

CENTRAL UNIVERSITY OF RAJASTHAN

DEPARTMENT OF DATA SCIENCE

DECEMBER, 2018

UNIVERSITY FEEDBACK SURVEY

UNDER THE GUIDANCE OF-Dr. MANAS PATRA

Submitted by

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CANDIDATE'S DECLARATION

We here declare that the work embodied in this project entitled "survey project on UNIVERSITY FEEDBACK" towards partial fulfilment of the requirement for the award of degree of M.SC IN BIG DATA ANALYTICS, is a bonafide piece of work carried out by as under the extreme supervision of Dr. Manas Patra, Department of Data science, Central university of Rajasthan.

The work presented in this project has not been submitted by us for the award of any other degree of this or any other university. We have taken care in all respects to honour the intellectual property right and we have acknowledged the contribution(s) of others for using them for this academic purpose.

DATE: AISHWARYA VERMA (02)
ANTARA KHAN(14)

PLACE: PRIYA SINHA(18)

CERTIFICATE

This is to certify that Ms. Aishwarya Verma, Ms. Antara Khan and Ms. Priya Sinha had completed their "survey project" under my supervision and the above statement made by them is correct and true to the best of my knowledge.

Dr. Manas Patra

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DATE

ACKNOWLEDGEMENT

I feel much honored in presenting this dissertation report in such an authenticable form of sheer endurance and continual efforts of inspiring excellence from various coordinating factor of cooperation and sincere efforts drawn from all sources of knowledge. I express my sincere central university of Rajasthan, for his valuable guidance and infilling support for the completion of this project work. We would also lie to thanks Dr. Manas Patra department of data science for this support and valuable guidance.

Date: December 2018

Place:

ABSTRACT

This project we have undertaken is "survey project on University Feedback". This represents the total 467 students' responses of university feedback forms. First, we have cleaned the data of 467 responses and got 422 cleaned data responses. We have analyzed the whole survey data through some test and graphically by the help of scatter plots, bar plots and also by making contingency table and applied Chi-square test which are shown the correlation between different columns on our feedback data.

The main purpose of this project to analyze feedback data and read the trends between the quantity we have chosen.

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UNIVERSITY FEEDBACK FORM

12/11/2018	UNIVERSITY FEEDBACK FORM
Please f	VERSITY FEEDBACK FORM fill this form only once .
* Requir	ROLLMENT NUMBER *
RATI	NG PARAMETERS
RATING	G:- 5: EXCELLENT, 4: VERY GOOD, 3: GOOD, 2: AVERAGE, 1: BELOW AVERAGE
	NDER * rk only one oval.
	Female Male Other
HOS.	TEL AND MESS
	FOOD QUALITY AND VARIETY * rk only one oval.
_	1 2 3 4 5
	YGIENE & MAINTENANCE OF MESS * rk only one oval.
_	1 2 3 4 5
	CLEANLINESS OF WASHROOMS * rk only one oval.
	1 2 3 4 5

- 4	21	44	200	n	٠	o

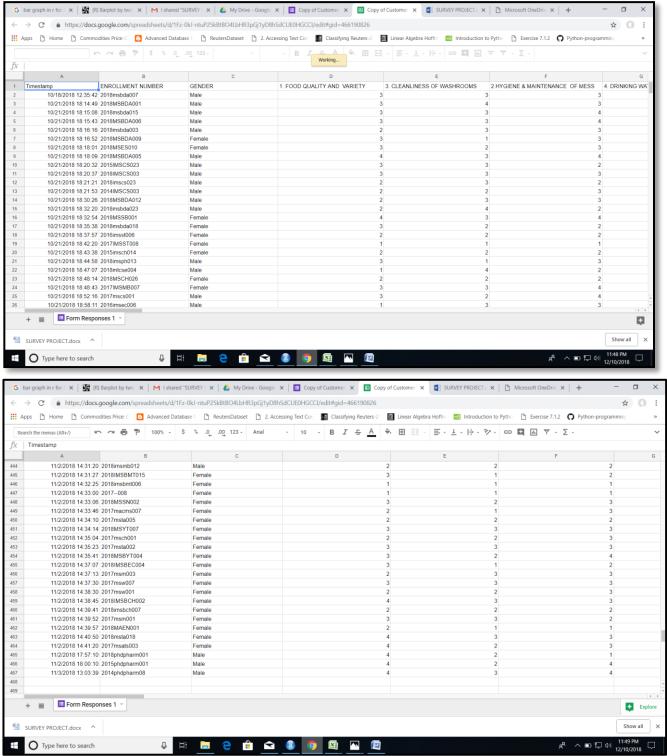
6	4. DRINK			IALITY '	•
	Mark only	one ove	21.		
	1	2	3	4	5
		\bigcirc		\bigcirc	\bigcirc
7	5. WI-FI A	ND INT	EDNET	SEDVIC	E6 *
′	Mark only			SERVIC	ES
	1	2	3	4	5
		_			_
	$\overline{}$			$\overline{}$	
8	6. SPORT				
	Mark only	one ova	al.		
	1	2	3	4	5
	1	2	3	4	5
	$\overline{}$				
(CADEM	IICS			
_	4.000.44	UC ATIO	N AND	201/50	
U	1.ORGAN Mark only			COVER	AGE OF
	1	2	3	4	5
				_	
	$\overline{}$	\bigcirc	\bigcirc	\bigcirc	
1	2.RELEV	ANCE A	ND REA	L WOR	LD APP
	Mark only	one ove	al.		
	1	2	3	4	5
		$\overline{}$		$\overline{}$	
12	3,EXAMIN Mark only			RN AND	GRADIN
	1	2	3	4	5

