

ASSESSING COMMUNITY SATISFACTION REGARDING IMPROVEMENT MADE IN BASIC EDUCATION UNDER FAISALABAD AREA UPGRADING PROJECT IN LOW-INCOME URBAN AREAS

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ABSTRACT

A community Participatory Development Project called “Faisalabad Area Upgrading Project” was implemented by the joint venture of UK and Pakistan Governments in four low-income areas of Faisalabad city from 1959-2001. This project along with other components included the Basic Education as well. The visualized objectives of Basic Education component were to ensure that the urban poor children, especially girls had access to, continue and participate in quality basic education. This study is an evaluation of this project through assessing the level of community satisfaction regarding the improvement made in basic education. The primary data was collected through face to face interviews of one randomly selected area. The data was analyzed by using Yeh’s Index of Satisfaction. The results of the research have led to the conclusion that community was highly satisfied from community participation, appearance of students and mobilizing campaign launched by the project team. However, the community was moderately satisfied with maintenance of discipline in schools, student’s retention rate and students/teachers’ attendance, whereas the community was not satisfied with the performance of School Councils and teachers’ training. It is suggested that check and balance from partners should be ensured, community share should be reduced and priority should be given to those facilities as identified by the community, teachers and the students.

KEYWORDS: Satisfaction, Dismal Situation, Clean Drinking Water, Safe Sanitation, Rehabilitation, Retention Rate