

Investigation of Students Satisfaction from The Performance of Administrative Staff, Faculty of Psychology, Kabul University in 2019

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ABSTRACT

The study entitled (Investigation of Students satisfaction from the performance of administrative staff, Faculty of Psychology, Kabul University in 2019) is a fundamental quantitative and qualitative research. The purpose of this study is to obtain information about the level of student satisfaction with the performance of faculty administrative staff and to receive an educational and service relationship between students and faculty staff. To achieve the objectives of this research, the students of the daily shift of the Faculty of Psychology and Educational Sciences, which has a total number of (758) students, is considered as a statistical population based on Cochran's formula and considering (90) percent confidence level and (10) In one hundred error levels (63) people were selected as a sample. A sample random method was used to distribute the questionnaires, which was distributed to the students of different classes and departments of the faculty. To conduct this research, various sources and references have been reviewed and used. The findings of this study show that the level of satisfaction of students in the daily shift of the performance of administrative staff of the Faculty of Psychology and Educational Sciences is good and medium, which means that most students have chosen a good and medium option. The overall result is that students were generally satisfied with the performance of the administrative staff of the Faculty of Psychology and Educational Sciences.

Keywords: *Students Satisfaction, Administrative staff Performance, Relationship.*

A tashkar et al., 2014, Satisfaction with one part of life affects satisfaction with other parts of life, for example; When students are satisfied with the education and performance of officials, they will be satisfied with other areas of economic, social, cultural and political life. (Undoubtedly, the higher education system is the greatest and most complex human achievement. Gadd (1994) in his book "Waiting to Practice" about the missions of higher education centers believes that these missions are the mission of assessing and rational analysis of the current state of society, free dissemination of ideas, explanation of global phenomena, production of knowledge and information,

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communication with other systems. Outside the university, they are responsible for guiding the thoughts of the society (Nazem, 2005). Employee performance research is a valuable process by which employees can receive appropriate feedback to improve performance and correct their job behavior in the organization and while correcting mistakes and eliminating inadequacies to develop their expertise. On the other hand, performance management seeks to lead and guide the organization between the goals of the organization by providing feedback on the performance of the individual and gathering information to the organization by creating integration and making the strategy effective (Ghasemi and the chairman). Zanzan Branch, 1390). Employees are the only common resource between us and our competitors, and finally it is the use of these resources that will cause profitability; The present study was conducted on the satisfaction of the students of the Faculty of Psychology and Educational Sciences of Kabul University with the performance of the administrative staff of this research faculty. Today, the role and importance of human resources in the process of production and service delivery in human societies has been identified as the most important factor. In today's world, the capability, economic power and well-being of any country depends on the optimal use of its facilities, resources and manpower. In this regard, the more qualified and efficient the labor force is, the greater the progress and success of that country in various economic and social fields. It should be noted that the efficiency of each person depends on various factors such as talent, intelligence, motivation, quality of work tools used, required training and expertise, work environment conditions, fatigue relief considerations, etc. The importance of knowing the methods of detoxification is in order to be able to prevent further burnout and fatigue with appropriate strategies.

Objectives of the Research

- Survey of students' satisfaction with the performance of administrative staff of the Faculty of Psychology and Educational Sciences, Kabul University.
- Investigating the educational and service relationship between students and faculty staff.

LITERATURE REVIEW

In this research article, we want to discuss two independent topics or variables, which are: job satisfaction and employee performance evaluation. In the first step, we will talk about job satisfaction and then we will follow our discussion on evaluating the performance of employees.

