

Research Article

# Level of Satisfaction Among National Voluntary Community Development Service Program Trainees' at Wachemo University, Ethiopia: Cross-Sectional Study

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## Abstract

**Introduction:** Training is a means to an end, not an end by itself. Training improves the trainees' knowledge, skills, and attitude and should prepare them to engage in governmental and non-governmental economic activities. Knowing the level of national voluntary community development service program trainees' satisfaction can help identify the strength and area that needs improvement. Therefore, this study aimed to assess the level of national voluntary community development service program trainee satisfaction at Wachemo University in 2021. **Methods:** The cross-sectional survey was conducted from August 29 to September 20, 2021. A total of 442 study participants were enrolled using simple random sampling methods. A structured self-administered questionnaire was used to collect data. The data were entered into Epi-data and then exported to SPSS for statistical analysis, and to summarize the findings, descriptive statistics were applied. The level of satisfaction was assessed after training, and the satisfaction level was dichotomized as good vs. poor. **Result:** From the total study participants, 303 (75.7%) responded were satisfied with the training approach, and 285 (71.2%) were satisfied with the peace, stability, and services provided at Wachemo University. Three hundred twenty (80%) participants cultured good knowledge from the volunteer service training. The knowledge gained from training had a strong statistical correlation between satisfaction with services provided, training approach, and training materials (*Pearson's  $r=0.937$* ) ( $p<0.0001$ ). Two hundred seventy-six (69%) of trainees self-reported that the acquired knowledge from training could prepare the trainees for entrepreneurship or employability. **Conclusion:** In this study, higher proportions of national voluntary community development service program trainees were satisfied with the training approach, training materials, and service provided at Wachemo University. We recommend that all stockholders undertake a tracing study to find how much the knowledge gained in training improves the employability or entrepreneurship of the national voluntary community development service program trainees at Wachemo University.

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## Keywords

Satisfaction, Voluntary Service, Community-Development, Trainees, Ethiopia

## 1. Introduction

Training is a means to an end, not an end in itself. Any training intervention on knowledge, skill, and attitude should prepare the individuals for their living by being engaged in specific occupation/s in the formal or informal sector of the economy. The expected outcome of training is the employability of trainees in any industry, whether governmental or non-governmental [1-6].

The culture of human resource management is an important business strategy in the face of the increasingly global and competitive environment. Among the human resource management approaches, training is crucial in equipping the trainees to acquire and update expected organizational competencies [7].

Training facilitating organizations needs a competitive advantage for sustainability in this competitive world. Institutions that organize training should pay attention to their service quality, which supports the organization to distinguish itself from other organizations and result in a long-term effect on the trainee's future life [8-11].

Trainees are the customers of the training organizing Institutions. Improving the trainees' satisfaction among trainees is crucial. When the trainees' satisfaction with the training program is attained, it will assist the strategic objectives of the training more effectively [12].

The trainees may come from different cultural backgrounds, resulting in differences in expectations and perceptions of satisfaction. The trainee's perception of satisfaction can be an essential tool to enhance service quality. Satisfaction with service is a crucial factor that enhances values and can positively influence a trainee's success [13-16].

The satisfaction level is beyond providing training, which is a broader aspect of the trainee's learning experiences. It is essential to understand the factors that contribute to trainees' satisfaction. Determining the voluntary community development service trainee's satisfaction level could be helpful for training organizing Institutions, pinpointing their strength, and identifying the area that needs improvements [2, 7, 17, 18].

A scanty study was conducted before on satisfaction levels among voluntary community development service trainees of the Ministry of Peace, Ethiopia. Therefore, this study aimed to assess the level of satisfaction among voluntary community development service trainees at Wachemo University 2021.

## 2. Methods

*Study area:* The study was done on the main campus of

Wachemo University, Ethiopia. Wachemo University is third generation Comprehensive University established in 2003 E.C. The university is 230 far from the capital of Ethiopia, Addis Ababa. Currently, the university is providing several under and postgraduate degree programs; multitudinous community services, research, and innovations have been cascading in the respective three campuses.

*Study design and period:* Institution-based cross-sectional study was conducted from August 19 to September 20, 2021.

*Study participants:* All selected volunteer service trainees Wachemo University.

