

AN INTERNSHIP AFFILIATION REPORT
ON

Parents Satisfaction Survey of Govt. Primary School

A Study on Khagail Govt. Primary School

Prepared on Supervision

Of

Mohammed Nafeez Al Amin

Assistant Professor

Department of Business Administration

Daffodil International University

Prepared By

Intern

Nasrin Akter

MBA (Major in Finance)

ID: 173-14-042

Department of Business Administration

Daffodil International University

Date of Submission: 19 December, 2018

LETTER OF TRANSMITAL

Date: 19/12/2018

To

Mohammed Nafeez Al Amin

Assistant Professor

Department of Business Administration

Daffodil International University

Subject: Submission of Internship Report.

Dear Sir,

It is my grand delight to dedicate you the internship report that is an essential part of our MBA program. I have had my 3 months internship program from Govt. primary school one and made this report on "Parents satisfaction survey on Govt. Primary School in Bangladesh". This report contains three parts. First part contains the organizational part, second part contains the practical work I have did during my internship and finally the last part contain a survey of parent's satisfaction on Govt. Primary School in Bangladesh with a sample size of 20 randomly selected parents.

I attempt my best to originate the report suitable to you understand the present situation of GPS and their future perspective to be the Better in Bangladesh.

Regards

.....

Nasrin Akter

ID:173-14-042

MBA (Major in Finance)

Daffodil International University

Supervisor Certificate

This is to attest that internship report on **Parents Satisfaction Survey of Govt. Primary School** For unfinished completion of the degree of Masters of Business Administration (MBA), major in finance from the Daffodil International University carried out by Nasrin Akter ID: 173-14-042 under my convoy. No segment of the internship report has so far submitted for any degree of diploma, title or sustaining in the past.

.....

(Mohammed Nafeez Al Amin)

Assistant Professor

Department of Business Administration,

Daffodil International University

Acknowledgement

creation a research report is such a thing of delight. however, making this is also a difficult work. With the collaboration of some people I ultimately was capable to ending the work that was imputed to me by the supervisor. even though doing this report I front some problems and the support of those people I overcome all labyrinth. because of that, I am truly thankful to those people. I would like to acknowledge my gratefulness to those people.

Foremost, I want to applaud the all-powerful Allah who has given me the knowledge and power to finish the work. Then I am also very thankful to him forasmuch as he advised me to the right way to fulfil a difficult work.

Then I want to thank my respondent who abandoned their valuable time for me. Finally, I would like to thank all the reader and users this report.

Executive Summary

There are more 1 lakh Govt. Primary school right now in Bangladesh. Khagail Govt. Primary School Established in the year 1973. Khagail GPS passed 45 successful years.

This report contains 3(three) parts. First part contains the introduction part, second part contains the organizational profile of GPS, third part contains the practical work I learned from my 3 (three) months internship period. Finally, to support the whole report a general parent satisfaction survey was made by me on Khagail Govt. Primary School gurdian in Bangladesh. It was a randomly selected 20 respondent who gives their opinion on different services of GPS. The intention was to do this survey was to find the overall parent satisfaction, there view, the services GPS offer to interpret on the general discussion mas made by me.

Abbreviations:

ATEO: Assistant Thana Education Officer

CPE: Compulsory Primary Education

DPE: Directorate of Primary Education

DPEO: District Primary Education Officer

GPS: Government Primary School

MOPME: Ministry of Primary and Mass Education

NAPE: National Academy for Primary Education

NCTB: National Curriculum and Textbook Board

PTI: Primary Teacher Training Institute

SMC: School Management Committee

UEO: Upazila Education Officer

URC: Upazila Resource Center

Table of contents

	Letter of Transmittal	I
	Certificate of Approval	II
	Acknowledgement	III
	Executive Summary	IV
	Abbreviations:	V
Chapter One	Introduction	1-3
	1.1` Introduction	2
	1.2 Background	2
	1.3 Origin of the report	2
	1.4 Objective of the Study	3
	1.5 Methodology	3
	1.6 Limitations of the Study	3
Chapter Two	Organizational Profile	4-10
	2.1 Organizational Profile	5
	2.2 Multiplication Education	5

	2.3	The administration method	6-8
	2.4	Vision	8
	2.5	Mission	8
	2.6	SWOT analysis	9-10
Chapter Three		Survey Results	11
	3.1	Survey Results	12-16
	3.2	Recommendation	17

	3.3	Conclusion	18
Chapter Four		Survey Questionnaire	19-23
	4.1	Survey Questionnaire	19-23
		APPENDIX	24-24
		References	24

CHAPTER-01



INTRODUCTION

1.1 Introduction

Parents' realizations about school environment are necessary in understanding ways to improve school quality and amusement between teachers and students.

