

Full text open access online (Since 2010)

©  Kamla-Raj JSSA 2023

PRINT: ISSN 0976-6634 ONLINE: ISSN 2456-6764

J Sociology Soc Anth, 14(1-2): 35-42 (2023)

DOI: 10.31901/24566764.2023/14.1-2.390

## **Determinants of Science Student Satisfaction and Dissatisfaction in a Health University in South Africa**

**Solly Matshonisa Seeletse<sup>1</sup> and Mpho Yvonne Lerotholi<sup>2</sup>**

*<sup>1</sup>Department of Statistical Sciences, Sefako Makgatho Health Sciences University,  
1 Molotlegi Street, Ga-Rankuwa, 0204, Gauteng Province, South Africa*

*E-mail: <solly.seeletse@smu.ac.za>*

*<sup>2</sup>Department of Human Resources, University of South Africa 1Preller Street Muckleneuk,  
Pretoria 0003 Gauteng Province, South Africa*

**KEYWORDS** Health Science. Higher Education. Loyalty. Student Retention. South Africa

**ABSTRACT** Induction programmes of first-time entering students should proactively focus on incorporating useful clarifications for students. The main objective in this paper was to identify the determinants of student satisfaction (and dissatisfaction) in this science-dedicated school, and superficially determine the level of service quality on student satisfaction. A descriptive cross-sectional case study research design was adopted for this study. The most dissatisfied students were in the life sciences, and the most satisfied were in the physical sciences. Being denied changing from subjects that seemed not career attractive, such as the life sciences, was a serious grumble. Students felt that this stream was somehow being protected. Students seemed to be more satisfied with the departments than the school where the departments were located. The study recommends changes to other courses only when students want the course, space is available, and upon satisfying admission requirements.