### *Inclusion and Exclusion Criteria*

*Inclusion criteria:* All volunteer service trainees who were available during the data collection period were included in the study.

*Exclusion criteria:* The volunteer service trainees who were critically ill during data collection were from the study.

### *Dependent variables:* satisfaction

*Operational definition:* Satisfaction; in this study, trainees' satisfaction level was assessed based on standard satisfaction measuring tools, and those who scored above the mean/median was considered to have good satisfaction on the given services, training materials, and trainers and vice versa.

*Sample size determination:* Sample size was determined based on the formula for a single population proportion. Considering the following assumptions:

n- Sample size

z- Value obtained from standard normal distribution value (1.96 corresponding to 95% level of confidence); p: level of satisfaction among volunteer service trainees and p=50% will be used, since no prior study exist with the topic under study.

d: margin of error 5%. Since the prevalence is small we have to reduce the margin of error to get a larger sample size. Therefore sample size for first objective was determined as follows:

$$n = \frac{z^2 p (1-p)}{d^2}$$

$$n = (1.96)^2 \times (0.5) \times (0.5) / (0.05)^2 = 384.$$

Adding 10% non-response rate, the final sample size was 422.

*Sampling Technique:* First, the calculated sample size was proportionally allocated to the respective discussion groups and using the trainees list in the group as a sampling frame. Finally, study participant was selected using simple random

sampling method.

Data collection tool and procedure: Satisfaction level was measured based on a standard tool to measure satisfaction level and adapted according to the aim of the study. The tool had twenty questions, the questions divided in to five parameters/themes accordingly aimed at assessing one- Satisfaction towards training and training materials/modules; Two- Satisfaction towards service provision at WCU, Three- Perceived gained knowledge from the training; Four- Perceived gained knowledge on National Peace building, Five- Perceived gained knowledge on entrepreneurship and employability. The satisfaction level sub-question under each theme were transformed and dichotomized after having the mean level they and those having a score above the mean were categorized as satisfied and below the mean as not satisfied.

Data quality assurance: In each day after data collection the supervisors checked for incomplete and inconsistent data and provided the proper amendments. A pre-test was done since among volunteer services trainees in Jimma University and the corresponding amendment was made accordingly.

Data processing and analysis: The data were entered into Epi-data and then exported SPSS for statistical analysis. Descriptive statistics (frequency, percentage, measures of central tendency and dispersion) was used to summarize categorical and continuous variables. Among the serious of questions assessing the level of satisfaction mean/median was assessed after transforming, and then, the satisfaction level was dichotomized as; good vs. poor satisfaction level.

Ethical consideration: Ethical approval was obtained from Ethical approval committee of Wachemo University. Permission letter was obtained from Wachemo University and Ministry of Peace representatives in Wachemo University. Written informed consent was obtained from participants before having actual data collections. Voluntary basis participation and responses was kept confidential and anonymous. The right to not participate and withdraw from the study at any stage of the study was assured for study participants.

### 3. Results

#### 3.1. Socio-Demographic Characteristics

Of the total 422 subjects approached for data collection, 400 participated in the study which yielded a response rate of 95%. The age of the respondents ranges between 20-32 years with the mean of respondents found to be 25 (Mean  $\pm$ SD=25.4 $\pm$ 2.69). Two-hundred twenty-three (53%) were between the age of 20-25 years. There were 301 (71.5%) male

participants in the study. In addition, 172 (40.9%) were Orthodox religious followers. While, 166 (39.4%) were from Oromia region and 351 (87.75%) were single (Table 1).

**Table 1.** Socio-demographic characteristics of volunteer service trainees in Wachemo University.

Variables	Frequency (n=400)	Percentage (%)
Age group		
20-25years	223	53
26-30 years	177	47
Sex		
Male	301	71.5
Female	99	28.5
Religion		
Orthodox	172	40.9
Protestant	60	14.3
Muslim	153	36.3
Catholic	14	3.3
Educational Stream		
Natural science	252	63
Social Science	148	37
Marital Status		
Married	49	12.25
Single	351	87.75
Region where participants came from		
Oromia	166	39.4
Amhara	117	27.8
SNNPR	79	18.8
Sidama	38	9.0

#### 3.2. Satisfaction Level on Services Provided, Peace and Stability in Wachemo University

Among the four hundred study participants approached, 285 (71.2%) responded were satisfied on services that they received, the peace and stability status in Wachemo University (Figure 1).

