

**A SURVEY ON “ CAMPUS FACILITIES
AWARENESS , USAGE AND LEVEL OF
SATISFACTION ”**



A PROJECT REPORT

**SUBMITTED FOR THE PARTIAL FULFILLMENT OF BACHELORS
DEGREE HONS. (STATISTICS) - 2025**

UNDER SUPERVISION OF:

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CERTIFICATE

THIS IS TO CERTIFY THAT THE DATA GIVEN IN THIS REPORT HAS BEEN COLLECTED, TABULATED, ANALYZED AND PRESENTED BY “RAJVEER SINGH” STUDENT OF “B.Sc. VI SEMESTER STATISTICS ”.

THE TITLE OF PROJECT IS “STUDY ON AWARENESS USAGE AND SATISFACTION ABOUT CAMPUS FACILITIES”.

THIS PROJECT HAS BEEN COMPLETED SUCCESSFULLY UNDER MY SUPERVISION AND GUIDANCE IN THE SESSION 2024-2025

DATE: 30/04/2025

**DR. GYAN PRAKASH SINGH
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ACKNOWLEDGMENT

It gives me immense pleasure to express my profound gratitude, gratefulness and indebtedness to reverend teacher and supervisor Dr. Gyan Prakash Singh, Department of Statistics, Institute of Science, Banaras Hindu University, for his untiring help, constant encouragement, worthy supervision without which it would not have been possible for me to complete this project work. The guidance and valuable criticism that I received from him, during the entire period of this work, has been a great help in the completion of this work.

I offer my deep regards to Dr. Gyan Prakash Singh, HEAD, Department of Statistics, Faculty of Science, Banaras Hindu University, who inspired and provided all requisite support towards the completion of this project work. I also express deep sense of gratitude to my respectable all teachers & senior Research Scholars of Department of statistics, for their valuable suggestions and hope they will continue their guidance in future also.

At the same time I also thank to my parents & friends for their invaluable support. I shall be failing my duty if I don't express my sincere thanks and gratitude to the respondents who were very cooperative and were bind enough to spare some of their valuable time to fill in the questionnaire.

At last I would thank the Department of Statistics, B.H.U. which gave me the opportunity for this project work and for which I shall ever remain grateful.

Date: 30/04/2025

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INTRODUCTION

Background of the Study

University campuses are not just centers of academic learning—they are dynamic ecosystems that support students' intellectual, social, emotional, and physical development. From libraries and laboratories to sports complexes, cafeterias, health centers, and transportation systems, campus facilities play a pivotal role in shaping the overall student experience. The availability, accessibility, and quality of these facilities often reflect the institution's commitment to holistic student development.

However, despite heavy investments in infrastructure and resources, there is often a gap between what is provided and what is known or used by students. This disconnect may stem from a lack of awareness or poor communication strategies, leading to underutilization of potentially beneficial services. In such cases, understanding how students interact with campus facilities—and how satisfied they are with them—is crucial for institutional planning, resource optimization, and improving student outcomes.

Importance of Campus Facilities in Student Life

Campus facilities directly influence students' academic productivity, health and well-being, and overall satisfaction with university life. For example, a well-equipped library supports research and study habits, while modern laboratories foster innovation and practical skills. Similarly, clean and accessible hostels, recreational centers, and cafeterias contribute to a healthy campus lifestyle.

Moreover, the quality and variety of campus facilities can play a critical role in student retention, engagement, and even recruitment. Prospective students and their families often consider these factors when choosing a

university. Hence, ensuring high standards in campus services is not just about comfort—it also holds strategic importance for institutions competing in an increasingly global education market.

Problem Statement

Despite the presence of diverse facilities on campuses, many institutions face challenges related to their underutilization, misuse, or mismanagement. Students may not be fully aware of the services available to them, or they may choose not to use them due to perceived inefficiency, lack of accessibility, or dissatisfaction with quality. These issues highlight a critical need to evaluate not only how students use campus facilities, but also how aware they are of what's available, and how satisfied they are with those experiences.

The lack of comprehensive feedback mechanisms further complicates the situation. Without reliable data on student awareness, usage patterns, and satisfaction levels, university administrators are left making assumptions that may not align with the actual needs or experiences of students.

Objectives of the Study

The primary objective of this study is to examine the level of awareness, usage patterns, and satisfaction levels of students with respect to various campus facilities. Specifically, it aims to:

- Assess how well students are informed about the facilities available on campus.
- Understand the frequency and purpose of facility usage among students.
- Evaluate student satisfaction with respect to accessibility, quality, and relevance of services.

- Identify gaps between student expectations and existing facility provisions.
- Offer actionable recommendations for improving campus facility planning and student engagement.

Significance of the Study

This study is significant for multiple stakeholders. For university administrators and policymakers, the findings can provide data-driven insights into how resources are being utilized and where improvements are needed. For faculty and staff, it can help tailor support services to better align with student needs. Most importantly, for students, this study has the potential to improve their academic environment and campus life through enhanced services and informed decision-making.

Additionally, this research contributes to the broader discourse on student-centered development and institutional accountability in higher education. By focusing on the interplay between awareness, usage, and satisfaction, it provides a holistic perspective on campus life that goes beyond the traditional academic framework.

Scope and Limitations

While this study aims to provide an in-depth look at campus facilities, its scope is limited to student perceptions and experiences within a specific institution or group of institutions, depending on the sample. It does not directly assess the technical quality or financial aspects of facility management. Furthermore, individual preferences and subjective satisfaction levels may vary, which can influence the interpretation of data.

METHODOLOGY OF SURVEY

Research Design

This study adopts a **quantitative research approach** using a **descriptive survey design**. A survey is ideal for gathering measurable data related to students' awareness, frequency of use, and satisfaction with campus facilities. The use of structured questionnaires allows for the systematic collection of standardized responses, which can be analyzed to identify patterns and relationships among the variables of interest.

