



Satisfaction Survey on Sanitation and Hygiene

Academic Year: 2025-26

The Satisfaction Survey on Sanitation and Hygiene. It outlines six key questions designed to assess the adequacy and maintenance of sanitation facilities within an educational institute. The survey focuses on critical aspects such as the number of toilets available, cleanliness and maintenance standards, accessibility for physically challenged students, availability of water, provision for sanitary napkins and waste disposal, and overall hygiene conditions. This survey aims to gather feedback from students to evaluate the effectiveness of the institute's sanitation infrastructure and identify areas for improvement.

1. Adequate Toilets available in the Institute

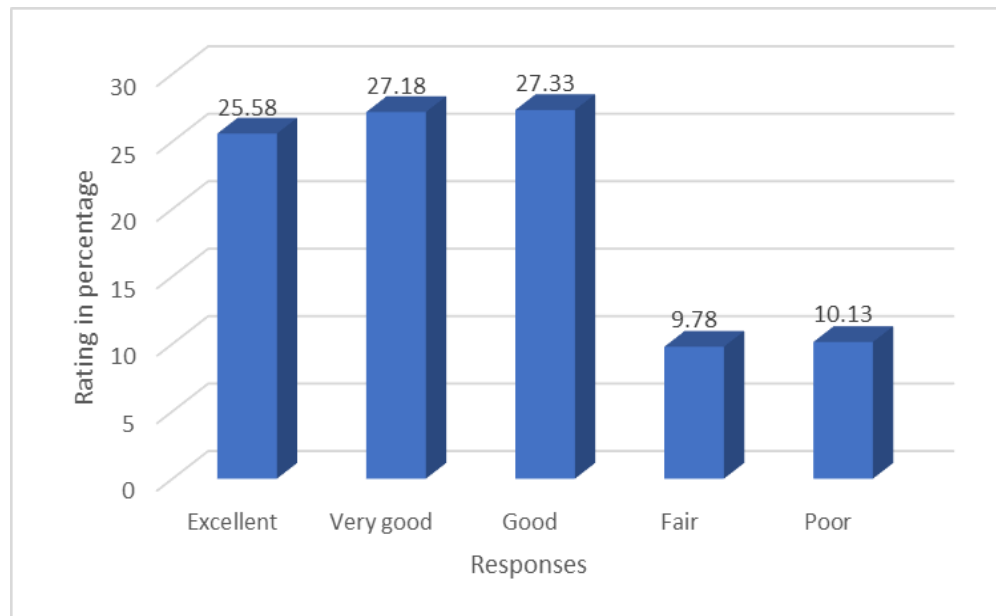


Figure 1: Adequate Toilets available in the Institute

The figure 1 illustrates the community's perception of the adequacy of toilet facilities within the institute. The data reveals a generally positive sentiment, with 80.09% of respondents expressing satisfaction. Among these, 27.33% rated the availability as good, 27.18% as very good, and 25.58% as excellent. This balanced distribution across the top three categories indicates that most users find the existing infrastructure sufficient for their daily needs.

However, the chart also shows notable dissatisfaction, with 19.91% of participants rating the facilities as fair at 9.78% or poor at 10.13%. This proportion is higher than in other sanitation-related metrics, suggesting that while the majority are content, a significant minority experiences inadequate access or uneven distribution of toilets across campus.

Overall, the findings highlight that the institute's sanitation infrastructure performs well but still requires targeted improvements particularly in expanding facilities and ensuring equitable access in all areas.

Analysis:

The survey results regarding the adequacy of toilets at the Institute indicate that while a strong majority are satisfied, there is a notable segment of the population expressing concerns. 80.09% of respondents provided positive feedback, with good being the most frequent rating at 27.33%, followed very closely by very good at 27.18% and excellent at 25.58%. This suggests that the current facilities are sufficient for four out of five users.

However, the Poor rating reached 10.13%, which is significantly higher than the dissatisfaction levels seen in the library-related metrics. When combined with the 9.78% fair rating, nearly 20% of the user base feels the quantity of toilets is either borderline or insufficient. This suggests that while the Institute has a solid foundation of infrastructure, the availability of these facilities represents a specific area where capacity may be stretched during peak times, warranting a review of facility distribution or expansion.