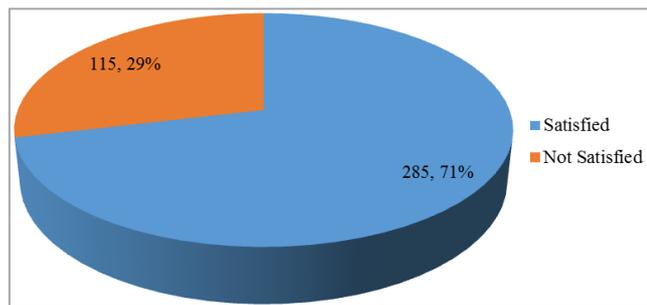


Figure 1. Satisfaction of trainees on service provision, peace and stability in Wachemo University.

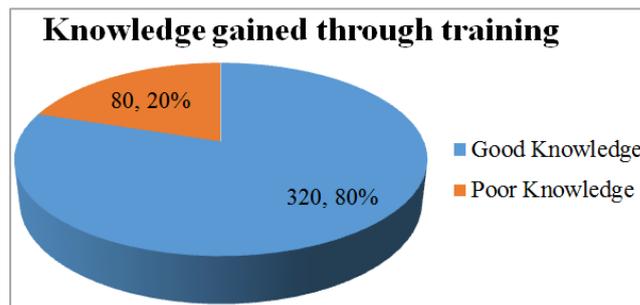


Figure 3. Perceived knowledge gained from the training and training materials among volunteer service trainees at Wachemo University.

### 3.3. Satisfaction on Training Approach and Training Materials

Out of the four hundred study participants approached, 303 (75.7%) responded were satisfied on the training approach and materials (Figure 2).

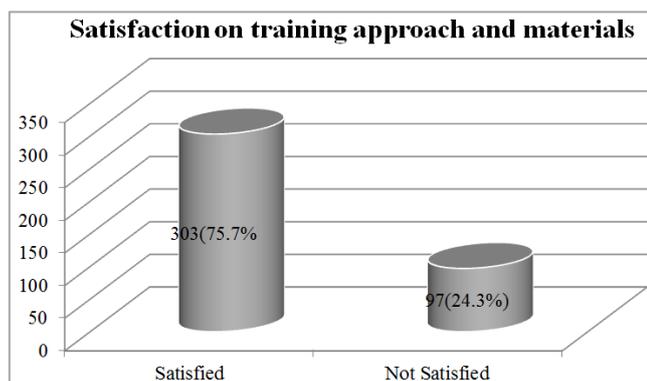


Figure 2. Satisfaction on training approach and training materials in Wachemo University.

### 3.4. Knowledge Gained Through the Training

Out of the four hundred study participants, 320 (80%) participants responded that as if they acquired a good knowledge from the training (Figure 3).

### 3.5. Self-Reported Level of Knowledge Gained vs. Entrepreneurship or Employability

In this study, 276 (69%) of trainees self-reported that, the acquired knowledge from training will prepare them for entrepreneurship or employability.

Table 2. Self-reported level of knowledge gained among volunteer service trainees towards entrepreneurship/employability at Wachemo University.

S.N.	Does the training improve your level of knowledge towards entrepreneurship/employability?	Frequency (n=400)	Percent (%)
1	Yes	276	69%
2	No	124	31

### 3.6. Self-Reported Level of Knowledge Gained vs. National Peace Building

Two hundred eighty five (71%) of the trainees in this study responded that the knowledge gained may equipped them and believes that the training improved their knowledge on nation building.

Table 3. Self-reported level of knowledge gained among volunteer service trainees towards Nation Peace Building at Wachemo University.

S.N.	Does the training improve your level of knowledge towards Nation Peace Building?	Frequency (n=400)	Percent (%)
1	Yes	285	71%
2	No	115	29

### 3.7. Correlation Between the Satisfaction of Trainees and Services Provided at Wachemo University

The cross-tab result discussed in the table given below revealed, the existence of a strong statistical correlation between Satisfaction with Wachemo University services and Stay and Satisfaction with training and training materials Satisfaction about training and training materials Pearson's (r=0.734) (p<0.0001).