A veritable school environment authorizes members of the school community to contribute to the continuous improvement of the school. The Parent Satisfaction Survey is designed to give schools with data useful for keeping a positive learning and working environment that raises academic success between all students.

1.2 Background

In Bangladesh, Primary Education is one of the most important sectors. After independence in 1971, there were various efforts and interventions undertaken to achieve the Universal Primary Education.

The primary education system in Bangladesh is one of the largest systems all over the World. The country has started a number of measures to improve primary education since its independence.

With a view to improve the quality primary education, the Government of Bangladesh has started a sub-sector wide program known as PEDP since 2005 in assistance with the Development Partners (DPs). Now the fourth Primary Education Development Program (PEDP4) is running to improve the quality at all levels of the primary education sub sector.

1.3 Origin of the report

An internship or project at the last semester of their MBA program. After that a report make on the learning from 3 months internship in that organization. As my internship was in Govt. Primary School. So, I have to assign to make a report on Govt. Primary School and Parent satisfaction of GPS in BD

1.4 Objective of the Study

Following are the objectives of this report

Broad Objectives: To develop an overall parent satisfaction of GPS in Bangladesh.

Specific Objectives: The main objective of study and through my analysis I would like to find the following factors:

- To complete the internship program of MBA degree.
- TO know about the GPS Properly.
- Find those Parents who deal with only GPS parents.
- Find parents present expectation and present situation of GPS to fulfill to expectations.

1.5 Methodology

Nature of the Study: Probing

Sources of Information: To prepare this report I used both primary and secondary data and information.

Primary Sources: Primary sources of this report are those who respond during the survey.

Following factors were considered to collect information:

a) Sampling Method: Convenient Sampling

b) Information Collection Method: Structured questionnaires for the respondent.

c) Sample Size: 20 parents from Khagail govt. primary school.

Secondary Sources: In secondary sources I have collect data from internet and website of the primary mass education. Also, the other sites like Google.

Analysis Technique: For analysis and explanation I used graphical analysis.

Presentation of Information: All the collected data and information are forsaken graphically and interpret from there.

1.6 Limitations of the Study

Several problems were faced during the survey. Some of those are following:

- Parents lack of interest to response.
- Lack of Knowledge about GPS.
- Lack of Features of GPS.
- GPS rules and regulation during Customer Survey.

CHAPTER-02



ORGANIZATIONAL PROFILE

2.1 Organizational Profile

Name of Organization: Government Primary School.

History:

After the enlargement fight of Bangladesh in 1971, the People's Republic of Bangladesh became an uncommitted nation free to choose its personal educational system. The desperate British system was hugely studied. Generally, the Bangladeshi system of education is separate dingo three various section. Students are free to choose of them give that they have the means. From 1947, the basic problem with primary education has been its disheveled growth. Maximum of these schools was poorly housed; teachers were, maximum of them, poorly informed, and unchangeable poorly paid.

The biased societal and State conduct of Pakistan gave birth to freedom stroll and originate a new nation- Bangladesh. The Act of 1974 take steps for free primary education all over the country and teachers of primary schools became middle government establishment. The work of 1981, nevertheless, was not accomplish; it was published as a decree by the then warlike ruler, but was not followed up with necessary ministerial steps for effectuation. In January 2003, a discount with 24 members, headed by Prof. Maniruzzaman Mia was formed to recognize the "major problems of the education system and consult inhibitory action." The National Education agency 2003 (NEC 2003) submitted its report to the Prime Minister in March 2004. It made solicitation about different aspects of the education process, along those on multiplication, penetration, strengthening enactment and governance and civilize dialectic in education. In 2003, Bangladesh forward a national action plan for 'Education for All' with a especial set of aim to be earn by 2015.

2.2 Multiplication Education: Multiplication education may indicate for bring about of give out targets and intention. Too acquire education multiplication is a long-term process and there is no ready-made solution with respect to education attribute. The multiplatinum education output can be gain only if quality is free from doubts at each level of the educational process from standard setting, learning environment, teacher training, teacher-learning process, assessment and control.