Shafiabadi and Shadela Khalaj Asadi, 2010 Job Satisfaction There is no doubt that job satisfaction of individuals in organizations is very important. Managers need to pay attention to the job satisfaction of individuals and members of the organization for at least three reasons: 1) many documents in hand that dissatisfied people leave the organization and resign more, 2) it has been proven that satisfied employees are in better health And live longer, 3) Job satisfaction is a phenomenon that goes beyond the boundaries of the organization and the company and its effects are observed in the private life of the individual and outside the organization. One aspect of the job that is often overlooked is its relationship to employee health. The stress that results from dissatisfaction can make a person more susceptible to diseases such as heart attack. Employee job satisfaction will also have an impact on society as a whole. When employees enjoy their work, their private lives (outside the organization) improve, these people take a more positive outlook on life and build a psychologically healthier society. Also, a satisfied workforce due to the reduction of absenteeism increases the efficiency and production of the organization. "It's better to be

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blamed for what you are than to be praised for what you are not," says Andre Gide, an employee performance appraiser.

Gholipour, 2016 Continuous flow performance management is identifying, measuring and developing the performance of individuals and teams and aligning it with the strategic goals of the organization; Therefore, it requires goal setting, performance observation, coaching and providing continuous feedback to bring people's performance in line with the goals of the organization. Most organizations have performance management, but it is usually demonstrative and no different from performance appraisal. An organization that completes performance appraisal forms once a year and repeats them again the following year has performed a performance appraisal but does not have a performance management system because it is not continuous, has no feedback, and has not been trained to develop performance. Of course, it should be noted that performance appraisal is part of performance management and identifies the strengths and weaknesses of each individual, but the concept of performance management is broader than performance appraisal.

Esfandiar, 2015 Performance appraisal is the process by which employee performance is formally reviewed at regular intervals. Recognizing strong employees and rewarding them and thus motivating them to improve their performance and that of other employees is one of the main reasons for performance appraisal. In the past, classical managers performed performance appraisals only to control employee performance; Today, however, the guiding aspect of this practice has become more important, and the main purpose of performance appraisal is to gather the necessary information about the workforce in the organization and make it available to managers so that they can make the right decisions. Adopt to increase the quantity and quality of employee performance. Thus; The ultimate goal of performance appraisal is to increase the efficiency and effectiveness of the organization, not to reprimand and punish weak employees.

Gholipour, 2016 In this study, an attempt is made to evaluate the performance of the administrative staff of the Faculty of Psychology and Educational Sciences of Kabul University based on the students' views and opinions that information and information have been collected based on questionnaires. It should be noted that during the performance evaluation in the first stage, the purpose and purpose of employee performance evaluation should be determined. In general, to increase the accuracy, precision and effectiveness of the evaluation system must have these characteristics.

Khadijeh Hatamifar et al., 1392. 117-1399 Today, due to the new competitive issues that have arisen in many universities, they are involved in a process of change, and accordingly try to provide more satisfaction to their customers and students. Satisfaction is a reflection of the effectiveness of all areas of education in terms of science and practice. The study was conducted in Dersa (2013) with the aim of studying students' satisfaction with the provision of product services at Payame Noor University. In this study, which was conducted on students of (2005), (2006) and (2007) Payame Noor University, based on Morgan table, (379) people were selected by quota stratified sampling method. Findings and results of this study show that students are less satisfied with the way the university provides educational services. Also, no significant difference was observed between the departments of Payame Noor University in the center of Tehran in terms of customer orientation and the amount of customer orientation of the two faculties of humanities and basic was the same.

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Also, a study conducted in 2015 in public universities in Tehran in order to satisfy students in their administrative situation, the statistical population includes all graduate students of public universities in Tehran. The statistical sample of the research (384) is a student from Tarbiat Moallem, Tarbiat Modares, Shahid Beheshti, Tehran, Amirkabir Industrial and Khajeh Nasir Universities, which were selected using cluster random sampling method and finally (361) people participated in the research. they had. The results of the administrative situation show that the satisfaction of the students of public universities in Tehran with the administrative situation in the universities is lower than average. Given that the administrative system in universities provides services to students, staff and faculty members, the existence of the necessary facilities to respond to the product community is essential; On the other hand, administrative systems in universities should avoid unnecessary paperwork and bureaucracy in order to gain the satisfaction of the university community. It seems that these cases have received little attention in public universities in Tehran. Increasing the capacity of graduate courses in recent years requires increasing the ability to respond in this area. The results are consistent with research and sovereignty and colleagues regarding the low level of satisfaction with the administrative services of universities (Jafari Rad et al. 2015. pp. 113-125).

