

Factors impacting on students' satisfaction of Master training program at Hanoi University of Pharmacy

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Summary: *Identifying and improving factors impacting on the quality of training program and learners' satisfaction is an important task of every University. This cross-sectional study was conducted with master students at Hanoi University of Pharmacy (HUP). Factor analysis and multi regression analysis were employed to identify factors as well as the intensity of each factor influencing the level of learners' satisfaction. The result indicated that there are five main factors impacting on learners' satisfaction explaining 61.9% of total outcome. Those factors include the curriculum, lecturers and assessment, the organization and management, the material facilities, the library and supported information. Lecturers (mean=4.2) were considered as the most satisfaction factor among master students, while the curriculum (beta=0.601) was considered as the highest impact on the learners' satisfaction and need to be improved according to the regression results. HUP needs to consider those factors carefully and has appropriate intervention solutions in order to improve their quality of master training program and the learners' satisfaction.*