



A study on the students' satisfaction towards the evaluation of higher secondary education in West Bengal in 2021

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Abstract

The subject of our research is to investigate the students' satisfaction towards the evaluation of higher secondary education in West Bengal in 2021. The five purposes for which we have studied are – 1. To know the satisfaction of the students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021. 2. To know the satisfaction of the male students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021. 3. To know the satisfaction of the female students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021. 4. To know the satisfaction of the rural students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021. 5. To know the satisfaction of the urban students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021. The survey research method has been used for the study. The results we obtained through the self – constructed attitude scale are – There is no significant difference between male and female students in higher secondary education regarding the satisfaction of higher secondary education evaluation in West Bengal in 2021. And there is no significant difference between rural and urban students in higher secondary education regarding the satisfaction of higher secondary education evaluation in West Bengal in 2021. 25% of students are Strongly Agree, 35% of students are Agree, 20% of students are Neutral, 15% of students are Disagree and 5% of students are Strongly Disagree with the thought of satisfaction on the results of H.S exam. Though few students are satisfied with the results of their higher secondary examination, few students are not satisfied with it. A few students think that the low scores have been given due to the lack of arrangement of the examination. A few students think they have been given a good score not for arranging the examination. Some of the students think that their results would be better if their examination would be arranged. Most of the students think that the quality of their study has been decreased due to the lack of the arrangement of the examination. Most of the students think that few students have got higher marks than their skills of study. Some of the students think that a few students have got lower marks than their skills of study.

Keywords: satisfaction, evaluation, higher secondary education, west bengal

Introduction

West Bengal Chief Minister Mamata Banerjee announced about the cancellation of secondary and higher secondary examinations on 7th June 2021 in Corona situation. The H.S students have been assessed in 2021 by taking practical number with marks obtained in secondary and eleven final examination. The total number of H.S candidates for this year was 8 lakhs 19 thousands 202. Like the secondary examination, this time the higher secondary has also passed 100%. However no merit list has been published yet. 9013 people have got 'O' Grade i.e. 90-100 marks. 89,370 students have got 'A +' Grade i.e. 80-89 marks. 95,758 students have got 'A' Grade i.e. 70-79 marks. 1, 65, 186 students have got 'B +' Grade i.e. 60-69 marks. We have conducted this study to find out how satisfied the students are with the manner in which the students have been assessed as there is no H.S examination in West Bengal in 2021.

Research Objectives

1. To know the satisfaction of the students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021.

2. To know the satisfaction of the male students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021.
3. To know the satisfaction of the female students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021.
4. To know the satisfaction of the rural students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021.
5. To know the satisfaction of the urban students of higher secondary education about the Evaluation of Higher Secondary Education in West Bengal in 2021.

Hypothesis

Ho1: There is no significant difference between male and female students in higher secondary education regarding the satisfaction of higher secondary education evaluation in West Bengal in 2021.

Ho2: There is no significant difference between rural and urban students in higher secondary education regarding the satisfaction of higher secondary education evaluation in West Bengal in 2021.

Research Methodolog

A brief description of the methodology of the study has been presented below:

Research Design

Survey research method has been used for the study on the students’ satisfaction towards the evaluation of higher secondary education in West Bengal in 2021.

Tools

A self-constructed attitude scale was developed and applied for collecting the relevant data. Content validity is done during initial stages of tool development. The main method to assess content validity is through expert judgment. For content validity researcher requested three experts to review the questionnaire and assess each item based on 4 criteria including relevancy, clarity, simplicity and necessity. Students were supposed to rate the agree level by using the five level Likert Scale (1 – strongly disagree; 2 – disagree; 3–neutral; 4– agree; 5 – strongly agree).

Population

The population of the study is all higher secondary education students in State of West Bengal.

Sample

The total number of sample is 120 higher secondary education students.

Sampling Techniques

The study can be followed by Probability sampling – Simple Random Sampling Technique.

Statistical Techniques Used

1. Mean
2. Standard Deviation
3. ‘t’ test

Variables

- Independent Variable: Selection of sample on the basis of Gender and Locality.
- Dependent Variable: Satisfaction of higher secondary education students regarding Evaluation of Higher Secondary Education in West Bengal in 2021.
- Categorical Variable: Gender: Male & Female, Locality: Rural & Urban.

Delimitation of the study

The major limitations of the study are

1. This research has been conducted with 120 numbers of higher secondary education students.
2. This research has been delimited with in the area in the State of West Bengal.
3. This research has been conducted with these variables Satisfaction, Gender and Area.
4. This study is based on WBCHSE students only.

Significantce of the study

1. This research can be applied to know the satisfaction of the students of higher secondary education about Evaluation of Higher Secondary Education in West Bengal in 2021.
2. This research can be applied to know the satisfaction of the male students of higher secondary education about Evaluation of Higher Secondary Education in West Bengal in 2021.
3. This research can be applied to know the satisfaction of the female students of higher secondary education about Evaluation of Higher Secondary Education in West Bengal in 2021.
4. This research can be applied to know the satisfaction of the rural students of higher secondary education about Evaluation of Higher Secondary Education in West Bengal in 2021.
5. This research can be applied to know the satisfaction of the urban students of higher secondary education about Evaluation of Higher Secondary Education in West Bengal in 2021.

