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Infrastructure problems faced by DU students



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Aknowledgement

This report on “Infrastructure problems faced by DU students” had produced a successful outcome and highlighted many aspects related to it. We would like to express our deepest thanks to our supervisor Professor P.C.Joshi for all his guidance and support. He helped us in many ways to produce this entire REPORT. We would also like to express our sincere gratitude to Dr. Avitoli G. Zhimo, Mr. Chakraverti Mahajan and Ms. Ashtha Bansal for their valuable suggestions and contributions. This REPORT is only possible because of all the efforts and hardwork of our group members Vini, Harikrishnan, Smriti, Isha, Aakash and Rohit. In the end we would also like to extend our sincere thanks to all our classmates and also to those who helped us willingly to fill the questionnaires.



Introduction

Delhi University is very reputed and many of the colleges here were started long time ago. Infrastructure is a very important aspect and it needs changes from time to time according to students needs. Colleges with old infrastructure not only create problems for students but also dangerous as lot of incidents had occurred like falling of roofs, walls, etc.

These problems should not be ignored and underestimated; it needs awareness and attention of both authorities and students. We not only included architecture and buildings but also necessary facilities that are part of collage infrastructure like medical facilities, wifi facilities, etc.



So, this study was conducted on infrastructure problems faced by Delhi University students in North campus. For this, sixteen infrastructure items were included. In this entire REPORT we asked 397 students to fill questionnaires in which 51.9 percent were males and 47.6 were females. Out of them 44.3 were Delhiites and 55.7 were non-Delhiites.

Along with systematic interpretation of data analysis was done to understand the problems in a better way.

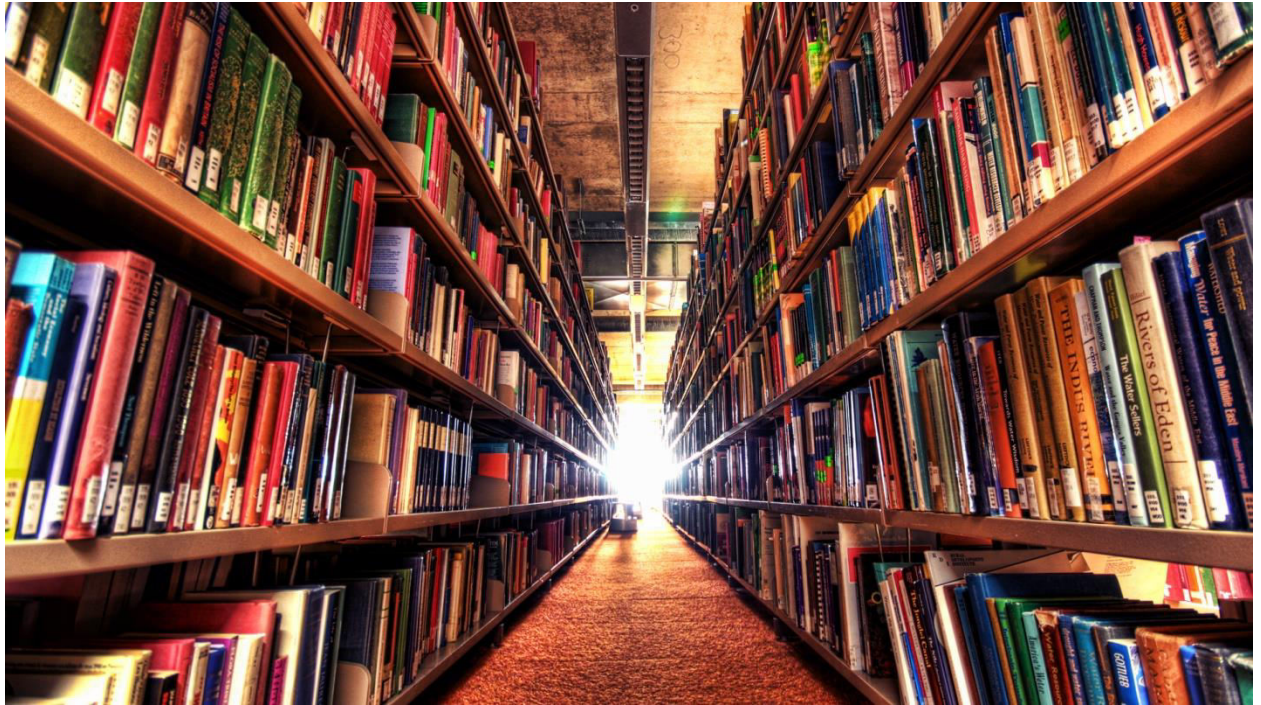
Methodology

- The method used for **DATA COLLECTION** was **QUESTIONNAIRE**, which is a kind of structured interview method where majority of the questions are close ended. It is a type of conversational method which helps in unveiling perceptions, habits and attitude of people.

