Student's Satisfaction on Today's Teaching Pedagogy

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Abstract
The main focus of the study is to know about student's satisfaction on today's pedagogy used in the class room by the teachers,student's satisfaction based on when student's perception on which their need should met in the educational institution.In this research the author want to study the level of satisfaction by the student in the class room. The sample size is 100 students from different courses is selected for present study (35females and 65 males)and it is a descriptive study and the data is collected through questionnaire as primary data where as secondary data is collected through books, and journals. Mainly the students satisfaction is based on three elements in the educational institution ,one is teachers performance and second is pedagogy used in the class room. From the study it is clear that student are satisfied by the element of the teachers performance in class roomand students have very much satisfaction on teaching pedagogy used by teachers in the class room, only the students who are not regular to the class they are not aware of the methodology used in the class, those students are rare satisfied with the pedagogy used.
Keys Words: *Pedagogy, Teacher, Service Quality, Performance, Students*

I. Introduction

" Once you sow a seed then you will reap a single harvest. But when you teach a student you will reap a thousands of harvests" it is absolute right which was declared by a "a Chinese philosopher kuan tza(551-479 b.c)". if you plan for a year ,plant a seed, if it is for ten years plant a tree, if for two hundred years then teach the people. For this it is clear that how teaching place an important role in the society .Education plays avital role in shaping our lives and life styles. In this modern technology world teaching methods has becomes the master determinates of the education institution with social change and social transformation because it alone can lead the students to the occupational achievements. It is expected that teaching help to build up a qualified and creative knowledge of the students who are interest to adopt to new technology and interested in the advanced digitalization in teaching in the learning class room. So, here it show how the class room teaching makes its impact on the students where the teachers uses different teaching methods through different teaching platforms and various pedagogy to explain the concepts in the classroom teaching. According to Kothari Commission " A nation is built in its classroom" it is rightly said by the commission thatteaching in the classroom creates a great leaders with perfect teaching and bring out the persons with perfect knowledge and inherent talents in them.so the role of teacher is very important in make the students ready for the nation . In this particular study the researcher wants to study about the teaching method or pedagogy used in the classroom by the teacher andto measure the students satisfaction on the teaching pedagogy.

In the present scenario of digital era, today students requires greater knowledge and variety range of skills than ever, they want that education institution should be equipped with digital apparatus to participative effective in the college, because the students want to receive a systematic education in all aspect as a perfect student by the time they leave the institution. The education institution offers more than education to student that it promotes critical thinking, problem solving , case studies , brain storming this includes in pedagogy which the faculty uses in the class room teaching, in recent time of digital era number of teaching methodology and different types of pedagogy came in existences. In the olden day teaching confine to black board and calk and it is teacher centric, the teacher is giving and students at the end receiver . but now a days teaching becomes verytypical job ever before, because students wants new innovations with attractive teaching by the faculty in the classroom .so, teacher have to do lot of homework for making the class attractive and made easy understandable by the students..Class room environment is the best learning place for the student-it is learning process of why to learn, what to learn and finally how to learn and implement in the further course of action

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means , in office or in an organisation. For providing better learning environment to the students the organisation should know its strengths and weakness.

II. Literature Review :

Andreea -Diana Scoda(2014)in this article author expressed the students feel when they analysed the importance of pedagogy in their class room teaching hence the teachers should have quality in pedagogy used which makes the students satisfied in the class room .

Zsh.Zsheliaskova and E.Mileva (2019) finding out that the student's satisfaction mainly deepened upon the attendance in the class room. the attendance of the lectures has a significant impact on the learners satisfaction .

Jitendera shreemali and Dinesh Kumar (2015) expressed that the conception of educational quality in the class room . in his article he pointed out that their should be a need for increase focus on pedagogy and new innovation in teaching improves the quality teaching in the class room.

Need of the study:

Without students there is no educational institutions, to generate and attract the students the organisation should adopt new teaching technology and modern equipped labs , full time internet connectivity in college .Integrated communication system should their for providing information to the students and the staff should encourage the students according to their talents. In the teaching also the teachers should adopted different types of teaching methods for better understanding of students. Here is need for the study about the recent teaching methodology adopted by the teacher(pedagogy).and the performance of the teacher in the classroom teaching which make the impact on students satisfaction.

Theoretical framework : in this theoretical framework there is four conceptual approach consists of learning process, teacher performance, pedagogy used by teacher and student satisfaction . In this research the teacher performance and pedagogy is mainly focused.

