, 3.12, 3.14, and 3.16 capture student has perceived satisfaction with. They are organized as follows; the first column lists the statements, the second column "Mean" shows the average rating, and the last column shows the standard deviation. Respondents rated whether or not they agreed with the statements on one of two five-point Likert scales:

- |                         |                       |
|-------------------------|-----------------------|
| ● 1 = Strongly Disagree | 1 = Very dissatisfied |
| ● 2 = Disagree          | 2 = Dissatisfied      |
| ● 3 = Neutral           | 3 = Neutral           |
| ● 4 = Agree             | 4 = Satisfied         |
| ● 5 = Strongly Agree    | 5 = Very Satisfied    |

From the sample of 258 students studying in Co-operative University, Sagaing, the research findings were concluded as follows;

**Table 3.1 Student Demographic information**

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Age</b>	<b>N</b>	<b>%</b>
Male	55	16.3	18 or under	71	21.1
Female	282	83.7	19-21	232	68.8
<b>Total</b>	<b>337</b>	<b>100</b>	22-25	34	10.1
			<b>Total</b>	<b>337</b>	<b>100</b>
<b>Year of the study</b>	<b>N</b>	<b>%</b>	<b>Field of Study</b>	<b>N</b>	<b>%</b>
First Year	67	19.9	Business Science	120	35.6
Second Year	43	12.8	AF	31	9.2
Third Year	145	43.0	RD	49	14.5
Fourth Year	58	17.2	AS	39	11.6
PGD	9	2.7	SEM	46	13.6
Master	15	4.5	MM	52	15.4
<b>Total</b>	<b>337</b>	<b>100</b>	<b>Total</b>	<b>337</b>	<b>100</b>

Source: Survey Data, 2017

In total, 337 valid surveys were received. The demographic information of the students is shown in Table 3.1. In this section, it is included that gender, age, class, and major. Students who responded to the survey were more likely to be female (83.7%) than male (16.3%). According to age information, range of most students is between 19- 21 years (68.8%). The majority of students are third year students (43%) and the least of students are PGD (2.7%). In addition, field of the study indicated that students were more likely to study Business Science than other majors.

**Table 3.2 Most Person Influence on your decision to attend Co-operative University, Sagaing**

<b>Types</b>	<b>N</b>	<b>Percent</b>
Parents	196	58.2
Friends	22	6.5
High School Teacher	57	16.9
College Teacher	8	2.4
Co-op University Student or Graduate	37	11.0
Other	17	5.0
<b>Total</b>	<b>337</b>	<b>100</b>

Source: Survey Data, 2017

Table 3.2 shows that most influential person in their decision to attend Co-operative University, Sagaing. The majority of students indicated their parents (58.2%), the least of

students indicated College teachers (2.4%). In contrary, some students (5%) indicated other that decide their own decision to attend Co-operative University, Sagaing.

**Table 3.3 Condition of Students' current residence**

<b>Types</b>	<b>N</b>	<b>Percent</b>
Dormitory within campus	41	12.2
Residence within walking distance of University	196	58.2
Residence within driving distance of University	100	29.7
<b>Total</b>	<b>337</b>	<b>100</b>

Source: Survey Data, 2017

Many students came from various regions to attend Co-operative University, Sagaing. So, they are nearly staying in hostels within walking distance of University. In Table (3.3), majority of students indicated that they lived in house within walking distance of University (58.2%) and (12.2%) of students lived in dormitory within campus.

**Table 3.4 Transportations Used by students**

<b>Types</b>	<b>N</b>	<b>Percent</b>
Own vehicle	108	32.0
Car pool	31	9.2
Public transportation	11	3.3
Other	187	55.5
<b>Total</b>	<b>337</b>	<b>100</b>

Source: Survey Data, 2017

Students were used various form of transportation to attend Co-operative University, Sagaing because they lived in hostels within surroundings University. Table 3.4 shows that most of students (55.5%) were more likely to use other way than public transportation (3.3%).

**Table 3.5 Study hours in a week by students spending outside of class on activities related to their academic program**

<b>Types</b>	<b>N</b>	<b>Percent</b>
Less than one hour a week	36	10.7
5 or fewer hours a week	114	33.8
6-10 hours a week	109	32.3
11-15 hours a week	58	17.2
16-20 hours a week	13	3.9
More than 20 hours	7	2.1
<b>Total</b>	<b>337</b>	<b>100</b>

Source: Survey Data, 2017

Table 3.5 found that the majority of students (33.8%) studied 5hour or fewer in a week and (2.1%) of students studied more than 20 hours per week when ask students about how many hours in a week by they spending outside of class on activities related to their academic program.