In a study conducted in 2012 at the Faculty of Paramedical Sciences at Shahid Sadoughi University of Yazd on determining the level of satisfaction of laboratory science students with educational, research and welfare services (150) laboratory science students by stratified sampling- They were selected randomly (Amini et al. 2012). Given the background of the research, the authors of this article found it necessary to research the satisfaction of the students of the Faculty of Psychology and Educational Sciences of Kabul University with the performance of its administrative staff.

MATERIALS AND METHOD

The study, which was conducted under the title (Survey of Student Satisfaction with the Performance of Administrative Staff of the Faculty of Psychology and Educational Sciences of Kabul University) in the year 2019, is a quantitative survey and applied research. From the students of this faculty, the desired information has been collected on the subject of research based on questionnaires. The questionnaires were distributed by easy random sampling.

Population and Sampling

In this study, the statistical population of the students of the daily department of the Faculty of Psychology and Educational Sciences of Kabul University, which was a total of (758) people based on Cochran's formula and considering (90%) confidence level and (10%) error level of the sample population In this study (63) people were selected, including (61) people who were from different departments of this faculty such as (administration and management, psychology, planning and policy, counseling and guidance and work and social affairs), answered the questionnaires Have provided. Of these (61) people who were from different classes of the faculty, (24) were male and the rest (37) were female, which is shown in the following graph:

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Table 1: No of Participants

No of Participants		
Gender	Frequency	Percentage
Male	24	39%
Female	37	61%
Total	61	100%

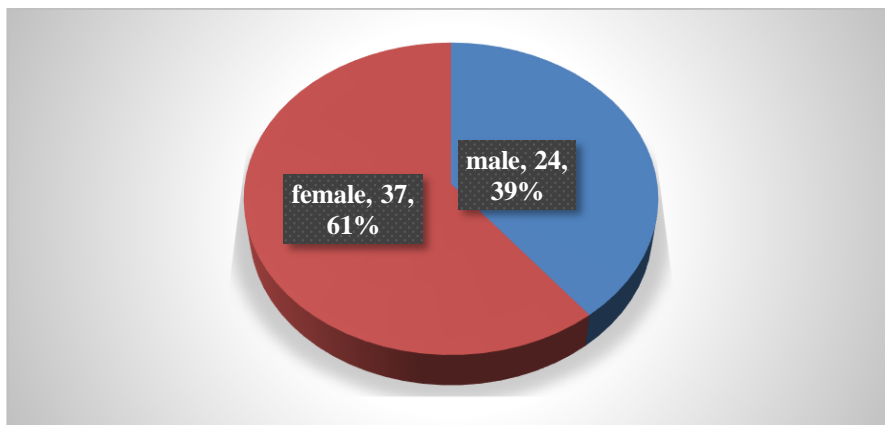


Fig 1: No of Participants

RESULTS AND DISCUSSION

Results

The obtained data are analyzed according to software (SPSS21) and (Excel) and the description of each of the following questions is summarized. Of course, it should be noted that the fertilizers given to the questionnaire question options based on the liqueur rating are as follows: very low, fertilizer number (1), low, fertilizer number (2), medium, fertilizer number (3) high is its fertilizer number (4) and very high is its fertilizer number (5).

