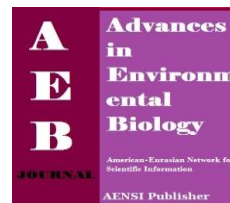




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# Studying Grade-Four, Grade-Five and Grade-Six Students' Satisfaction About Teachers' Performance In Tribes of Kohkiloiee and Bouireahmad State During the Academic Years Of 2013-2014

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### ABSTRACT

The present research, studies the view and amount of students' satisfaction of primary students' satisfaction about their teachers' performance in tribes of Kohkiloiee and Bouireahammad. All male and female students of primary school are considered as the population of the study. 299 participants (141 female and 158 male students) were randomly selected using clustering method from among 2804 population who were studying in 146 schools (second stage). It should be mentioned that the participants were selected from independent and form different grades. Data analysis was done based on descriptive statistics (frequency, percent, average and standard deviation) and inductive data includes t-test and variance analysis. In order to collect the data of, the research-made questionnaire included 25 questions. Reliability of the questionnaire was calculated as 0.82 based on alpha Cronbach. The results of the study show that students are satisfied with understandable descriptions, teaching method, information and dressing style of the teachers but they complained about not giving the chance to do homework in the classroom, the way of applying teaching material, helping to solve the problems of the students and not using their ideas. Students of independent schools had more positive opinions about the students of tribe schools.

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## INTRODUCTION

The ministry of education is one of the most important social institutions and social and personal life of a person depends on it. Teachers are among one of the important bases of this ministry so that failure of success of the ministry in each country depends on the teachers and their abilities. In other words, each nation with experienced and competent teachers will enjoy advanced teaching and training. So, educational efficiency is highly dependent on teachers. Teachers as human force are the most important elements of education. These elements make the education to survive. The studies have shown that any kind of modification and advancement in depends on advancement in teachers work. The main goal of teaching evaluation is to improve the education and students learning and improving teachers' performance and curriculum. Different methods exist for evaluating teachers and one of them is to use students' ideas about teachers. However, this method is one of the most controversial methods in determining efficiency of teachers' work. Some believe that this evaluation is a reflection of teaching work which can lead to educational improvement and some claim that the results of the evaluation can be applied in teaching task [7].

The process of this study is so that the students' opinions about the personal and professional features of teachers are asked and teachers' competencies are judged based on their responses and opinions [10].

Alkamony [3] stated following reasons for considering students' opinions for evaluating teachers:

1. Students are the most important informational resources in learning environment and teachers' ability in motivating them to continue education and teacher-student relationship.
2. Students are the most sophisticated evaluators of quality and efficiency of teachers' performance and his teaching method.
3. Using students' opinions can cause more relationship between students and teachers. This relationship involves teacher and students in the learning-teaching process which can lead to educational improvement.

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*Theoretical Research Background:*

Taghipour [11] believes that teachers have two features: personal features including physical and mental health, having human and social values, having the proper mental and intellectual competence and professional features including general knowledge, professional knowledge, and skills in having personal relationship.

Niknami believes that creating self-confidence, improving the curiosity, thinking, understanding the importance of small events in the classroom, preventing the students' ignorance, using various teaching techniques, having teaching plan, being aware of the effect of interpersonal relationship between teacher and students and enhancing the class spirit are the students' features which can introduce a teacher as a competent one.

Mazaheri stated the features of a good teacher as knowing the position and respect of a person, loyalty, kindness, observing social customs, being energetic and tolerant, sincerity, profession, faith and consciousness.

Glaver and Brownic believed that teachers should be a proper model for their students and teach them how to cooperate and bring good experiences for their students. They have to customize their teaching methods with their needs and talents and follow the changes in their major and always improve their skills.

Sign believed that teachers should be honest, fair, have good behavior and be attractive and kind toward their students.

Kuting and Juls believed that good teachers are known by appearance and physical signs, caring about their students and teaching theories and avoiding to punish them. Good teachers should be trained well and have high motivation.

Tadoran believed that a good teacher has mental health and good sight and hearing ability and natural voice. He is a social person and observes the justice. Necessary abilities include strong memory, observing the behaviors, psychological understanding, artistic talent, teaching ability, being young, liberal behavior, being idealist and energetic. The worst adjectives for teachers include having diseases such as hysteria, sexual harm, low talent, being strict, pessimism, aggressiveness, physical disability and having abnormal voice.