Population of the Study

The target population for this study comprises **U.G & P.G Students and Employees** enrolled at [Banaras Hindu University]. This group is selected because they are the primary users of campus facilities and can provide firsthand insights regarding their availability, utilization, and quality.

Sampling Technique and Sample Size

In this study, students were selected using purposive and convenience sampling methods.

- Purposive sampling means I chose students from different departments, years of study, and types of accommodation (like hostellers and day scholars) to get a variety of opinions.
- Convenience sampling means I selected students who were easily available and willing to take part in the survey.

To collect the data, I used two methods:

1. **Questionnaire** – Some students filled out a form with questions about campus facilities.
2. **Interviews** – I also spoke directly to some students and asked them the same questions in person.

This helped me include both students who preferred filling out a form and those who were more comfortable talking.

In total, [insert total number] students took part in the study:

- [30] Students completed the questionnaire.
- [30] Employees were interviewed.

Using both methods helped me get better and more detailed information about students and faculty's awareness, usage, and satisfaction with campus facilities.

Instrument for Data Collection

The primary instrument for data collection is a **structured questionnaire**, divided into four main sections:

1. **Demographic Information** – Includes age, gender, program of study, year level.
2. **Awareness** – Assesses the level of awareness regarding various campus facilities (e.g., libraries, sports centers, health services, Wi-Fi, transportation).
3. **Usage** – Captures the frequency and purpose of facility usage (e.g., daily, weekly, occasionally).

4. **Satisfaction Level** – Uses a **Likert scale (1–10)** to measure students and employee's satisfaction regarding campus facilities e.g. library, post office, etc.

Data Collection Procedure

Data is collected over a two-months period through **paper-based questionnaires and interview method**, depending on student and employee preference and accessibility. Participation is **voluntary**, and respondents are assured of **anonymity and confidentiality**. A brief explanation of the research purpose is provided at the beginning of the survey, and informed consent is obtained from each participant.

Questionnaires are distributed via:

- Student WhatsApp/Telegram groups
- Physical distribution in lecture halls or common areas (if applicable)

Data Analysis Techniques

After collection, responses are coded and entered into **Microsoft Excel** for analysis. The following methods are used:

- **Descriptive statistics** (frequency, percentage, mean, standard deviation) to summarize data.
- **Cross-tabulation** to compare awareness and satisfaction across demographic groups.
- **Inferential statistics** such as Chi-square tests to identify significant differences or relationships between variables (e.g., usage frequency vs. satisfaction).

Graphs and tables are used to visually represent the findings for easier interpretation.

Ethical Considerations

This study adheres to ethical research standards. Participants are not exposed to any harm, and their identities remain anonymous. No personal identifiers are collected. Data is used strictly for academic purposes and stored securely to prevent unauthorized access.

DATA ANALYSIS & INTERPRETATION

◊ *Tables*

◊ *Graphs & chart*

CONCEPT OF CHI SQUARE TEST

Chi-Square Test of Independence

The **Chi-square test** is applied to determine whether two variables in a **bivariate contingency table** are **independent** or **dependent**.

Hypothesis:

- **Null Hypothesis (H₀):** There is no significance difference in the awareness facilities between students and employees
- **Alternative Hypothesis (H₁):** There is a significance difference in the awareness facilities between students and employees

Test Formula:

$$\chi^2 = \sum_i \sum_j \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$$

Where:

- O_{ij} = Observed frequency in the i^{th} row and j^{th} column
- E_{ij} = Expected frequency in the same cell, calculated as:

$$E_{ij} = \frac{(n_i \times n_j)}{N}$$

- n_i = Row total for the i^{th} row
- n_j = Column total for the j^{th} column
- N = Total number of observations

Degrees of Freedom (df):

$$df = (n - 1)(k - 1)$$

Where:

- n = Number of rows
- k = Number of columns

Decision Rule:

The null hypothesis is tested at a 5% or 1% level of significance.

- If $\chi_{\text{cal}}^2 < \chi_{\text{tab}}^2$:
 ✓ Accept $H_0 \rightarrow$ The variables are **independent**
- If $\chi_{\text{cal}}^2 > \chi_{\text{tab}}^2$:
 ✗ Reject $H_0 \rightarrow$ The variables are **dependent**

AWARENESS OF EDUCATIONAL FACILITIES

Hypothesis:

Null Hypothesis (H_0): There is no significance difference in the Educational awareness facilities between students and employees

Alternative Hypothesis (H_1): There is a significance difference in the educational awareness facilities between students and employees

AWARENESS OF EDUCATIONAL FACILITIES (OBSERVED)

FACILITIES/ RECEIVER	LIBRARY	WIFI	COMPUTER LABS
STUDENTS	30	30	28
EMPLOYEES	24	26	24

PERCENTAGE DISTRIBUTION OF OBSERVED DATA

FACILITIES /RECEIVER	LIBRARY%	WIFI%	COMPUTER LABS%
STUDENTS	100%	100%	93.3%
EMPLOYEES	92.3%	100%	92.3%

USING THE CHI SQUARE FORMULA WE CALCULATE THE EXPECTED FREQUENCIES.

FACILITIES/ RECEIVER	LIBRARY	WIFE	COMPUTER LABS
STUDENT	29.33	30.42	28.25
EMPLOYEES	24.67	25.58	23.75

CELL	O	E	$((O-E)^2)/E$
STUDENTS - LIBRARY	30	29.33	0.0152
STUDENTS - WIFI	30	30.42	0.0058
STUDENTS- COMPUTER LAB	28	28.25	0.0022
EMPLOYEES- LIBRARY	24	24.67	0.0182
EMPLOYEES- WIFI	26	25.58	0.0061
EMPLOYEES- COMPUTER LAB	24	23.75	0.0026

Chi square calculated = 0.0501

$$\text{DF} = (r-1)*(c-1) = (2-1)*(3-1) = 2$$

Chi square tabulated with DF = 2 and 5% level of significance = 5.991

Since , chi square calculated is less than chi square tabulated so, we fail to reject H_0 .

