

**Original Article****Investigating the Satisfaction of Students within Public Sector and Private Sector Medical Colleges: An Empirical Evidence from Pakistan**

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ABSTRACT

Medical education is a highly regarded career choice among the majority of students in Pakistan. A significant number of students enroll in medical colleges in Pakistan with the aim of serving humanity, obtaining social and financial advantages, and fulfilling their parents' desire to see them become doctors. In that respect the consideration of student satisfaction is important in relation to effectiveness within their performance as well. **Objective:** To analyze the satisfaction level for the students within the public and private sector medical colleges in Pakistan. **Methods:** The semi-structured interviews were selected for the current research. The interviews provided the expressive possibility towards collecting efficient data in form of opinions and experiences from 5 medical students enrolled in the public sector medical colleges and 5 medical students from private sector medical colleges in Pakistan. **Results:** The research highlighted that on the main consideration there were different types of issues which are influencing the satisfaction of students within different considerations and backgrounds from the medical sector. The teacher perception, way of teaching and the aligned developments in relation to better consideration here were related to the specified orientation for the structure of transformative development in relation to the satisfaction of students. **Conclusions:** On a concluding note, it can be said that the students in private and public medical colleges in Pakistan has satisfaction issues. However, the teacher support and facility have the possibility to enhance satisfaction.

INTRODUCTION

The career in medical studies is one of the considerate career selections for majority of students in Pakistan. In order to service humanity, gain social and financial benefits and as per the willingness of parents to see their children as doctors, huge amount of students take admission in medical colleges of Pakistan. In that respect a relevant study has highlighted that nearly half of the students enrolled within the medical careers are

dissatisfied from the curriculum and way of teaching within the medical colleges in Pakistan [1]. It highlighted the aspect that dissatisfaction of students is one of the primary issue faced by the students within the medical colleges of Pakistan. This consideration of dissatisfaction is not an effective situation for the students within the medical colleges. The main aspect/impact in this case has been observed on the mental distress of the students. The

primary distress in this case influences the consideration of academic performance, as the negative impact has not been observed directly, but it lead to poor performance in collaboration with other factors [2]. There can be multiple reasons for the development of differentiated considerations in relation to the development of stress among the students within medical colleges. Sometimes the students are equipped with the pre-associated factors on the side of family as well. The debt taking among the students belonged to non-developed families have been observed to develop a considerate stress among the students affecting their performance within the medical colleges and mental health as well. In that respect for the issues of mental health and satisfaction of the students within the medical colleges, the following study has been prospected on the consideration to evaluate about the satisfaction of students in between the public and private sector students. A difference in between the stress level of students has been observed in the public and private sector medical colleges of Pakistan [3]. The satisfaction of students is very important within the medical colleges as it helps in the development of self-confidence in relation to the educational practices within the medical colleges [4]. In another research for the medical students and their performance analysis has highlighted that students satisfied from the education structure within the medical colleges support the development of effective academic performance [5]. It supported the idea that satisfaction of students within the medical college is related to the development of better performance along with the increased self-confidence. In that possibility the following research aimed to identify the satisfaction of the students in between the medical colleges of public and private sector medical colleges of Pakistan. The objectives of the research included assessing the different consideration supporting towards the development of dissatisfaction among the students.

METHODS

The selection of effective research design in important in relation to the developmental context for data collection, analysis and results modeling. It also influences the respective quality of the research [15]. In that aspect to maintain the factor of quality in respect to data collection and its evaluation for the research aim primary qualitative research design has been employed within the following research. The main aim for the current research revolves around the analysis of satisfaction of student for the public sector and private sector medical colleges in Pakistan. The qualitative research deign is associated with the collection of norms, opinions and the theoretical perspectives in relation to the certain issue [16]. It supports the

consideration for collecting detailed perspective regarding the satisfaction of students in the public and private sector medical colleges in Pakistan. In order to collect detailed perspectives from the students within the public and private sector medical colleges in Pakistan, interviews have been selected as the standard tool for the current research. The semi-structured interviews were selected for the current research, as these provided the possibility for collecting the data through open ended questions from the participants [17]. So, the interviews provided the expressive possibility towards collecting efficient data in from of opinions and experiences from 5 medical students enrolled in the public sector medical colleges and 5 medical students from private sector medical colleges in Pakistan. The study duration was eight weeks. The study was approved by the Institutional Review Board, reference# DIR/KMU-EB/PS/0078 dated 09-09-2021. The non-probability sampling technique was implied to select the participants. It is due to the fact that non-probability sampling is a non-expensive technique for sampling, and it is also time saving as it does not include any control factor for selection from large sample [18]. The data were collected in form of scripts and were analyzed using the thematic analysis.

RESULTS

The interviews carried out with the students of the medical colleges in the public and private sector colleges in Pakistan highlighted about different aspect regarding the satisfaction consideration among them. Based on them different themes were developed within the following section for discussing about the respective factors of stress and the experience of students. The 1st theme highlighted about the general experience of the students in which the public and private sector students had provided different aspects. One student from the public medical college said;

Yeah the experience is okay, like everyone in our college has the same experience everyone is having a tough routine, the study hours are not that lengthy in the college, however the hostel mess, the tiring routine and workload sometimes causes dissatisfaction

On the other hand a student from private medical college stated;

I would say that the experience is mixed, some of my friends complain about the facilities provided in comparison to the high amount of fees they paid. I personally feel that the pressure is high for managing the study, tough routine along with the hospital shifts simultaneously

These aspects highlighted the consideration that on the main consideration the students do feel dissatisfaction due to their tough routine in relation to the academic and

the professional work. The consideration of facilities provided was also a source of dissatisfaction among them. The in-efficient facilities and support to the students was observed to influence the psychological distress among the students due to which the respective satisfaction issues are developed [19]. So, the mental well-being was one of the primary considerations towards reducing and increasing the mental distress and dissatisfaction.

