

Investigation of Advisors' Performance and Students' Satisfaction of Universities of Medical Sciences: A Systematic Review

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Received: 10 June 2022, Revised: 20 July 2022, Accepted: 05 September 2022

ABSTRACT

Background: Increasing the satisfaction of students with the advisors can help to improve the educational status of students. Therefore, this study aimed to investigate the performance of advisors from the viewpoint of medical students in Iran in the form of a systematic review.

Methods: In this study, all studies on the performance of advisors of universities of medical sciences were reviewed from the students' viewpoint and students' satisfaction with the professors' performance systematically. The national databases of Iran and international databases were searched and the data and articles were entered EndNote version 7.

Results: Results showed that 155 articles were searched at the first stage. 93 articles were excluded from the search at the first stage, and finally, a systematic review was conducted with 11 original articles. Also, 662 faculty members and 5697 students of 11 universities of the country including Kerman, Babol, Shiraz, Kurdistan, Rafsanjan, Alborz, Sabzevar, Urmia, Lorestan, Mashhad, and Semnan universities were investigated. Likewise, from the students' viewpoint, the professors' performance was in a range from poor to excellent. In addition, the level of satisfaction with the performance of the advisors from the students' viewpoint varied from poor to excellent.

Conclusion: According to the study results, it is suggested to hold training workshops on the necessary methods for the advisors' principles while revising job description of advisors.

Keywords: Advisors' performance, Medicine, Faculty, Medical Students.

1. Introduction

Universities as effective and efficient human resource training centers accept new students and graduate those with a

good educational level and academic or scientific competence. If the education quality is improved, the necessary ground for the country's development will be

provided so that students, due to their success in study, can enjoy maximum internal and external forces to achieve academic success and as a result, the development of the country [1, 2]. In fact, students are among the most dynamic groups of society and the university is the main platform for training the young generation and the student population, who are considered as the most important indicators of the culture of society [3].

Given the direct relationship between people's health and academic competition, medical science fields cause students facing various stressors and challenges with the negative impacts of emotional disturbance such as poor performance in the classroom and clinical exercises [4]. One of the challenges of students is depression. In fact, students of medical sciences experience various stresses and these stresses are among the factors that affect the reduction in desired medical, nursing care, and job satisfaction [5, 6]. Indeed, university students experience various challenges, including academic failure, changes in spiritual health, and physical, and psychological problems, including stress and depression [7-10]. Students who are accepted in a university given that they come from different urban and rural areas with different cultures and enter a new and vast cultural space face various challenges including educational, cultural, social, and economic challenges [11].

It is noticeable that students in the university experience new challenges by entering a higher level of education, and thus they need an advisor. Advising consistent with the scientific mission of professors can be considered as one of the important and main duties of faculty members, causing a sense of self-satisfaction, career success, and professional, and intra-organizational cooperation [12, 13]. The advisors have the skills of self-confidence, self-knowledge, ability to empathize,

responsibility and availability, the ability to teach authentically, a good work experience, and morals. They play an important role in guiding and encouraging students. The advisors interact with students and help to make appropriate decisions to achieve educational and professional goals [14-16].

In universities of medical sciences, the advisor is a member of the faculty who is responsible for academic guidance and counseling for students in various educational, research, cultural, and personal fields. Increasing the satisfaction of students with the advisors can help to improve the educational status of students and provide the necessary ground for progress in all aspects of life by motivating students [11, 17, 18].

Given the importance of advising medical students and the role of these students in the health of society, this study aimed to investigate the performance of advisors from viewpoint of medical students by using a systematic review.

2. Materials and Methods

In this systematic review study, which is done according to PRISMA checklist (29), we reviewed studies on the performance of advisors of universities of medical sciences from the students' viewpoint, and students' satisfaction with the professors' performance systematically.

The study was conducted during 2000-2021 by separately or a combination of the keywords of satisfaction with the advisors, advisors, supervisors, students, advising, advising, and guidance, advisors, performance, satisfaction, academic advising, attitude and awareness, knowledge, duties of advisors, faculty members, and guidance (Persian or English equivalent).