2.3 The administration method: In education sector, administration and management are applied conterminal to comprise such operation as schematic, project, embodiment, adjustment, rank custody, control and appraisal. The overall education management trust on board level officers, intermediate level offices and at the grass root level school head teachers. In Bangladesh, Management of primary education remains centralized. However, In Bangladesh, the Ministry of Primary and Mass Education (MOPME) is accountable for discretion training, planning, amends and performance of program and enter regulative excuse involved to primary and education.

Organizational structure of primary education.

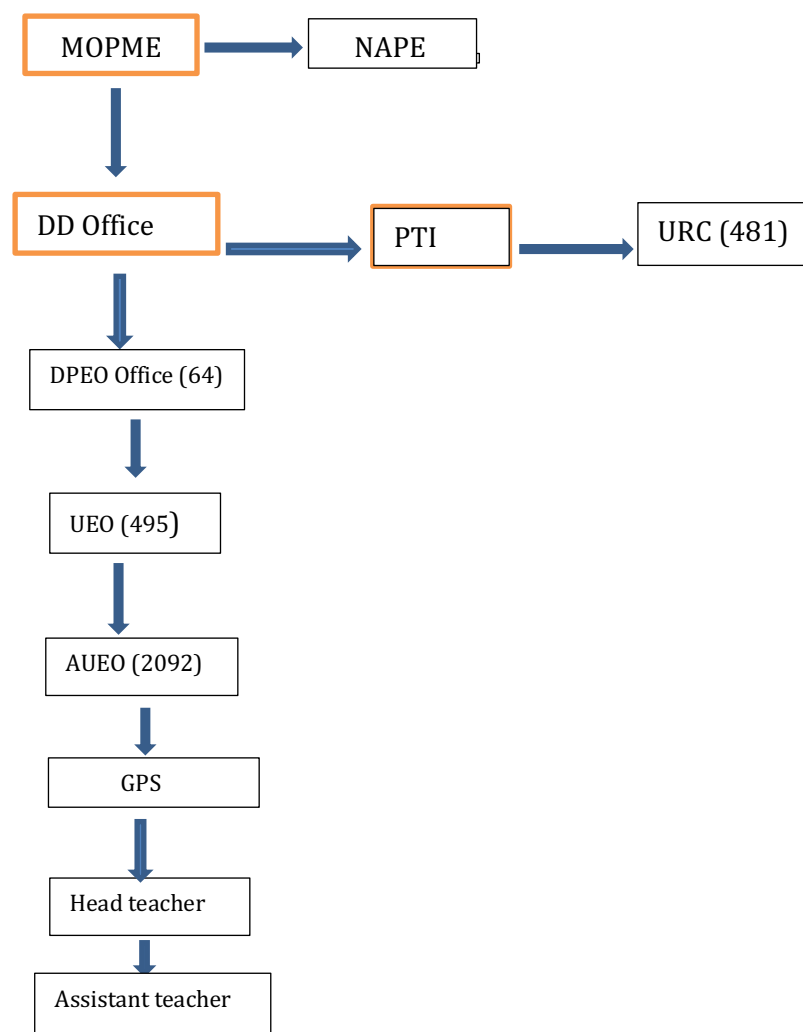


Figure 1

Curriculum of primary Education: The number of students in this school is 300 there 55% are girls and 45% are boys. 90% students of class 1-5 passed well inasmuch as, fruitful thoroughness of class 5 apparently 50%. School Curricula in model school is as follows:

Class 0	Class 1	Class 2	Class 3	Class 4	Class 5
1. Bengali 2. Math	1. Bengali 2. English 3. Math 4. General knowledge & Environment 5. Religion 6. Art & Craft	1. Bengali 2. English 3. Math 4. General knowledge & Environment 5. Religion 6. Art & Craft	1. Bengali 2. English 3. Math 4. Social studies 5. General science 6. Religion 7. Art & Craft 8. Physical studies	1. Bengali 2. English 3. Math 4. Social studies 5. General science 6. Religion 7. Art & Craft 8. Physical studies	1. Bengali 2. English 3. Math 4. Social studies 5. General science 6. Religion 7. Art & Craft 8. Physical studies

Table: Curricula for different class

There is Primary Teachers' Training Institute is set up to train the primary school teachers. Training of teachers is to make an expert teacher in primary education. To improve and make a good expertness in primary sector government has established PTI and URC.