- The different **ITEMS** included in the questionnaire were:
 1. Washrooms
 2. Classrooms
 3. Sitting arrangements
 4. Ventilation
 5. Cleanliness
 6. Lighting
 7. Sanitation
 8. Canteen
 9. Common rooms
 10. Playgrounds
 11. Library
 12. Auditorium
 13. Parking
 14. Water cooler
 15. Wi-Fi
 16. Medical facilities

- These items were then divided into different **CATEGORIES** which are:
 1. *Recreational facilities* - common rooms, canteen, playgrounds, auditorium
 2. *Academic* – library, Wi-Fi,

3. *Sanitation* – washroom, ventilation, cleanliness, sanitation
4. *Infrastructure* – classrooms, sitting arrangements, lighting, water cooler, medical facilities, parking



➤ We had 4 options to rate the items-

1-Highly dissatisfied

2-Dissatisfied

3-Satisfied

4-Highly Satisfied

➤ We used six different variables and assigned some score to each category of the variable.

Code Book :

Variable 1: Name

Variable 2: Gender

(1)Male

(2)Female

Variable 3: Stream

(1)Science

(2)Arts

(3)Commerce

Variable 4: Age

(1)<20

(2)>=21

Variable 5: Residency

(1)Delhiite

(2)Non-Delhiite

Variable 6: Satisfaction with infrastructure

All those 16 items come under variable 6.

- We used Statistical Package for the Social Sciences (SPSS) for presentation of systematic data.



Representation of Data

S.No	Items	Gender		Stream			Age		Residence	
		Male	Female	Science	Arts	Commerce	>20	<=20	Delhi	Non-Delhi
1	Washrooms	2.56	2.35	2.44	2.29	2.56	2.37	2.67	2.42	2.44
2	Classrooms	2.68	2.60	2.58	2.44	2.93	2.58	2.93	2.69	2.61
3	Sitting Arrangements	2.58	2.57	2.48	2.41	2.86	2.52	2.83	2.63	2.54
4	Ventilation	2.71	2.66	2.66	2.55	2.86	2.66	2.83	2.65	2.72
5	Cleanliness	2.79	2.65	2.67	2.61	2.89	2.67	2.92	2.64	2.79
6	Lighting	2.85	2.79	2.83	2.68	2.97	2.82	2.85	2.74	2.89
7	Sanitation	2.39	2.47	2.39	2.31	2.57	2.42	2.42	2.34	2.49
8	Canteen	2.58	2.60	2.40	2.63	2.78	2.56	2.69	2.56	2.60
9	Common rooms	2.06	2.62	2.32	2.25	2.46	2.37	2.21	2.39	2.30
10	Playgrounds	3.03	3.14	3.07	3.01	3.18	3.04	3.26	3.04	3.12
11	Library	2.83	3.04	2.83	2.88	3.13	2.89	3.12	2.95	2.92
12	Auditorium	2.88	2.94	2.78	2.96	3.02	2.90	2.90	2.89	2.92
13	Parking	2.48	2.63	2.44	2.57	2.68	2.58	2.43	2.52	2.58
14	Water Cooler	2.69	2.55	2.66	2.45	2.73	2.62	2.59	2.60	2.62
15	Wi-Fi	1.99	1.91	1.84	1.81	2.26	1.91	2.15	1.98	1.94
16	Medical facilities	2.60	2.55	2.64	2.64	2.60	2.58	2.59	2.56	2.60
	OVERALL	40.58	41.69	40.36	39.95	43.21	40.81	42.41	40.88	41.30

Item Range: 4=Highly Satisfied to 1= Highly Dissatisfied

S.No	Categories	Gender		Stream			Age		Residency	
		Male	Female	Science	Arts	Commerce	<20	>=20	Delhi	Non-Delhi
1.	Recreational facilities	10.12	11.18	10.38	10.72	10.80	10.61	10.61	10.61	10.62
2.	Academic facilities	4.78	4.95	4.64	4.69	5.34	4.78	5.27	4.92	4.83
3.	Sanitational facilities	10.24	10.05	9.99	9.64	10.84	10.01	10.73	9.94	10.31
4.	Infrastructure	15.44	15.52	15.34	14.91	16.22	15.41	15.80	15.41	15.54