Narli believed that a teacher should know people and be interested to his job, he should be well-behaved and have a strong talent.

Olivia believed that a good teacher asks the opinion of his students since students' evaluation about teachers can be the best informational source about teachers' efficiency. A teacher should know that these opinions are highly important and they should modify their systems based on the opinions.

*Research Background:*

Bazargan did a research titled as "proper school from students' perspective". He distributed a questionnaire among the students in district in south of Tehran and asked questions about educational condition and students point of view about teachers and school. The results have shown that an important part of students believed that they like school and teachers. However, most of the students stated that when having problems, they did not receive any help from their teachers.

In a research done in high schools of Tehran, students considered having high command of lessons, proper speech ability, interested in acquiring knowledge, using encouragement, dealt with students problems and proper appearance as necessary factors for teachers.

Ahmadi [1] did a research as "studying the grade-five students' point of views about their teachers in district 3 of Isfahan" and concluded that most satisfaction of students was about teachers behaviors and their kindness and less satisfaction about helping students to solve their problems with their friends and using their ideas.

Burkli and Benli did a research as evaluating nursery plans from students point of views in America. Population of the present study was 38 children. The results of the research showed that most of the students accepts kindness, serious interest and attachment from their teachers.

Bunsila studied the test evaluation and believed that a good teacher should have clear description while teaching and should be active and pay attention to educational improvement of students.

Kevin did a study as guide experts and concluded that a good teacher is a teacher who always guides students and knows them well.

*Importance and Features of a teacher:*

Success or failure of plans and teaching activities of a country depends on teachers. So, it is necessary to define the importance of teachers' job and its effect on advancement of the society. In fact, leading the future generation is done by teachers and so teachers are respectful even in developing and primary societies.

Thinking and ideology of teachers affects the nation, their policies and thinking. For example, in Middle Ages when most of the education was done in churches, the church leaders believed that knowledge is not absolute and so it has to rely on faith and so the aim of education is to obey the church and get ready for life in another world. Such thinking caused stopping improvement.

After the church was freed from the authenticity of priests and liberalism entered, the emergence of teachers and scholars caused improvement in science and industry so that emergence of teachers such as Fichte in Germany and his conferences for specifying the education and freeing nation from poverty and misfortune had such a deep effect that resulted in freeing the educational system of Germany and then fast development of the country.

A teacher can take the responsibility of educating the future generation that has the natural and acquisitive features or personal and professional features of teachers.

a) *Personal characteristics*

*Having mental and physical health*

Someone who is responsible for teaching hard work should be physically healthy and mentally balanced. Otherwise, it is possible that he gets angry with smallest mistake and error of the student which is most of the time unconscious and so education becomes incorrect. It is clear that a depressed, anxious, disappointed and aggressive teacher cannot provide security in the classroom.

*Observing the social and human values:*

One of the main goals of every educational system is to transform the intellectual and social values to the children. The necessity of this goal is to believe in the values.

*Having mental and natural talent:*

Teaching nature necessitates that he has a strong memory to be able to obtain human knowledge and remember students' tasks to remember on time. A teacher who can learn the name of his students during the first sessions will be a string and talented person. Teachers who determine homework for next day and then forget them are famous for being forgetful which may have negative effect on students learning. So, memory is one of the most important capitals of teachers. A teacher may have good memory and talent which helps him to express the subject properly and help the students to analyze the issues. However, we should not imagine that teachers' talent is lower than others, since different factors are efficient in selecting the job that should be taken into account.

*B. professional features of teachers:*

A teacher is the connector of the culture and learners and facilitator of the necessities for learning. Here, some knowledge of the teachers are pointed:

1. *General information:*

General knowledge means a brief information about natural science, social, political, economic and art information. Having general information for teacher is important since makes him able to lead the needs of society. On the other hand, general information makes teachers able to transform knowledge and teaching plans. Having comprehensive education and knowledge through official teaching can be a main part of their job. Unfortunately teachers with low knowledge level just limit themselves to the subject books and lose their confidence.