	.co-cu			TIVITIE	s *				
٨	fark only	one ova	a/.						
	1	2	3	4	5				
-		$\overline{}$		$\overline{}$					
AB	т тис	HE II	NSTR	ист	OR				
				IN TEA	CHING *				
٨	fark only	one ova	1/.						
	1	2	3	4	5				
-				$\overline{}$					
				ON DUR	ING LEC	TURES *			
n	fark only	one ova	и.						
	1	2	3	4	5				
-									
	.AVAILA fark only			E CLAS	SS *				
	1	2	3	4	5				
		\bigcirc	\bigcirc	\bigcirc					
AC.	ADEM	IC FA	CILI	ΓIES					
	LAB FA			QUIPM	ENT) *				
	1	2	3	4	5				
	.AVA LA lark only			KS, E-F	RESOURC	ES, STUDY	MATERIA	ALS, ETC. *	
		_	•		_				
	1	2	3	4	5				

19. 3.QUALITY OF Mark only one of		CTURES	, WORKSHOF	'S, SEMINARS	S, ETC *		
1 2	3	4	5				
OTHERS							
20. 1. ARE YOU AN		UT SPAI	RSH FOUNDA	TION AND ITS	ACTIVITIES?		
Yes	vai.						
○ No							
Maybe							
21, 2, DO YOU FEI		R DISCR	MINATION EX	ISTS IN CURA	J?*		
Mark only one o	ival.						
Yes No							
Maybe							
22. 3. HAVE YOU I	XPERIENC	ED HAR	ASSMENT IN	ANY FORM (E	X: PHYSICAL,	VERBAL, ETC) I	N
Mark only one o	val.						
Yes							
O No							
Maybe							
23. 4. ARE YOU SA		/ITH THE	CCTV MONIT	ORING IN CU	RAJ?*		
Mark only one o	ivai.						
Yes No							

