



**Daffodil**  
*International*  
**University**

Internship Report on

**Students' Perception on  
Administrative Support  
in the Department Of  
CIS**



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**University**

**Internship Report**

**On**

**Students' Perception on  
Administrative Support in  
the Department Of CIS**

**Submitted To**

Dr. Md. Abdur Rouf

Associate Professor

Department of Business Administration  
Faculty of Business and Entrepreneurship  
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**Submitted By**

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Daffodil International University

**Date of Submission: 01/03/23**

# Letter of Transmittal

Date: 01/03/23

Dr. Md. Abdur Rouf

Associate Professor

Department of Business Administration

Daffodil International University

**Subject: Submission of Internship Report.**

Honorable Sir,

It gives me great contentment to present my internship report, "Students Perception on Administration Support in the Department Of CIS" to you. With your valuable guidance, the learning, activities, and experiences I have gathered during the internship period would reflect on my report. I will be grateful if you kindly grant the report and will be accessible to defend this report at your convenience at any time.

Sincerely Yours,

Muhammad Al Mamun

Muhammad Al Mamun

ID NO: 213-14-361

Program: MBA,

Major, Finance

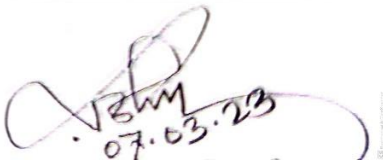
Department of Business Administration

Daffodil International University

## Certificate of Supervisor

This is to certifying Muhammad Al Mamun: ID 213-14-361 has done the internship program under my supervision. He has made a report "Students Perception on Administration Support in the Department Of CIS" submitted it to me. I think on the basis of declaration the student given this work in his own and he has fulfilled the rules and regulations of the internship as per.

I there certify that, Muhammad Al Mamun fulfill the partial required of the award at the MBA Degree.



Dr. Md. Abdur Rouf

Associate Professor

Department of Business Administration

Daffodil International University

# Acknowledgement

AT First, I want to express my heartiest gratitude towards the Almighty Creator for giving me the chance to be a student of the beautiful Daffodil Smart City of Daffodil International University, Dhaka, Bangladesh.

I would like to thank Dr. Md. Abdur Rouf Sir, Associate Professor and Director, Faculty of Business Administration, Daffodil International University for allowing this research. I would be very thankful to him for his suggestions and useful guidance through the conversations.

I want to show honor to Mr. Md. Sarwar Hossain Mollah, Head of the Department of CIS Daffodil International University for his helpfulness attitude which motivates me to complete the task. Without his cooperation, this work won't be accomplished.

Finally, I want to convey the Student's Perception on Administrative Support in the department of CIS Daffodil International University.

I would like to thank all the professors, administrative staff, and office staff in the Business Administration department of Daffodil International University who have always encouraged, supported and guided me on how to conclude my study and provided me with all the information I needed.

# **Executive Summary**

This report is an overall summary of the three months internship program at the Department of CIS, Daffodil International University. The objective of this study is to gather knowledge regarding students' Perception on Administrative Support in the Department Of CIS. This paper is written using secondary data which I have encountered working as an intern in the Department of CIS as an Assistant Coordination officer.

This report begins with an introductory explanation of the introduction, Objectives, Methodology, Data source, Scope, Limitations of the study, and Statement of the Problem. This introduction has been prepared to ensure that the reader fully understands the entire report.

The second component of the study provides a summary of origins, vision, missions, goals, and services of Daffodil International University, as well as its organizational structure.

The third section focuses on the theoretical framework of students' perception on activities related to administrative work regarding student support services.

The remaining part indicates the fifth chapter, which covers conclusions and recommendations for improving the administrative support for students that were mostly based on the evaluation's component parts.

# *Abstract*

Daffodil International University (DIU) is committed to ensuring necessary support to its students from all the Departments running in the university with the existing resources from the very beginning of its journey. Moreover, Computing and Information System (CIS) is one of the Departments in the university which is also determined to provide any sort of support by its administrative employees & faculty members. Though the Department of CIS is running well with the reputation, the team of CIS is also eager to get feedback from the students so that they can bring the necessary development if any development is required. However, this study aims to assess the students' perception of administrative support in the department of CIS. While conducting the study, the researcher surveyed 152 students randomly to get their feedback on the existing serving map. Finally, the study shows that most of the feedback from the students is positive as they are satisfied with the existing administrative service map. Nevertheless, the study took into consideration some suggestions & recommendations from the students which increased the number of labs & classrooms.

