



## PARTICIPANTS' SATISFACTION: HIGHER EDUCATION PEDAGOGY PROGRAM IN HRDC, OSMANIA UNIVERSITY, HYDERABAD

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### **Abstract**

The main objective of this study is to find the satisfaction level of participants according to their gender and subject toward the resource persons / lectures, besides the participants' very satisfied rating for the resource persons/lectures. Thirty-four participants from various subjects have attended the program. The program had 38 sessions ranging from basic pedagogy issues, National Policy on Education-2020, Mentoring, Content-cum-methodology, Open and Distance Learning, Research Perspectives besides panel discussion and seminar presentations. Data was collected from the participants on the Google Form with respect to the resource persons/ lectures on a 4-point scale. The study concludes that the resource persons / lectures were impressive for the male participants and participants from Botany, Economics, English, Home Science, Mathematics, Microbiology, Public Administration and Zoology subjects. Results of the satisfaction evaluation indicated that more than 82 % of the participants rated very much highly satisfied with the program.

### **Index Terms**

Participants' satisfaction; Refresher program; Resource persons; Google Form.

### **1. INTRODUCTION**

Human Resource Development Centers (HRDCs) are established by University Grants Commission (UGC) for the professional development of the teachers working in colleges and universities across the country. The programs range from workshops, faculty development programs, orientation courses, refresher courses of varying duration from one week to three weeks. The objective of these programs is to equip teachers with latest developments and in-depth knowledge in their subjects. In this context, authors have coordinated a two-week program in Pedagogy of Higher Education in HRDC, Osmania University Hyderabad and have shared their ideas of the program in this paper.

The only way to find out if participants are satisfied with refresher program is to ask them. The satisfaction is perceived level of pleasure and contentment derived from individual performance. Besides values and competence, satisfaction is the motivating force for occupational behaviour. So, it is wise to measure the satisfaction of participants immediately after they complete the program. Surveys of training session collect a participant's level of satisfaction with the training; sense of how well the training reached its intended goals; and ideas about how the training could be improved. The benefits of surveys are - they are quick and inexpensive to implement; covers all participants at the same time; and they provide useful data in a form that requires minimal analysis [1].

### **2. Objectives of the Study**

The purpose of the study is to find out the satisfaction levels of the participants regarding the resource persons/lectures during a two-week program in Pedagogy of Higher Education in HRDC, Osmania University Hyderabad.

### **3. Significance of the Study**

Since we have put effort and dedication into designing a refresher program, it's important to also take time to find out if participants are satisfied with their experience. Satisfied participants tend to be more engaged and are more likely to implement what they've learned back on the job. The research uncovers how participants feel about the program they just took, and if they think it was relevant and valuable. Thus, the results of satisfaction surveys will provide important data about what participants liked and

didn't like about our program. This also helps to communicate survey results to others on the team for improvement based on feedback or successful implementation of the same on the next time[2].

#### 4. Review of Related Literature

The research conducted to evaluate Satisfaction of Participants in the training activities promoted by the Plan Training for Employment (PTE) of the Principality of Asturias during the period between 2002 and 2008 [3]. Outcomes obtained in this research demonstrate an overall high level of participants' satisfaction with training activities promoted by that plan, although clear differences are detected according to different classification variables used in the study (sex, age, professional group, specialty, etc.). The overall rate of satisfaction (2005-08) has achieved an average score of 7.78 on a 10 point scale. They found that women are engaged in a more positive assessment (7.93) than men (7.75).

Results of satisfaction evaluation indicated that the training program was well received, with more than 85% of participants felt satisfied or relatively satisfied with the training [4]. However, the variables that contemplated satisfaction were related to quality of care and preferences regarding the training methodology[5].

The survey results displayed that the students were not fully satisfied with present e-learning systems although versatile in using internet and web. The survey focused on the important aspects of e-learning which drive learner satisfaction and the personalization factors influencing the success of e-learning. The survey results clearly revealed the need for personalized and more adaptive e-learning systems with possible moderator support to satisfy the needs of contemporary learners [6].

