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A Statistical Study of the Level of Quality of University Services as Perceived by Students

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Research Article

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ABSTRACT

In this study, the empirical investigation conducted to investigate the service quality perception of the students about the level of service quality provided by their faculty, (Faculty of computer science and mathematics) and significant determinants of service quality of faculty of computer science and mathematics in University of Kufa. Data is collected through questionnaires involving different students (male and female) from each department. The study found that the students are not satisfied with the level of medical service, while they are satisfied with the service of maintenance. According to the T- test, the results of this study provided that the general average of service quality in this faculty is less than good with confidence level 95%.

INTRODUCTION

A subject of the quality in services provided in different institutions and bodies of subjects which calls for great attention from researchers and specialists because of the importance and vitality of the subject. Developing the performance of different institutions and bodies to be able to compete under the variables in the recent days. The growth of services and the institutions growing operation in the same activity to the intensification of competition in light of the open and competitive economy. Further, all institutions become keen to access to possess competitive features to ensure survival continuity. The shift to quality in the provision of services imposed by many factors such as the quest to shorten the time within a contemporary management concept is time-based competition. Working to improve Non-stop performance under a contemporary administrative principle is continuous improvement [1].

There is no doubt that contemporary societies are realizing that their progress and ability to confront global challenges and the creation of a free decent life for its citizens. Based on the type of university education, University education is of great interest at various levels throughout the world. It is witnessing continuous development for the better to keep pace with the needs of the individual and society and the characteristics of the age. Scientific and technical sciences, and accordingly it is considered university higher education based on the distinguished role played by the preparation of cadres and human capacities of technical scientific and cultural as well as the preparation of intellectual leaders in different fields of education [2]. It is necessary to consider the quality of services as urgent and necessary, therefore to should be eliminated or neglect in all institutions, the services industry plays an increasingly important role in economy of many nations in the world of competition Firdaus, 2006.

The main objective of this study is to identify the level of quality of educational service from the point of view of students. As well as, increasing the interesting of student in the quality of services of university.

UNIVERSITY SERVICES

In order for universities to compete competently, they must distinguish its student services to ensure the satisfaction of its current students and to ensure the recruitment of the largest number of students. These universities use many strategies to improve their performance, and most importantly those strategies pay attention to quality as an important strategy that helps universities, and others on providing students with full satisfaction with their needs, needs and expectations student services are defined as: the efforts or activities they provide (student education institutions).

Students for the purpose of their full development spiritually, mentally, physically, scientifically, psychologically, socially and freely the opportunity for good educational attainment, by providing an appropriate environment within the educational environment [3].

There are also university services:

1. Registration Services
2. Sports Services
3. Library Services
4. Electronic Services
5. Security Services, etc

QUALITY OF SERVICE

Modern studies agree that the concept of quality of servicing through the evaluation of the beneficiary service is excellence and overall excellence in service. Lewis defined service quality as standard to match the actual performance of the service with customer expectations for this service [4]. Management literature suggests that quality of service can be defined in two directions: the first, the student and the second term is the organization. In this study, the university and the quality of service from the concept of the beneficiary student is the suitability and suitability of the product service students in this study for use and needs. The quality of service from the organization is the degree of conformity of the product student service to the standards, and as far as the institution can of learning from freedom from differences; deviations between established standards and the performance achieved to some degree reach a better level of service provided to students.

The quality of student service defined as: a set of conditions, specifications and characteristics must be available in the services of higher education institutions, which intended to meet the needs of students and the preparation of efficient outputs to meet the requirements of society [5].

POPULATION OF STUDY

The original population, which will be drawn from it study sample consists of all students (Faculty of Computer Science and Mathematics) totaling (394) male and female students for the academic year 2017-2018*.

Table 1. The data is obtained from the registration and students affairs division in university of Kufa/ Faculty of computer science and mathematics.

Level	Math	Computer	Sum
zed	58	71	129
3rd	31	50	81
4th	91	93	184
Sum	180	214	394

As we mentioned above the details of the population study shown in Table 1. We selected three levels from four, (second, third and fourth stage) from each department.

SAMPLE OF STUDY

A random sample percentage (10%) of the original population for the study of (394) students to be a sample study of levels of study (second, third, fourth), The following Tables (Table 2-4) show the distribution of the study sample according to the variables of the study.

Table 2. Details of gender.

Gender	Frequency	Percent
Male	28	70.0%
Female	12	30.0%
Total	40	100%

Table 3. Details of department.

Department	Frequency	Percent
Computer	24	60.0%
Math	16	40.0%
Total	40	100

Table 4. Details of levels.

Level	Frequency	Percent
Second	13	32.5%
Third	12	30.0%
Fourth	15	37.5%
Total	40	100

DISCUSSION OF RESULTS

The results that are obtained are shown in the Table 5.

Table 5. Distributive properties of all sections.