Keywords: [**CIS, Administrative, Survey, Development, Suggestions, Recommendations, etc.**]

**Design/Methodology/Approach:** The research is a quantitative research, and the method applied in this study is the random sampling Study Method. In the survey 154 students of the CIS department responded to the research question which was based on a qualitative questionnaire. In the data collection process the participants had freedom to express their real thought regarding the administrative service they usually get from CIS department.

**Findings:** The findings of the study presents that most of the students are satisfied with the existing administrative service of CIS department. In addition, the students also gave some suggestions regarding how to develop the existing administrative service in the near future to cope up with the university's overall development. However, the overall findings make a positive scenario of the administrative support of CIS department.



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# **Chapter – 1**

## **Introduction**

## **Introduction**

Any educational institution's performance depends heavily on the success of its Student Administrative Support Services. Establishing connections between the University and the students through various services aids in the learning process. Student support services were described as a network of initiatives and initiatives by Farajollahi and Moenikia (2010) to facilitate and enhance the educational process.

These supports include assigning courses and course teachers, preparing class schedules, Provide information regarding Registration completion of new students, call to newly admitted students for completing the registration, complete their registration. Each of these aims to satisfy students' needs. In contrast to creating and delivering course content, Simpson (2000) defined student support services as all actions that assist students in advancing their academic careers. Rashid (1998) defined "student support services" as a strategy for assisting distance learners at the same time.

According to NASPA (2012), the idea of student services refers to the departments or groups that offer services and support to students in higher education. To ensure the students' development and growth throughout their academic experience. SSS also plays a significant role in ensuring that students are ready for active social participation by integrating community engagement and learning opportunities into the curricula (UNESCO, 2002). Student support services, in brief, help students in a variety of ways while they are enrolled in school.

## **Literature Review:**

According to Tait (2000), "Student Support Systems are a collection of resources and initiatives designed to facilitate and enliven the Learner's experience." According to Garrison (2005), "a range of human and non-human resources are needed to guide and support the educational transaction. According to Rashid, "it is the approach and the means that provide additional help to distant learners" (2002). "All the actions outside the creation and distribution of the course materials help in the progress of students in their studies are student support activities," notes Simpson (2000) in his study. This also includes academic assistance for specialized courses related to cognitive, intellectual, and knowledge challenges.

The importance of these systems is understood by Clark and Mayer (2016), who indicated that "Student Support Systems should focus on providing learners with the assistance they need to achieve the desired outcome." In turn, this would lower the attrition rates in the courses. According to Scheele et al. The Student Support Services respond quickly to the demands and issues of the students so they can focus more on their academics (2008).

Student support systems that guarantee effective learning resources and services, stimulate learners' minds, and promote the students' overall growth and development

Tait, Joy and Garcia (2000), Ranson S. (1995), and (2000). Therefore, it can be claimed that Student Support Services guarantees successful course completion for academic environments. It all comes down to giving the student additional resources and efforts in order to promote happiness, which in turn boosts success rates in their education.

### **Primary Objective:**

The primary objective of this study is to evaluate the student's perception regarding the administrative support of the Department of CIS, Daffodil International University.

### **Secondary Objectives:**

- To improve the quality of higher education.
- To study the students' perception about student support services in higher education
- To ensure the administrative support according to the student's demands.

### **Methodology**

The study used a survey as the research method to gather data from students enrolled in the CIS program. The survey consisted of close-ended questions designed to collect information about the student's perceptions of the administrative support they receive in the department. A sample of 152 students was selected for the study, and the survey was administered online to ensure maximum participation. In addition, the researcher developed a qualitative questionnaire and shared it with the participants through google form where all the respondents were free to share their actual opinions regarding the existing administrative support of CIS department.

# **Chapter – 2**

## **Overview of the Department of CIS**

## **About Computing & Information System (CIS):**

Entire nation is changing from a manual system to a digital system, so it is high time to produce quality graduates to meet up the nation's demand as well as to meet the global demand. Realizing this, Daffodil International University commenced the Department of Computing and Information System (CIS) after 2002.

Computing Information System (CIS) recently changed its course curriculum focusing project based learning with the newest trend merging the best of both IT & Business worlds in a single domain.

In this 21st century, having only a specific domain knowledge one cannot survive or progress further. Companies are usually searching for multi-skilled people who are equally competent in both business and technical areas.

CIS can play a major role for students to blend business with IT knowledge to analyze and design real-world IT solutions for local as well as global markets.



## **Background:**

### **Vision**

Take our CIS program to such a position so that the national and international renowned organizations and persons recognize CIS program and refer prospective students to enroll at CIS program and ask CIS graduates for recruitment.

### **Missions**

Our mission is to take our CIS program to be the top ranked in the country in terms of employment. Design and implement best academic practices through the use of technology, develop courses according to the current IT trend. Improve industry-academia relationship for better learning and job placements. At the end of this program, students will be able to analyze, design and develop a commercial IT product for future reference in the job market.