Concepts: STUDENTS SATISFACTION regarding educational service: students satisfaction mainly dependents upon the teacher performance ,course structure , the teaching methods used by the teacher in the classroom, and all over service by the educational institution.

TEACHER PERFORMANCE in the class room teaching : students should be satisfied by the teacher's performance in the class in all aspects which includes how the teacher teaches , by learning the concepts what are the outcome of it provided by the teacher, way of communicates the concepts , following up the students in given work.

PEDAGOGY: One type of teaching methodology used by the teacher in his/her classroom. different subject teachers has their own teaching methodology style in the class room. Their are different types of pedagogy in the educational institution which make the students easy understanding of the concept which is explained by his/her teacher. Pedagogy is a combination of different strategies used in different grouping of student will ensures learning outcomes (Commissioner of Collegiate Education,AP).In older days only few pedagogy had but in the ICT based society uncountable methodology came into existence.

Such as shown in the table-1.

Table-1

Code	Pedagogy or Methodology	Description
P0	Lecture method	Oral presentation on selected topic
P1	demonstration	Showing the process with the help of material
P2	Question and answers	Teacher ask questions before, during or after the lecture or demo
P3	Discussion /debate	Spread knowledge and ideas in students under group learning
P4	Audio &Video	Better understanding through visual or animation
P5	Assignment	Independent learning, creativity are promoted
P6	Class seminars	Increases the teaching skills, interaction ,presentation
P7	Hands on study	Real time experience
P8	Study project	Inculcate the research habit , problem identification ,data collection
P9	Online learning	Through internet student will learn
P10	Quiz competition	Extracting information
P11	Role play	Famous leader action performed by the students
P12	Brain storming	Preparing new ideas in the concepts
P13	New paper presentation	Gathering related information in figures and pictures
P14	Invited guests on concern topics	External information through experts
P15	Field visits	Exposure to the study field

(Source: Researcher Own Model)

From the above table the list of pedagogy or methodology which are used according to the concept, which pedagogy is suitable for better understanding by the students.
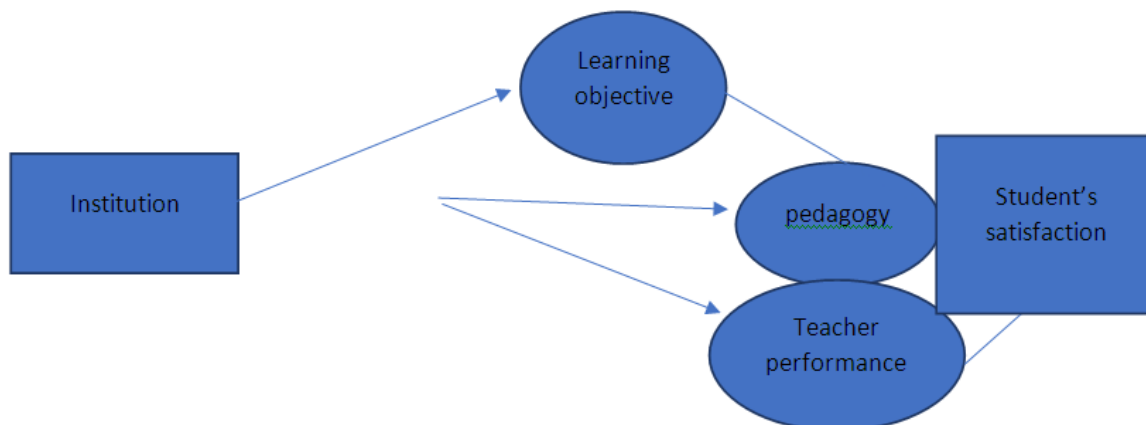
Source- Researcher Developed Own Model

Objectives of the study
1. To study the student satisfaction regarding teachers performance in class room teaching.
2. To study different pedagogy used in the classroom teaching.
3. To know which type of pedagogy, make more impact on student satisfaction.

Hypothesis :
1. There is a relationship between teaching performance and student satisfaction.
2. There is a relationship between pedagogy used in the classroom and student satisfaction.