The inclusion criteria included the following: (i) Studies conducted in Iran, (ii) studies published in Persian and English, and (iii) availability of the full file of articles. The qualitative articles and meta-analysis, studies with incomplete findings, or articles with unrelated purpose were excluded from the study.

The national databases of Iran (IranMedex, Scientific Information Database (SID), Iran Doc, and Mag Iran) and International databases (PubMed/Medline, Web of Science (ISI), Scopus, Science Direct, and EMBASE) were searched and the data and articles were entered EndNote version 7.

3. Results

According to the results, 155 articles were searched at the first stage. 93 articles were excluded from the search at the first stage, and finally, a systematic review was conducted with 11 original articles (Figure 1). In addition, 662 faculty members and 5697 students of 11 universities of the country including Kerman, Babol, Shiraz, Kurdistan, Rafsanjan, Alborz, Sabzevar, Urmia, Lorestan, Mashhad, and Semnan universities were investigated.

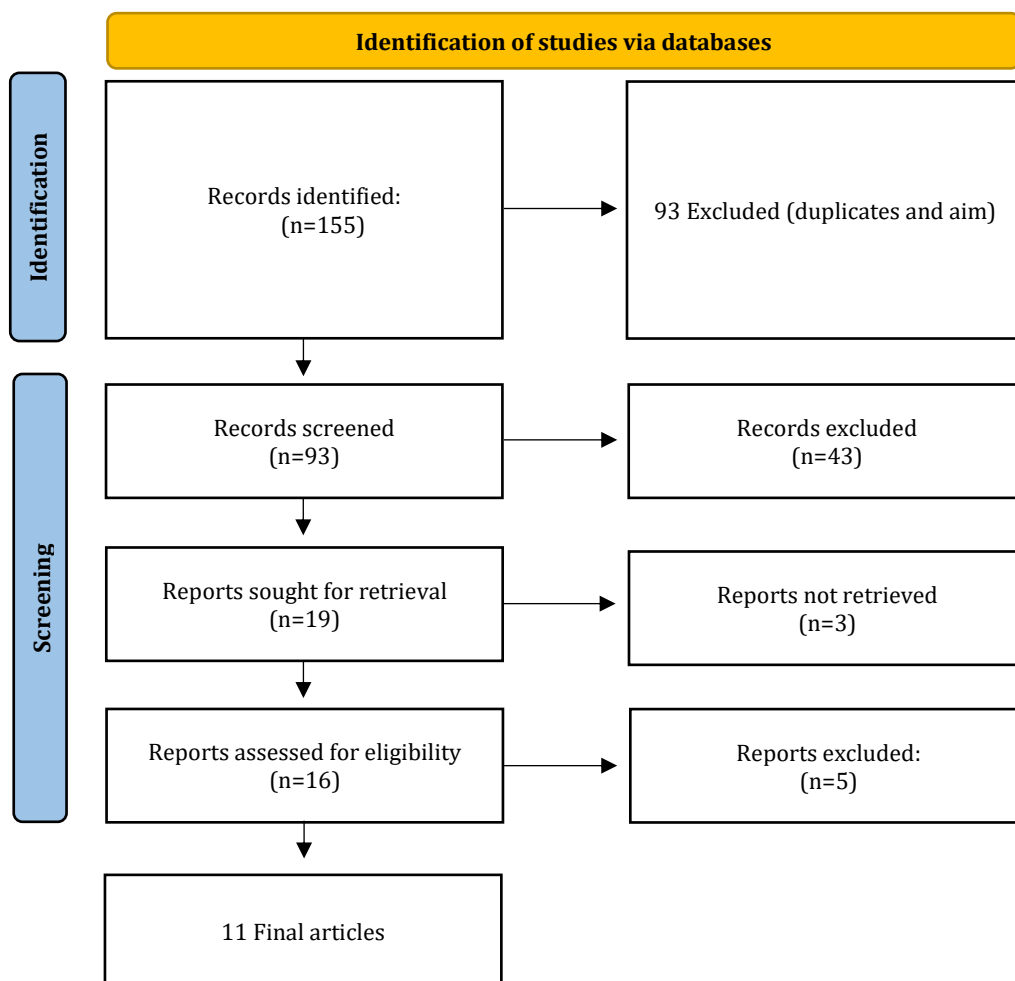


Figure 1. Flowchart of the current systematic review

In terms of the status of the investigated faculties, all faculties were

investigated (8 articles), the paramedical faculty (1 articles), the health faculty (1

articles), and the dental faculty (1 articles), were examined. The results were indicated from the students' viewpoint; the professors' performance was in a range from poor to excellent