**Table 3.6 College expenses used by students**

	<b>None</b>		<b>Very Little</b>		<b>Less Than Half</b>		<b>About Half</b>		<b>More Than Half</b>		<b>All or Nearly All</b>		<b>Total</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Self (job, savings, etc.)	522	74.8	46	13.6	17	5.0	13	3.9	3	0.9	6	1.8	337	100
Parents	7	2.1	6	1.8	5	1.5	7	2.1	13	3.9	299	88.7	337	100
Spouse or partner	300	89.0	20	5.9	11	3.3	1	0.3	3	0.9	2	0.6	337	100
Employer support	318	94.4	11	3.3	5	1.5	2	0.6	1	0.3	-	-	337	100
Scholarships and grants	309	91.7	10	3.0	8	2.4	9	2.7	1	0.3	-	-	337	100
Loan	320	95.0	5	1.5	6	1.8	4	1.2	2	0.6	-	-	337	100
Other sources	281	83.4	43	12.8	1	0.3	8	2.4	4	1.2	-	-	337	100

Source: Survey Data, 2017

Table 3.6 found that almost of students obtained college expenses from their parents. In contrary, 2.3% of students obtained college expenses from their self-job and 0.6% of students obtained college expenses from their partner.



**Table 3.7 Student perception of Co-operative University, Sagaing**

	<i>Strongly Agree</i>		<i>Agree</i>		<i>Neutral</i>		<i>Disagree</i>		<i>Strongly Disagree</i>		<i>Total</i>	
	N	%	N	%	N	%	N	%	N	%	N	%
Classroom space is adequate	152	45.1	173	51.3	2	0.6	5	1.5	5	1.5	337	100
Space for clubs, activities, leisure, lounges, etc. is adequate	39	11.6	221	65.6	34	21	39	11.6	4	1.2	337	100
Study space for students is adequate	81	24.0	214	63.5	23	6.8	15	4.5	4	1.2	337	100
Courses are academically demanding	65	19.3	181	53.7	71	21.1	12	3.6	8	2.4	337	100
There is good rapport between faculty and students	44	13.1	218	64.7	50	14.8	20	5.9	5	1.5	337	100
There is good rapport between staff and students	22	6.5	169	50.1	92	27.3	43	12.8	11	3.3	337	100
Sagaing Co-op University is warm, friendly, supportive of students	133	39.5	157	46.6	29	8.6	11	3.3	7	2.1	337	100
Computer Labs are adequate	73	21.7	150	44.5	43	12.8	60	17.8	11	3.3	337	100
Recreational Facilities are adequate	35	10.4	154	45.7	61	18.1	70	20.8	17	5.0	337	100
The campus is generally a safe place	86	25.5	176	52.2	26	7.7	34	10.1	15	4.5	337	100
Variety of courses offered is adequate	69	20.5	182	54	43	12.8	35	20.4	8	2.4	337	100
Class size is appropriate	83	24.6	219	65.0	17	5.0	13	3.9	5	1.5	337	100
Advisors are available when needed	46	13.6	207	61.4	48	14.2	26	7.7	10	3.0	337	100
Programs of Study are flexible	68	20.2	190	56.4	47	13.9	27	8.0	5	1.5	337	100
There are adequate opportunities for student employment	100	29.7	177	52.5	39	11.6	13	3.9	8	2.4	337	100
Help is available to improve my study habits and skills	112	33.2	177	52.5	20	5.9	24	7.1	4	1.2	337	100
I am accomplishing my educational goals at Co-op Uni, Sagaing	141	41.8	153	45.4	15	4.5	20	5.9	8	2.4	337	100
I would recommend Co-op Uni, Sagaing to others	92	27.3	154	45.7	48	14.2	30	8.9	13	3.9	337	100

Source: Survey Data, 2017

In Table 3.7, 45.1% and 51.3% indicated Classroom space is adequate that they either ‘Strongly Agree’ or ‘Agree’ and 10.4% and 45.7% indicated Recreational Facilities are adequate that they either ‘Strongly Agree’ or ‘Agree’. Overall, this table show that they agree on the above all statements than disagree.