- Prepare students to achieve national/international level awards.
- Popularize Project Based Learning through industry collaboration.
- Prepare students in such a way so that they can develop commercial software.
- Ensure students' satisfaction and make them ambassadors.
- It is mandatory for the faculty member to publish at least a single research paper in a year and also teachers will join national and international workshops and training to enrich their skill set.
- Implement best academic practices.
- Teach students how to learn.

**Target:** We have set the following target to achieve our vision:

- Ensure 100% job placement.
- Have to win several national/international level awards in different competitions.
- Make collaboration with 100+ prominent software-related firms. Arrange “**Engaging Industry with Project Based Learning**” program in each month.

- Mandatory for the faculty members to publish at least a single research paper in a year and also needs to engage students in research publication.
- Ensure our faculties and students engagement of government/NGO research projects.
- Set our initiatives in such a way so that the total students of CIS program will be 2000+ within 2025

# Chapter – 3

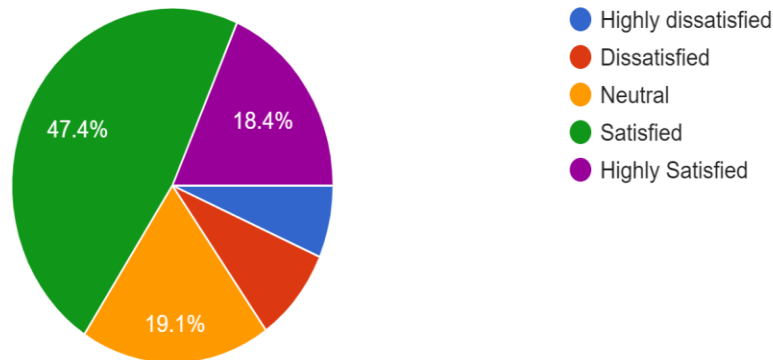
## Analysis

## Questionnaire Design

### Perception Level on Tangibles:

1. Materials associated with services like (BLC, Smart Edu, and Student Portal) are virtually appealing to the department.

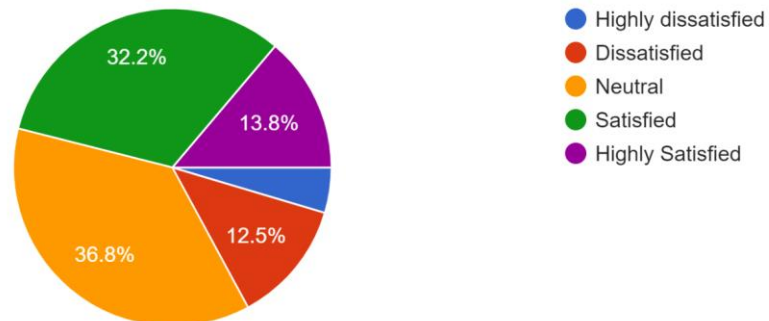
152 responses



The diagram above represents that among the total 152 participants, 47.4% of the respondents are satisfied, 18.4% respondents are highly satisfied, 19.1% respondents are neutral, 9.5% respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

2. Department has modern equipment and tools for learning.

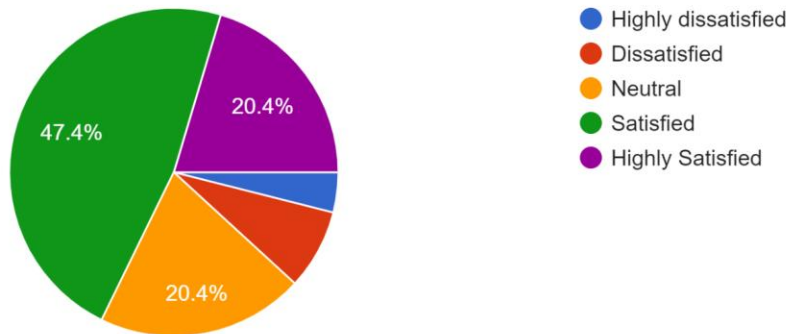
152 responses



The diagram above represents that among the total 152 participants, 36.8% of the respondents are Neutral, 32.2% of the respondents are highly satisfied, 13.8% of the respondents are highly satisfied, 12.5% respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