III. Research Desing Methodology

The study is a descriptive research using quantitative methods for collecting data using survey method with convenience sampling. the sample are from undergraduate level students from the college were surveyed for the study . A structured questionnaire is designed to collect the data with closed ended and open ended questions. In the study the researcher collected data from both primary data (from responded) and from secondary data (journals ,websites, books and made discussion with student group) to get information The researcher designed questionnaire using five point scale to measure the satisfaction of students which consists of two determinates and each determinates has set of parameter which students should indicates their satisfaction on it. the five point scale varies from 1 to 5 points (every time to never) .when the researcher approaches the students they can opted for any option in the questionnaire if they felt comfortable or not comfortable with the service provided by the institution in the study. A total of 100 students respondents are selected from the institution . The selected students are from different streams in the institution. The student responses were collected through interaction method and . Selection of respondents was done using the random numbers from the students of each branch at UG level. Before collecting data , the Age, College Name, Gender, academic programme being pursued by the student were confirmed. After making the students aware about the instructions, motive and her/his willingness to answer the complete set of questions,. In some cases students had to be called twice or thrice to suit their convenient time to answer the complete set of questions.

Table .1

S.no	Methodology in the study	A Brief Draw Of Study
1	Research Type	Descriptive study
2	Sampling method	Convenient Sampling
3	Size of sample	100
4	Nature of respondents	Students
5	Nature of data	Primary and secondary data
	Primary data	Students of various streams of selected college in selected city
	Secondary data	Journals, websites, books , discussion with students
6	Instrument used for research	Self designed Questionnaire
7	Analysis of Data collected	frequency and Percentage method is used for data Analysis

Source: Researcher own model

DATA ANALYSIS OF THE STUDY

The main objectives of the study is to find out the customer satisfaction on higher education which depends up on various determinates.The researcher used frequency and percentages tools for data analysis .The selected population are male with (65)and female students(35) of the total population ,and the selected students

are from different course available in the college , B.COM (30%) ,B.A(20%) o and B.SC(30%)of the total population lastly the BBA (20%)is of the population . The analysis of data is depending upon the determinate which influence the student satisfaction on the teachers performance and on pedagogy (teaching methodology) in the classroom teaching and how they satisfied rating in the scale (Every time, Often, Some time ,Rarely, and Never) according to their comfortable environment in the institution. The determinates are teachers performance every time with high satisfied in the institution which includes (clarity , methodology , support, communication) secondly the pedagogy used in the classroom which pool of(ppts, video and audio, field visits virtual class room)

IV. Results And Findngs

From the data analysis it is clear that students satisfaction certainly depending upon the service provided by the institution in higher education . the organisation which supplies the product or services where the student satisfaction is largely depended and the institution can meet the students expectation (Khan and Matley 2009). In this research the satisfaction of students affecting the institution image based on following determinates.

1. **There is a relationship between learning objectives and student's satisfaction**
Table-1. LEARNING OBJECTIVE

S.NO	SCALE MEASURE	FREQUENCY	PERCENTAGE
1	Every Time	65	43.3
2	Often	44	20.4
3	Sometimes	36	24
4	Rarely	05	3.3
5	Never	00	00
	Total	150	100

Finding :The students were most satisfied regarding the learning objectives determinate almost of the students (43.3%) are satisfied every time with these element(20.4%) students are satisfied often where as students (24%)are satisfied only sometime and lastly few students (3.3%) are rarely satisfied. From these analysis it is clear that there is no problem with teaching factor the institution.
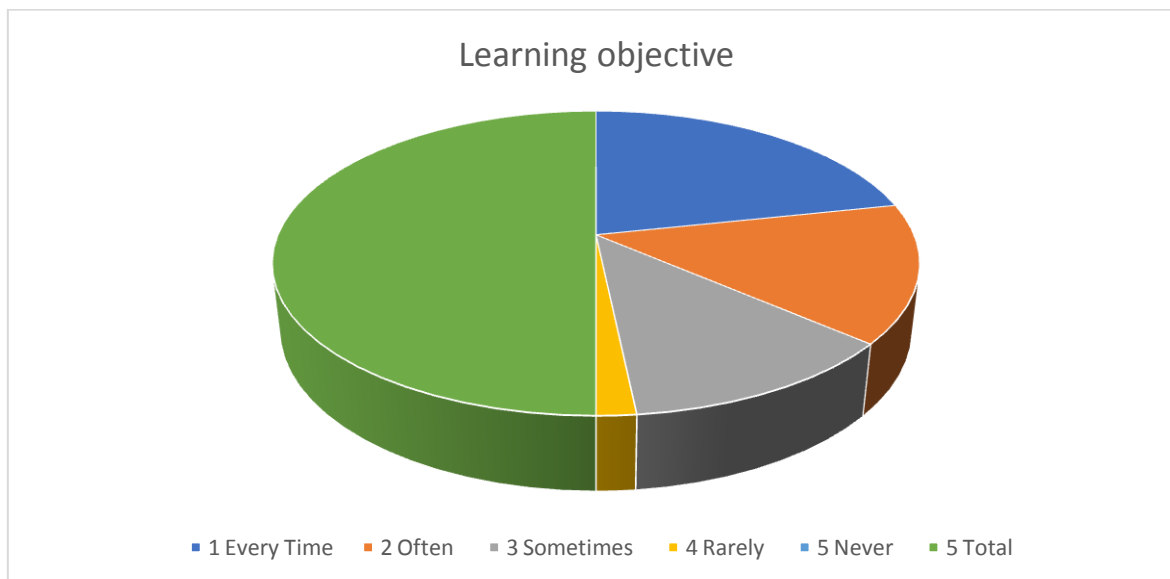