Data Analysis

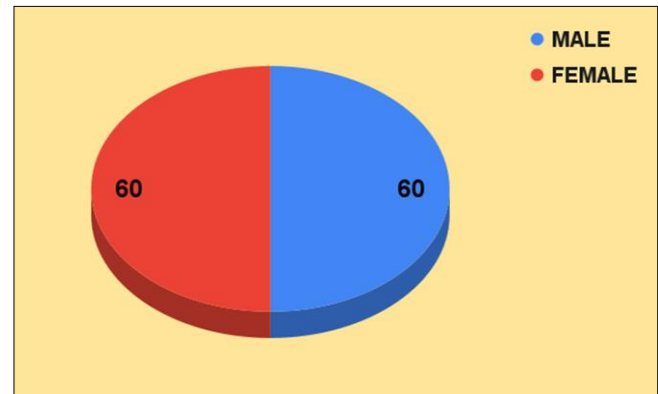


Fig 1: Distribution of samples: Gender basis

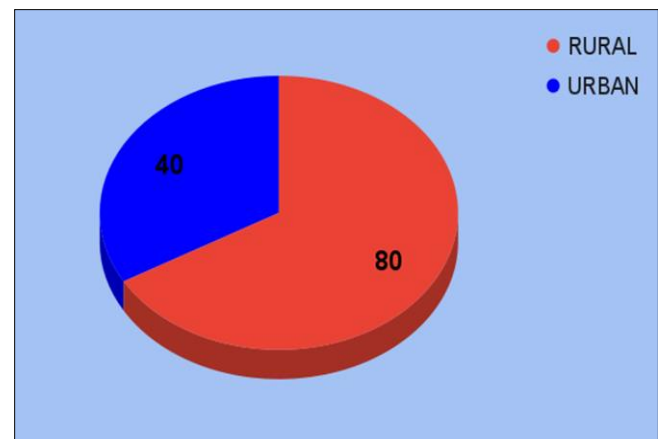


Fig 2: Distribution of samples: Geographical area basis

Table 1: Data analysis for Ho1: Scoring Procedure:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
For Positive direction question	5	4	3	2	1
For Negative direction question	1	2	3	4	5

Table 2: Descriptive statistics of score obtained from Male and Female students:

MALE	FEMALE
Mean = 25.63	Mean = 26
Standard Error = 1.21350364	Standard Error = 0.83211678
Median = 24.25	Median = 26
Mode = 21.49	Mode = 26
Standard Deviation = 6.65	Standard Deviation = 4.56
Kurtosis = 0.26608784	Kurtosis = 0.29763719
Skewness = 0.62255639	Skewness = 0.00
Range = 23	Range = 18
Minimum = 16	Minimum = 18
Maximum = 39	Maximum = 36
Count = 60	Count = 60

Table 3: Analysis of the result by using t-test in MS Excel:

t – Test: Two – Sample Assuming Equal Variances		
	Male	Female
Mean	25.63	26
N	60	60
S.D	6.65	4.56
t – Stat	0.25	
df	118	
0.05 Critical Value (Two – tail)	1.98	
0.01 Critical Value (Two – tail)	2.63	
Ho1: Result – Null Hypothesis is Accepted at the 5% and 1% levels.		

The ‘t’ value is 0.25. The table values should be $t_{0.05} = 1.98$ and $t_{0.01} = 2.63$ with $df = 118$ as per table 1.2. Whereas, the present t-value is 0.25, which does not exceed the table value of ‘t’ at both levels of the significance. The hypothesis “There is no significant difference between male and female students in higher secondary education regarding the

satisfaction of higher secondary education evaluation in West Bengal in 2021.” is accepted.

Table - 2 Data Analysis for Ho2

- Scoring procedure was same as done in table–1

Table 4: Descriptive statistics of score obtained from Rural and Urban students:

Rural	Urban
Mean = 25.33	Mean = 26.80
Standard Error = 0.88765822	Standard Error = 1.48993288
Median = 25	Median = 25.50
Mode = 24.34	Mode = 22.90
Standard Deviation = 5.61	Standard Deviation = 6.66
Kurtosis = 0.28430160	Kurtosis = 0.30438184
Skewness = 0.17647058	Skewness = 0.58558558
Range = 22	Range = 23
Minimum = 16	Minimum = 16
Maximum = 38	Maximum = 39
Count = 80	Count = 40

Table 5: Analysis of the result by using t-test in MS Excel:

t – Test: Two sample Assuming Equal Variances		
	Rural	Urban
Mean	25.33	26.80
N	80	40
S.D	5.61	6.66
t- Stat	0.85	
df	118	
0.05 Critical Value (Two – tail)	1.98	
0.01 Critical Value (Two – tail)	2.63	
Ho2: Result – Null Hypothesis is Accepted at the 5% and 1% levels.		