2. *Professional knowledge of teachers can be studied as professional and special knowledge:*

Special knowledge is those which a teacher must have in order to be able to teach the related field. Knowledge and good information of a teacher is important since students consider their students as the wisest people and then if the teacher does not have enough knowledge about field and tries to form the class so that the students do not have the chance to ask a question and probably the teacher uses improper methods which result in deviancy.

3. *Professional knowledge:*

Having professional knowledge on one hand is good for teacher but it is not enough. A teacher in addition to having wisdom and scientific information should have some knowledge about training to be applied practically. So, in most countries teaching teachers is very important in recent century.

a) *Personal relationship between teacher and students:*

Healthy relationship between teachers and students helps them to love children. The necessity of having such a feeling is to focus on good features of students and forgive unintentional faults of the students and not punishing them.

It is obvious that attraction and exclusion of people or believing that none of the children are not naturally "bad" is the byproduct of teachers' view about children. If teacher or any educational system believes that human being is naturally bad, he will be pessimist and punishes students instead of helping them to learn better behavior.

Carl Rogers suggested interesting points for having correct relations among students and teachers. First, they have to listen to others and enjoy listening. Others should listen to us and hear our feelings without judging us or comparing us with others.

The third point is related to creating logical relations with others. One of the advantages of real and logical relation is that a person shows what he is and does not try to pretend and cover most of his weak points.

Last point in having human relationship is to accept others and paying attention to them. Accepting others and praising them are the factors which create personal relationship. Love is a human feeling that cannot be increased or decreased by the will of others. So, teachers cannot be obliged to love children deep from their heart.

*b) Personal relationship between teachers and school partners:*

In addition to having the ability to have relationship with students, teachers should have the will to cooperate with emotions and good feelings. It is obvious that those with such adjectives should behave with honesty and stop being unreasonable. In this case, his behavior with coworkers is honest and when the matter of life happens, they coordinate with their coworkers.

A good teacher participates in commissions and meetings and negotiates with them. He is not trying to discuss with them and fight or accept everything they want. Since a good teacher should be a model for others and according to sayings of Mohammad the holy prophet, every Muslim should fight for right and coordinate in school tasks [11].

*Research Questions:*

1. How is the satisfaction level of primary school students about their teachers teaching method?
2. How is the satisfaction of primary school students about the behavior of their teachers?
3. Is there any difference between students satisfaction in state and independent schools about teaching methods?
4. Is there any difference between students satisfaction in state and independent schools about their teachers behavior?

*Research Method:*

Since the present study deals with the students' opinions about their teachers performances, so the present research is a survey. A questionnaire is used to collect students' opinion. All male and female students of primary school are considered as the population of the study. 299 participants (141 female and 158 male students) were randomly selected using clustering method from among 2804 population who were studying in 146 schools (second stage). Data analysis was done based on descriptive statistics (frequency, percent, average and standard deviation) and inductive data includes t-test and variance analysis. In order to collect the data of, the research-made questionnaire included 25 questions. Reliability of the questionnaire was calculated as 0.82 based on alpha Cronbach.

*Results:*

*Results of the study indicate that:*

First research question: how is the satisfaction of primary students about teaching methods of their teachers?

The results of table 1 indicated that most responses are at the level of "most of the time" ( teacher gives understandable explanations), question 21 " My teacher has a lot of information about lesson", question 11 " my teacher explains the answers again, if necessary". Least satisfaction is related to question 18 " he gives us a time to do a part of our homework at home", question 19 " he uses materials in teaching". Question 2" how is the satisfaction level of students about their teachers behavior?

The information in the table above shows that high satisfaction is related to question 25, 6 and 3, respectively and the least satisfaction is related to question 20 and 12.

Third question: is there any difference between satisfaction level of students at state and independent school in terms of teaching methods of their teachers?

Results of table 3 indicate that the average of students satisfaction in independent schools is 2.89 and students in multi-grade schools is 2.69. Results of t test indicated that t is meaningful at  $p < 0.5$  level. In other words students satisfaction in independent schools is more.

Fourth question: is there any difference between satisfaction level of students at state and independent school in terms of their teachers' behavior?

Results of table 4 indicate that the average of students' satisfaction in independent schools is 2.79 and students in multi-grade schools is 2.69. Results of t test indicated that t is meaningful at  $p < 0.5$  level. In other words students' satisfaction in independent schools is more positive.