3. Department physical Infrastructure facilities are virtually nice.

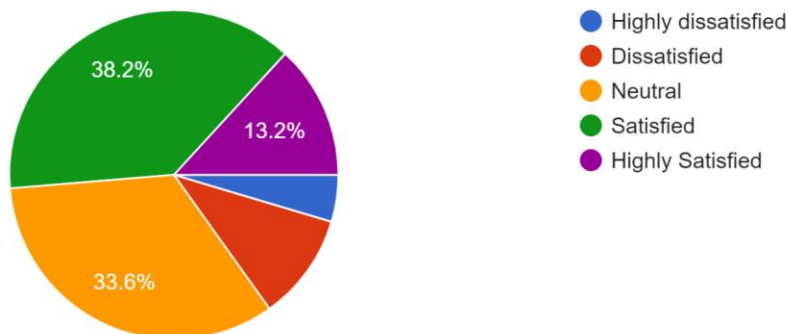
152 responses



The diagram above represents that among the total 152 participants, 47.4% of the respondents are satisfied, 20.4% of the respondents are highly satisfied, 20.4% of the respondents are neutral, respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

4. Department employees are negatively appearing including faculties & officers.

152 responses

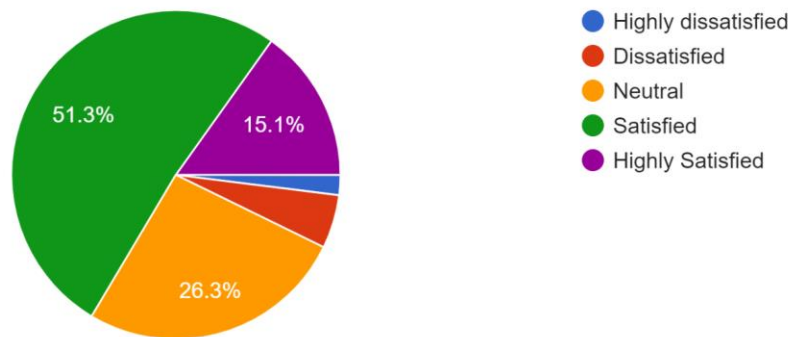


The diagram above represents that among the total 152 participants, 32.2% of the respondents are satisfied, 33.6% of the respondents neutral, 13.2% respondents are highly satisfied and the rest of the respondents are highly dissatisfied.

### Perception Level on Reliability:

1. Department performs the services exactly at the first time.

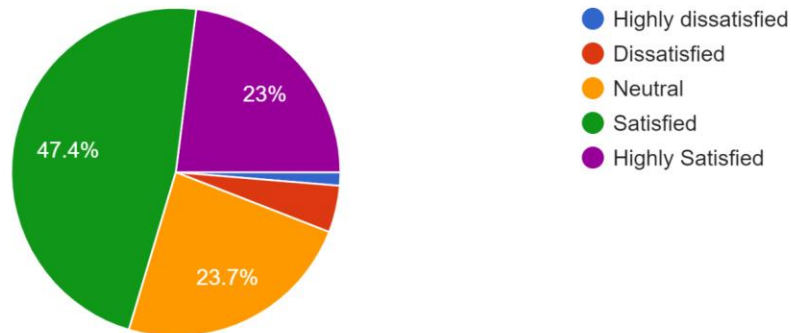
152 responses



The diagram above represents that among the total 152 participants, 51.3% of the respondents are satisfied, 15.5% of the respondents are highly satisfied, 26.3% of the respondents are neutral, respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

## 2. Department show a keen interest in solving your problems.

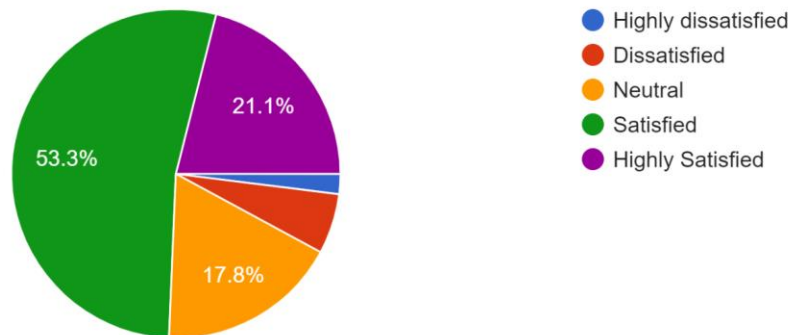
152 responses



The diagram above represents that among the total 152 participants, 23% of the respondents are highly satisfied, 47.7% of the respondents are satisfied, 27.7% of the respondents are neutral, respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

