

Title of Thesis	A Study on Students' Satisfaction towards the Financial Services that Provided by IBS College
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ABSTRACT

The purpose of this descriptive study is on order to investigate the students' satisfaction towards the financial services that provided by the IBS College. I have chosen are financial service, financial support, financial subsidy and improve the financial services as the independent variable. A total of 60 questionnaires were distributed and all were returned and utilized for this study. Sample were selected randomly by using convenience sampling because of it convenient accessibility, fast and proximity in this study during the progress of observation of these factors. Data collected was analysed and used statistical data including frequency, average and percentage, and was presented in tables form. Based on data analysis, most of respondents were agreed that the types of financial services currently obtained from the college was scholarship. College staffs are responsive to help students in applying for educational loans was the most college's financial support factor that affecting students' satisfaction. Students will certainly get financial subsidy from the college if their result is excellent was the most college's financial subsidy factor that affecting students' satisfaction. Hence, most of the respondents were suggested that the college needs to improve friendliness of financial services delivery in order to increase students' satisfaction. Last but not least, different target of sampling, sample size and location might increase the accuracy and expectation result of the data analysis in order for further exploration or make improvements in this study.