



STUDENT SATISFACTION AS AN INDICATOR OF QUALITY IN HIGHER EDUCATION

Ana Uka
Beder University
Department of Educational Sciences
Tirana- ALBANIA
auka@beder.edu.al

Abstract

This study investigated university students' satisfaction from the physical environment and services provided in a higher education institution to indicate the quality in higher education. The questionnaire included students' demographic data and close-ended questions in a Likert type scale with adequate validity and reliability (Cronbach's alpha = .99). The sample consisted of $N = 200$, where $n = 130$ (65%) were female and $n = 70$ (35%) were male undergraduate and graduate students studying at public, private profit and private nonprofit universities in Albania. The majority of students were second year undergraduate students $n = 89$ (44.5%) who were studying at private nonprofit universities $n = 73$ (36.5%). By using t test analysis, results revealed that there were gender differences where male students scored higher than female students ($p < .05$) on most of the students' services provided by the university. Single factor ANOVA showed that students from different university groups differed significantly $F(4, 195) = 6.15$, $p < .05$ on students' services. The work has been concluded with suggestions and future developments on this issue.

Key Words: Higher education, students, satisfaction, quality.