## 3. Department insists on regular academic & co-curriculum activities.

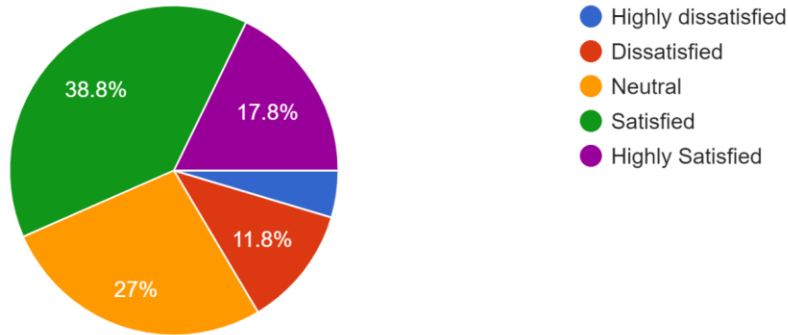
152 responses



The diagram above represents that among the total 152 participants, 21% of the respondents are highly satisfied, 53.3% of the respondents are satisfied, 17.8% of the respondents are neutral, respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

4. Department fulfills its promises regarding academic & skill development they told during admission.

152 responses

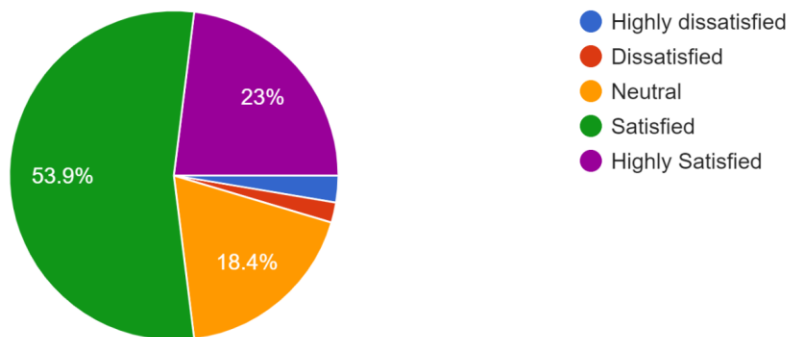


The diagram above represents that among the total 152 participants, 17.8% of the respondents are highly satisfied, 38.8% of the respondents are satisfied, 27% of the respondents are neutral, respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

### Perception Level on Responsibility:

1. Department employees tell you exactly the time the services (like Classes, Examination, Presentations, and Results) will be performed –

152 responses

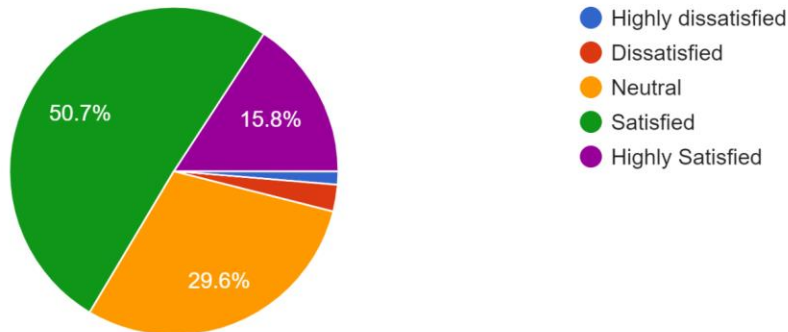




The diagram above represents that among the total 152 participants, 23% of the respondents are highly satisfied, 53.9% of the respondents are satisfied, 18.4% of the respondents are neutral, and. respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

2.Department employees give your prompt service.

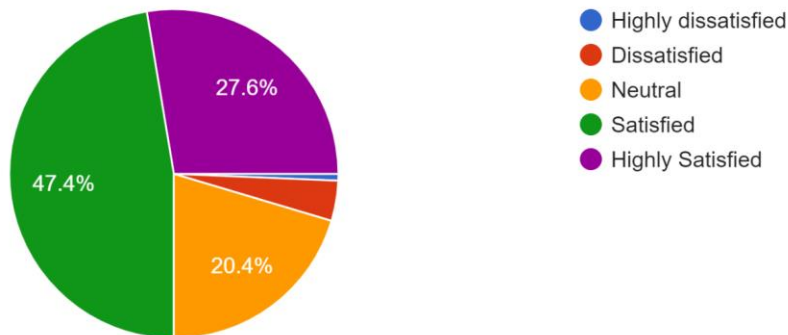
152 responses



The diagram above represents that among the total 152 participants, 15.8% of the respondents are highly satisfied, 50.7% of the respondents are satisfied, 29.6% of the respondents are neutral, and respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

3.Department employees are always willing to assist you to achieve your goals.

