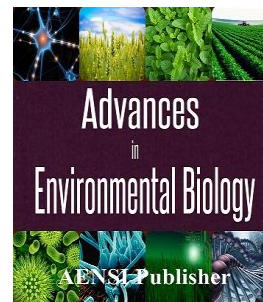




AENSI Journals

## Advances in Environmental Biology

ISSN-1995-0756 EISSN-1998-1066

Journal home page: <http://www.aensiweb.com/AEB/>

## Study of Main Reasons of the Students Dissatisfaction from Educational Services

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### ARTICLE INFO

**Article history:**

Received 25 October 2014

Received in revised form

26 November 2014

Accepted 29 December 2014

Available online 15 January 2015

**Key words:**

Educational Services, Dissatisfaction, Education.

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### ABSTRACT

The purpose of education is to progress the quality of life of adolescents and young adults in the world is rapidly changing and often dominant share of the new technology is directed. This research aims to investigate the grievances of students from Bandar e lengeh, Iran and then seeks to provide educational services to address the main causes to overcome the problems. In the present study, the researcher provided a questionnaire which contains six questions that 70 students as the participants of the present study had been chosen. The obtained results showed that although the educational department had been successful at the first step of servicing in the fields of educating but it needs to increase public resources and facilities and let the private sectors to be encouraged to take part and shares its potential such as educational space, as well as training, workshops, laboratories, printing timely recognition tools textbook satisfaction of helping students increase academic success factors that contribute to the development of infrastructure in the city will you.

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**To Cite This Article:** Zahra Salemi, Study of Main Reasons of the Students Dissatisfaction from Educational Services. *Adv. Environ. Biol.*, 8(21), 1180-1182, 2014

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## INTRODUCTION

Technical branch of studying of the fields in most cities in Iran was launched in 1372. Length city was one of the cities along with other Iranian cities benefited from this course. Chharbnd [1] points out that the main purpose of technical course plugs into the document oriented skills because the future belongs to the maple not holders of the skills (pp4-5). The branches given is the branch of industry knowledge related to the future of high concern. This research aims to investigate the reasons for dissatisfaction with the delivery of educational services to the students of Bandar e length detailed review. Due to concern however, the researcher intends to conduct a field study. And address the problems in the past in our education systems. Our education system had not been responsible for the political, social and economical matters for various reasons. Our education system had to meet the needs of development programs but all of them had been faded, because of changing in the realm of economics and sociality. This makes the problems for the new generations.

This has led to a swelling student population, including the increase in the level of secondary education in the theoretical students that has been a problem for the market and business nation. since they don't have any experiences in the target business. The main problems of the theoretical student's not technical student may lead to lack or less of experience in business society. A large number of theoretical students are the major problems for the society and government to find the job or employ them in society without any profession or experience. This causes widespread unemployment market. But their main problem is their lack of skill or experience resulting unemployment. Students' lack of familiarity with the industry and technical skills of students is the same cause of unemployment.

According to Kardan [2] definitely we can safely say that the characteristics of a healthy and developed community is not just having a good geographical location with high position but also having a dynamic education system that makes the human with these characteristic such as freedom loving, independent, inventive ethics to be able to develop economically socially and politically and then remove the unemployment and jobless from the society. In fact all the reformation and efforts are due to human activity and insight. All reform activities to be conducted by the idea of human effort. If she/he grows in a right manner, each will be unknown and understood for him/her as well as. (pp. 2-17). The curriculums in technical schools are so that it will prepare

the situation for the study of the high school students to develop better than the other students in other schools. This makes the students in the technical school spend their time with learning the work situation. They become aware of the industry and the palace or work shop in which they spend twice a week in the work place with different areas of technicians and works. After theoretical courses in the school, they have been known with the industry handwork place, they have no problem to find the job for themselves after school. The school gave the certificate of the professions they have passed the courses. This could lead them to the business place such as local or international bazaars around him/her. Students that learn professions in the technical school have the priority than the other students in the ordinary schools.

#### *Body of The Study:*

Given that the research is a field research so that the researcher examines the dissatisfaction of the technical students from educational services in the years 2001 and 2002 in Bandar e lenge, Iran. The following are the main purposes of the research which follows as: 1. Understanding the factors that contribute to the improvement of students' dissatisfaction with the curriculum of technical schools. 2 - Identifying the student's dissatisfaction leads to consume in efficient organizational fields. 3 - Understanding the factors that cause student satisfaction. This study was motivated by the gravity of the few aspects in which summarized in nature of behavior as follows: 1 - being aware of the students interest in order to identify their problems 2 – being aware of educational services to identify their problems

– 3identifying and distinguishing problems and constraints of the students to attract the mental and emotional participation, 4 – understanding students skill, and experience in this field. 5 - Knowledge of educational facilities including textbooks, book store and libraries in Bandar e lengeh.6 - Evaluation of existing facilities and estimating facilities needed to provide the necessary preparations and supply them.