Analysis and Interpretation

After the data was collected the next task was to interpret and analyse it. The analysis included three perspective one was based on comparison between gender (male and female), stream (science, commerce and arts) , age (less than 20 years or more than that) and residency (Delhite and Non Delhite).Another was based on categories like recreational facilities, infrastructure, sanitational facilities and academic facilities. In the end there is overall analysis.



Gender wise comparison:

- For the facility Washroom, girls were more dissatisfied (2.35) than boys (2.50) maybe because boys easily adjust and get convinced easily to the provided facilities of washroom.
- With sitting arrangement female were slightly more satisfied (2.57) than males (2.50) maybe because girls are

more sensitive towards their comfort level and they prefer benches should be comfortable whereas boys when they attend their classes they are more into getting a preferable seat.

- For common rooms girls are more satisfied (2.62) than boys (2.06) as many collages have girl's common room where they can sit and study while very few collages have common rooms for boys.
- Playground is an important aspect for boys as they are more into sports so they showed their dissatisfaction (3.03) because according to them playground should be more upgraded and they want improvement more than girls whose satisfaction score was 3.14.



Stream wise comparison:

- Arts students are least satisfied with classrooms having an average of 2.44 maybe because they, being in humanity, are more concerned about cleanliness and more to do with the environment and surroundings.
- Commerce students are most satisfied with classrooms having an average of 2.93 maybe because they are more

into academics and are less concerned about the surroundings.

- Arts students are least satisfied with playgrounds having an average of 3.01 maybe because they are more into sports as compared to science and commerce students. Hence, they want an improvement in the facility
- Science students are least satisfied with library having an average of 2.83 maybe because they are more into academics and require more references as compared to commerce and arts.
- Arts students are least satisfied with cleanliness having an average of 2.61. It might be because they are more concern about the environment and surroundings due to their field studies. They are more worried about the problems faced by a common person.
- Science students are least satisfied with canteen having an average of 2.40 maybe because they, being science students, are more careful about hygiene. They are more concerned about the environment in which food is cooked and kept.



✚ Age wise comparison:

- After the compilation of all the data, it has been observed that the younger students(or the one who joined Delhi university this year itself) and as well as the elders were

least satisfied with the Wi-Fi facility provided by the colleges. Reason for this dissatisfaction could be that in the present time connectivity with others at every point of time is a necessity which is felt by most of the students and may be they want to stay in touch through internet whenever need is required without delay. The other reason could be the need for retrieval of important information whenever and wherever required immediately.

- Both the elder and younger students are equally satisfied with the facilities provided for recreational activities and sanitation too.
- There is a slight difference (of 0.31 in case of sitting arrangement and 0.25 in case of cleanliness) between the satisfaction level of the two. Elders are more satisfied than younger students may be because with the passage of time they are now actually habitual of the system whereas the one who joined the college recently are encountering a situation which they have not expected. This could be one reason.
- Elders are more satisfied with the college library than younger students (difference of 0.23). Reason for this observation is expected that the students who joined the college this year itself haven't explored much in this short span of time and answered accordingly to our questions.
- Both were almost equally satisfied with things related to infrastructure like auditorium, etc. but in the case of classrooms younger students are less satisfied may be because of the status and reputation of Delhi university they may have expected more but have to satisfy themselves and adjust with the things which are actually available.

✚ Residency wise comparison:

- Non-Delhiites showed their satisfaction in cleanliness, canteen and playground with 2.79 , 2.60 and 3.12 scores, respectively as many students comes from remote areas and facilities in DU are far better than what they have earlier so they showed satisfaction.
- With library, Delhiites were more satisfied with 2.95 score than Non Delhiites (2.92) though there is very less difference but one way to see this is that people who live in Delhi are more into reading different novels, stories and every library has these books at least whereas some of the course books are not available in collage library so Non-Delhiites showed their dissatisfaction with it.