Section	N	Minimum	Maximum	Mean	Std. Deviation
Registation_Services	40	1	5	2.7313	0.84046
Student_Activities	40	1	4.67	2.85	0.89935
Sports_Activities	40	1	5	2.9083	1.1815
Security_Aervices	40	1	5	3.075	0.97106
Cafeteria_Services	40	1	4	2.5833	0.99213
Medical_Services	40	1	4	1.65	0.94868
Electronic_Services	40	1	4.67	2.8583	0.82306
Infrastructure	40	1	5	2.4917	1.02667
Examination	40	1	4.5	2.625	0.98547
Library_Services	40	1	4.33	2.7417	0.7716
Maintenance_and_Equi pment	40	1	5	3.575	0.91672
Valid N (Listwise)	40				

It turns out that the question that got the highest percentage is the question (5) of the assessment (good) by (40%). While the question that received, the lowest proportion is the question (7) for the evaluation (excellent) by (2.5%).

From Table (3), it turns out that the question that got the highest percentage is the question (16) of the assessment (bad) by (62.5%). While the question that received, the lowest proportion is the question (15, 11) for the evaluation (excellent) by (2.5%).

Note Table (4), it turns out that the question that got the highest percentage is the question (24) of the assessment (bad) by (37.5%). While the question that received, the lowest proportion is the question (25, 26) for the evaluation (excellent) by (2.5%). Through Table (5), it turns out that the question that got the highest percentage is the question (29) of the assessment (good) by (40%). While the question that received, the lowest proportion is the question (29) for the evaluation (bad, acceptable) by (5%).

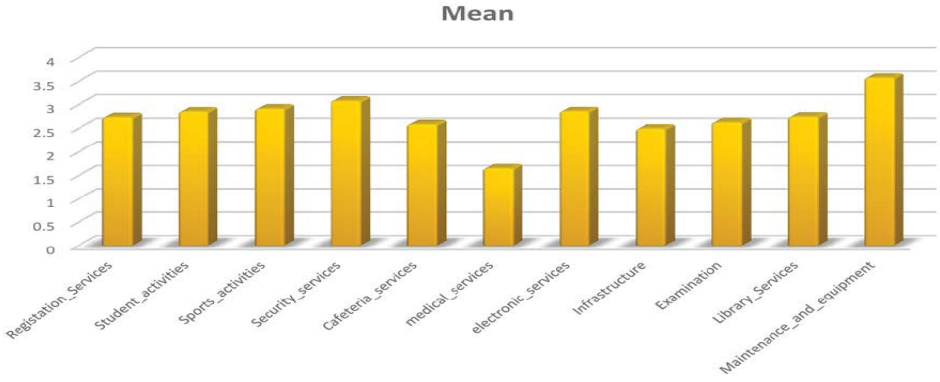

Figure 1. Percent summary for all sections.

We note that in this form, the maintenance and equipment services got the highest percentage (good) and the medical services got the lowest rate (acceptable). The above Table explains the minimum and maximum values, which represent the scale of levels for all questions. That is (1 for bad to 5 for excellent). The mean for these options is the number of selected levels divided by number of levels shown in figure 1.

TEST THE RESULTS

The t-test is any statistical hypothesis test in which the test statistic follows a Student's t-distribution under the null hypothesis [6-8] . A random sample of 40 male and female students drawn from a community. The questio1U1aire distributed in 11 main

areas representing university services offered by the college. The average sample calculated for each university service. We consider that the null hypothesis is said that the average of the quality of university services is good (μ = 4). In the other hand, the alternative hypothesis said the average of quality of university services is less than good (μ < 4).

a = 0.05 Confidence Interval = 95%

$$H_0 : \mu = 4$$

$$H_1 : \mu < 4$$

The statistic of the T -test can computing by the next formula:

$$t = \frac{\bar{x} - \mu_0}{s / \sqrt{n}}$$

Then, after test this hypothesis in (spss package), We obtained the results in the next Tables 6 and 7:

Table 6. One sample statistics

	N	Mean	Std. Deviation	Std. Error Mean
mean	40	2.7354	0.53111	0.08398

Table 7. One sample test

	Test Value = 4					
	t	df	Sia. (2-tailedl	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
mean	-15 059-	39	0	-1.26458-	-1.4344-	-1.0947-

$$p - value = \frac{sig}{2} = 0.000 < 0.001$$

We note that the value of t calculated located in the rejection region, and since p -value < a, thus we reject the null hypothesis H_0 and accept the alternative hypothesis H_1.

CONCLUSION

After discussing the results, we obtained. It can conclude that the paragraphs of questionnaire (11) which represent university services:

1. Registration Services
2. Student Activities
3. Sports Activities
4. Security Services 5 Cafeteria Services 6 Medical Services
5. Electronic Services
6. Infrastructure
7. Examination
8. Library Services
9. Maintenance and Equipment

The lowest value for the average paragraphs is the average medical services paragraph = I.6500. In other hand, the highest value for the average paragraphs is the average of Maintenance and equipment paragraph = 3.5750.

Finally, the level of quality of university services in the faculty of computer science and mathematics was less than (good).

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