

CONSTRUCTION AND VALIDATION OF STUDENT SATISFACTION SCALE

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ABSTRACT

This paper describes the process of development and validation of the scale to measure the satisfaction derived by students in a class on four dimensions namely: 1) Instruction, 2) Interaction, 3) Feedback, and 4) Overall Learning Satisfaction. The preliminary draft of the scale was administered to 100 senior secondary students. After conducting item-analysis, 53 items were developed on the above mentioned four dimensions. The reliability of the scale with Cronbach Alpha method was found to be 0.89. The scale possesses content validity as it was modified according to the valuable opinions of the experts in the field of education.

KEYWORDS: Business Studies, Commerce, Satisfaction Scale, Senior Secondary School Students, Student Satisfaction