Table 2: Refer to administrative staff

Q1: How often do you refer to administrative staff of your faculty?		
Options	Frequency	Percentage
v low	5	8.19
low	16	26.22
medium	34	55.73
high	5	8.19
highest	0	0
missing	1	1.63
Total	61	100%

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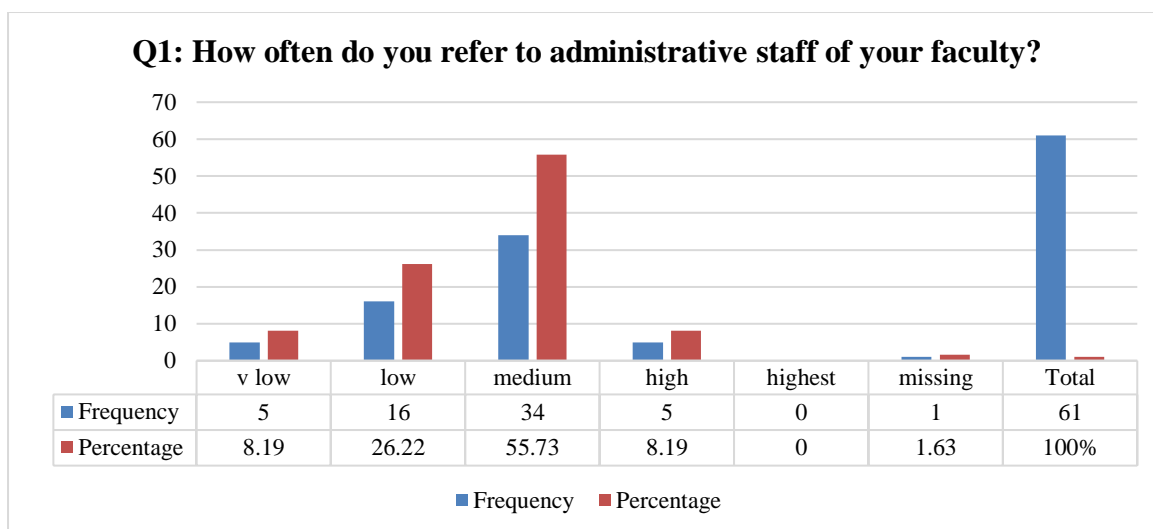


Fig 2: Refer to administrative staff

In this question, including (61) people (60) people have answered this question. Of which (5) are the very low option percentage (8.19%), (16) are the low option percentage with the percentage (26.22%), (34) are the medium option with the percentage (55.73%) and (5) People have chosen the option with a high percentage (8.19%).

Table 3: Hiring administrative staff

Q2: Do you think that the administrative staff of the faculty has been hired properly?		
Options	Frequency	Percentage
v low	12	19.67
low	16	26.22
medium	21	34.42
high	9	14.75
highest	2	3.27
missing	1	1.63
Total	61	100%