The 2nd theme was developed in order to explore about how the public and private sector medical college students for the satisfaction. On that aspect one of the student from private college stated that;

I believe the medical college students in the public sector are more efficient and prospective in terms of developing their knowledge, as they are more directly associated with the medical institutes and the respective hospitals which is indeed the development towards better orientation for the enhanced knowledge building.

On the other hand one from the public sector college stated that;

The private medical college students study in more advanced environment as compared to us. No doubt we are more aligned with the practical experience closely, but in that aspect the facilities provided to them are more advanced such as the multimedia technology, expressive infrastructure and the more alignment with the international standards of medical education.

A contrast was observed for what the students feels about the respective orientation towards the development of better infrastructure they get to have the orientation of better structure towards the student satisfaction. This was evident from the case of Peshawar Medical College study, in which the students from the private sector had the respective higher score in relation to the educational structure respectively [20].

DISCUSSION

The analysis from the developed themes highlighted that on the main classification, there is a difference for the satisfaction in between the students from the private and public sector medical colleges within Pakistan. The main possibilities in this relationship had been related to the developmental specifications towards the facilities and other related considerations for the students in the medical colleges. The perception of facilities was one of the key aspects in relation to the student satisfaction. The satisfaction of the students within the public sector medical universities in Karachi have been observed to influence positively over the specific specialties in the medical college students respectively [21]. There are different factors which have been reviewed from the literature studies to influence the satisfaction of students

within the medical colleges. The learning model adopted within the online learning aspect has been observed to influence the consideration of satisfaction among students [8]. The learning model include the learner's dimensions, technological facilities, course management and communication techniques along with the characteristics of instructors. All these aspect have been observed to influence the satisfaction of students within the medical colleges and also for the transition to the online education as well [9]. Apart of these factors the well-being of students is also a crucial aspect in enhancing the satisfaction of students with respect to the studies curriculum and the environment. The well-being enhancement with the inclusivity of multiple activities has an influence over the self-care, stress reduction and building the expressive dedication among the students for better performance [10]. These aspects are important for the development of better specifications in relation to the communication structure aligned in respect to the efficient possibilities. In that respect the technical issues have been observed to influence the considered structure of the student engagement as well. Moreover the workload, and engagement has a specific relationship with the satisfaction of the employees within the medical college [11]. These are also related to the consideration of promoting developmental changes within the curriculum structure. The example here can be taken of the pandemic where online classes were implemented. The students satisfaction with the online classes and respective content studied has a close relationship with the successful implementation of the online learning along with the student performance as well [6]. Moreover the student satisfaction has been subjectively related to the enhanced focus and attention of the students within the classroom [7]. It supported the consideration that satisfaction of students is important for multiple aspects associated. The literature has provided some considerate insights from the public and private sector medical colleges of Pakistan regarding the satisfaction in students. The study carried out in one of the private sector medical university of Pakistan has highlighted that majority of the students feel dissatisfied from the standards of education along with the academic structure in comparison of international level students [12]. In the construct of educational standards, the shift to the E-learning has become an issues for the satisfaction among the students within the medical and dental colleges on the private and public sector. Out of 100 only 10.8% in public sector and 10.3% in private sector students were primarily confident over the content and educational structure they have studied through the online classes [13]. It supported the consideration that on the main orientation the students in both public and private

sector are facing the issues of dissatisfaction based on multiple issues. In another research for the public and private sector medical colleges in Pakistan, it has been observed that both sector students have high prevalence of stress due to different aspects. Moreover the students from the private sector scored higher in stress as compared to the students from the public sector in Pakistan [14]. Thus the satisfaction is one of the key issue among the medical colleges in both public and private sector. Therefore, the current study aims at analyzing the satisfaction for the students within the public and private sector medical colleges in Pakistan and in that aspect the main possibilities have been related to the consideration of collecting the empirical evidence from students of different colleges. It shows that the consideration of concerns for facilities have different perspectives for the private as well as the public sector medical colleges within Pakistan. Moreover, the technological facilities and the association with the practical centers have been aligned with the operative development in relation to the satisfaction of the students. The results from the challenges to the quality assurance in the private medical colleges has highlighted that lack of valid accreditation standards, violation of rules, and weak regulatory capacity of accrediting body [21]. Thus the satisfaction of students has the respective association towards the development of basic specification towards the enhancement of knowledge respectively. In that specification there are few recommendations which can aligned for the development of student satisfaction within the medical colleges and it mainly includes the enhancement towards the medical college educational infrastructure. The facilities for living, time management and the sources of knowledge development such as technological infrastructures are important to consider on the main context of student experiences.

CONCLUSIONS

On a concluding note it can be said that the students within the medical colleges of Pakistan on the public and private sector has the specification towards promoting the satisfaction issues among the students. The main possibility in this case has been related to the operational structure for the operational intrusion of the facilities provided to the students respectively. There are different types of classifications in relation to the satisfaction difference in which the curriculum and aligned workload management play a critical role. But mainly the facilities and the teacher development has the respective specification towards better orientation of student experiences.

Authors Contribution

Conceptualization: SH

Methodology: SH

Formal analysis: SK, SSQN, MH, FD, MJK

Writing-review and editing: SK, MH, FD, MJK

All authors have read and agreed to the published version of the manuscript.

Conflicts of Interest

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