**Table 3.8 Student perception of Co-operative University, Sagaing by mean score in descending order**

<b>Students level of agreement with the following statements:</b>	<b>Mean</b>	<b>Std. Deviation</b>
Classroom space is adequate	4.37	.717
Sagaing Co-op University is warm, friendly, supportive of students	4.18	.876
I am accomplishing my educational goals at Co-op Uni, Sagaing	4.18	.940
Help is available to improve my study habits and skills	4.09	.881
Class size is appropriate	4.07	.762
Study space for students is adequate	4.05	.770
There are adequate opportunities for student employment	4.03	.884
Programs of Study are flexible	3.86	.882
Courses are academically demanding	3.84	.858
The campus is generally a safe place	3.84	1.056
I would recommend Co-op Uni, Sagaing to others	3.84	1.047
There is good rapport between faculty and students	3.82	.787
Variety of courses offered is adequate	3.80	.961
Space for clubs, activities, leisure, lounges, etc. is adequate	3.75	.851
Advisors are available when needed	3.75	.892
Computer Labs are adequate	3.64	1.105
There is good rapport between staff and students	3.44	.911
Recreational Facilities are adequate	3.36	1.076

Source: SPSS output

Table 3.7 and 3.8 illustrate the results of student perception with University. Students were more likely to agree classroom space is adequate (mean= 4.37). On the other hand, students are neutral that recreational facilities are adequate (mean= 3.36).

**Table 3.9 Service Used Area of students**

<b>Service Area</b>	<b>Use Frequently</b>		<b>Use Often</b>		<b>Used Sometimes</b>		<b>Used Rarely</b>		<b>Used Never</b>		<b>Total</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Casher's Office	5	1.5	28	8.3	140	41.5	86	25.5	78	23.1	337	100
Computer labs	57	16.9	120	35.6	86	25.5	22	6.5	52	15.4	337	100
Library Services	96	28.5	139	41.2	93	27.6	8	2.4	1	0.3	337	100
Parking Lots	56	16.6	17	5.0	59	17.5	52	15.4	153	45.4	337	100
Registration office	11	3.3	32	9.5	105	31.2	94	27.9	95	28.2	337	100

Source: Survey Data, 2017

In Table 3.9, students 69.7% indicated that Library Services frequently or often used and 9.8% students frequently or often used Cashier's office.

**Table 3.10 Service Used Area of students by mean score in descending order**

Students level of using with the following area:	Mean	Std. Deviation
Library Services	3.95	.826
Computer labs	3.32	1.272
Casher's Office	2.39	.980
Parking Lots	2.32	1.493
Registration office	2.32	1.082

Source: SPSS output

Above table show most of students used often Library Services. In contrary, most of students used sometimes Parking Lots and Registration office.

**Table 3.11 Condition of Students' Satisfaction with Services**

Service Area	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Casher's Office	4	1.2	114	33.8	163	48.4	51	15.1	5	1.5	337	100
Computer labs	83	24.6	167	49.6	63	18.7	19	5.6	5	1.5	337	100
Library Services	137	40.7	165	49.0	26	7.7	7	2.1	2	0.6	337	100
Parking Lots	19	5.6	121	35.9	164	48.7	24	7.1	9	2.7	337	100
Registration office	10	3.0	132	39.2	165	49.0	26	7.7	4	1.2	337	100

Source: Survey Data, 2017

**Table 3.12 Students' Satisfaction with Services by mean score in descending order**

Students level of satisfaction with the following area:	Mean	Std. Deviation
Library Services	4.27	.741
Computer labs	3.90	.886
Parking Lots	3.35	.802
Registration office	3.35	.717
Casher's Office	3.18	.752

Source: SPSS output

Table 3.9, 3.10, 3.11 and 3.12 illustrate student satisfaction with the services provided at Co-operative University, Sagaing. According to table 3.9, 41.2% of students used often library services for their study. Most of students satisfied (mean= 4.27) with library services provided for them at Co-operative University, Sagaing. Most of students are neutral (mean= 3.18) with Cashier's Office.

