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### Students satisfaction level in coaching institutes in Hisar city

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#### Abstract

Coaching can make a difference in people's performance for three key reasons. It is customized to meet each person's needs, so no time is wasted. Although books, classes, e-learning, and other approaches may be less expensive, they may not provide as much value for the learner because they cover a broad content area and are aimed at a diverse audience. The present study was conducted in the Hisar district of Haryana state with the objective to assess the style of teaching of coaching instructor and to assess the student satisfaction level of their coaching institute. Results show that in personal variables the majority of the respondents were in 16-17 years of age. Most of the respondents were the female and the maximum number of respondents was lives in the nuclear family. The study also revealed that most of the respondents were studying in 12th class and maximum respondents said that they were preparing for banking competitive exams.

**Keywords:** coaching, performance, satisfaction level, students

#### Introduction

It is a trend for students to take admissions in coaching institutes for scoring well in exams like board exams, competitive exam or entrance exams for admissions. However, these coaching institutes promising students a competitive edge over other students are a topic of debate whether it is compulsory for students to take extra help from coaching institutes or they can score well in these exams with self-studies. Various advantages of coaching institute are Right Direction, the personalization of studies, New learning styles and tips for getting a competitive advantage, the utilization of extra time/Disciplines students' daily routine, Students get to cover up specific subjects. Coaching can make a difference in people's performance for three key reasons. First, it is customized to meet each person's needs, so no time is wasted. Although books, classes, e-learning, and other approaches may be less expensive, they may not provide as much value for the learner because they cover a broad content area and are aimed at a diverse audience. Second, coaching can address the full spectrum of learning, from insight, motivation, and learning new skills to accountability and application in the real world. Finally, having a personal coach provides a relationship built on trust and openness that allows safe exploration of difficult topics and supports risk-taking in trying new behaviors.

In summary, coaching can be an effective tool for accelerating learning and dramatically improving performance across a wide range of skills that benefit both the individual and the organization. In the light of the above following objectives were planned for the present investigation:

- To measure students satisfaction level in terms of Infrastructure.
- To assess the students satisfaction level of their coaching institute.
- To study the style of teaching of coaching instructor.

#### Methodology

The study was conducted in Hisar district of Haryana state selected purposively. Thirty students were selected randomly from Hisar district of different coaching institute. A well structured questionnaire was developed and the data were collected personally by the researcher. The collected data was quantified and interpreted by using statistical tools such as frequency, percentage, weighted mean and rank.

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## Results

**Table 1:** Personal profile of respondents

Sr. No	Variables	Frequency	Percentage	
1	Age	15-16 year	4	13.0
		16-17 year	18	60.0
		17-18 year	8	27.0
2	Sex	Male	14	47.0
		Female	16	53.0
3	Family Type	Joint	8	27.0
		Nuclear	22	73.0
4	Monthly Family Income (Rs.)	Up to 30000	10	33.0
		30001-60000	14	47.0
		60001-90000	6	20.0
5	Class	11 <sup>th</sup>	13	43.0
		12 <sup>th</sup>	17	57.0
6	Board of School	HBSE	14	47.0
		CBSE	16	53.0
7	Stream	Art	6	20.0
		Commerce	7	23.0
		Science	17	57.0
8	Type of School	Govt.	6	20.0
		Private	24	80.0

Table 1 shows that 60.0% of the respondents fell in 16-17 years of category followed by 17-18 years of age group (27.0%). Out of all 53.0% were girls and 47.0 were boys. Data related to family type states that 73.0% of students lives in nuclear family followed by 27.0% were from joint family. Data shows that 47.0 per cent had monthly family income of Rs. 30001-60,000 followed by up to Rs. 30,000 (33.0%) and 60001-90000 (20.0%). More than half of the students 57.0%

were in 12<sup>th</sup> class followed by 43.0% were in 11<sup>th</sup> class. Data regarding board of school shows that 53.0% were having CBSE board and 47.0% were having HBSE board. More than half of students (57.0%) were having science stream followed by commerce and arts (23.0% and 20.0% respectively). 80.0% of students were studying in private schools followed by 20.0% were in Govt. schools.

**Table 2:** Basic Information about Coaching Institute

Basic Information about Coaching Institute			
Sr. No	How did you come to know about this institute	Frequency (n=30)	Percentage
1.	Friends/Classmates	9	30.0
	Teacher	2	6.67
	Relatives	4	13.3
	Newspaper	8	26.6
	TV	7	23.3
2.	<b>Why did you choose this coaching institute</b>		
	Easy admission	6	20.0
	Low cost	12	40.0
	Family Pressure	4	13.3
	Friends are taking	8	26.7
3.	<b>What are your expectations from this institute</b>		
	Good career opportunities due to specialized knowledge	8	26.7
	Good Status in the company/Govt. job	12	40.0
	Good Salary	8	26.7
	Good practicing opportunities	2	6.6
4.	<b>Course contents of the institute syllabus are appropriate and comparable to other coaching institute</b>		
	Appropriate	28	93.4
	Not Appropriate	2	6.60
5.	<b>Sitting arrangement in coaching classes is comfortable</b>		
	Appropriate	30	100.0
	Not Appropriate		
6.	<b>No. of students choose their field as</b>		
	PMT	1	3.30
	HSSC	3	10.0
	CSE/ESE	4	13.3
	Banking (SBI/ IBPS/ RRB/ IPPB Clerk, PO)	6	20.0
	SSC	5	16.6
	UPSC/ IAS/ IPS/ HCS/ RAS	4	13.4
	CDS/ AFCAT/ CPO/SI	2	6.70
	CAT	3	10.0
	CGL	2	6.60

