

**PUBLIC CONFIDENCE IN PUBLIC SCHOOL FUNCTIONS:  
CASE STUDY IN MUNICIPALITY OF HLEGU TOWNSHIP,  
MYANMAR**



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ABSTRACT

In Myanmar, all schools are public schools except for those offering specialized education such as language studies, business studies, computer training, preschools and subject-wise private tuition classes. The role of public schools in Myanmar is therefore more important than others as they have more opportunities for basic education. According to ESS survey (1992) on private tutoring, most parents sent their children to private tutoring. There is a rapid increase of private tutoring especially in urban areas, Myanmar. Previous research has expressed that when public believe that they are dissatisfied with, or can't find what they want in public schools, they alienate from schools while thinking about that it no longer serve their interest. Public schools have a guaranteed clientele: thus they can operate as a local monopoly.

The research objectives here are to study the level of public confidence in public school functions (school curriculum, teaching learning process, educational management, public relation and educational quality assurance) and to compare the public confidence with demographic factors. Parents are the major customers of intangible services delivered by school functions, and this study was limited to customers' attitudes and satisfaction regarding school functions.

A quantitative survey with 35 questionnaires was given to 366 parents of students attending in 13 basic education schools under Hlegu Municipality, Myanmar. Descriptive statistics was used to summarize the data into number, mean and percentage, and the t-test was used to compare the public confidence with demographic factors. According to the results, public confidence in public school functions was at moderate level. Research found that graduated females aged in 46 Yrs and above were less confident in public school functions whether their jobs, numbers of children and monthly incomes differ from others or not. The research findings pointed out the school administrators to the flaws in which area of school functions deviated from the public confidence. As for further study, it needs to study public confidence and an increase of private tutoring.

KEY WORDS: PUBLIC CONFIDENCE / PUBLIC SCHOOL / SATISFACTION

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