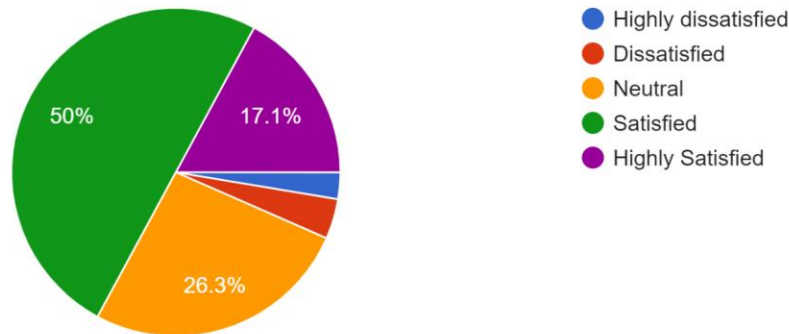
152 responses



The diagram above represents that among the total 152 participants, 27.6% of the respondents are highly satisfied, 47.4% of the respondents are satisfied, 20.4% of the respondents are neutral, and other respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

4. Department employees are not too busy responding to your requisition & requirements.

152 responses

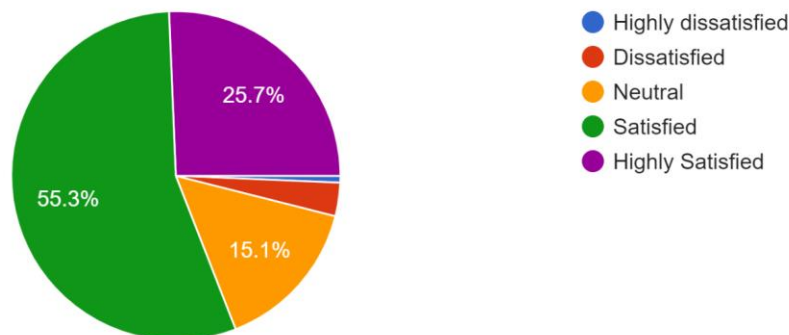


The diagram above represents that among the total 152 participants 17.1% of the respondents are highly satisfied. 50% of the respondents are satisfied, 20.3% of the respondents are neutral, and other respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

**Perception Level on Assurance:**

1. Department teachers & officers have the knowledge to answer all my questions.

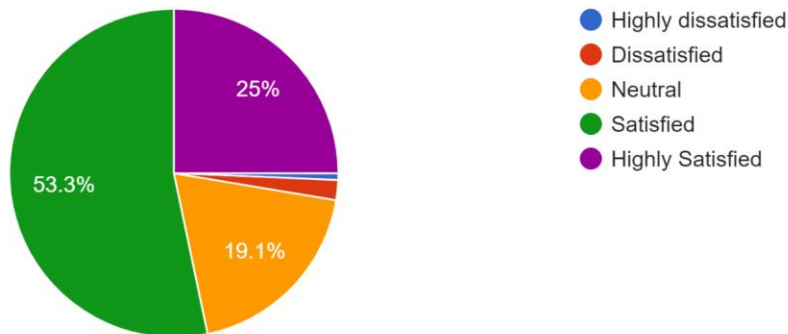
152 responses



The diagram above represents that among the total 152 participants, 25.7% of the respondents are highly satisfied, and 55.3% of the respondents are satisfied 15.1% of the respondents are neutral, and other respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

### 2. I feel in my communication with the department.

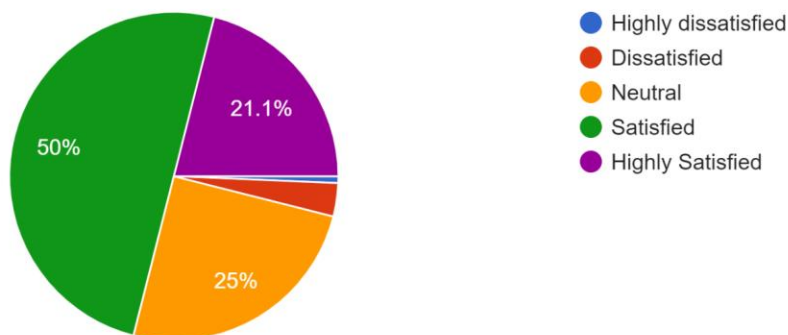
152 responses



The diagram above represents that among the total 152 participants, 25% of the respondents are highly satisfied, 53.3% of the respondents are satisfied, 19.1% of the respondents are neutral, other respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