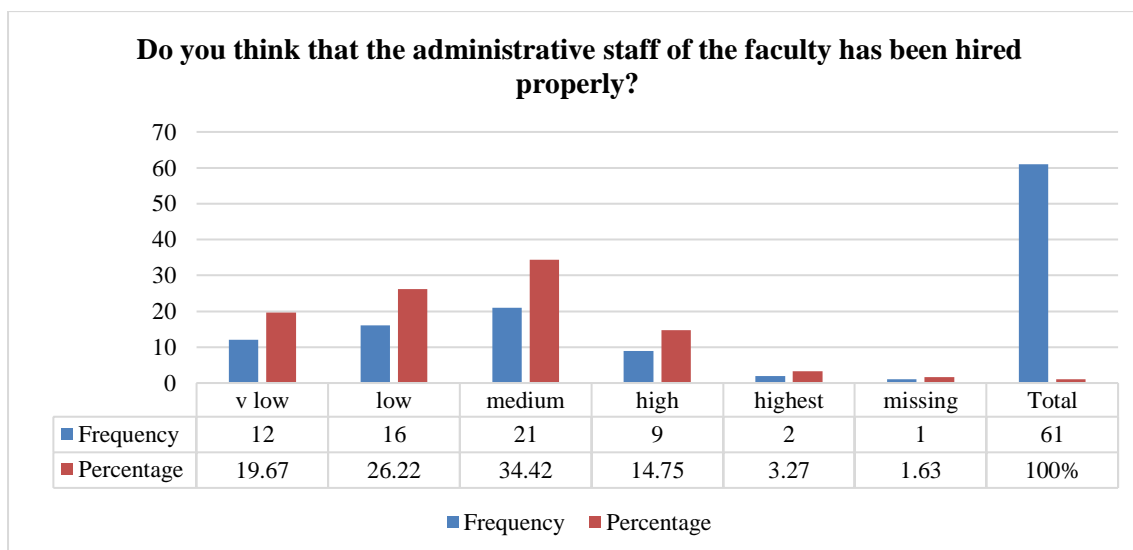


Fig 3: Hiring administrative staff

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The fig above shows that; Among them (61) (60) have answered this question. (12) people with a very low percentage of options (19.67%), (16) people with a low percentage of options (26.22%), (21) people with a medium percentage with a percentage (34.42%), (9) One person has chosen the option with the highest percentage (14.75%) and (2) the person with the highest option with the percentage (3.27%).

Table 4: Positive response from administrative staff

Q3: Do you get a positive answer about your work by referring to the administrative staff of the faculty?		
Options	Frequency	Percentage
v low	5	8.19
low	15	24.59
medium	21	34.42
high	18	29.5
highest	2	3.27
missing	0	0
Total	61	100%

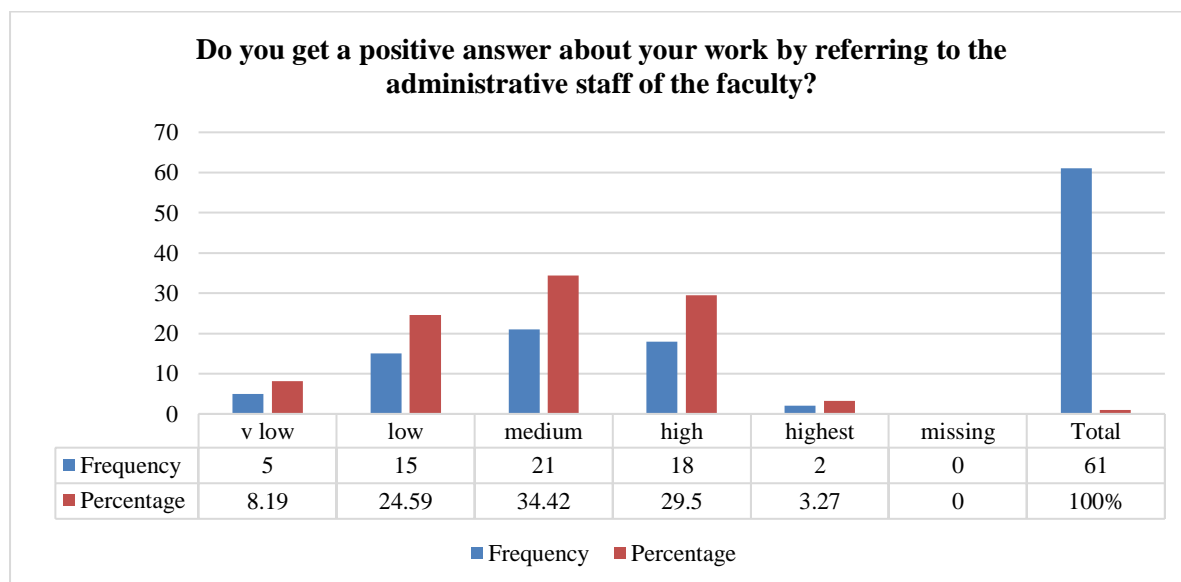


Fig 4: Positive response from administrative staff

The fig above shows that; (61) people have answered this question. (5) people with a very low percentage of options (8.19%), (15) people with a low percentage of options (24.95%), (21) people with a medium percentage with a percentage (34.42%), (18) One person has chosen the option with the highest percentage (29.50%) and (2) the person with the most option with the percentage (3.27%) .