2. Cleanliness and regular maintenance of the toilets

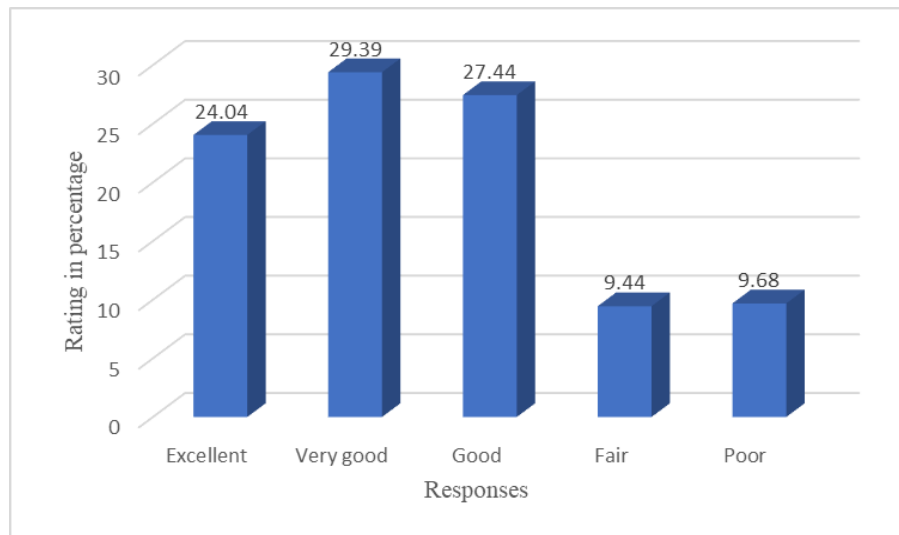


Figure 2: Cleanliness and regular maintenance of the toilets

The figure 2 outlines the cleanliness and regular maintenance of the toilets shows a predominantly positive reception, with 80.87% of respondents offering a favorable rating. The largest share of the feedback falls under the very good category at 29.39%, followed by good at 27.44% and excellent at 24.04%. This indicates that the majority of the user base is satisfied with the current upkeep and hygiene standards maintained by the institute's sanitation staff.

However, a critical segment of nearly 19.12% remains dissatisfied, with 9.68% rating the maintenance as poor and 9.44% as fair. While the overall satisfaction is high, these figures suggest that hygiene levels may be inconsistent across different locations or times of day. To bridge this gap, the institute might consider increasing the frequency of cleaning rounds or implementing a more robust feedback system for reporting immediate maintenance issues.

3.Special toilets for students with physically challenged

The figure 3 depicts the availability of special toilets for physically challenged students indicates a positive reception from the majority, though it shows the highest level of concern compared to previous metrics.

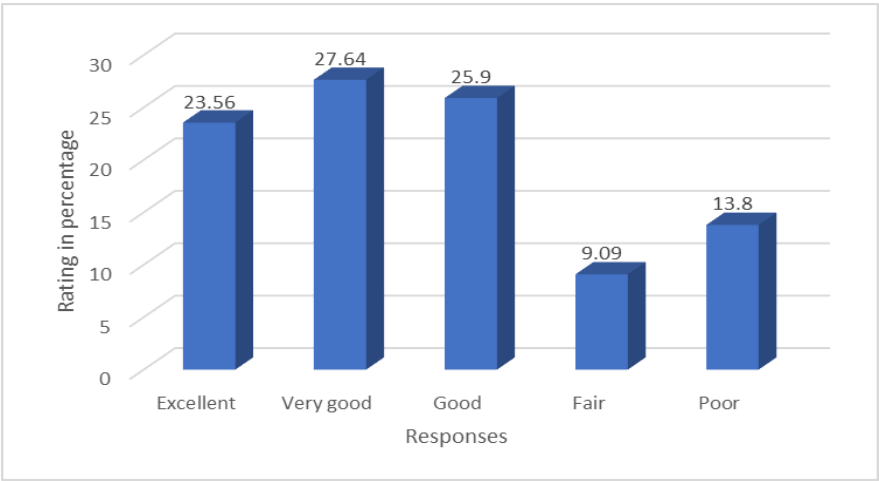


Figure 3: Special toilets for students with physically challenged

Approximately 77.1% of respondents gave a favorable rating, with 27.64% choosing very good 25.9% choosing good, and 23.56% rating it as excellent. This suggests that accessible facilities are present and functional for a large portion of the campus community.

However, the dissatisfaction rate is more pronounced here than in other sanitation categories, totaling 22.89%. Specifically, 13.8% of users rated the availability as poor, and 9.09% rated it as fair. This double-digit poor rating highlights a significant gap in accessibility infrastructure. The data suggests that while these specialized facilities exist, they may not be sufficiently distributed across all campus buildings, potentially presenting a challenge for students with mobility needs who require consistent and convenient access.

4. Availability of water in the toilets



Figure 4: Availability of water in the toilets

The figure 4 explains the availability of water in the toilets reflects the highest level of user satisfaction among the sanitation metrics analyzed thus far. A substantial 82.13% of respondents provided positive feedback, with 30.07% rating the availability as very good 27.79% as good, and 24.27% as excellent. This indicates that the institute's water supply infrastructure is robust and successfully meets the basic hygienic needs of the vast majority of its users.