Institute	Teachers Training		
	Categories of training	Training Institute	Duration of Training
GPS	-PTI training -Subject Wise Cluster training -URC subject basis training	-PTI training is provided by PTI -Cluster training is given by DPEO office -URC subject basis training provided by URC instructor	-PTI is 1.5 years training -Cluster training is one day long -URC training is 3 to 15 days long

2.3 Vision: GPS would serve as partner and advisor of the parental to teach and remove illiteracy.

2.4 Mission: The principal goal of primary education is:

- To encourage the people in the consciousness of mankind and world fraternity.
- To build a definitive conduct for tranquility and Favor.
- To make awareness toward the corporeality and duty of family and community life.
- To inspire for nationalism and display acumen and Favor for national inheritance and discussion.
- To exhibit a principle appearance and shelter in crux resolving.
- To realize and discern the circumstance and work duly

2.6 SWOT analysis:

Strengths

- There is an evident feeling in the school unto alternative.
- There are used ICTs at the school.

Weakness

- Greater portion rod members are not expert in manage ICTs.
- Some staff members are scared of using ICTs and are unwilling to become acquainted new skills.
- There is not a predetermined time-table to rod or promotion association.
- There is small informal staff promotion.
- Students do not penetration in the ICTs at the school.
- The school has inadequate safety.
- Pupil imposition is not filed or yield with ICTs.

Opportunities:

- There is a big backing for the school from community members.
- There is a huge opportunity to mental exhibition for child.
- Providing facilities that inspire participation for students.
- Ensuring to the students have access to essential supplies and services to help with learning.
- Creating attractiveness to pre-primary child attend school regularly.

Threats:

- There are highly levels of impoverishment in the bounds of the school.
- The section is mild to react to needs – e.g. the application for financing for a safety door.

CHAPTER-03



3.1 Survey Results:

As I did my internship one of the progressive on GPS in Bangladesh. I worked at Khagail Govt. Primary School so to evaluate the overall parent's satisfaction of GPS would help to understand the overall situation. As I did my customer satisfaction survey on 20 randomly selected parents of GPS students the satisfaction level and the response show below both in table and through the graphical representation.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Your child likes going to school everyday	0	0	2	8	10

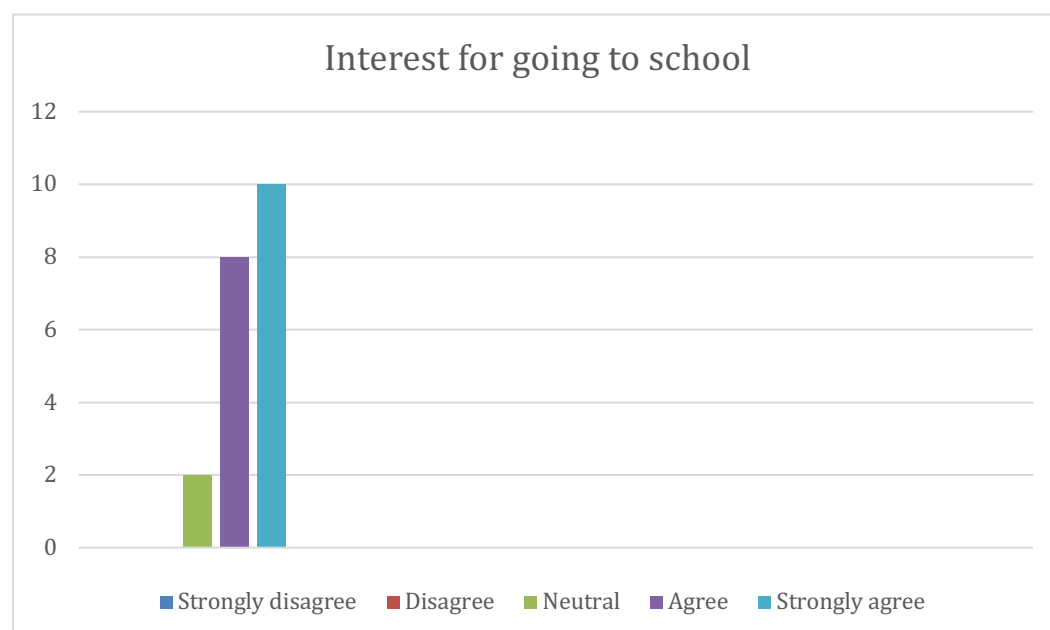


Figure no.2: Interest for going to school.