### 3. Department employees are courteous to me.

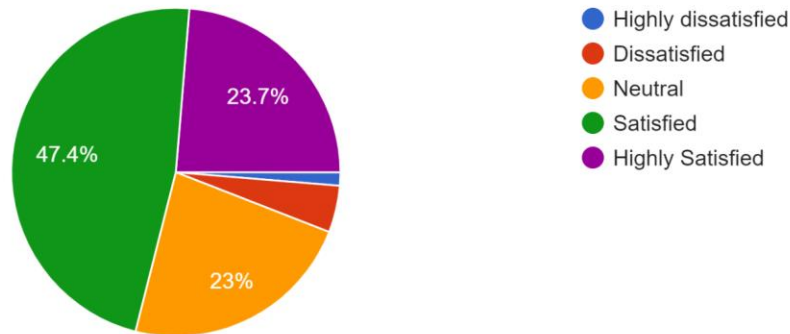
152 responses



The diagram above represents that among the total 152 participants, 21.1% of the respondents are highly satisfied, 50% of the respondents are satisfied, 25% of the respondents are neutral, with others respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

4. Department employees' behavior instills confidence in me.

152 responses

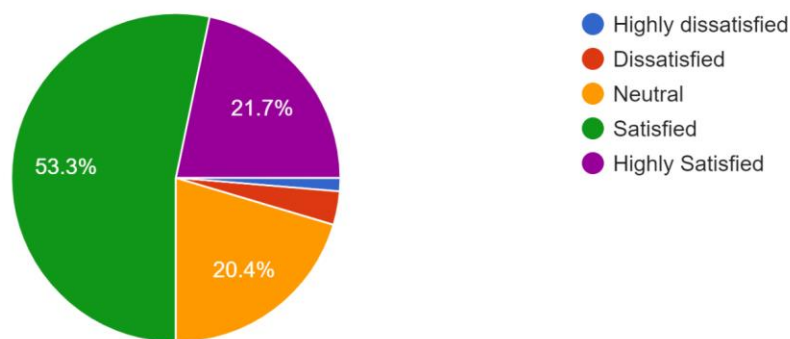


The diagram above represents that among the total 152 participants, 23.7% of the respondents are highly satisfied, 47.4% of the respondents are satisfied, 23% of the respondents are neutral, with others respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

**Perception Level on Empathy:**

1. Teachers & officers gives me individual attention.

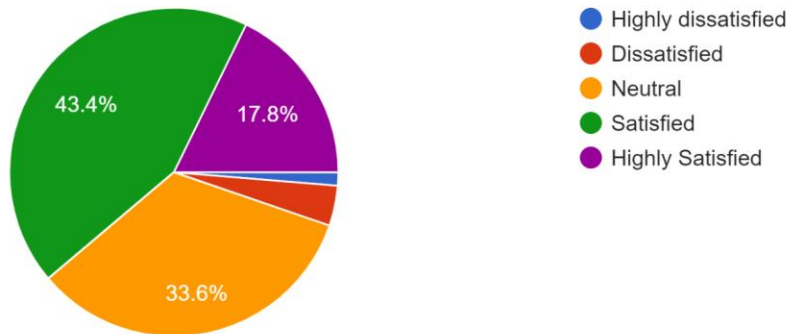
152 responses



The diagram above represents that among the total 152 participants, 21.7% of the respondents are highly satisfied, 53.3% of the respondents are satisfied, 20.47% of the respondents are neutral, with other respondents are dissatisfied and the rest of the respondents are highly dissatisfied.

2. Department employees understand my specific needs.

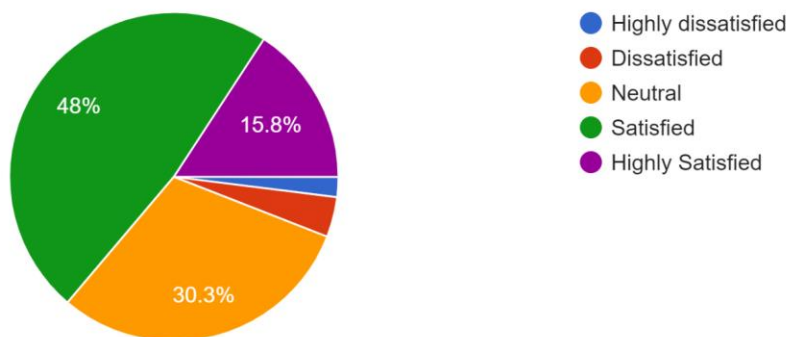
152 responses



The diagram above represents that among the total 152 participants 17.8% of the respondents are highly satisfied, 43.4% of the respondents are satisfied, 33.6% of the respondents are neutral, with others respondents dissatisfied and the rest of the respondents are highly dissatisfied.