In contrast, dissatisfaction levels are at their lowest in this category, totaling only 17.87%. Specifically, 9.11% of participants rated the service as fair, and a mere 8.76% rated it as poor. The strong performance in this area suggests that water scarcity is not a systemic issue at the institute; however, the small percentage of negative ratings may point to localized plumbing issues or temporary outages in specific buildings. Overall, the data showcases a reliable utility system that supports the institute's sanitation standards effectively.

Analysis:

The analysis of the figure shows the availability of water in the toilets reveals a high level of satisfaction, representing one of the strongest performance areas in the sanitation survey. A substantial majority of 82.13% of respondents provided positive feedback, with very good being the most common response at 30.07%, followed by good at 27.79% and excellent at 24.27%. This data suggests that the institute's basic utility infrastructure is robust and successfully meets the primary hygienic needs of the vast majority of the population.

Conversely, the total dissatisfaction rate stands at 17.87%, consisting of 9.11% fair and 8.76% poor ratings. While this is the lowest dissatisfaction level observed across the various sanitation categories, the presence of nearly 9% poor ratings indicates that there may be localized plumbing issues or temporary outages in specific areas of the institute. Overall, the findings point to a reliable water supply system that provides a strong foundation for the campus's overall hygiene and maintenance standards.

5. Availability of sanitary napkins / disposal of waste

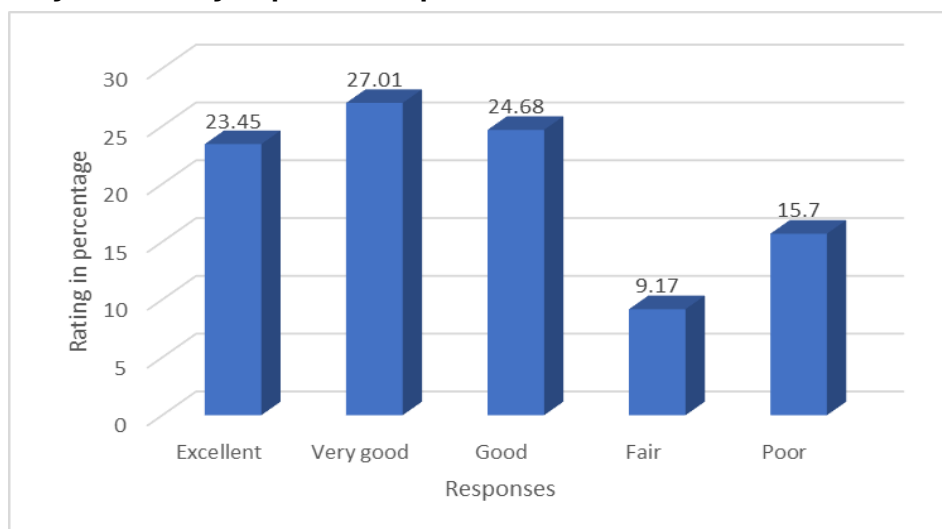


Figure 5: Availability of sanitary napkins / disposal of waste

The figure 5 demonstrates availability of sanitary napkins and the disposal of waste shows a positive reception from the majority of users, though it reveals the highest level of dissatisfaction among all surveyed hygiene categories. A combined 75.14% of respondents provided a favorable rating, with 27.01% choosing very good 24.68% choosing good, and 23.45% rating the service as excellent. This suggests that for approximately three-quarters of the population, these essential resources and waste management systems are functioning effectively.

Analysis:

However, the dissatisfaction rate is notably high at 24.87%, driven primarily by a significant 15.7% of respondents who rated the service as poor. Combined with the 9.17% fair rating, this indicates a substantial gap in service delivery for a quarter of the user base. The higher poor rating in this specific category compared to others suggests that the consistent restocking of supplies or the frequency of waste collection in female-centric facilities may be an area requiring immediate administrative attention and logistical improvement.

6. Overall hygiene in the toilets



Figure 6: overall hygiene in the toilets

The Figure 6 explains the overall hygiene in the toilets demonstrates a generally high level of user satisfaction, mirroring the positive trends seen in the preceding sanitation metrics. A significant majority of 80.01% of respondents gave a favorable rating, with 28.33% selecting very good 28.03% choosing "Good," and 23.65% rating it as excellent. This data indicates that for four out of five users, the general cleanliness and sanitary conditions of the facilities meet or exceed expectations.

Analysis:

However, a combined 19.99% of the feedback remains critical. Specifically, 10.19% of participants rated the overall hygiene as poor, while 9.8% rated it as fair. The presence of a double-digit Poor rating in the summary metric suggests that while the individual components like water availability Q4 are strong, the cumulative experience for nearly 20% of the population is still unsatisfactory. This underscores a need for more consistent hygiene standards across all facilities to ensure that the positive experiences of the majority become a universal standard for all users.