There is no significant difference between awareness of educational facility between student and employee.

USAGE OF EDUCATIONAL FACILITIES

Hypothesis:

Null Hypothesis (H_0): There is no significance difference in the Educational awareness facilities between students and employees

Alternative Hypothesis (H_1): There is a significance difference in the Educational awareness facilities between students and employees

USAGE OF EDUCATIONAL FACILITIES (OBSERVED)

FACILITIES/ RECEIVER	LIBRARY	WIFI	COMPUTER LABS
STUDENTS	27	30	24
EMPLOYEES	18	23	13

PERCENTAGE DISTRIBUTION OF OBSERVED DATA

FACILITIES /RECEIVER	LIBRARY%	WIFI%	COMPUTER LABS%
STUDENTS	90%	100%	80%
EMPLOYEES	60%	76.6%	43.3%

USING THE CHI SQUARE FORMULA WE CALCULATE THE EXPECTED FREQUENCIES.

FACILITIES/ RECEIVER	LIBRARY	WIFE	COMPUTER LABS
STUDENT	27.0	31.8	22.2
EMPLOYEES	18.0	21.2	14.8

CELL	O	E	$((O-E)^2)/E$
STUDENTS - LIBRARY	27	27	0.0000
STUDENTS - WIFI	30	31.8	0.1018
STUDENTS- COMPUTER LAB	24	22.2	0.1459

EMPLOYEES-LIBRARY	18	18	0.00
EMPLOYEES-WIFI	23	21.2	0.1528
EMPLOYEES-COMPUTER LAB	13	14.8	0.2189

CHI SQUARE CALCULATED = 0.6194

DF = 2

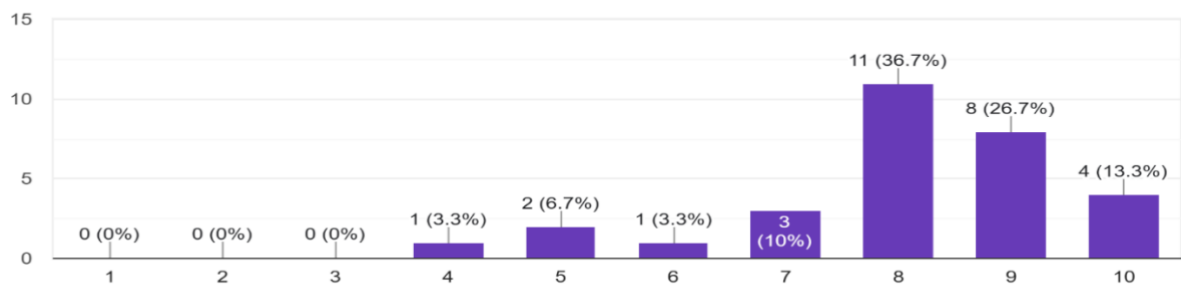
CHI SQUARE TABULATED AT 2 DF AND 5 % LEVEL OF SIGNIFICANCE = 5.991.

HENCE WE FAIL TO REJECT H_0 . THUS THERE IS NO SIGNIFICANT DIFFERENCE IN USAGE BETWEEN STUDENT AND EMPLOYEES.

SATISFACTION LEVEL OF STUDENTS

On a scale of 1 to 10, how would you rate the level of benefit you have received from the Educational facilities on campus? (1 is minimum benefit while 10 is maximum benefit)

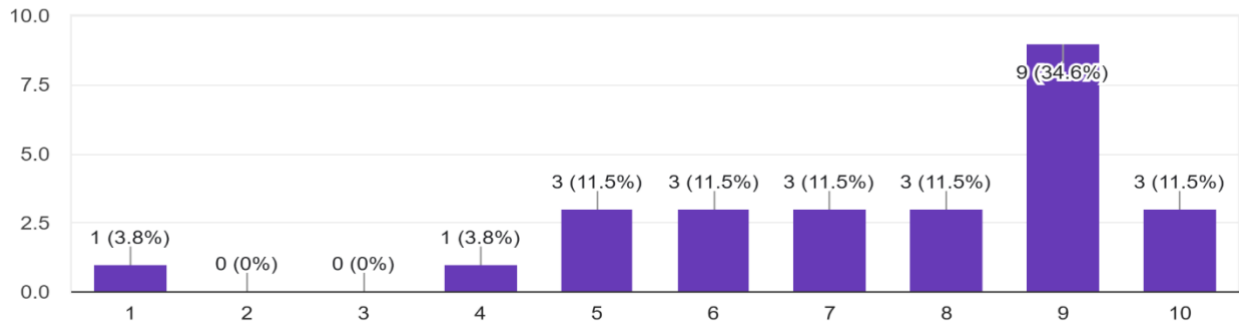
30 responses



SATISFACTION LEVEL OF EMPLOYEE

On a scale of 1 to 10, how would you rate the level of benefit you have received from the Educational facilities on campus? (1 is minimum benefit while 10 is maximum benefit)

26 responses



AWARENESS OF HEALTH AND WELLNESS FACILITIES.

Hypothesis:

Null Hypothesis (H_0): There is no significance difference in the awareness of Health and Wellness facilities between students and employees

Alternative Hypothesis (H_1): There is a significance difference in the awareness of Health and Wellness facilities between students and employees

AWARENESS OF HEALTH AND WELLNESS FACILITIES (OBSERVED)

FACILITIES/ RECEIVER	GYM AND SPORTS	HEALTH CENTRE	YOGA PROGRAM
STUDENT	29	30	21
EMPLOYEE	24	26	23

PERCENTAGE DISTRIBUTION OF OBSERVED DATA

FACILITIES /RECEIVER	GYM AND SPORTS	HEALTH CENTRE	YOGA PROGRAM
STUDENTS	96.6%	100%	70%
EMPLOYEES	80%	86.6%	76.6%

**WE USE THE ABOVE FORMULA FOR CALCULATING
EXPECTED FREQUENCIES**

FACILITIES/ RECEIVER	GYM AND SPORTS	HEALTH CENTRE	YOGA PROGRAM
STUDENT	27.71	29.98	23.01
EMPLOYEE	25.29	26.72	20.99

CELL	O	E	$((O-E)^2)/E$
STUDENTS - GYM AND SPORTS	29	27.71	0.061
STUDENTS - HEALTH CENTRE	30	29.28	0.0183

STUDENTS-YOGA PROGRAM	21	23.01	0.1758
EMPLOYEES-GYM AND SPORTS	24	25.29	0.0658
EMPLOYEES-HEALTH CENTRE	26	26.72	0.0194
EMPLOYEES-YOGAPROGRAM	23	20.99	0.1911

CHI SQUARE CALCULATED = 0.5314

DF = 2

CHI SQUARE TABULATED AT 2 DF AND 5% LEVEL OF SIGNIFICANCE IS 5.991.