Thus, reviews related to satisfaction of participants reveal that quantitative and qualitative tools are used for collecting data.

#### 5. Procedure & Data Collection

The sample of the study are the participants who attended the two-week program in Pedagogy of Higher Education in HRDC, Osmania University Hyderabad. The details of the sample are given below.

Table 1. Details of the Sample

S.No.	Subject	Male	Female	Total
1	Botany	1	-	1
2	Chemistry	3	2	5
3	Commerce	4	2	6
4	Economics	1	-	1
5	Education	2	3	5
6	English	-	1	1
7	Home Science	-	1	1
8	Mathematics	1	-	1
9	Microbiology	-	1	1
10	Physics	1	1	2
11	Physiology	1	-	1
12	Political Science	-	1	1
13	Public Administration	3	-	3
14	Sanskrit	-	1	1
15	Telugu	3	-	3
16	Zoology	-	1	1
	Total	20	14	34

Thirty-four participants from various subjects have attended the program. The program had 38 sessions ranging from basic pedagogy issues, National Policy on Education-2020, Mentoring, Content-cum-methodology, Open and Distance Learning, Research Perspectives besides panel discussion and seminar presentations. These sessions were conducted from 22 November to 4 December 2021 (total 12 days). One of the authors coordinated these sessions and instructed them to submit their satisfaction levels of the resource persons / lectures in a program on the Satisfaction Form [7] posted to them as Google Form on their WhatsApp group.

The satisfaction form given below consists of questions pertaining to the name of the participant, name of the resource person / lecture observed, during the session how satisfied they are as a participant (very satisfied, satisfied to very unsatisfied on a 4-point scale).

Participant's Name: \_\_\_\_\_ Name of the Resource Person: \_\_\_\_\_  
 Title of the lecture: \_\_\_\_\_ Date: \_\_\_\_\_

1. During the session, how satisfied were you as a learner (Rate your satisfaction on the following scale)
- (4)                      (3)                      (2)                      (1)
- Very satisfied      Satisfied      Unsatisfied      Very unsatisfied

Figure 1. Satisfaction Form

#### 6. Analysis of Data

Data is analyzed as per the objectives and is presented to find the satisfaction level of participants according to their gender and subject toward the resource persons / lectures, besides the participants' very satisfied rating for the resource persons/lectures.

Data from the Google Form responses was consolidated and given in table 2 below.

Table 2. Gender -wise satisfaction levels with respect to Resource persons (RP) / lectures

Gender Participants	RP1	RP2	RP3	RP4	RP5	RP6	RP7	RP8	RP9	RP10	RP11	RP12	RP13	RP14	RP15	RP16	RP17	RP18	RP19	Male	20	3.9	
3.8	3.8	4	3.9	3.9	3.8	3.9	3.9	3.8	3.9	3.8	3.8	3.8	3.9	3.9	3.9								
Female	14		3.6	3.7	3.6	3.7	3.5	3.7	3.6	3.6	3.6	3.6	3.8	3.6	3.8	3.8	3.7	3.8	3.7				
Average			3.8	3.8	3.7	3.9	3.7	3.8	3.7	3.8	3.7	3.8	3.9	3.7	3.7	3.8	3.8	3.8	3.9	3.8			

Table 2. Gender -wise satisfaction levels with respect to Resource persons (RP) / lectures (contd.)

Gender Partici	RP20	RP21	RP22	RP23	RP24	RP25	RP26	RP27	RP28	RP29	RP30	RP31	RP32	RP33	RP34	RP35	RP36	RP37	RP38	Avg
Male	20	3.8	3.8	3.8	3.9	4	3.9	3.9	3.9	3.9	3.9	3.9	4	3.9	3.9	3.9	4	3.7	3.7	<b>3.9</b>
Female	14	3.6	3.5	3.6	3.7	3.8	3.6	3.8	3.6	3.7	3.6	3.6	3.6	3.5	3.7	3.6	3.6	3.7	3.7	<b>3.7</b>
Average	3.7	3.7	3.7	3.8	3.9	3.8	3.9	3.8	3.8	3.8	3.8	3.8	3.8	3.8	3.8	3.8	3.9	3.7	<b>3.8</b>	

Male participants expressed more satisfaction (3.9) than their female counterparts (3.7). The overall satisfaction levels for the program is 3.8 on a 4-point scale.