Overall Analysis of Sanitation and Hygiene

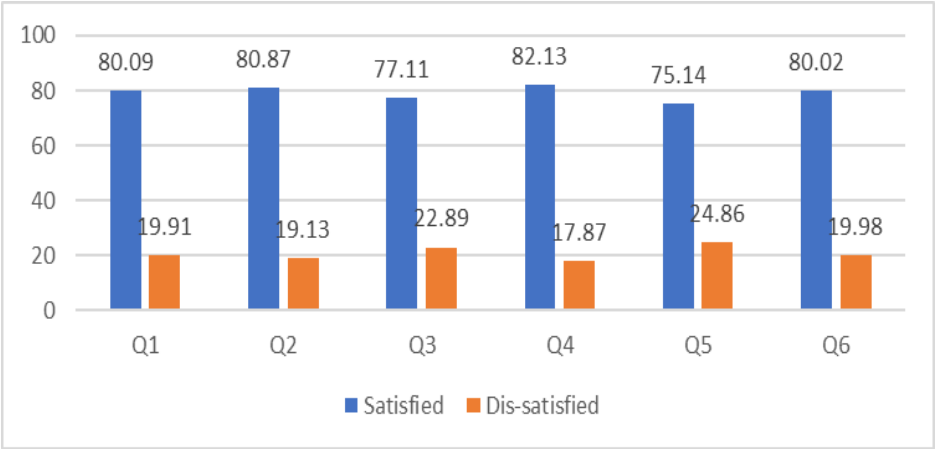


Figure 7: Overall analysis of Sanitation and Hygiene

The figure 7 illustrates the levels of satisfaction regarding various aspects of sanitation and hygiene, identified as Q1 through Q6. Overall, the data shows a consistently high satisfaction rate across all categories, with “Satisfied” responses significantly outperforming “Dissatisfied” responses in every metric.

The highest level of satisfaction is recorded in Q4 at 82.13%, followed closely by Q2 at 80.87% and Q1 at 80.09%. Even the lowest satisfaction score, found in Q5 at 75.14%, still represents a clear majority of the surveyed population. Dissatisfaction levels range from a low of 17.87% in Q4 to a peak of 24.86% in Q5. The higher dissatisfaction rates in Q3 at 22.89% and Q5 at 24.86% suggest these specific areas may require more attention or improvement compared to the others.

8. Average Analysis on Sanitation and Hygiene

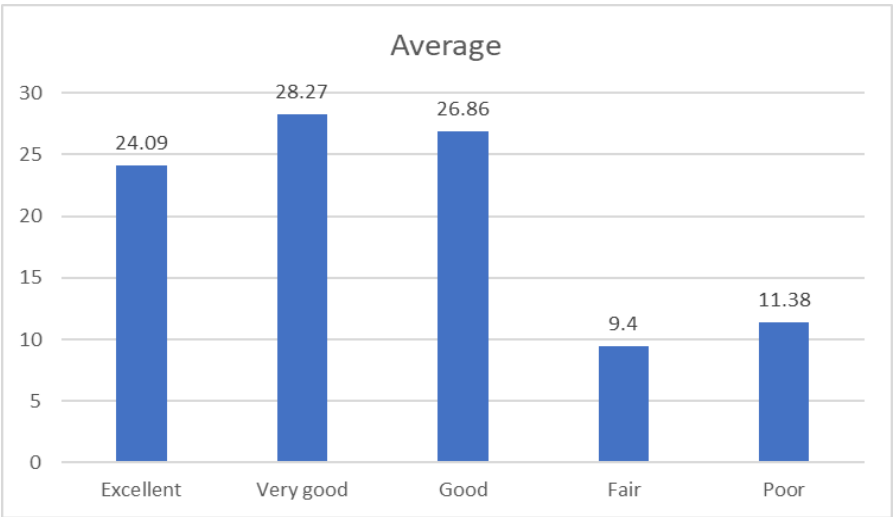


Figure 8: Average Analysis on Sanitation and Hygiene

The figure 8 indicates that the overall ratings are predominantly positive. The highest average rating is very good 28.27, followed by good 26.86 and excellent 24.09. In comparison, poor has an average of 11.38, while fair has the lowest average of 9.40.

Overall, the findings suggest that most respondents rated the subject or service favorably, with the majority of responses falling within the excellent, very good, and good categories.

Recommendations of Internal Quality Assurance Centre

S. No	Feedback received	Recommendations
1	Accessibility, maintenance, or distribution of these facilities for physically challenged.	Review and adjusted sanitation schedules to ensure consistency in maintenance efforts.
2	Consistent restocking of supplies or the frequency of waste collection in female-centric facilities.	Installing automatic hand sanitizers and improving restroom maintenance. Organize awareness programs to educate users on maintaining hygiene standards. Allocate additional resources for real-time monitoring and immediate issue resolution.