SO , WE MAY NOT REJECT THE NULL HYPOTHESIS.

THUS THERE IS NO SIGNIFICANT DIFFERENCE IN AWARENESS OF HEALTH AND WELLNESS FACILITIES BETWEEN STUDENT AND EMPLOYEES.

USAGE OF HEALTH AND WELLNESS FACILITIES (OBSERVED)

FACILITIES/RECEIVER	GYM AND SPORTS	HEALTH CENTRE	YOGA PROGRAM
STUDENT	9	28	2
EMPLOYEE	11	21	7

PERCENTAGE DISTRIBUTION OF OBSERVED DATA

FACILITIES /RECEIVER	GYM AND SPORTS	HEALTH CENTRE	YOGA PROGRAM
STUDENTS	30%	93.3%	6.6%
EMPLOYEES	36.6%	70%	23.3%

**WE USE THE ABOVE FORMULA FOR CALCULATING
EXPECTED FREQUENCIES**

FACILITIES/ RECEIVER	GYM AND SPORTS	HEALTH CENTRE	YOGA PROGRAM
STUDENT	10	24.5	4.5
EMPLOYEE	10	24.5	4.5

CELL	O	E	$((O-E)^2)/E$
STUDENTS - GYM AND SPORTS	9	10	0.1
STUDENTS - HEALTH CENTRE	28	24.5	0.5

STUDENTS-YOGA PROGRAM	2	4.5	1.389
EMPLOYEES-GYM AND SPORTS	11	10	0.1
EMPLOYEES-HEALTH CENTRE	21	24.5	0.5
EMPLOYEES-YOGA PROGRAM	7	4.5	1.389

CHI SQUARE CALCULATED = 3.978

DF = 2

CHI SQUARE TABULATED AT 2 DF AND 5% LEVEL OF SIGNIFICANCE IS 5.991.

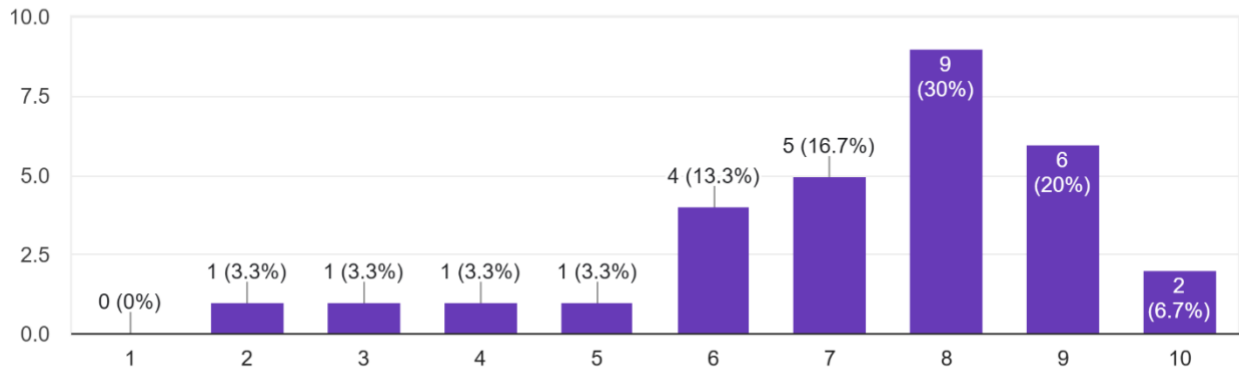
SINCE CHI SQUARE CALCULATED IS LESS THAN CHI SQUARE TABULATED SO WE FAIL TO REJECT THE NULL HYPOTHESIS.

THUS THERE IS NO SIGNIFICANT DIFFERENCE IN USAGE OF HEALTH AND WELLNESS FACILITIES BETWEEN STUDENTS AND EMPLOYEE.

SATISFACTION LEVEL OF STUDENTS

On a scale of 1 to 10, how would you rate the level of benefit you have received from the Health and wellness facilities on campus? (1 is minimum benefit while 10 is maximum benefit)

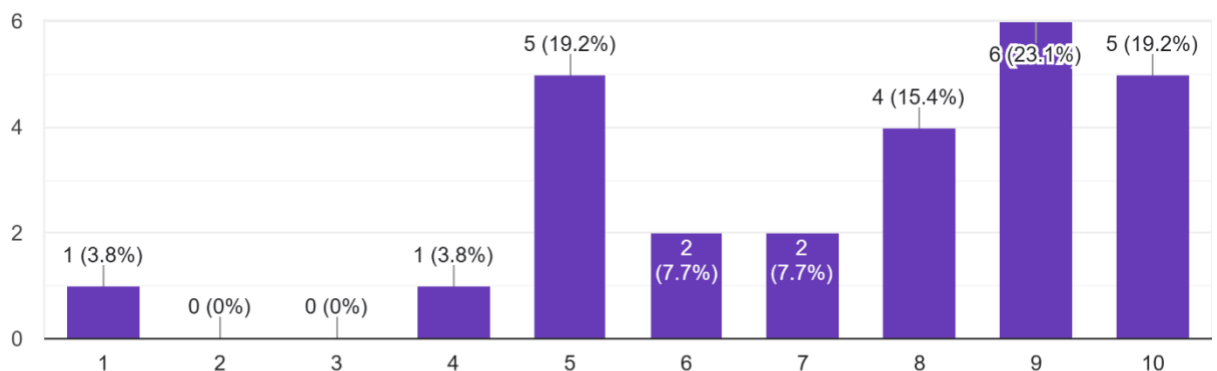
30 responses



SATISFACTION LEVEL OF EMPLOYEE

On a scale of 1 to 10, how would you rate the level of benefit you have received from the Health and wellness facilities on campus? (1 is minimum benefit while 10 is maximum benefit)