Fig:1 LEARNING OBJECTIVES

2 .**There is a relationship between access to the teacher performance and student satisfaction**
Table-2 TEACHER PERFORMANCE

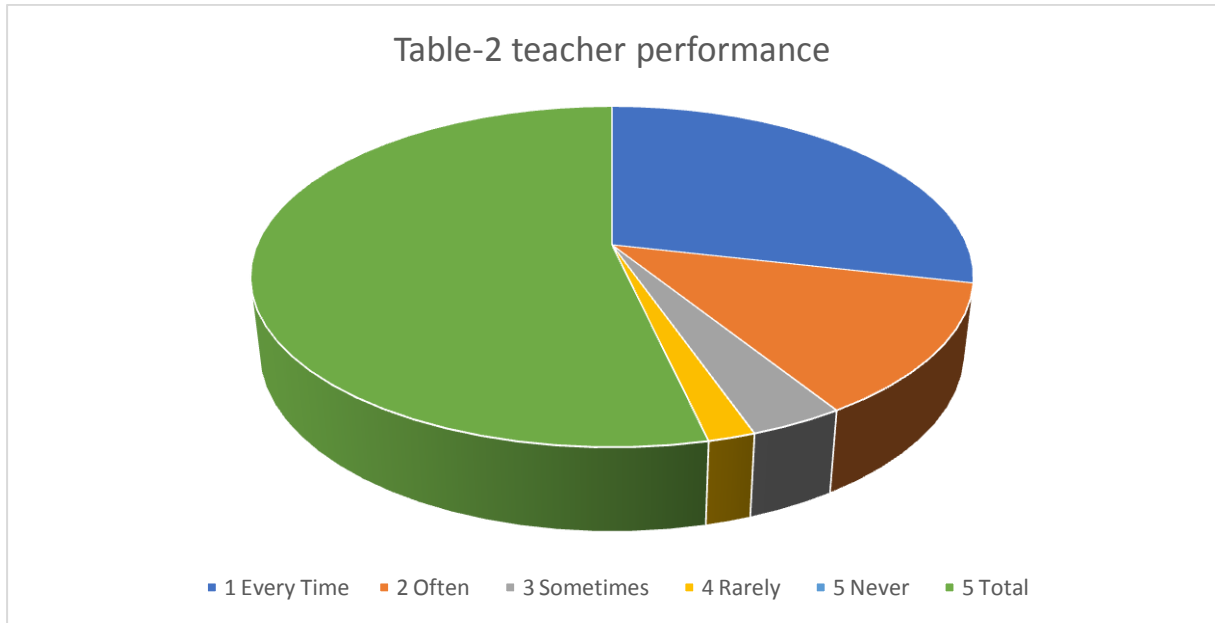| S.No	SCALE MEASURE	FREQUENCY	PERCENTAGE
1	Every Time	80	53.3
2	Often	35	23.3
3	Sometimes	10	6.6
4	Rarely	05	3.3
5	Never	00	00
	Total	150	100

Fig:2 TEACHER PERFORMANCE

Finding :The students were most satisfied regarding the performance the teacher in the class almost of the students (53.3%) are satisfied every time with these element(23.3%) students are satisfied often where as (6.6%)are satisfied only sometime and lastly few students (10%) are rarely satisfied. From these analysis it is clear that there is no problem with teacher performance in the class room.