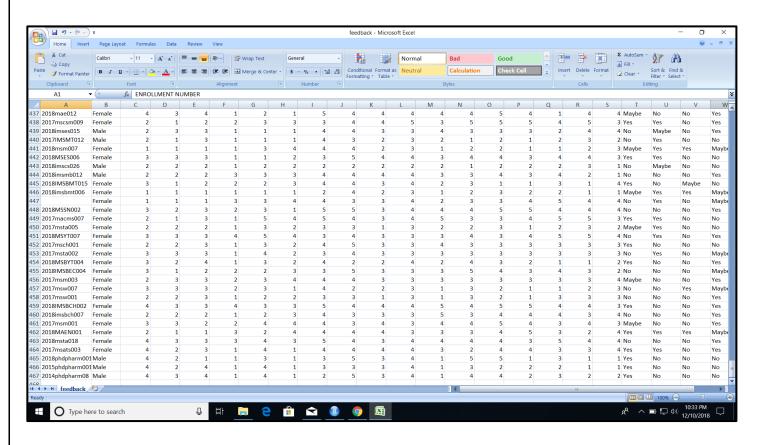
DATA COLLECTION

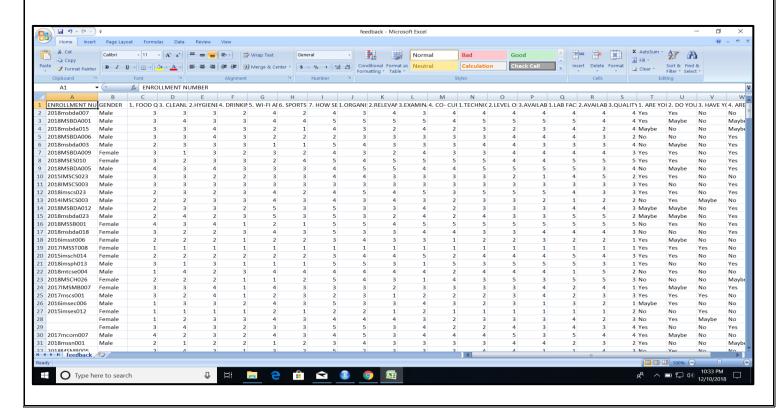
We have collected the data from the students regarding university's feedback. We have total 23 variables in it and the responses given in 5 categories (1,2,3,4,5) in some questions and for some it has 3 categories (Yes,No,Maybe).



DATA CLEANING (MANUALLY)

First, we delete the timestamp and delete the unwanted rows.





DATA CLEANING(IN R)

In order to do data cleaning in R, we import the data through this command.

```
> o_data<-read.csv("C:\\Users\\DELL\\Desktop\\o_data.csv")</pre>
```

So as to check whether our data consist some NA values we have a inbuilt function in R. If it shows "TRUE" then our data must contain NA values otherwise not.

```
> any(is.na(o_data))
[1] TRUE
```

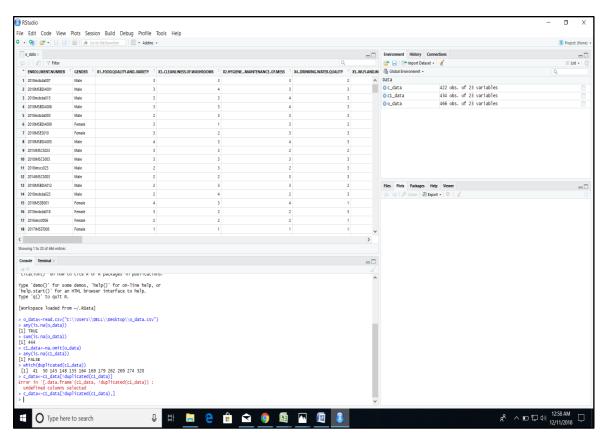
Now to sum the NA values, we have another inbuilt function which adds up all the count of NA values.

```
> sum(is.na(o_data))
[1] 444
```

So to remove these ,we use another R command:

Hence we left with 422 rows with 23 variables as shown in figure:

c_data<-c1_data[!duplicated(c1_data),]</pre>

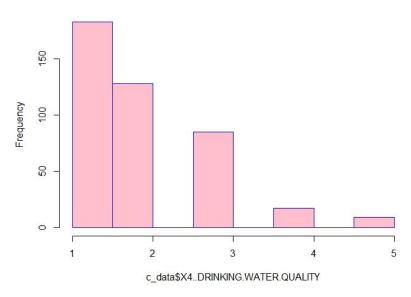


HISTOGRAM

A histogram is a plot to show the frequency of continuous variable but we have all the discrete values in our data. So in order to plot these we have:

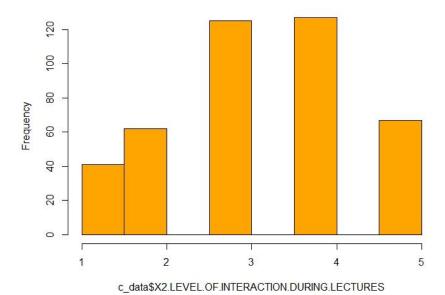
> hist(c_data\$x4..DRINKING.WATER.QUALITY,main="Histogram for Drinking Water Quality",border="blue",col="pink")

Histogram for Drinking Water Quality



> hist(c_data\$X2.LEVEL.OF.INTERACTION.DURING.LECTURES,main="HISTOGRAM FOR
INTERACTION LEVEL DURING LECTURES ",border="black",col="orange")

HISTOGRAM FOR INTERACTION LEVEL DURING LECTURES



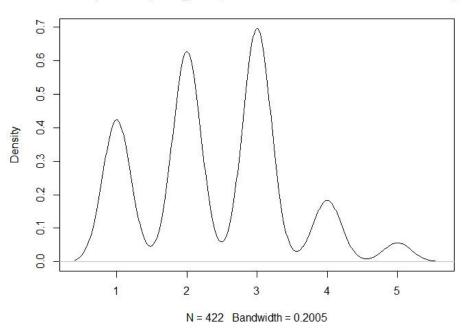
13

DENSITY PLOTS

It is a much more effective way of showing the distribution of a variable.

> plot(density(c_data\$x3..CLEANLINESS.OF.WASHROOMS))

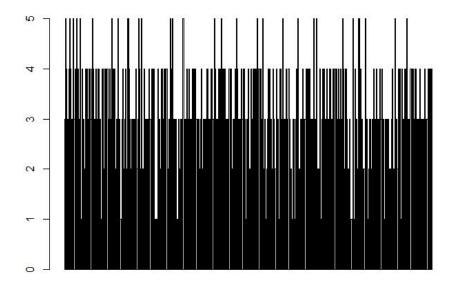
density.default(x = c_data\$X3..CLEANLINESS.OF.WASHROOMS)



BAR PLOTS

The above two plots discussed is for continuous variable, so in order to plot graph for categorical variable we use barplots.

> barplot(c_data\$x3.EXAMINATION.PATTERN.AND.GRADING.SYSTEM)



CONTINGENCY TABLE

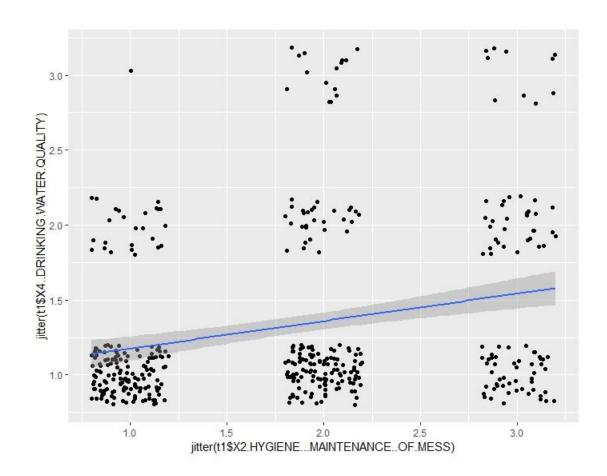
Contingency tables (also called crosstabs or two-way tables) are used in statistics to summarize the relationship between several <u>categorical variables</u>. A contingency table is a special type of <u>frequency distribution table</u>, where two variables are shown simultaneously.

So here we are taking only two columns from our data in order to define a relationship between two variables.

Question 1: Is there a significant relationship between "DRINKING WATER QUALITY" and "HYGIENE MAINTENANCE OF MESS".

```
To take only two columns:
t1<-c_data[,5:6]
Now since we have very less responses in 1 and 5 categories so we
merge 1 with 2 and 4 with 5 and make only 3 categories:
> t1$X2.HYGIENE...MAINTENANCE..OF.MESS[t1$X2.HYGIENE...MAINTENANCE..OF.MESS==2]<-1
> t1$x2.HYGIENE...MAINTENANCE..OF.MESS[t1$x2.HYGIENE...MAINTENANCE..OF.MESS==4]<-5
> t1$X2.HYGIENE...MAINTENANCE..OF.MESS[t1$X2.HYGIENE...MAINTENANCE..OF.MESS==3]<-2</p>
> t1$X2.HYGIENE...MAINTENANCE..OF.MESS[t1$X2.HYGIENE...MAINTENANCE..OF.MESS==5]<-3</p>
> t1$x4..DRINKING.WATER.QUALITY[t1$x4..DRINKING.WATER.QUALITY==2]<-1
> t1$x4..DRINKING.WATER.QUALITY[t1$x4..DRINKING.WATER.QUALITY==4]<-5</p>
> t1$x4..DRINKING.WATER.QUALITY[t1$x4..DRINKING.WATER.QUALITY==3]<-2
> t1$X4..DRINKING.WATER.QUALITY[t1$X4..DRINKING.WATER.QUALITY==5]<-3</p>
Now convert the data into table through table() function in R:
> addmargins(table(t1))
                                   X4..DRINKING.WATER.QUALITY
X2.HYGIENE...MAINTENANCE..OF.MESS
                                              3 Sum
                                      1
                                         25
                                    140
                                              1 166
                                    121
                                        29
                                             15 165
                                     50
                                         31
                                             10 91
                               Sum 311
> A<-table(t1)
                                  X4..DRINKING.WATER.QUALITY
X2.HYGIENE...MAINTENANCE..OF.MESS
                                      1
                                          2
                                              3
                                  1 140
                                         25
                                  2 121
                                         29
                                             15
                                     50
                                         31
Now we apply chi-square test to check the relationship:-
> chisq.test(A)
        Pearson's Chi-squared test
X-squared = 32.389, df = 4, p-value = 1.593e-06
```

ggplot(t1,aes(jitter(t1\$X2.HYGIENE...MAINTENANCE..OF.MESS),jitter(t1\$X
4..DRINKING.WATER.QUALITY)))+geom_point()+geom_smooth(method="lm")
> g1



<u>Question 2</u>: Is there a dependency between Gender and the Awareness about the sparsh foundation?

We follow the same procedure for this also as we have seen in previous question.

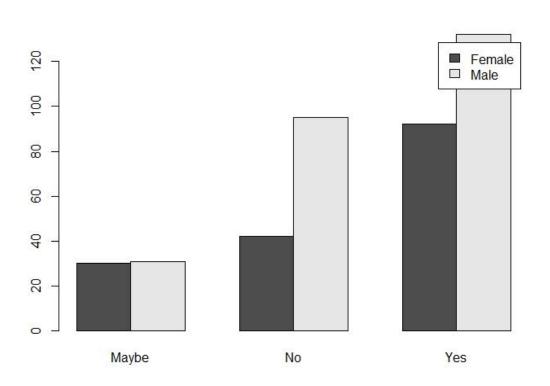
To take only two columns: > $t2<-c_{data[,c(2,20)]}$ Since the data in the data is in non_numeric form, we convert it into numeric form by using factor() function in R: >t2\$GENDER<-factor(t2\$GENDER) >t2\$ x1..are.you.aware.about.sparsh.foundation.and.its.activities.<factor(t2\$ X1..ARE.YOU.AWARE.ABOUT.SPARSH.FOUNDATION.AND.ITS.ACTIVITIES.) Now convert the data into table form through table() function in R: > addmargins(table(t2)) X1..ARE.YOU.AWARE.ABOUT.SPARSH.FOUNDATION.AND.ITS.ACTIVITIES. Maybe No Yes Sum 2 30 42 92 164 GENDER Female 31 95 132 258 Male 61 137 224 422 Sum > B<-table(t2)</pre> X1..ARE.YOU.AWARE.ABOUT.SPARSH.FOUNDATION.AND.ITS.ACTIVITIES. GENDER Maybe No Yes 30 42 92 Female 31 95 132 Male Now we apply chi square test to check the dependency. > chisq.test(B) Pearson's Chi-squared test data: B X-squared = 7.0756, df = 2, p-value = 0.02908

Since the p-value<0.05 ,hence we conclude that these two variables are dependent on each other and the correlation is given by following R command:

```
cor(rank(t2$GENDER),rank(t2$X1..ARE.YOU.AWARE.ABOUT.SPARSH.FOUNDATION.AND.ITS.ACTIVITIES.))
[1] -0.0119484
```

Here we know that both variables are non-numeric so to find out the correlation between these two variables we use rank(). We draw barplot for non-numeric data.

```
> barplot(B,beside = TRUE,legend=TRUE,)
```



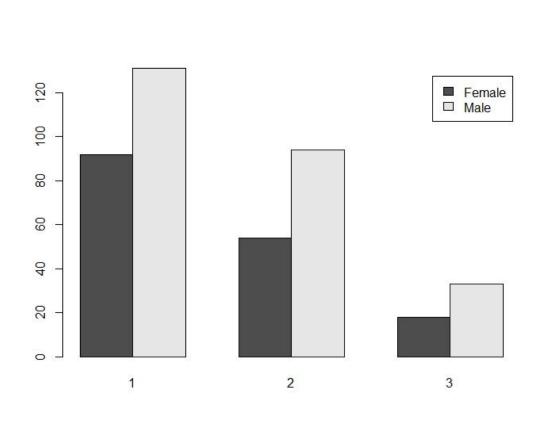
Question 3:We are going to check relation between Gender and cleanliness of washroom. We are taking null hypothesis as both female and male thinks that washrooms are clean in CURAJ campus.

```
We apply the same procedure:
```

Barplot for this:-

> barplot(C,legend=TRUE,beside=TRUE)

```
> t3<-c_data[,c(2,9)]</pre>
Since the data is in non-numeric form so first we convert it into numeric
form first:
        >t3$GENDER<-factor(t3$GENDER)
         t3$X7..HOW.SECURE.DO.YOU.FEEL.IN.CAMPUS.<factor(t3$X7..HOW.SECURE.DO.Y
OU.FEEL.IN.CAMPUS.)
Now reduce the 5 categories into 3:
> t3$x3..CLEANLINESS.OF.WASHROOMS[t3$x3..CLEANLINESS.OF.WASHROOMS==2]<-1
> t3$x3..CLEANLINESS.OF.WASHROOMS[t3$x3..CLEANLINESS.OF.WASHROOMS==4]<-5
> t3$x3..CLEANLINESS.OF.WASHROOMS[t3$x3..CLEANLINESS.OF.WASHROOMS==3]<-2
> t3$X3..CLEANLINESS.OF.WASHROOMS[t3$X3..CLEANLINESS.OF.WASHROOMS==5]<-3</p>
Convert the following data into table:
> addmargins(table(t3))
         X3..CLEANLINESS.OF.WASHROOMS
GENDER
            1 2
                     3 Sum
  Female 92 54 18 164
          131 94
  Male
                    33 258
          223 148
                    51 422
  Sum
> C<-table(t3)</pre>
         X3..CLEANLINESS.OF.WASHROOMS
GENDER
  Female 92 54
                    18
          131 94
  Male
                    33
Now we apply chi-square test on it:
> chisq.test(C)
        Pearson's Chi-squared test
X-squared = 1.1625, df = 2, p-value = 0.5592
Now here p-value>0.05 Hence we don't reject the null hypothesis i.e.,these
two variable are independent of each other. Correlation is given by:
 cor(rank(t3$GENDER),rank(t3$X3..CLEANLINESS.OF.WASHROOMS))
[1] 0.0520023
```



SUMMARY OF DATA IN R

> summary(c_data)

```
ENROLLMENT.NUMBER
                          GENDER
                                     X1..FOOD.OUALITY.AND..VARIETY
X3..CLEANLINESS.OF.WASHROOMS X2.HYGIENE...MAINTENANCE..OF.MESS
2016imsch012 : 2
                             : 0
                                            :1.000
                                                                    Min.
                                     Min.
:1.000
                              :1.000
                      Min.
 2017imsmb008 :
                       Female:164
                                     1st Qu.:2.000
                                                                    1st
Qu.:2.000
                         1st Qu.:2.000
 2017MSATS006 :
                             :258
                                                                    Median
                 2
                                     Median:2.000
                       Male
:2.000
                      Median :3.000
2017mscs001 :
                                            :2.481
                                                                    Mean
                                     Mean
:2.408
                      Mean
                              :2.749
 2018IMSBMT012:
                                     3rd Qu.:3.000
                                                                    3rd
                         3rd Qu.:3.000
Qu.:3.000
 2018IMSCH011 :
                                            :5.000
                                     Max.
                                                                    Max.
                              :5.000
:5.000
                      Max.
              :410
 X4..DRINKING.WATER.QUALITY X5..WI.FI.AND.INTERNET.SERVICES
X6..SPORTS.AND.GYM X7..HOW.SECURE.DO.YOU.FEEL.IN.CAMPUS.
       :1.000
                            Min.
                                   :1.000
                                                              Min.
                                                                     :1.000
Min.
       :1.000
Min.
1st Qu.:1.000
                            1st Qu.:2.000
                                                              1st Qu.:1.000
1st Qu.:3.000
                            Median:3.000
                                                              Median :2.000
Median :2.000
Median :4.000
Mean
        :1.912
                            Mean
                                    :2.701
                                                              Mean
                                                                     :2.284
       :3.486
Mean
 3rd Qu.:3.000
                             3rd Qu.:4.000
                                                              3rd Qu.:3.000
3rd Qu.:4.000
Max.
       :5.000
                            Max.
                                    :5.000
                                                              Max.
                                                                     :5.000
       :5.000
Max.
 X1.ORGANISATION.AND.COVERAGE.OF.SYLLABUS
X2.RELEVANCE.AND.REAL.WORLD.APPLICATION
X3.EXAMINATION.PATTERN.AND.GRADING.SYSTEM
                                           Min.
                                                  :1.000
Min.
       :1.00
Min.
       :1.00
 1st Qu.:3.00
                                           1st Qu.:2.000
1st Qu.:3.00
Median:3.00
                                           Median:3.000
Median :3.00
Mean
        :3.41
                                           Mean
                                                  :2.765
       :3.14
Mean
 3rd Qu.:4.00
                                           3rd Qu.:3.000
3rd Qu.:4.00
       :5.00
                                                  :5.000
Max.
                                           Max.
       :5.00
Max.
X4..CO..CURRICULAR..ACTIVITIES X1.TECHNICAL.CONTENT.IN.TEACHING
X2.LEVEL.OF.INTERACTION.DURING.LECTURES X3.AVAILABILITY.OUTSIDE.CLASS
Min.
        :1.000
                                 Min.
                                        :1.000
                                                                   Min.
:1.000
                                         :1.000
                                 Min.
 1st Qu.:2.000
                                 1st Qu.:2.000
                                                                   1st
Qu.:3.000
                                     1st Qu.:2.000
Median :3.000
                                 Median:3.000
                                                                   Median
:3.000
                                 Median :3.000
                                        :2.953
Mean
        :2.687
                                 Mean
                                                                   Mean
                                         :2.882
:3.277
                                  Mean
```

```
3rd Qu.:4.000
                               3rd Qu.:4.000
                                                                3rd
Qu.:4.000
                                   3rd Qu.:4.000
       :5.000
                                     :5.000
Max.
                               Max.
                                                                Max.
:5.000
                                      :5.000
                                Max.
X1.LAB.FACILITIES..EX..EQUIPMENT.
X2.AVAILABILITY.OF.BOOKS..E.RESOURCES..STUDY.MATERIALS..ETC.
Min. :1.000
                                  Min. :1.000
1st Qu.:2.000
                                  1st Qu.:2.000
Median :3.000
                                  Median :3.000
Mean :2.976
                                  Mean :3.021
3rd Qu.:4.000
                                  3rd Qu.:4.000
Max. :5.000
                                  Max. :5.000
X3.QUALITY.OF.GUEST.LECTURES..WORKSHOPS..SEMINARS..ETC
X1..ARE.YOU.AWARE.ABOUT.SPARSH.FOUNDATION.AND.ITS.ACTIVITIES.
       :1.000
Min.
1st Qu.:2.000
                                                       Maybe: 61
Median :3.000
                                                       No :137
Mean :2.682
                                                       Yes :224
3rd Qu.:3.000
      :5.000
Max.
X2..DO.YOU.FEEL.GENDER.DISCRIMINATION.EXISTS.IN.CURAJ.
X3..HAVE.YOU.EXPERIENCED.HARASSMENT.IN.ANY.FORM..EX..PHYSICAL..VERBAL..ETC..I
N.CURAJ.
Maybe: 75
                                                       Maybe: 30
No
    :175
                                                       No :337
                                                       Yes: 55
Yes :172
X4..ARE.YOU.SATISFIED.WITH.THE.CCTV.MONITORING.IN..CURAJ.
: 0
Maybe: 73
No :180
Yes :169
```

CONCLUSION

By analyzing the survey we have discovered the following conclusions:

>From the histogram of drinking water quality, most of the students rate it for 1 or 2 out of 5.So, the drinking water quality is very bad and students are not satisfied in this concern.

>From the histogram of level of interaction during lecture, most of the students rate in 3-4 out of 5.So,we can think level of interaction during lecture is good and students are satisfied in this concern. It shows beneficial for all the students.

>From the density graph of cleanliness of washroom, vote an average remarks here.

>We have taken three null hypotheses:

- 1. Drinking water quality and hygiene maintenance of mess are independent of each other.
- 2.Gender and awareness of sparse foundation is not correlated to each other.
- 3.Both male and female students think that washrooms are clean in curaj.

>Applying chi-square test, it is proved that drinking water quality and hygiene maintenance of mess are not independent. They are dependent on each other. We have shown also the correlation between them to prove it.

>By chi-square test, it is proved that gender and awareness of sparse foundation are correlated to each other.

>By checking relation between gender and cleanliness of washroom, we accept that both male and female students think that washrooms are clean in curaj.we have tested it by by chi-square test and accept this hypothesis.

REFERENCES

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 m
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