Table 2 revealed that 30.0% students said their friends/classmates recommend about this institute followed by newspaper, TV, relatives (26.6%, 23.3%, 13.3%) respectively. Forty percentage students choose this coaching institute because of low cost followed by 26.7% followed by 26.7% students choose because friends were taking, 13.3% choose because of family pressure. Forty percentages of the students expectation was they got good status in company followed by

them got good salary (26.7%). 93.4% students said that the content of their coaching institute was appropriate and most of all said that their sitting arrangement in classes was comfortable (100.0%). Out of total students 20.0% of them choose their field as Banking (SBI/ IBPS/ RRB/ IPPB Clerk, PO) followed by SSC, UPSC/ IAS/ IPS/ HCS/ RAS, CSE/ESE (16.6%, 13.4%, 13.3%) respectively.

**Table 3:** Facilities provided by Coaching Institute

Sr. No	Facilities provided by Coaching Institute	Wt. Mean	Rank
1.	Institute staff helpful with administrative issues you face	1.8	V
2.	Teachers in the institute proficient	2.23	I
3.	Often do you use the institute facilities	1.89	III
4.	Institute facilities up-to-date	2.2	II
5.	Institute coaching classes provide good library facilities	1.86	IV

Table 3 concluded that facilities provided to students by coaching institute shows that 'Teachers in the institute proficient' got I rank (2.23WMS) followed by 'Institute

facilities up-to-date' II rank (2.2WMS), 'Often use the institute facilities' III rank (1.89WMS).

**Table 4:** Satisfied with the Teachers of Coaching Institute

Sr. No	Satisfied with the Teachers of Coaching Institute	Wt. Mean	Rank
1.	Teachers of coaching classes pay more attention to teaching due to competition amongst coaching classes	2.4	VII
2.	Teachers complete the syllabus of important subjects during vacation	2.36	IV
3.	Teachers complete the syllabus as per the demand of the students	2.1	VIII
4.	Teachers provide additional information over and above subject matter	1.63	IX
5.	Teachers help students in correcting their mistakes	2.16	V
6.	Teachers provide examination oriented knowledge	2.73	III
7.	Teachers are expert in their subjects	3.0	I
8.	Teachers pay personal attention to the students	1.6	X
9.	Teachers use short cuts in teaching	2.5	VI
10.	Teachers explain the subject matter in the best possible manner	2.93	II
11.	Teachers conduct test for each chapter	3.0	I

Table 4 shows that data related to satisfaction of students by the teachers of coaching institute states that 'Teachers are expert in their subjects' and 'Teachers conduct test for each chapter' got I rank (3.0WMS) followed by 'Teachers explain the subject matter in the best possible manner' II rank

(2.93WMS), 'Teachers provide examination oriented knowledge' III rank (2.73WMS), 'Teachers complete the syllabus of important subjects during vacation' IV rank (2.36WMS).

**Table 5:** Satisfaction by Coaching Institute

Sr. No	Satisfaction by Coaching Institute	Wt. Mean	Rank
1.	Satisfied with the services being provided by institute	2.29	II
2.	Satisfied with the quality of coaching	3.0	I
3.	Satisfied with the quality study material provided by institute	2.79	III
4.	Satisfied are you with the overall experience of this institute	2.73	IV
5.	Satisfied are you with the overall experience of teachers	2.13	V

Table 5 shows satisfaction by coaching institute revealed that 'Satisfied with the quality of coaching' got I rank (3.0WMS) followed by 'Satisfied with the services being provided by institute' II rank (2.29WMS), 'Satisfied with the quality study material provided by institute' III rank (2.79WMS).

### Conclusion

- In personal variables majority of the respondents were in 16-17 years of age.
- Most of the respondents were female.
- Maximum number of respondents was lives in nuclear family.
- Most of the respondents were studying in 12<sup>th</sup> class.
- Maximum respondents said that they were preparing for banking competitive exams.
- Most of the respondents believed that the teachers were

experts in their subjects.

- Maximum respondents said that they were satisfied with the quality of coaching institute.

### Recommendation

1. The institute environment should be such which supports the student comfort and interaction.
2. Students who are good in academic can prepare for these exams with self-studies, they do not feel the need to join coaching institutes.
3. Students who feel need to join coaching institutes to learn better and score well in these exams should consider factors like an academic record of past students as well they can consider coaching classes only for the subject they need extra help with.
4. Students should consider self-studies and help from

teachers at school a priority.

5. The management of the coaching institutes need to identify the major student satisfaction indicators that are quantifiable and can be measured over a period of time.

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