3.**There is a relationship between pedagogy and student satisfaction.**

Table-3 PEDAGOGY

S.No	SCALE MEASURE	FREQUENCY	PERCENTAGE
1	Every Time	70	46.6
2	Often	50	33.3
3	Sometimes	20	13.3
4	Rarely	10	6.6
5	Never	00	00
	Total	150	100

Finding :The students were most satisfied regarding the pedagogy determinate .almost of the students (46.6%) are satisfied every time with these element(33.3%) students are satisfied often where as (13.3%)are satisfied only sometime and lastly (6.6%) are rarely satisfied. From these analysis it is clear that students are very much satisfied with teaching pedagogy in the class room.
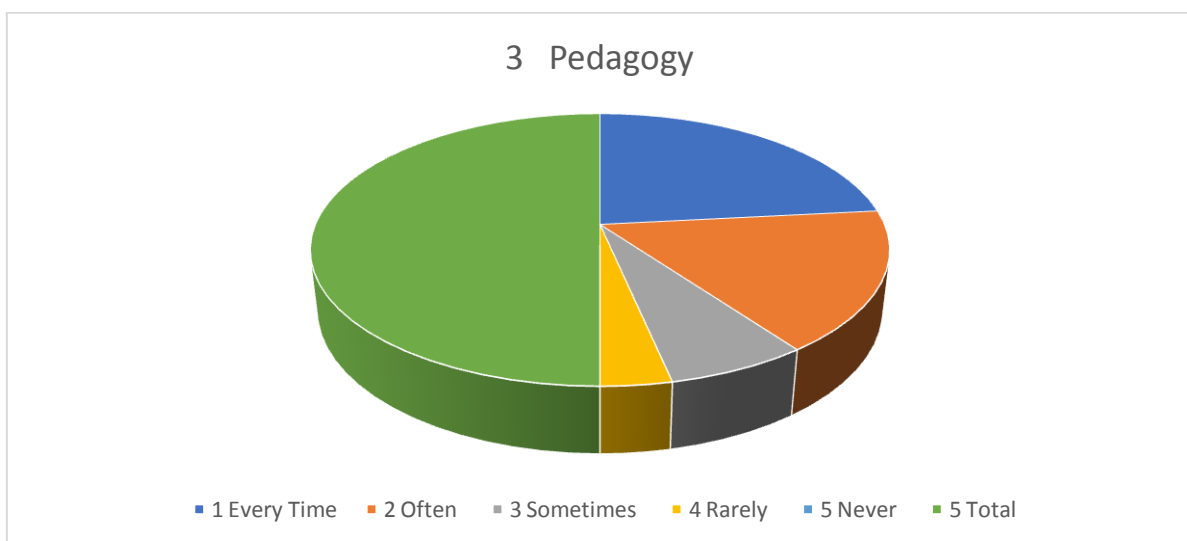

Fig:3 PEDAGOGY

V. Findings

1.   Majority of the students are very satisfied with the performance of the teacher in the class room .(Accepted)

2.   The majority of the female students are very much satisfied with audio and video methodology used in the class room.

3.   The majority of the Sciences students are extremely satisfied with field visits taken to get the outer field exposures

4.   The Commerce students are very much satisfied with recent pedagogy used in the classroom by the teacher.

5.   The majority of the Arts students are very much interested in the Role Play methodology used in the class room teaching.

6.   Lastly the major finding is that the students who attended the classes regularly(75%) they are very much satisfied with the different methodology(pedagogy) used in the class room teaching and who are not regular to class learning they are very rare satisfied with the pedagogy in the class room teaching.

VI. Suggestions:

1.   The opinion of the students should be monitor every month in the institution about the services provided through feedback system. Till now the feed back is taken on the teachers performance in the college ,it came to now when the researcher had discussion with the students. So, the study empathises on that feedback should be taken on methodology used in class room and facilities in the class room.

2.   There should be different methodology (pedagogy) for different courses in the college.

VII. Conclusion :

The present study shows the effects on the measure the customer satisfaction regarding the service provided by the educational institution .the results shows that the service quality greatly influence the student satisfaction in selected determinates. The existences of student satisfaction lies in the teacher performance in the class roomand the methodology used in the class room .In this study it is clear that the teachers should adopt new pedagogical models to face modernization of the new educational system and also students wants the new attractive methodology for the best understanding of the concept.

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