**Table 4.** Correlation between satisfaction and service provided at Wachemo University.

Satisfaction Training Cat * Satisfaction at WCU Cross tabulation		Satisfaction level		Total
		Satisfied	Not satisfied	
Satisfaction Training Cat	Count	284	115	400
	Expected Count	95.0	86.0	181.0
	Satisfaction on Training Cat	92.8%	7.2%	100.0%
	Satisfaction level at WCU	80.0%	6.8%	45.3%
	Count	42	177	219
	Expected Count	115.0	104.0	219.0
Satisfied	Satisfaction on training Cat	19.2%	80.8%	100.0%
	Satisfaction level at WCU	20.0%	93.2%	54.8%
	Count	210	190	400
Total	Expected Count	210.0	190.0	400.0
	% within Satisfaction training Cat	52.5%	47.5%	100.0%
	% within Satisfaction at WCU	100.0%	100.0%	100.0%

## 4. Discussion

In this study, 303 (75.7%) of the trainees were satisfied on the training and training materials. The possible justification for the higher level of satisfaction might be due to; the higher commitment level of facilitators, co-facilitators and that of master trainers. Nonetheless, 97 (24.3%) of the trainees responded for not being unsatisfied as evidenced from the researchers observation and trainees reported experience suggested language barrier during the training sessions, overcrowded groups in the class and not having the training materials at hand.

Likewise, 285 (71.2%) of trainees in the current study, were satisfied on the service provision, peace, and stability at Wachemo University. The possible justification the higher level of satisfaction might be due to the immense commitment and sense of belongingness of the top management of the university, the respective administrative staffs and student service directorate of the university. Despite the high level of satisfaction towards the service provision at WCU, 115 (28.8%) of the volunteer service trainees were not satisfied on the service provision at WCU. The possible justification for the un-satisfaction as it is evidenced from the interview of the trainees, inconveniences in continuous supply of water, cafeteria.

Also, in this study 276 (69%) and 285 (71%) of the trainees respectively reported as they gained the proper knowledge on

entrepreneurship/employability and national peace building. The possible justification for such a high level of self-reported knowledge from the training will be; the higher commitment level of facilitators, co-facilitators and that of master trainers.

Moreover, this study revealed, presence of a statistical significance correlation between trainees satisfaction on training material with staying at Wachemo University and gained self-reported knowledge with stay at WCU ( $r=0.734$ ,  $p<0.0001$ ), ( $r=0.937$ ,  $p<0.0001$ ) respectively. The possible justification for the match/correlation will be; the higher commitment level of facilitators, co-facilitators and that of master trainers, the immense commitment and sense of belongingness of the top management of the Wachemo University, the respective administrative staffs and student service directorate of the university.

## 5. Conclusion

In this study, higher proportions of trainees were satisfied with the training approach, training materials and service provided at Wachemo University. Plus that, there was strong statistical correlation between perceived good knowledge gained and trainee's satisfaction with the training approach, training materials and service provided.

Thus, undertaking qualitative studies is highly recommended to explore perceived lived experience and satisfactions of national voluntary community development program service trainees with the training approach, training materials,

and service provided during training.

A tracer study is also recommended to ensure how much the knowledge gained from training contributes to improving the employability or entrepreneurial opportunities among national voluntary community development program service trainees at Wachemo University in collaboration with the Ministry of Peace, Ethiopia.

## Abbreviations

SD: Standard Deviation

SPSS: Statistical Package for Social Sciences

WCU: Wachemo University

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## Author Contributions

AA: Conceptualization, methodology, formal analysis, writing—original draft preparation and writing—review and editing; KL: Conceptualization, methodology, formal analysis, writing—original draft preparation and writing—review and editing; BA: investigation, visualization, and supervision; HT: investigation, visualization, and supervision; DE: resources, data curation, and validation HA: resources, data curation, and validation; NG: visualization, supervision, and validation.

## Ethics Approval and Consent to Participate

Ethical approval was obtained from Wachemo University. Finally, written informed consent was obtained from study participants during data collection.

## Availability of Data and Materials

All data pertaining to this manuscript are contained in this document.

## Conflicts of Interest

The authors declare no conflict of interest.

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