3. Department operating hours are convenient for me.

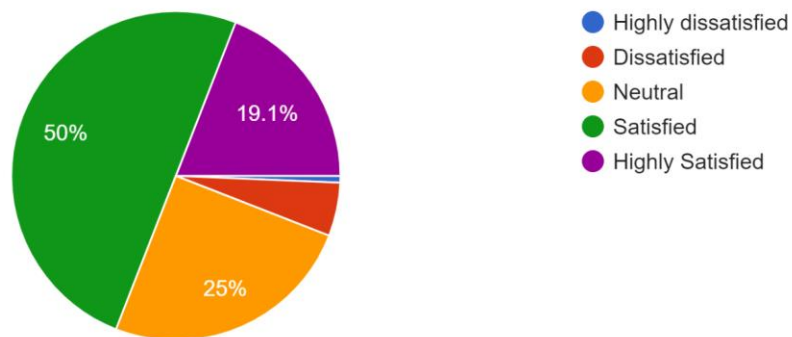
152 responses



The diagram above represents that among the total 152 participants, 15.6% of the respondents are highly satisfied, 48% of the respondents are satisfied, 30.3% of the respondents are neutral, with others respondents dissatisfied and the rest of the respondents are highly dissatisfied.

#### 4. Department resides in my heart for its wonderful services.

152 responses



The diagram above represents that among the total 152 participants, 19.1% of the respondents are highly satisfied, 50% of the respondents are satisfied, 25% of the respondents are neutral, with others respondents dissatisfied and the rest of the respondents are highly dissatisfied.

# **Chapter – 4**

## **Findings and Recommendations**

## **Findings of the Study**

- Materials associated with services like (BLC, Smart Edu, and Student Portal) are virtually appealing to the department.
- Department has modern equipment and tools for learning.
- Department physical Infrastructure facilities are virtually nice.
- Department performs the services exactly at the first time.
- Department shows a keen interest in solving your problems.
- Department employees give your prompt service.
- Department employees are always willing to assist you to achieve your goals.
- Department teachers & officers have the knowledge to answer all my questions.



## **Recommendations:**

Based on the results of the study on students' perception of administrative support in the Department of Computing and Information Science (CIS), the following recommendations are made:

1. **Enhance Staff Responsiveness:** To address the issue of long wait times and slow response to students' emails, the department should consider increasing the staffing levels or implementing more efficient systems to ensure that students receive prompt and adequate support.
2. **Improve Communication:** The department may consider introducing regular feedback mechanisms, such as suggestion boxes or student surveys, to gather feedback from students and make necessary improvements.
2. **Provide Training:** The administrative staff may benefit from training on customer service and communication skills, which could help improve their interactions with students and enhance their overall performance.
4. **Streamline Processes:** The department may also consider streamlining administrative processes, such as appointment scheduling and record keeping, to make it easier for students to access the support they need.

**Foster a Positive Culture:** The department should encourage a culture of teamwork, collaboration, and continuous improvement to ensure that students receive the best possible administrative support.

It is recommended that the department periodically conduct similar studies to assess students' perceptions and make any necessary improvements to enhance the administrative support provided to students in the CIS program.

## **Conclusion**

In higher education, student support services play a crucial role. It makes a major contribution to creating a supportive learning environment that encourages academic success for all students. The results of this study indicate that the majority of students in the CIS department have a positive perception of the administrative support they receive. However, the findings also suggest that there is room for improvement in certain areas to enhance the students' experience and satisfaction. The department may consider implementing measures to address the issues identified by the students, such as reducing wait times and increasing responsiveness to their inquiries.

The results of the current study showed a positive and significant relationship between academic success of the department of CIS and student support services. In other words, students who use services more often succeed more often.

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# Appendix:

## **Precipitation on tangible**

- 1 Materials associated with services like (BLC, Smart Edu, and Student Portal) are virtually appealing to the department.
- 2 Department has modern equipment and tools for learning
- 3 Department physical Infrastructure facilities are virtually nice
- 4 Department employees are negatively appearing including faculties & officers.

## **Precipitation on Reliability**

1. Department performs the services exactly at the first time.
2. Department show a keen interest in solving your problems.
3. Department insists on regular academic & co-curriculum activities.
4. Department fulfills its promises regarding academic & skill development they told during admission.

## **Precipitation on Responsibility**

1. Department employees tell you exactly the time the services (like Classes, Examination, Presentations, and Results) will be performed –
2. Department employees give your prompt service.
3. Department employees are always willing to assist you to achieve your goals.
4. Department employees are not too busy responding to your requisition & requirements.

## **Precipitation on Assurance**

1. Department teachers& officers have the knowledge to answer all my questions.

2. I feel in my communication with the department.
3. Department employees are courteous to me.
4. Department employees' behavior instills confidence in me.

## **Precipitation on Empathy**

1. Teachers & officers gives me individual attention.
2. Department employees understand my specific needs.
3. Department operating hours are convenient for me.
4. Department resides in my heart for its wonderful services.