(Table 1). Furthermore, the level of satisfaction with the advisors' performance from the students' viewpoint varied from poor to excellent.

Table 1. Specifications of articles entered in the systematic review

No.	Author	Years	N	Field of Study	University	Scale	Outcomes
1	Adhami <i>et al.</i> [1]	2008	164 teachers	All faculty	Kerman	Two parts of attitude (18 items) and the duties of the advisor (20 items)	77.6% of the professors had experience in student advising and guidance, 82.6% were knowledgeable about advising duties, and 86.7% completely agreed with the duties of the advisor. M(SD) of total attitude score was equal to 66.9 (8.2) with a minimum of 42 and a maximum of 87, and the subjects obtained a total of 74.3% of the total attitude score.
2	Sam <i>et al.</i> [2]	2012	14 teachers	Dentistry	Babol	Two parts of academic advising and advisors' opinions about duties of the advisor (16 items) and the knowledge and attitude of advisors towards the optimal advising (14 items)	9 professors participating in the study were men, 4 professors had 1-5 years of experience in executive management, 9 professors underestimated the students' referrals to professors, and 9 professors underestimated the importance given by faculty officials to advising and guiding students, 42.7% of the professors were not aware of duties of advisors, and 42.8% did not know about the educational rules of the university. Also, 85.7% of the professors were aware of the given situation of advising and believed in it. From viewpoint of students and professors, there is no suitable time to provide services due to the high workload of professors, presenting the plan as a criterion for evaluating professors, the case-oriented nature of the plan, the lack of suitable physical space, the time-consuming process of completing the cases, the lack of professors due to the specialization of the advising services, the compulsion to complete the case and the lack of knowledge of the professors about the educational rules and regulations were among the problems of the advisor's plan.
3	Keshavarz <i>et al.</i> [3]	2021	378 teachers and 3590 students	All faculty	Shiraz	15 items related to the problems of the advisor's plan from the professor's and student's viewpoints.	The low awareness was 16 (14.5%), average awareness was 71 (64.5%), and high awareness was 23 (20.9%). Likewise, the low attitude was equal to 16 (14.5%), average attitude was equal to 82 (74.5%) and high attitude was equal to 12 (10.9%).
4	Tairi <i>et al.</i> [4]	2019	110 teachers	All faculty	Kurdistan	Two parts of attitude (18 questions) and the duties of the advisor (20 items)	47.1% of the students reported access to the advisor during the announced hours according to the schedule, 43.5% of the students reported the knowledge of the advisor of the student's field of study, 41.7% of the students reported the appropriateness of the time and place of advising by the advisor as good or excellent. M(SD) of the advisors' performance score from the students' viewpoint was 78.53 (22.54), which was classified as average according to the scoring of the questionnaire. The satisfaction level with the performance of the consultant professors was 52.5%. The level of satisfaction of the students was related to the same gender of advisors, and more frequent visits to the professor. The satisfaction level of the students was higher in the mentioned groups.
5	Rafiee <i>et al.</i> [4]	2017	276 students	All faculty	Rafsanjan	Questions on the advisor's performance	76.1% of the students of Sabzevar University of Medical Sciences were satisfied with the advisors performance, with the highest satisfaction of the laboratory science students with a mean score of 81.90 and the lowest satisfaction of the medical students with a mean score of 64. In addition, in the cultural dimension, 67.42% of the students were satisfied with the duties of the advisors.
6	Davoodabadi <i>et al.</i> [5]	2016	304 students	All faculty	Alborz	Advisor's performance (26 questions) and plan in the university (10 items)	For the satisfaction with the advisor, 29.6% had very low satisfaction, 12.1% had low satisfaction, 30% had to some extent satisfaction, 19.3% had high satisfaction,
7	Esmailpour <i>et al.</i> [6]	2019	350 students	All faculty	Sabzevar	Satisfaction of students with advisors (20 items)	
8	Jabari <i>et al.</i> [7]	2014		Faculty of	Urmiah	Advisor's Performance	