Interpretation: In this question parents were asked whether their child amusing for going school easily. Most of the defendant strongly agreed with 8 people agreeing. But 2 of them had nothing to say.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Your child is supported and objection to take in future.			8	7	5

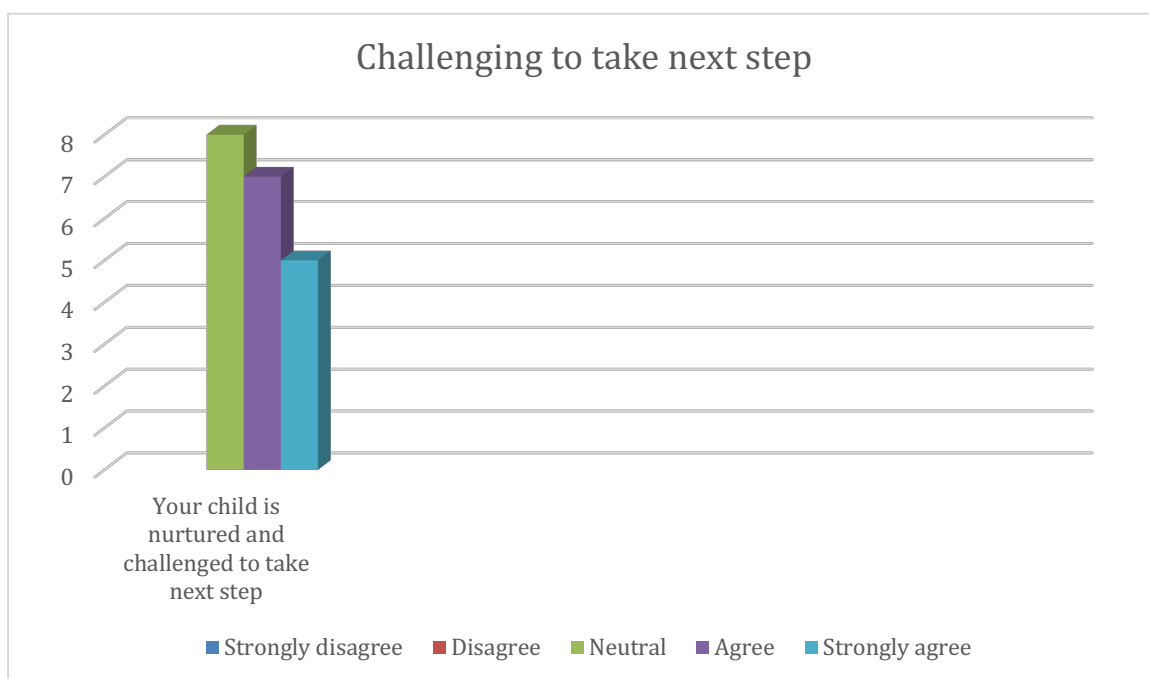


Figure no.3

Interpretation: In this question parents were asked whether their child can have nurtured challenged to take next step effortlessly. Most of the respondents agreed with 5 people strongly agreeing. But a large no. of them had nothing to say.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
You feel well aware about your child's prosperity	0	2	3	10	5