26 responses



AWARENESS OF ENTERTAINMENT FACILITIES.**Hypothesis:**

Null Hypothesis (H₀): There is no significance difference in the awareness of Entertainment facilities between students and employees

Alternative Hypothesis (H₁): There is a significance difference in the awareness of Entertainment facilities between students and employees

AWARENESS OF ENTERTAINMENT FACILITIES (OBSERVED)

FACILITIES/ RECEIVER	SWATANTRATA BHAWAN	BHARAT KALA BHAWAN	TEMPLE
STUDENT	28	25	30
EMPLOYEE	26	25	25

PERCENTAGE DISTRIBUTION OF OBSERVED DATA

FACILITIES /RECEIVER	SWATANTRATA BHAWAN	BHARAT KALA BHAWAN	TEMPLE
STUDENTS	93.3%	83.3%	100%
EMPLOYEES	86.6%	83.3%	83.3%

**WE USE THE ABOVE FORMULA FOR CALCULATING
EXPECTED FREQUENCIES**

FACILITIES/ RECEIVER	SWATANTRATA BHAWAN	BHARAT KALA BHAWAN	TEMPLE
STUDENT	28.189	26.101	28.711
EMPLOYEE	25.811	23.899	26.289

CELL	O	E	$((O-E)^2)/E$
STUDENTS - SWATANTRATA BHAWAN	28	28.189	0.0013
STUDENTS - BHARAT KALA BHAWAN	25	26.101	0.064
STUDENTS- TEMPLES	30	28.711	0.0579
EMPLOYEES- SWATANTRATA BHAWAN	26	25.811	0.0014
EMPLOYEES- BHARAT KALA BHAWAN	25	23.899	0.0507
EMPLOYEES- TEMPLES	25	26.289	0.0637

CHI SQUARE CALCULATED = 0.221

DF = 2

CHI SQUARE TABULATED AT 2 DF AND 5% LEVEL OF SIGNIFICANCE IS 5.991.

SO , WE MAY NOT REJECT THE NULL HYPOTHESIS.

THUS THERE IS NO SIGNIFICANT DIFFERENCE IN AWARENESS OF ENTERTAINMENT FACILITIES BETWEEN STUDENT AND EMPLOYEES.

USAGE OF ENTERTAINMENT FACILITIES (OBSERVED)

FACILITIES/ RECEIVER	SWATANTATA BHWAN	BHARAT KALA BHAWAN	TEMPLES
STUDENT	22	10	26
EMPLOYEE	18	10	19

PERCENTAGE DISTRIBUTION OF OBSERVED DATA

FACILITIES /RECEIVER	SWATANTRATA BHAWAN	BHARAT KALA BHAWAN	TEMPLE
STUDENTS	73.3%	33.3%	86.6%
EMPLOYEES	60%	33.33%	63.3%

**WE USE THE ABOVE FORMULA FOR CALCULATING
EXPECTED FREQUENCIES**

FACILITIES/ RECEIVER	SWATANTRATA BHAWAN	BHARAT KALA BHAWAN	TEMPLES
STUDENT	22.10	11.05	24.86
EMPLOYEE	17.9	8.95	20.14

CELL	O	E	$((O-E)^2)/E$
STUDENTS - SWATANTRATA BHAWAN	22	22.1	0.0004
STUDENTS - BHARAT KALA BHAWAN	10	11.05	0.0993
STUDENTS- TEMPLES	26	24.86	0.0525
EMPLOYEES- SWATANTRATA BHAWAN	18	17.9	0.0005
EMPLOYEES- BHARAT KALA BHAWAN	10	8.95	0.1226
EMPLOYEES- TEMPLE	19	20.14	0.0648

CHI SQUARE CALCULATED = 0.340

DF = 2

CHI SQUARE TABULATED AT 2 DF AND 5% LEVEL OF SIGNIFICANCE IS 5.991.

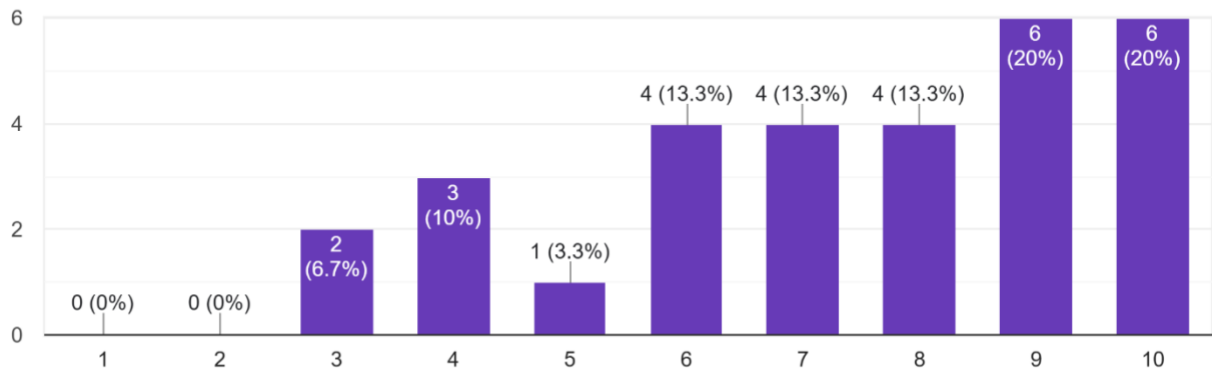
SINCE CHI SQUARE CALCULATED IS LESS THAN CHI SQUARE TABULATED SO WE FAIL TO REJECT THE NULL HYPOTHESIS.