The average of the participants' subject-wise satisfaction levels for the resource persons is given in table 3 below.

Table 3. Average of the Participants' subject -wise satisfaction levels with respect to Resource persons (RP)/ lectures

Subject	Parti	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP	RP
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Bota ny	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Che mistr y	5	3.4	3.6	3.4	3.6	3.4	3.6	3.4	3.6	3.4	3.6	3.4	3.6	3.4	3.6	3.4	3.6	3.4	3.6	3.4
Com merc e	6	4	3.7	3.5	4	3.8	4	3.8	3.8	4	4	4	3.8	3.7	3.8	3.5	4	4	4	3.8
Econ omic s	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Educ ation	5	3.4	3.6	3.4	3.2	3.8	3.6	3.6	3.6	3.3	3.2	4	3.6	3.6	3.6	3.6	3.6	3.6	3.6	3.8
Engl ish	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Hom e Scie nce	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Mat hem atics	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Micr obiolog y	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Phys ics	2	4	3.5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3.5	4
Phys iolog y	1	4	4	4	4	3	3	3	4	4	3	3	3	3	3	4	4	4	4	4
Polit ical Scie nce	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Publ ic Adm inistr ation	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Sans krit	1	3	4	3	4	4	4	3	4	3	4	4	4	4	4	4	4	3	4	4
Telu gu	3	3.7	3.3	3.3	4	3.7	3.7	3.3	3.3	3.7	3.7	3.7	3.3	3.3	3.3	3.7	3.7	3.7	4	3.7
Zool ogy	1	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4
<b>ALL</b>	<b>34</b>	<b>3.8</b>	<b>3.9</b>	<b>3.8</b>	<b>3.9</b>	<b>3.8</b>	<b>3.9</b>	<b>3.8</b>	<b>3.9</b>	<b>3.8</b>	<b>3.8</b>	<b>3.8</b>	<b>3.9</b>	<b>3.8</b>	<b>3.8</b>	<b>3.9</b>	<b>3.9</b>	<b>3.9</b>	<b>3.9</b>	<b>3.9</b>



Table 4. Number of Participants very (highly) satisfied with the resource persons/ lectures (contd.)

RP20	RP21	RP22	RP23	RP24	RP25	RP26	RP27	RP28	RP29	RP30	RP31	RP32	RP33	RP34	RP35	RP36	RP37	RP38	Avg	Partici	26	26	
27	29	32	29	31	27	29	27	29	28	30	29	29	28	28	31	27	28						

The resource persons / lectures with RP3, RP5, RP7, RP 20 and RP 21, (total 5) had few participants (26) rated very satisfied while 31 participants each rated very satisfied for the resource persons – RP26 and RP 37 (total 2). The average number of participants very satisfied with respect to the resource persons / lectures is 28.

## 7. Discussion

Male participants are very satisfied with the program than the female participants. This may be due to the lectures or the resource persons they have identified with their subject / communication style. Participants belonging to the subjects Botany, Economics, English, Home Science, Mathematics, Microbiology, Public Administration and Zoology are very satisfied with the program probably due to the examples, communication style and content shared by the resource persons.

The least number of participants (26 out of 34) expressing very satisfied for the five resource persons / lectures may be due to high or little technical information shared in the resource lectures. Similarly, 31 participants each have expressed high satisfaction for two resource persons / lectures probably due to emotional attachment and holistic engagement in the lecture.

## 8. Conclusion

The resource persons / lectures were impressive for the male participants and participants from Botany, Economics, English, Home Science, Mathematics, Microbiology, Public Administration and Zoology subjects. Results of the satisfaction evaluation indicated that the refresher program on Pedagogy in Higher Education conducted by UGC HRDC Osmania University, Hyderabad was well received, with more than 82 % of the participants rated very much highly satisfied with the program.

## 9. References

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