The ‘t’ value is 0.85. The table values should be $t_{0.05} = 1.98$ and $t_{0.01} = 2.63$ with $df = 118$ as per table 2.2. Whereas, the present t-value is 0.85, which does not exceed the table value of ‘t’ at both levels of the significance.

The hypothesis “There is no significant difference between rural and urban students in higher secondary education regarding the satisfaction of higher secondary education evaluation in West Bengal in 2021.” is accepted.

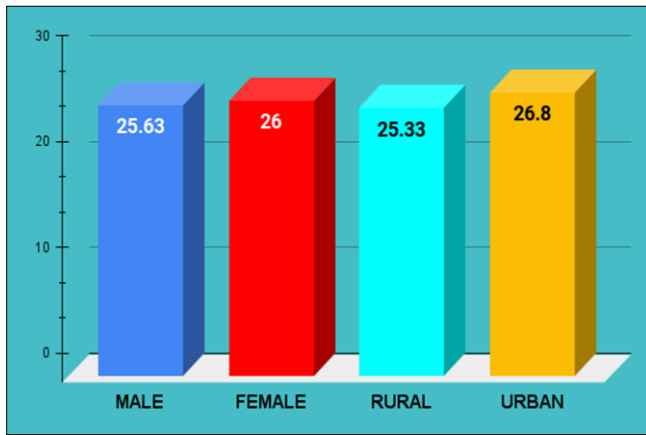


Fig 3: Graphical representation of mean score of male & female and rural & urban students:

Interpretation and Discussion

- 25% of students are Strongly Agree, 35% of students are Agree, 20% of students are Neutral, 15% of students are Disagree and 5% of students are Strongly Disagree with the thought of satisfaction on the results of H.S exam.
- 25% of students are Strongly Agree, 23.3% of students are Agree, 10% of students are Neutral, 38.3% of students are Disagree and 3.4% of students are Strongly Disagree with the thought that they have been given a low score not for arranging the exam.
- 3.4% of students are Strongly Agree, 13.3% of students are Agree, 10% of students are Neutral, 58.3% of students are Disagree and 15% of students are Strongly Disagree with the thought that they have been given a good score not for arranging the exam.
- 35% of students are Strongly Agree, 28.3% of students are Agree, 21.7% of students are Neutral, 13.3% of students are Disagree and 1.7% of students are Strongly Disagree with the thought that they could score more better if the exam would be arranged.
- 45% of students are Strongly Agree, 30% of students are Agree, 11.7% of students are Neutral, 11.7% of students are Disagree and 1.6% of students are Strongly Disagree with the thought that the status of education has been decreased not for arranging the exam.
- 58.3% of students are Strongly Agree, 20% of students are Agree, 11.7% of students are Neutral, 6.7% of students are Disagree and 3.3% of students are Strongly Disagree with the thought that few students have got much score than their skills of study for the lack of arrangement of the examination.
- 36.7% of students are Strongly Agree, 30% of students are Agree, 16.7% of students are Neutral, 13.3% of students are Disagree and 3.3% of students are Strongly Disagree with the thought that few students have got lower score than their skills of study for the lack of arrangement of the examination.
- 25% of students are Strongly Agree, 35% of students are Agree, 15% of students are Neutral, 23.3% of students are Disagree and 1.7% of students are Strongly Disagree with the thought that there is a lack of transparency in giving marks to the students.
- 18.3% of students are Strongly Agree, 20% of students are Agree, 30% of students are Neutral, 30% of students are Disagree and 1.7% of students are Strongly Disagree with the thought that the West Bengal Council

of Higher Secondary Education has made the right decision not to take the examinations during Corona pandemic.

- 36.7% of students are Strongly Agree, 18.3% of students are Agree, 18.3% of students are Neutral and 26.7% of students are Disagree with the thought that it would be better to make the arrangement of the examinations by maintaining the proper health disciplines in Corona pandemic.

Conclusion

Judging from all aspects, there is no significant difference between male and female students in higher secondary education regarding the satisfaction of higher secondary education evaluation in West Bengal in 2021. There is no significant difference between rural and urban students in higher secondary education regarding the satisfaction of higher secondary education evaluation in West Bengal in 2021. Though few students are satisfied with the results of their higher secondary examination, few students are not satisfied with it. A few students think that the low scores have been given due to the lack of arrangement of the examination. A few students think they have been given a good score not for arranging the examination. Some of the students think that their results would be better if their examination would be arranged. Most of the students think that the quality of their study has been decreased due to the lack of the arrangement of the examination. Most of the students think that few students have got higher marks than their skills of study. Some of the students think that a few students have got lower marks than their skills of study. Most of the examinees think that there is a lack of transparency in giving marks to students.

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