THUS THEREIS NO SIGNIFICANT DIFFERENCE IN USAGE OF ENTERTAINMENT FACILITIES BETWEEN STUDENTS AND EMPLOYEE.

SATISFACTION LEVEL OF STUDENTS

On a scale of 1 to 10, how would you rate the level of benefit you have received from the Entertainment facilities on campus? (1 is minimum benefit while 10 is maximum benefit)

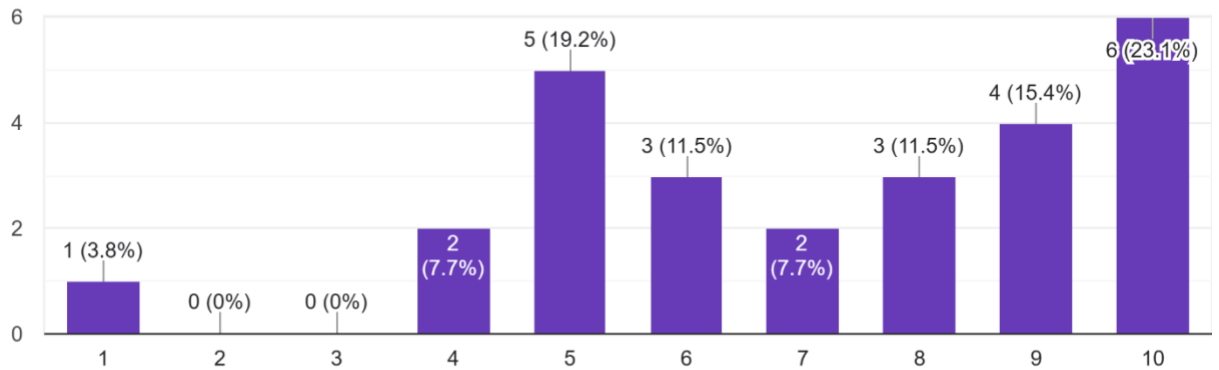
30 responses



SATISFACTION LEVEL OF EMPLOYEES

On a scale of 1 to 10, how would you rate the level of benefit you have received from the Entertainment facilities on campus? (1 is minimum benefit while 10 is maximum benefit)

26 responses



AWARENESS OF DAY TO DAY FACILITIES.

Hypothesis:

Null Hypothesis (H_0): There is no significance difference in the awareness of DAY TO DAY facilities between students and employees

Alternative Hypothesis (H_1): There is a significance difference in the awareness of DAY TO DAY facilities between students and employees

AWARENESS OF DAY TO DAY FACILITIES (OBSERVED)

FACILITIES/ RECEIVER	SHOPPING COMPLEX	ATM SERVICE	POST OFFICE
STUDENT	22	28	23
EMPLOYEE	24	25	26

PERCENTAGE DISTRIBUTION OF OBSERVED DATA

FACILITIES /RECEIVER	SHOPPING COMPLEX	ATM SERVICE	POST OFFICE
STUDENTS	73.3%	93.3%	76.6%
EMPLOYEES	80%	83.3%	86.6%

**WE USE THE ABOVE FORMULA FOR CALCULATING EXPECTED
FREQUENCIES**

FACILITIES/ RECEIVER	SHOPPING COMPLEX	ATM	POST OFFICE
STUDENT	22.7	26.1	24.2
EMPLOYEE	23.3	26.8	24.8

CELL	O	E	$((O-E)^2)/E$
STUDENTS - SHOPPING COMPLEX	22	22.7	0.0216
STUDENTS -ATM	28	26.1	0.1363
STUDENTS-POST OFFICE	23	24.2	0.0595

EMPLOYEES- SHOPPING COMPLEX	24	23.3	0.0210
EMPLOYEES-ATM	25	26.8	0.1205
EMPLOYEES- POST OFFICE	26	24.8	0.0581

CHI SQUARE CALCULATED = 0.417

DF = 2

CHI SQUARE TABULATED AT 2 DF AND 5% LEVEL OF SIGNIFICANCE IS 5.991.

SO , WE MAY NOT REJECT THE NULL HYPOTHESIS.

THUS THERE IS NO SIGNIFICANT DIFFERENCE IN AWARENESS OF DAY TO DAY FACILITIES BETWEEN STUDENT AND EMPLOYEES.

USAGE OF DAY TO DAY FACILITIES (OBSERVED)

FACILITIES/ RECEIVER	SHOPPING COMPLEX	ATM	POST OFFICE
STUDENT	16	19	7
EMPLOYEE	16	22	23

PERCENTAGE DISTRIBUTION OF OBSERVED DATA

FACILITIES /RECEIVER	SHOPPING COMPLEX	ATM SERVICE	POST OFFICE
STUDENTS	53.3%	63.3%	23.3%
EMPLOYEES	53.3%	73.3%	76.6%

**WE USE THE ABOVE FORMULA FOR CALCULATING EXPECTED
FREQUENCIES**

FACILITIES/ RECEIVER	SHOPPING COMPLEX	ATM	POST OFFICE
STUDENT	13.05	16.71	12.23
EMPLOYEE	18.95	24.29	17.77

CELL	O	E	$((O-E)^2)/E$
STUDENTS - SHOPPING COMPLEX	16	13.05	0.663
STUDENTS -ATM	19	16.71	0.307
STUDENTS-POST OFFICE	7	12.23	2.235

EMPLOYEES-SHOPPING COMPLEX	16	18.95	0.459
EMPLOYEES-ATM	22	24.29	0.216
EMPLOYEES-POST OFFICE	23	17.77	1.531

CHI SQUARE CALCULATED = 5.41

DF = 2

CHI SQUARE TABULATED AT 2 DF AND 5% LEVEL OF SIGNIFICANCE IS 5.991.