**Table 1:** frequency and percent of the questions related to students' opinions about teaching methods.

Question N	My teacher ...	criteria	never	sometimes	Most of the times	Mean
2	Makes me interested in homework	Frequency Percent				
5	Remembers my bad behavior	Frequency Percent				
8	Has a good teaching method	Frequency Percent				
9	Uses teaching materials	Frequency Percent				
10	Gives a clear explanation outside the classroom	Frequency Percent				
11	Explains the lesson again	Frequency Percent				
13	Remembers my correct and incorrect responses	Frequency Percent				
14	Gives understandable explanations	Frequency Percent				
16	Uses various methods	Frequency Percent				
18	Gives us the chance to do a part of homework	Frequency Percent				
19	Gives some examples of daily life	Frequency Percent				
21	Has a lot of information	Frequency Percent				
22	Pays attention to students attendance	Frequency Percent				

**Table 2:** frequency and percent of questions related to students opinions about their teachers' behaviors.

Question N	My teacher ...	criteria	never	sometimes	Most of the times	Mean
1	Enjoys teaching	Frequency Percent				
3	Has a friendly behavior	Frequency Percent				
4	Is patient	Frequency Percent				
9	Uses teaching materials	Frequency Percent				
6	Is kind	Frequency Percent				
7	Behaves properly	Frequency Percent				
12	Listens to me and uses my opinion	Frequency Percent				
15	Pays attention to me when I'm upset	Frequency Percent				
17	Helps me when I need him	Frequency Percent				
20	Helps us to solve our problems	Frequency Percent				
23	Changes class into an interesting place	Frequency Percent				
24	Participates in class campaigns	Frequency Percent				
25	Dresses properly	Frequency Percent				

**Table 3:** comparison of students' opinions mean in independent and multi-grade school about their teachers' teaching method.

School	Mean	Standard Deviation	t	p
Independent	2.89	0.16	3.16	0.33
Multi-grade	2.69	0.22		

**Table 4:** comparison of students' opinions mean in independent and multi-grade school about their teachers' behavior.

School	Mean	Standard Deviation	t	p
Independent	2.79	0.14	4.19	0.000
Multi-grade	2.69	0.26		

*Secondary finding of the research:*

*After analyzing the tables 1 to 4, following findings were obtained:*

1. Students rated teachers' information, using teaching materials and explanations about homework as the highest and most important features of teaching method.
2. Students rated teachers help in problems, listening to criticisms and using students' opinions, having friendly behavior and being patient, at the most important features of teachers' behavior.

## RESULTS AND DISCUSSION

The results of table 1 and studying students opinion shows that the highest level of students' satisfaction is about the explanations given by their teachers about their lessons which are clear and understandable and least satisfaction is about having no chance to do homework at school.

Usually, a part is determined as homework in books which is considered as mere home work by teachers and even when students do not like to do them at home, they have to. If the teacher lets them to do some parts at school, students will enjoy more. Although, everyone believes that one feature of a good teacher is to know about technology but the results show that they do not pay enough attention to the fact. It is possible that school principals are unaware about technology or teachers may have not enough time to get acquainted with technology.

The findings are in line with the findings of Ahmadi [1], Guttery and Kevin.

Results of table 2 indicate that students are most satisfied with their teachers' dressing and kindness and less satisfied about their help and not listening to them. The results are in line with the results of Ahmadi, Berkley, Knurly and Bunsila.

Results of table 3-4 show that there is a difference between the students' opinions about their teachers' behaviors and independent students had more positive opinions. According to the researcher, it is obvious that students' opinion in different school types is different due to the condition. The findings are in line with the findings of Ahmadi.

### *Practical suggestions:*

*Based on the results, it is suggested that:*

Teachers try to update their knowledge and use technology in their teaching.

Principals have more control on using teaching materials and use it as an evaluation factor.

Teachers should be a fair judge in case of students' fights and conflicts and help them to resolve.

Teachers listen to students' opinions and use the most beneficial ones.

Teachers ask for students opinions about their performance.

Principals use the students' opinions in evaluating teachers.

Teachers and principals try to make the class and school an interesting environment.

Teachers spend more time for doing recreational programs at school

Teachers let the students to do a part of their homework at school

Higher rated teachers and principals have to increase their control about teachers performance and solve their problems.

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