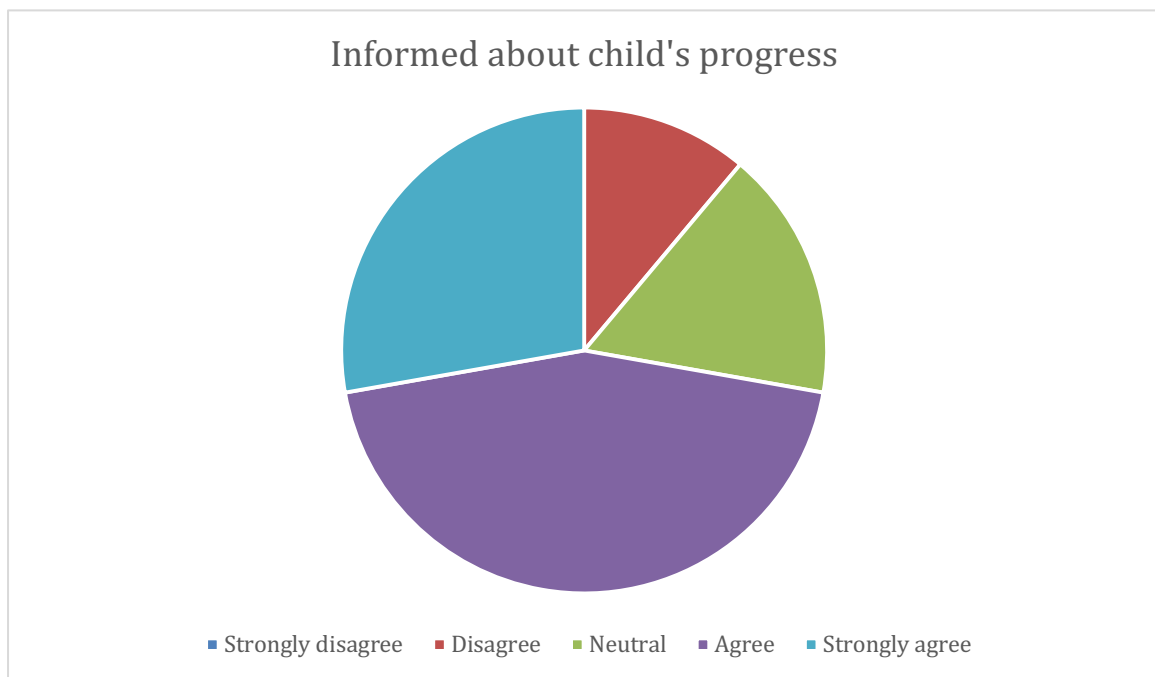


Figure no.4

Interpretation: In this question parents were asked whether they can communicate with the school about child progress easily. Most of the respondents agreed with 5 people strongly agreeing. Very few disagreed on it, but 3 of them had nothing to say.

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
You have the opportunities to interact with teachers	1	2	3	9	5

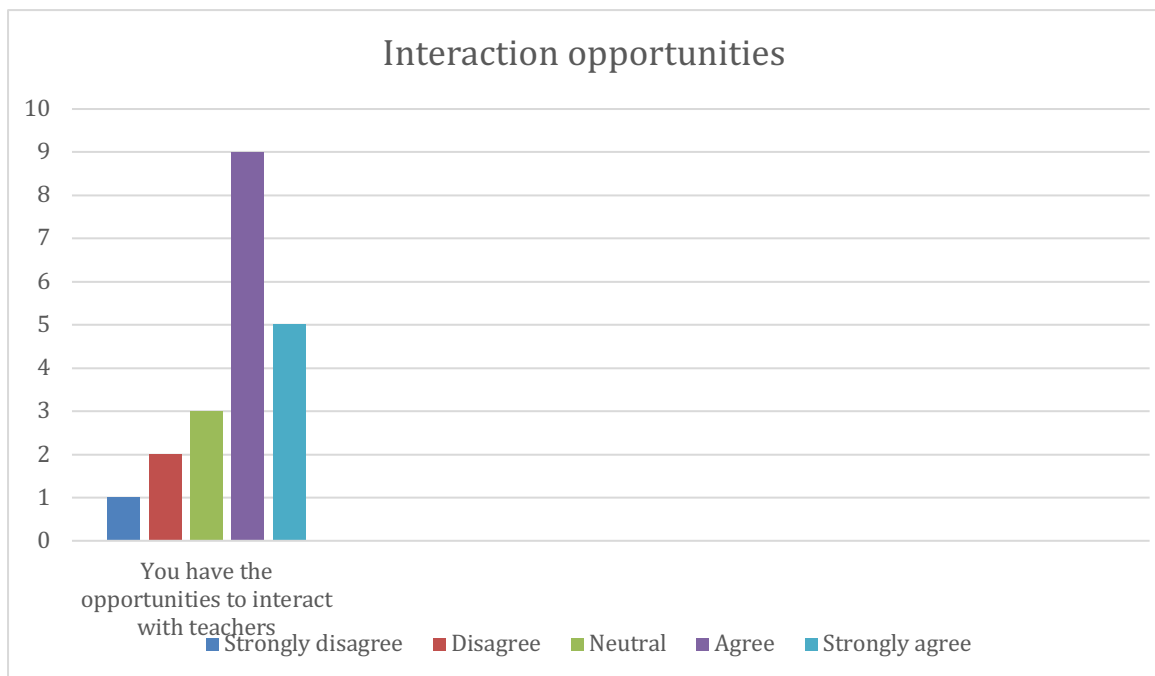


Figure no.5

Interpretation: In this question parents were asked whether they can interact with teachers easily. Most of the respondents agreed with 5 people strongly agreeing. Very few disagreed on it with 1 parent strongly disagreed, but 2 of them had nothing to say

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Students enjoy modern teaching aids	10	3	7	0	0