✚ Gender wise comparison{ categories }:

- Girls (11.18-mean) are more satisfied than boys (10.12-mean) in **recreational facilities**. Girls are not much involved into recreational activities so, they are just satisfied with the recreational facilities. On the other

hand boys are more involved in these kinds of activities, so know about the problems in recreational facilities.

- Other categories have about same scores for both girls and boys.

Stream wise comparison:

- Based on streams it was found that commerce students were more satisfied with **recreational facilities** (10.80), Arts students were close to them with mean score of 10.72. There was dissatisfaction with these facilities among science students with huge difference in the score (10.38). One reason can be that commerce students participate more in societies so according to them if these facilities were sufficient and paid their attention more than others, so they showed their highest satisfaction.
- Whereas low score of satisfaction among science students can be due to less interaction with these facilities and as science students spend their more time in classrooms they showed high satisfaction with **infrastructural facilities** (15.34), commerce students are again highly satisfied with 16.22 maybe because sitting arrangement and classes of commerce section is highly maintained and some even have air conditioners.
- Whereas low satisfaction score (14.91) among Arts students can be due to more expectations with infrastructure facilities which

is can be below their mark.



Age wise comparison{ categories }:

- Younger students are less satisfied in academic facilities having an average of 4.78 maybe because they are new to the university and may have more expectations. They are more curious about the library books and Wi-Fi.
- Older students on the other hand have accepted the way things are and they have adjusted themselves. Older students are more satisfied in infrastructure facilities having an average of 15.80 maybe because they have accepted the things and have adjusted themselves in the surroundings. On the other hand younger students may have more expectations in infrastructure facilities.

Residency wise comparison{ categories }:

- Based on data it was found that Non Delhiites showed their satisfaction for **sanitational facilities** (10.31) than Delhiites (9.94) one reason can be that people who have come to Delhi from outside belongs to not so developed part and these facilities are more than they can expect and showed their high satisfaction.
- In **Academic facilities** Delhiites showed more satisfaction (4.92) than non delhiites (4.83) as they had lived here with 24 hours' availability of Wi-Fi so they consider it an important factor in academics which help students to do their research also according to the library is sufficient for them.
- Whereas many Non Delhiites need translated books so that they can understand easily, this is not mostly available in Libraries which causes them problems. There is very much difference in satisfaction with recreational facilities among Delhiites and Non Delhiites with 10.61 and 10.62 scores respectively which infer that residency has no affect on this.

Gender wise comparison [overall]:

- It has been observed that females were more satisfied than males (male-40.58, female-41.69) which comes out to be opposite of which is expected. Possible reason could be—
Males are generally involved in extracurricular/sports more actively then females and as from above tables it can be seen

clearly that they are not much satisfied with the sport facilities provided whereas opposite is the case with females.

- Other reason for this outcome maybe that boys were showing keen interest and were bit enthusiastic about filling the questionnaire so they must be thinking that some negative responses might be a help in improving the facilities.
- Females were showing least interest in filling the questionnaire so maybe they were biased and randomly answered the questions without noticing much.



Stream wise comparison [overall]:

- Commerce students (43.21) are more satisfied than Science (40.36) and Arts (43.21) students .It is said that colleges pay more attention towards science students , but they are a bit

- dissatisfied than commerce students, because of not much developed labs and timings going up to 5 p.m.
- There are some colleges which give more preference to commerce students like St. Stephens and colleges like SRCC are only for commerce students. These colleges provide much better facilities than other colleges, so commerce students are more satisfied.
 - Arts students are always neglected, in every college. They are provided with the worst facilities so obviously they are more dissatisfied.

Age wise comparison [overall]:

- 40.81 is the overall score of students who are less than twenty years in age and students ≥ 20 years have an overall score of 42.41, which depicts that elder students are more satisfied with infrastructure.
- The reason can be that elder students have spent more years in their respective colleges. So they get used to everything over the time.
- Younger students take their time to get adjusted with infrastructure and facilities, so they want immediate change. That is why they have showed their dissatisfaction.

Residency wise comparison [overall]:

- It was found in the end that compared to Delhiites (40.88), Non-Delhiites were more satisfied with infrastructure (41.30).

- One big reason can be, Delhi is a metro city (above all CAPITAL OF INDIA) and it has good infrastructure facilities as compared to other places.
- Students, who come to DU from outside Delhi, get things as per their expectations, so they are satisfied with the infrastructure.
- Whereas Delhiites mark their expectations high according to their housing infrastructure, so according to them DU is not as good as its reputation.