### **MATERIALS AND METHODS**

The researcher conducted a statistical research to gather data. The descriptive research method was a statistical survey of the students from Bandar e lengeh in the years of 2000 and 2001. 70 technical students had been selected randomly .Among the participants, there were 40 males and 30 females. The researcher applied questioners comprised six questions to gather data. The participant had to choose five choices such as very low, low, middle, high, very high to answer the questions. The researcher analyzed and discussed in details as follow bellow; In this study the students had to answer six questions in which the questions are; 1. are you satisfied with studying in the field of study? 2. Did the training departments of companies cooperate with you while training? 3. What capability do the educational trainers have? 4. How many technical books are available in the city for the students to use them? 5. Do the skillful workshops of education have the facilities for education? 6. Are the students familiarized with the educational equipments?

#### *Data Analysis:*

The researcher gave the questioners to the students and data was gathered by the researcher showed that; seemingly 13 students are very interested in studying in this field of study, 50 students were dissatisfied and 13 persons had no ideas. There results indicated that most of the students were dissatisfied with the field of studying and they did not interested in studying, there were no interest to process and develop.

In question2, there were 24 students who claimed that training departments did cooperate with them, 9 persons said that the training department or companies did not have any cooperation with them, and 37 out of 70 had no idea. It seems that the educational or training departments should prepare the situation that all the students can benefit from the government facilities to improve the educational aims.

In question3, among 70 students only 23 of them claimed that the trainers had the skillful capabilities for educating the technical students, 39 students had disposed ideas and proclaimed that there were no technical skillful and experienced trainers to educate the technical students.

In question4, students were asked to answer the level of effectiveness of the supplementary books on the technical students in which among 70 participants, 39 of them were satisfied with them and claim that the supplementary books might help them to reinforce their knowledge, 20 out of 70 were not satisfied and claimed that these books are not so effective for us to support and cover all of our needs and finally 2 students had no ideas.

In question5, seemingly 46 students pointed out the educational facilities at schools can support our needs and majority of them believed that the space of education was suitable for the students and education. Only 7 of them were not interested in studying in the same place and 17 students had no idea.

In final question, a number of students comprised 32 students, mentioned that trainers had familiarities with the equipments at the workshops and knew how to work with them. They were able to educate students well. There were 25 out of 70 who said that the trainers were not familiarized with facilities or equipments at the workshops, so, they were not able to train or educate them in the best way. The researcher analyzed the data in

the following table to be clarified and described in detail. as the following table proved that 31.19% of the students had chosen the low choice among five choices including very high, high, middle, low and very low, the results showed that majority of students were not satisfied with the questions relevant to the technical school matters, only 11.67% of them had the high opinion on the questions asked. It means that the education system should consider the matters relevant to the education.

The results of the questions

Question	Very High	High	Middle	Low	Very Low	Total				
1	3	10	7	40	10	70				
2	20	4	37	3	6	70				
3	12	11	8	34	5	70				
4	9	30	2	29	0	70				
5	5	41	17	5	2	70				
6	0	32	13	20	5	70				
Total	49	128	84	131	28	420				
Percent	67%	111/	47%	30/	20%	19	%31/	67%	6/	100%

*Conclusion:*

As the researcher focused on the problems regarding to the dissatisfactions of the technical students, she found that majority of the students proclaimed that, supplementary book, trainers, were the main problems of dissatisfaction of the students at the technical schools. they did not have any problem with the space of training or educating but lack of familiarity of trainers with the space of education or technical equipments at the workshop caused them have no aim or motivation for progress and continue their studying at the technical schools. According to Taqipour [4] the new system of secondary education has been established base on expanding technical and professional training, and we have to consider the strength and weakness points and try to cut the weakness and develop the strength points. One of the remarkable problems was the lack of cooperation of the other organizations, ministries or other departments under the governments with the education department. It is true that a number of students may graduate every year but they may have problem to find the jobs. All should help each other to make a good society. The following data indicates that 71.5% of the technical students were not satisfied with studying in their field of study, 45.71%, 55.71% of the students were not satisfied with their training at the school and it means that there is not an educated, experienced teacher at the technical schools. It is a dangerous alarm for the education system to consider the matter and try to compensate the weakness in the education department .

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