9	Galehdar <i>et al.</i> [8]	20 13	680 students	All faculty	para med icine	Lore stan	Questionnaire (17 items) Advisor's Performance Questionnaire (24 items)	and 8.9% had very high satisfaction. For the need for advisors, 7.9% had a very low need, 3.6% had a low need, 13.6% had a moderate need, 33.6% had a high need, and 41.4% had a very high need. 199 (37.9%) advisors had inadequate performance, 233 (44.38%) advisors had the average performance, and 93 (17.72%) advisors had the good performance. 311 (59.2%) referrals of students to advisors were due to problems and then the need for educational references, and the most frequent reference of students referred to solve their problems included advisors (37.5%). 33% of the students reported the professor's performance as poor, 56.7% as relatively good, and 10.3% as good. Regarding the duties of the advisor, the students' opinions were categorized in order of priority and included familiarizing the student with university regulations, following up on the student's academic level and preparedness to accept responsibility. Also, the advisors' performance from the students' viewpoint included signing and checking the unit selection form and the presence of the advisers during the announced hours.
10	Ebrahimpour <i>et al.</i> [9]	20 15	97 students	Facu lty of Heal th		Mas hha d	Advisor's Performance Questionnaire (20 items)	75.1% of the students considered the advising results as effective and 45.2% of the sample did not consider group advising as effective. Also, 63.3% of the students considered the intervention of the advisors in all academic, family, economic, and social fields which is effective on academic failure as the advisor's responsibility.
11	Haji Aghajani <i>et al.</i>	20 02	400 stud ents	All facul ty		Sem nan	Performance (15 questions) and duties of the advisor (12 questions) and the responsibility and expectations of students (13 questions)	

4. Discussion

This systematic review is the first conducted study aimed to investigate the performance of advisors of universities of medical sciences by using a systematic review. Different societies have considered education as an important factor of reducing global poverty, increasing the level of equality, peace and stability. Thus, they have tried to train efficient human resources and fundamental changes have been made in academic centers. Therefore, the education and training of students as creative, efficient, and dynamic forces of society is very important [25, 26].

Given that in Iran, no study similar to the present study has been conducted by using a systematic review, in this regard, the study results will be investigated and compared with other studies. A study by Hasani *et al.* found that according to the opinions of faculty members regarding the change in performance as a result of student evaluation, 59.5% of students underestimated the change in performance due to the evaluation done

during the last two years. 31.3% of students reported this as moderate and 9.2% of students overestimated this [27]. Likewise, Ranjbar *et al.* according to the opinion of faculty members and students on the professors' evaluation by students showed that the evaluation method was suitable for most of the students and professors, and more than half of the professors had a negative attitude towards the process of evaluation [28].

This study, which investigated the performance of and satisfaction with advisors of universities of medical sciences, was the first systematic review in Iran, which is one of the strengths of this study. It is also necessary to conduct a meta-analysis to provide better results.

Conclusion

According to the results of this study, it is suggested to hold training workshops on the necessary methods for the advisors' principles while revising job description of advisors.

Abbreviation

Not Abbreviation in the article

Conflict of interest

No Conflict of interest

Consent for publications

Ok

Availability of data and material

Ok

Authors' contributions

Both authors contributed to all parts of the article.

Funding

No Funding

Ethics approval and consent to participate

Not need for Systematic Review article

Acknowledgement

We thank the authors of the articles whose articles entered the systematic review stage.

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How to cite this article: Khalil komlakh, Hosein Karimiyarandi*. Investigation of advisors' performance and students' satisfaction of universities of medical sciences: A systematic review. *International Journal of Advanced Biological and Biomedical Research*, 2022, 10(3), 229-236. Link: http://www.ijabbr.com/article_254640.html