Table 5: Get things done on time

Q4: Do the faculty members of your faculty do the relevant work for you on time?		
Options	Frequency	Percentage
v low	3	4.91
low	15	24.59

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medium	28	45.9
high	14	22.95
highest	1	1.63
missing	0	0
Total	61	100%

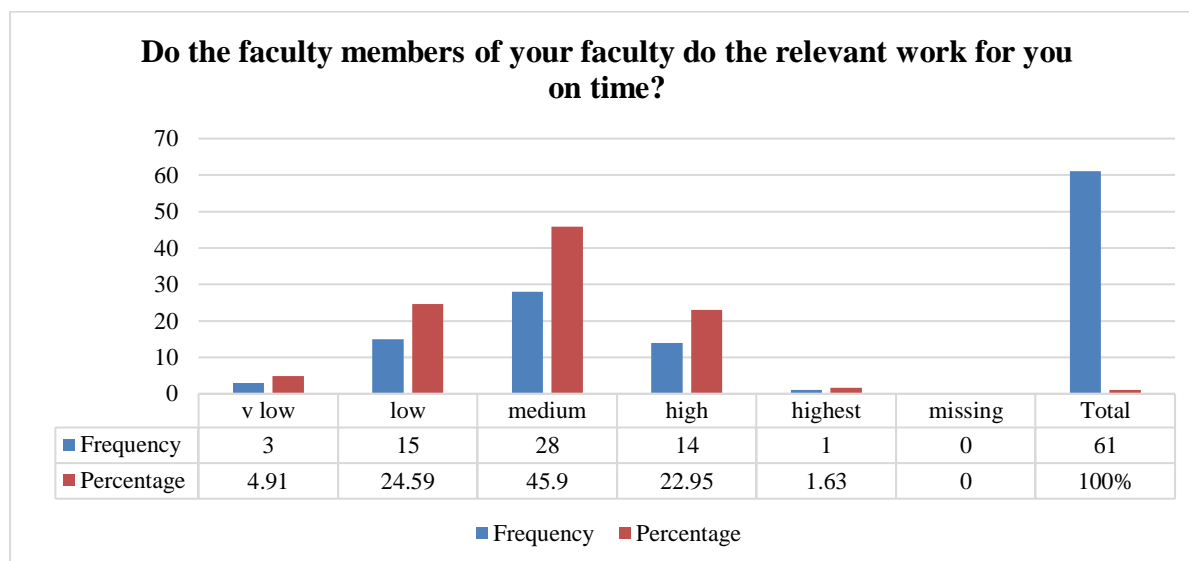


Fig 5: Get things done on time

The fig above explains that; (61) people have answered this question. (3) people with very low percentage option (4.91%), (15) people with low percentage option (24.95%), (28) medium option with percentage (45.90%), (14) One person has chosen the option with the highest percentage (22.95%) and (1) has chosen the optional person with the highest percentage (1.63%).

Table 6: Employee prejudice and discrimination

Q5: Do the faculty members work with you out of discrimination and prejudice?		
Options	Frequency	Percentage
v low	35	57.37
low	11	18.03
medium	6	9.83
high	4	6.55
highest	1	1.63
missing	4	6.55
Total	61	100%

