

Review of: "Assessment of Learner Satisfaction in Secondary School Education"

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In the context of education, the term "satisfaction" differs from typical customer satisfaction in the industry. Education is more than just a service where students pay fees and automatically get satisfied. Learning involves a deeper process of understanding, application, and active engagement, which goes beyond a simple transactional relationship.

To define "satisfaction" in a teaching-learning environment, we must consider factors like students' academic progress, their level of understanding, and their overall learning experience. Satisfaction in education is closely tied to meaningful learning outcomes and a supportive learning environment.

Furthermore, learning and teaching are interconnected processes. Learning doesn't solely rely on structured teaching; it can also occur through various self-directed means. To analyze the questionnaire results effectively, grouping similar items together and discussing them in a professional manner will enhance the understanding of the relationship between teaching methods and learning outcomes.