**Table 3.13 Students' Impression of Co-operative University, Sagaing**

	Strongly Agree		Agree		Not Applicable		Disagree		Strongly Disagree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
I am proud to tell others that I am a Co-op Uni student	217	64.4	110	32.6	-	-	9	2.7	1	0.3	337	100
People on this campus are supportive of one another	34	10.1	249	73.9	13	3.9	39	11.6	2	0.6	337	100
People on this campus respect each other	53	15.7	226	67.1	7	2.1	51	15.1	-	-	337	100
Employees across campus are generally helpful and approachable	15	4.5	215	63.8	33	9.8	57	16.9	17	5.0	337	100
I feel informed about what is happening on campus	4	1.2	178	52.8	30	8.9	60	17.8	4	1.2	337	100

Source: Survey Data, 2017

**Table 3.14 Students' Impression of Co-operative University, Sagaing by mean score in descending order**

Students level of agreement with the following statements:	Mean	Std. Deviation
I am proud to tell others that I am a Co-op Uni student	4.58	.664
People on this campus respect each other	3.83	.871
People on this campus are supportive of one another	3.81	.789
I feel informed about what is happening on campus	3.71	1.010
Employees across campus are generally helpful and approachable	3.46	.993

Source: SPSS output

Table 3.13 and 3.14 illustrated students' impression of Co-operative University, Sagaing. Overall, students are more likely to agree upon student perception of Co-operative University, Sagaing. 64.4% of Students were more likely to strongly agreed that they are proud a Co-operative University student to tell others (mean=4.58).

**Table 3.15 Students' perception of Education in Co-operative University, Sagaing**

	Strongly Agree		Agree		Not Applicable		Disagree		Strongly Disagree		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
The instructors care about me as an individual	81	24.0	181	53.7	12	3.6	60	17.8	-	-	337	100
Instructors are fair and unbiased in their treatment of students	86	25.5	214	63.5	11	3.3	24	7.1	2	0.6	337	100
The quality of instruction at Co-op Uni is excellent	120	35.6	204	60.5	4	1.2	9	2.7	-	-	337	100
Classes are scheduled at times that are convenient for me	74	22.0	149	44.2	9	2.7	71	21.1	34	10.1	337	100
I am receiving a great education at Co-op Uni	153	45.4	169	50.1	9	2.7	6	1.8	-	-	337	100

Source: Survey Data, 2017

**Table 3.16 Students' perception of Education in Co-operative University, Sagaing by mean score in descending order**

<b>Students level of agreement with the following statements:</b>	<b>Mean</b>	<b>Std. Deviation</b>
I am receiving a great education at Co-op Uni	4.39	.632
The quality of instruction at Co-op Uni is excellent	4.29	.626
Instructors are fair and unbiased in their treatment of students	4.06	.790
The instructors care about me as an individual	3.82	1.020
Classes are scheduled at times that are convenient for me	3.47	1.311

Source: SPSS output

Upon review of questions related to students' perception of education, as illustrated in Table 3.15 and 3.16, students were more likely to agree that they are receiving a great education at Co-operative University, Sagaing (mean=4.39). Overall, most of students agree with respect to education perception in Co-operative University, Sagaing.

#### **4. Conclusion**

This study found that parents was most influential person in their decision to attend Co-operative University, Sagaing. In addition, most of students come from different region to attend Co-operative University Sagaing. Further, Students used various way of transportation to attend Co-operative University.

The main thing of this study intends to assess Students' Satisfaction with various aspects of Co-operative University, Sagaing. Overall results reveal that the numbers of Students are satisfied with various aspects of Co-operative University, Sagaing such as classroom space, Class size and library services, computer labs, etc. However, students are neutral in some services such as Registration office, Cashier's office and Parking for students. In addition, this Study found that although Students are not fully satisfied, they have positive perception and impression with respect of Co-operative University, Sagaing. In addition, this study found that some students give the following comments:-

- the lack of clearness within campus area and toilet
- the lack of services provided by Registration office' staff,
- to change timetable schedule because inadequate lunch time
- to provide enough drinking water for students
- don't like wearing helmet

According to analysis the data, knowing what the influences of students' satisfaction are priority step to improve. More attention should be given to improving it to sustain student satisfaction level. The results of this study suggest that more facilities should be provided to the

students regarding Computer labs, Recreational facilities, sport facilities and space for Clubs, activities, leisure. Further, University should provide more services such as Computer labs, Registration office, Cashier's office and Parking for students. Summing up the above stated views by students, most of students are satisfied with respect of University. Therefore, University should be more attention to supply the needs and affairs of students in the above comments. It is concluded that our University will be positive image among Universities within region in future if University may fulfill to student's satisfaction with each factors.

Furthermore, the results from above analysis can help the University to improve its performance and programs. The number of Students may increase many times if University may try to meet the students' Satisfaction regarding their needs. Therefore, the students' satisfaction plays in particular important role to improve academic performance and the recruitment of future students in the University.

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