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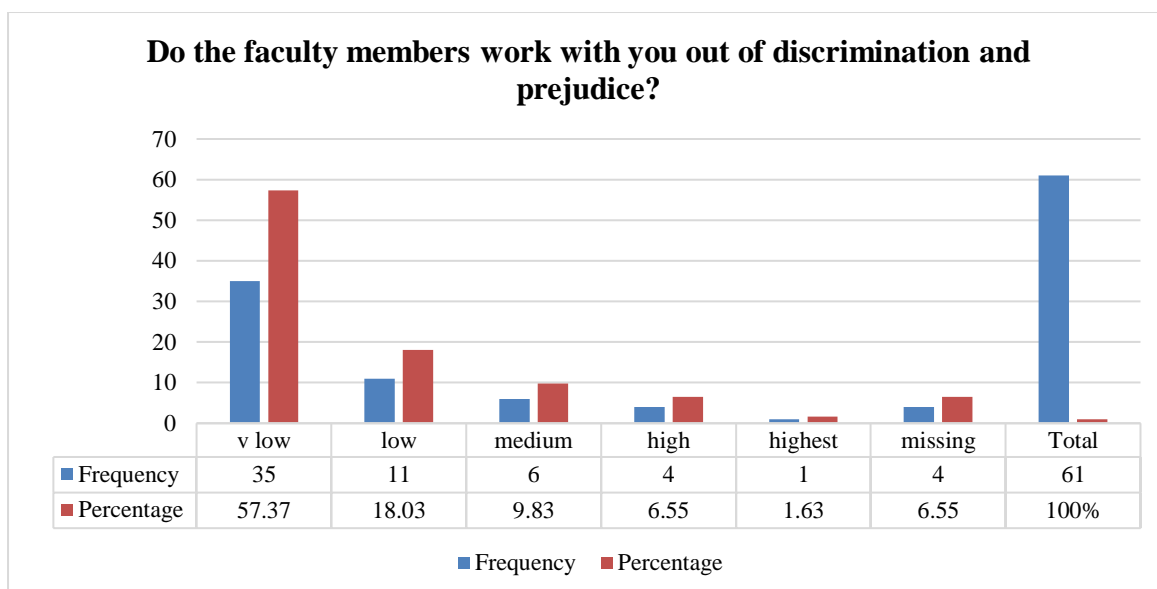


Fig 6: Employee prejudice and discrimination

The fig above shows that; Among them (61) (57) have answered this question. (35) people have a very low percentage option (57.37%), (11) people have a low percentage option (18.03%), (6) people have a medium percentage option (9.83%), (4) One person has chosen the option with the highest percentage (6.55%) and (1) the person with the highest option with the percentage (1.63%).

DISCUSSION

A study conducted in 2013 under the title of Student Satisfaction Study on Providing Student Services at Payame Noor University in Iran has shown that the results and findings show that students are less satisfied with the way the university provides educational services. Findings and results of this study were similar to a study conducted in 2015 under the title of students' satisfaction with the administrative situation in public universities in Tehran, and it was also shown that the satisfaction of students of public universities in Tehran with the administrative situation in universities is lower than the average is. According to the findings of this study, students' satisfaction with the performance of administrative staff of the Faculty of Psychology and Educational Sciences of Kabul University was moderate and good. The results and findings of a study conducted in 2012 at the Paramedical Faculty of Shahid Sadoughi University in Yazd on student satisfaction The field of laboratory sciences is similar to the educational, research and welfare services provided. But the results of these two studies are different from the two mentioned studies. This means that the level of students' satisfaction with educational services was good and high and was statistically significant, only the level of satisfaction with educational services was different in the age group.

CONCLUSION

Job satisfaction in organizations is very important and its effects are felt on the whole society. If employees enjoy their work, their private lives will improve, they will have a more positive outlook on life, and society will be psychologically healthier. According to the research topic, evaluating and managing the performance of employees is a continuous process of identifying, measuring and developing the performance of individuals and teams and aligning them with the strategic goals of the organization; Therefore, it requires goal

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setting, performance observation, coaching and providing feedback continuously to bring the performance of individuals in line with the goals of the organization. Performance appraisal is the process by which employees' work is formally reviewed and measured at regular intervals, and the main purpose of performance appraisal is to gather the necessary information about the workforce in the organization and make it available to managers. Be placed so that they can make the right decisions to increase the quantity and quality of work of the participants. In this study, an attempt was made to examine the performance of the administrative staff of the Faculty of Psychology and Educational Sciences of Kabul University from the perspective of students and to provide us with effective results and findings so that, if necessary, corrective actions can be taken.

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Conflict of Interest

The author(s) declared no conflict of interest.

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