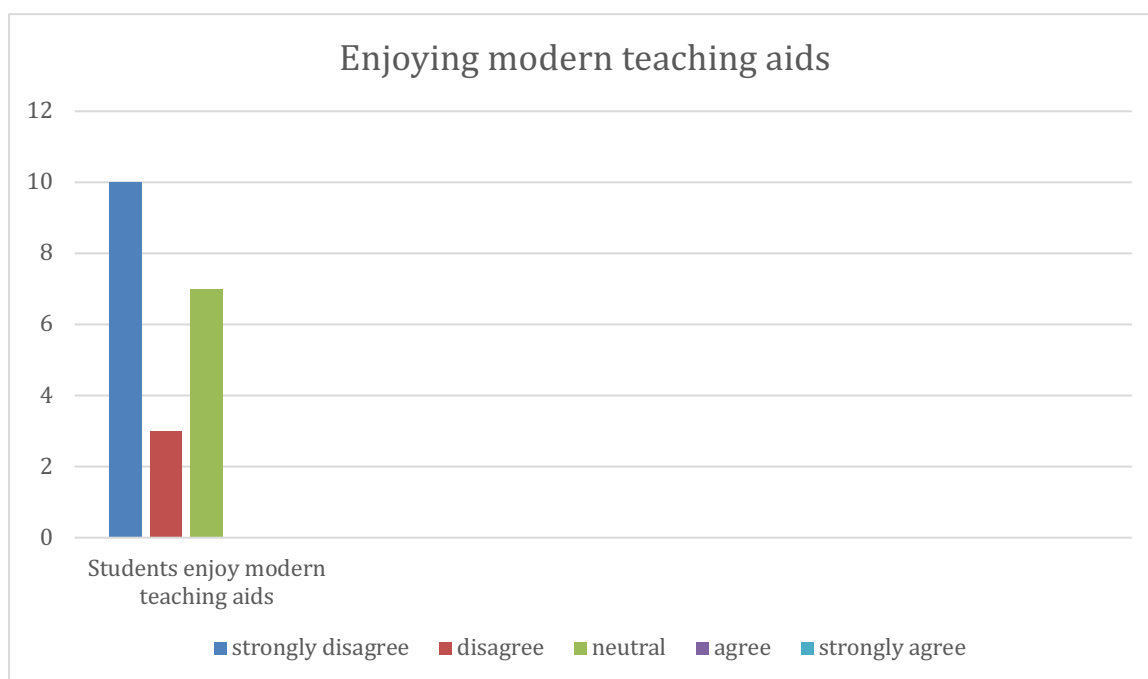


Figure no.6

Interpretation: Among the poor no. of GPS have the online facilities. Still large of the school still not have the full phased online facilities. It will create a bad effect on overall parent of these GPS due to fastest growing world. On the other hand, Kindergarten have the 100% online facilities. So, in this question parents were asked whether their child can enjoy modern learning aids in the school. Most of the respondents strongly disagreed with 3 people disagreeing. None of them agreed on it and 7 people nothing to say.

3.2 Recommendation:

During my internship I found some great experience as well as some weakness in this school. Though they passed 48 years in this sector but still they are not able to go for full phase online facilities. So, Employees are less knowledgeable in globalization.

So, I suggest the following points to improve themselves:

- Need to increase the number of teachers.
- Go for full phase online learning system as soon as possible.
- Trained the employee more efficiently.
- Internal and External recruitment should more systematic.
- To make more knowledge about GPS advertisement need to increase.
- Open a separate marketing department to survey and analyze on parents.
- Research and Development (R &D) department should establish.

3.3 Conclusion: I completed my 3 months internship program in Khagail Govt. Primary. I found there the employee were very co-operative and efficient. I tried to develop an overall picture of this branch and on the bank itself. I tried to found the overall market situation of GPS and find the opportunities of GPS. I hope that I will make my internship. Experience in future for work. I also hope the customer satisfaction I collect.