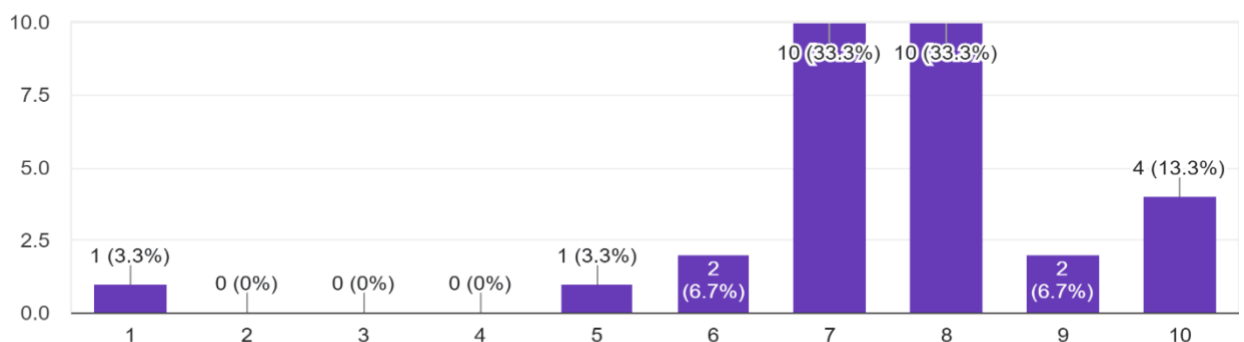
SINCE CHI SQUARE CALCULATED IS LESS THAN CHI SQUARE TABULATED SO WE FAIL TO REJECT THE NULL HYPOTHESIS.

THUS THEREIS NO SIGNIFICANT DIFFERENCE IN USAGE OF DAY TO DAY FACILITIES BETWEEN STUDENTS AND EMPLOYEE.

SATISFACTION LEVEL OF STUDENTS

On a scale of 1 to 10, how would you rate the level of benefit you have received from the Day to Day facilities on campus? (1 is minimum benefit while 10 is maximum benefit)

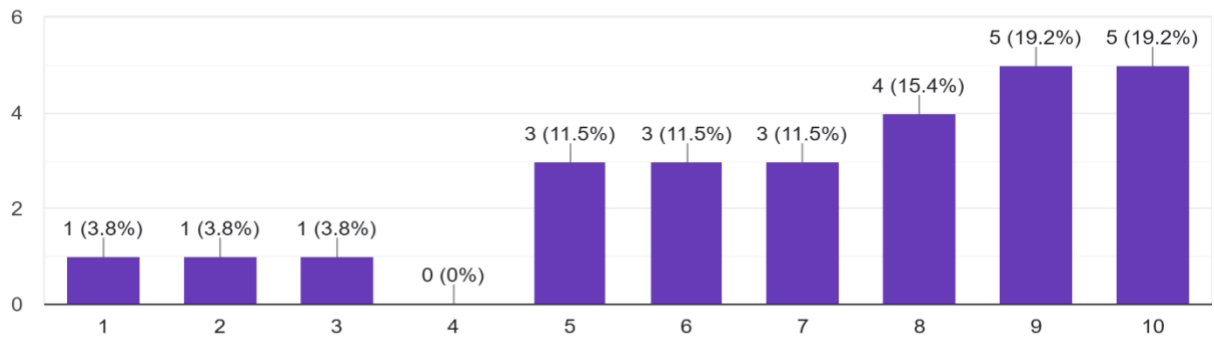
30 responses



SATISFACTION LEVEL OF EMPLOYEES

On a scale of 1 to 10, how would you rate the level of benefit you have received from the Day to Day facilities on campus? (1 is minimum benefit while 10 is maximum benefit)

26 responses



COMPARISON BETWEEN LEVEL OF SATISFACTION IN STUDENTS, TEACHING AND NON-TEACHING FACULTIES

FOR STUDENTS :

AVERAGE SATISFACTION LEVEL IN EDUCATIONAL FACILITIES IS - 80.3%

AVERAGE SATISFACTION LEVEL IN HEALTH FACILITIES IS - 73%

AVERAGE SATISFACTION LEVEL IN ENTERTAINMENT FACILITIES IS - 73.6%

AVERAGE SATISFACTION LEVEL IN DAY TO DAY FACILITIES IS - 75.3%

ON AN AVERAGE THE LEVEL OF SATISFACTION OF STUDENTS IS – 75.55%

FOR TEACHING FACULTY :

AVERAGE SATISFACTION LEVEL IN EDUCATIONAL FACILITIES IS - 80%

AVERAGE SATISFACTION LEVEL IN HEALTH FACILITIES IS - 85%

AVERAGE SATISFACTION LEVEL IN **ENTERTAINMENT FACILITIES** IS - 73.75%

AVERAGE SATISFACTION LEVEL IN **DAY TO DAY FACILITIES** IS - 85%

ON AN AVERAGE THE LEVEL OF SATISFACTION OF TEACHING FACULTY IS – 80.93%

FOR NON-TEACHING FACULTY :

AVERAGE SATISFACTION LEVEL IN **EDUCATIONAL FACILITIES** IS - 72.63%

AVERAGE SATISFACTION LEVEL IN **HEALTH FACILITIES** IS - 70.52%

AVERAGE SATISFACTION LEVEL IN **ENTERTAINMENT FACILITIES** IS - 71.57%

AVERAGE SATISFACTION LEVEL IN **DAY TO DAY FACILITIES** IS - 66.84%

ON AN AVERAGE THE LEVEL OF SATISFACTION OF NON-TEACHING FACULTY IS – 70.39 %

CONCLUSION

The Chi-Square test was applied to analyze the relationship between awareness and usage of campus facilities among students and employees. The results indicate that there is no statistically significant difference in the level of awareness and usage between the two groups. This suggests that both students and employees are similarly informed about and make comparable use of the available campus facilities.