CHAPTER-04



SURVEY QUESTIONNAIRE

4.1 Survey Questionnaire:

Dear Respondent thank you for grant me your valued time. I am a student of Daffodil International University doing survey on "Parents Satisfaction on Govt. Primary School in Bangladesh". Your reaction will be very helpful to me. However, this survey is only for academic purpose. The one number in each row that best describes your level of agreement or disagreement with each item:

5= Strongly Agree

4= Agree

3= Neutral

2= Disagree

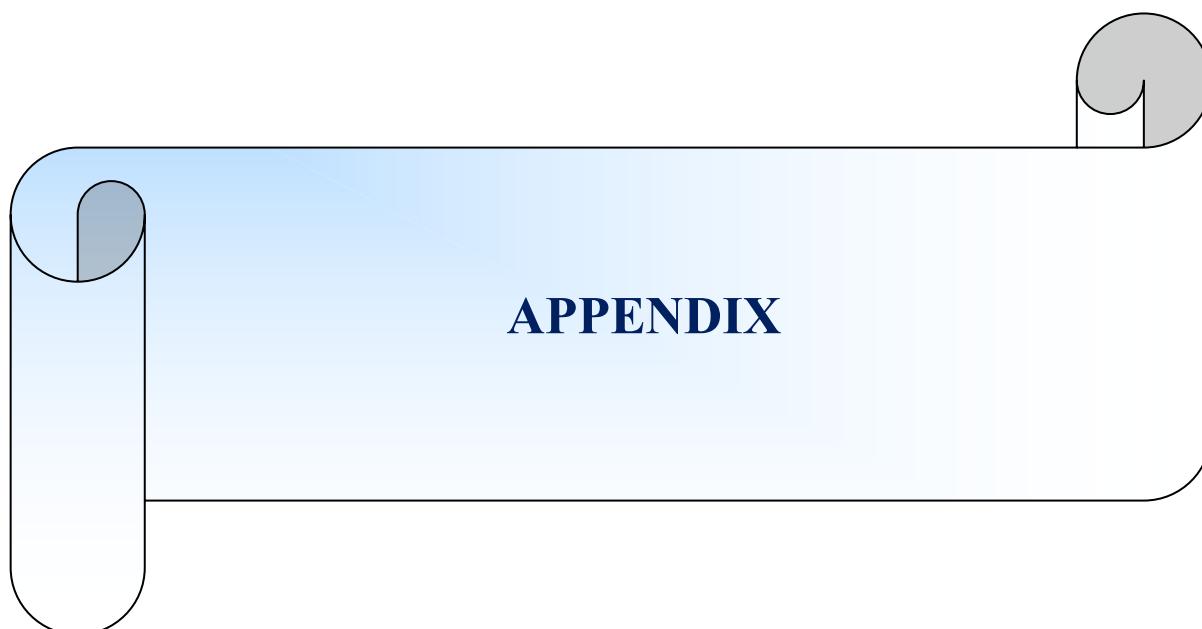
1 = Strongly Disagree

Your kiddies					
1. Your kiddies likes going to school every day	1	2	3	4	5
2. Your kiddies is realizing a range of positive opportunities	1	2	3	4	5
3. Your kiddies is nourished and protest to take the next step	1	2	3	4	5
4. Your kiddies multiplication are known and understood by teacher	1	2	3	4	5

Parents					
5. You realized well informed about your child's improvement	1	2	3	4	5
6. You understood well-informed about school phenomenon	1	2	3	4	5
7. Parent message evenings are value associating	1	2	3	4	5
8. You can communicate easily with the School	1	2	3	4	5
9. Your concerns are taken seriously by the School	1	2	3	4	5
10. You perceive salutation at School	1	2	3	4	5
11. You have the opportunity to interlude with teachers	1	2	3	4	5

Facilities					
17. Students enjoy good learning environments	1	2	3	4	5
18. Students have easy access to technology	1	2	3	4	5
19. Students enjoy modern teaching aids	1	2	3	4	5
20. Students health and safety is cared for	1	2	3	4	5

Staff					
12. Teachers are devoted and have a positive attitude feeling	1	2	3	4	5
13. Teachers give proper role models for young people	1	2	3	4	5
14. Teachers relate well to people	1	2	3	4	5
15. Teaching staff are accessible and conducive	1	2	3	4	5
16. Non-teaching staff are accessible and helpful	1	2	3	4	5



APPENDIX:

Reference's:

1. Primary Sources:

(a) Govt. Primary School

Khagail Govt. Primary School

(b) Dhamrai Thana Education Office.

(c) 20 Respondent during the survey.

2. Secondary Sources:

(a) GPS web: www.dpe.gov.bd

(b) Search Engine: www.google.com

(c) Others: www.wikipedia.com

(d) Others School websites

(e) www.daffodilvarsity.edu.bd

(f) www.studymode.com

(g) www.westminsterinternationalschool.org

(h) www.unnayan.org

(i) www.dfid.gov.uk

(j) www.dspace.daffodiliversity.edu.bd:8080

(k) www.gsdl.easternuni.edu.bd