Based on the findings of our study, it is evident that teaching faculty exhibit the highest level of satisfaction with the campus facilities. In contrast, non-teaching faculty report the lowest levels of satisfaction, indicating potential areas for improvement in their experience. Students fall in between, showing moderate satisfaction. These insights suggest a need for targeted strategies to enhance overall satisfaction, particularly among non-teaching staff, while maintaining the positive experience of teaching faculty and continuing to improve student services.

Communication Gaps Exist: Many students and employees remain unaware of the full range of services offered, pointing to ineffective communication channels between campus administration and the student body.

Feedback is Crucial: Regularly gathering and acting on student and employee feedback can significantly boost satisfaction and ensure that facilities evolve to meet changing needs.

Strategic Improvements Recommended: To maximize impact, institutions should invest in both upgrading facilities and improving

promotion strategies to ensure balanced awareness, optimal usage, and higher satisfaction levels.

SUGGESTIONS OF THE RESPONDANTS –

Suggestions from Non-Teaching Faculty:

1. *"Innovation & daily opening of non-teaching complex with boundary. More playground for non-teaching staff should be made.*
2. *"Better maintenance of washrooms and cleaner working areas would really improve our day-to-day comfort."*

Suggestions from Students:

1. *"More study zones with charging ports and Wi-Fi would help us focus outside the classroom."*
2. *" Expanded cafeteria options with healthier and more diverse food choices."*
3. *"Recreational spaces like a student common room, gaming zone, or music room would enhance campus life."*
4. *"Better sports facilities and gym equipment would support both fitness and team spirit."*
5. *"Campus should provide more security ."*

FIELD EXPERIENCE& DIFFICULTIES

Execution stage in any sample survey comes after the planning of the survey having gone through this stage i feel that it needs a lot of patience, dedication & courage to identify the sample individuals in the field & getting filled questionnaire from our decided sample individuals. I have opted for both google forms and interview questionnaire method of data collection .My field experience was an amalgam of good & bad experiences.

While conducting the survey & submitting this report i have come across some difficulties; few of them are highlighted below:

The first difficulty is to select the relevant topic for the project. A lot of time was required in preparing questionnaire before finalizing it.

Some respondents were uninterested & reluctant in giving some time for filling up the questionnaire.

We had to explain our purpose of distributing questionnaire to each of the respondents.

During the survey we got some incomplete forms. To complete them we had to trace the respondents and asked them to fill and complete the form which took a lot of time and labor.

It was very difficult for some respondents to fill up the questionnaire as it was in English. So i explained each and every question to them so that they can give responses in easy & effective way. It was much time taking.

Due to these difficulties my project work became much more interesting and challenging for me. I got a great experience with it. I met many types of people during my survey and came to know about different kinds of problem we faced in applying what we know, in real life I think was a whole new experience to work with a real life data and to make reliable interpretation from it.

References And *Bibliography*

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QUESTIONNAIRE



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CAMPUS FACILITY SURVEY

This project is undertaken by Rajveer Singh under the supervision of Professor Gyan Prakash Singh. This survey explores the importance of "Campus facility awareness and its usage." It emphasizes how students and employees, by being aware of available resources like libraries, sports complexes, can enhance their physical health and overall well-being. Awareness of these facilities helps students and employees make the most of their time on campus, leading to personal and professional growth.

Personal Information:

- **Name:** _____
- **Age:**
 - ☐ Under 18 ☐ 18-21 ☐ 22-25 ☐ 26 and above
- **Occupation:**
 - ☐ Student ☐ Employee
- **If Employee, what is your role at the university?**
 - ☐ Teaching ☐ Non-Teaching
- **Gender:**
 - ☐ Male ☐ Female ☐ Other
- **Field of Study:**
 - ☐ Arts and Humanities ☐ Sciences ☐ Engineering and Technology
 - ☐ Business and Management ☐ Social Sciences ☐ Medicine ☐ Other

➤ Educational Facilities:

Which of these Educational facilities are you aware of and have been using as well?

- | ➤ Facility | Are you aware of? | Used as well? |
|-------------------|--|--|
| Library | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 24x7 Free Wi-Fi | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Computer Labs | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |

➤ On a scale of 1 to 10, how would you rate the level of satisfaction you have received from the Educational facilities on campus?

(1 is minimum benefit, while 10 is maximum benefit)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

➤ Health and Wellness Facilities:

Which of these Health and Wellness facilities are you aware of and have been using as well?

- | ➤ Facility | Are you aware of? | Used as well? |
|-------------------|--|--|
| Gym and Sports | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Health Centre ☐ Yes ☐ No ☐ Yes ☐ No

Yoga Program at Malviya Bhawan ☐ Yes ☐ No ☐ Yes ☐ No

- **On a scale of 1 to 10, how would you rate the level of satisfaction you have received from the Health and Wellness facilities on campus?**

(1 is minimum benefit, while 10 is maximum benefit)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

- **Entertainment Facilities:**

Which of these Entertainment facilities are you aware of and have been using as well?

- | ➤ Facility | Are you aware of? | Used as well? |
|-------------------------------|--|--|
| Swatantrata Bhavan | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Bharat Kala Bhavan | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Temples and Spiritual Centres | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |

- **On a scale of 1 to 10, how would you rate the level of satisfaction you have received from the Entertainment facilities on campus?**

(1 is minimum benefit, while 10 is maximum benefit)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

- **Day to Day Facilities:**

Which of these day to day facilities are you aware of and have been using as well?

- | ➤ Facility | Are you aware of? | Used as well? |
|-----------------------------|--|--|
| Shopping Complex | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ATM Service | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Post Office | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Bus Transportation Services | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| City Delegacy | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Proctor Office | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |

- **On a scale of 1 to 10, how would you rate the level of satisfaction you have received from the day to day facilities on campus?**

(1 is minimum benefit, while 10 is maximum benefit)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

- **Suggestions:** Please suggest a few facilities that you think are important and the university is not able to provide:

