

Education Service Quality & the Residents' Satisfaction in the Emirate of Ajman as a Benchmark for the MENA Region Countries

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Abstract

This paper evaluates Ajman residents' satisfaction with education services, as a model for the MENA counties. The proposed measurement was tested using data collected from Ajman main three areas namely: Ajman City, Masfout, and Manama. A total of 95,531 households were living in the Emirate of Ajman, out of which 1,149 households responded, and their responses were collected. About 47% of them were United Arab Emirates nationals and 53% were foreign nationals, permanently residing in the Emirate of Ajman and has prior experience in using the education services provided there. The Data were analyzed using the Statistical Package for the Social Sciences (SPSS) version 22, together with Microsoft Excel for descriptive analysis and visualization. The findings show that only the dimensions of accessibility, reliability, and safety, in the government sector correlated positively with education service quality, which also had a strong, positive correlation with residents' satisfaction. As for private sector, all of accessibility, reliability, safety and responsiveness dimensions correlated positively with education service quality, which also had a strong positive correlation with the residents' satisfaction.

Keywords: Education Service Quality, Residents' Satisfaction, Ajman Emirate, Mena Region, Public and Private Education, Accessibility, Reliability.

Chapter One

Introduction

This introduction explains the rationale behind this study. It encompasses the factors that influence education service quality, and its relationship with residents' satisfaction. It also identifies the study objectives, defines its questions, and outlines its framework.

Rationale

education sector has been expanding rapidly all over the world in recent years because of globalization and digital revolution. [1] the UAE secured 36th place out of 140 countries in terms of spreading the latest digital technologies and upgrading education. The Ministry of Education has announced quality on education to "ensure inclusive and equitable quality education and promote lifelong learning opportunities for all", "leaving no one behind", as claimed by the UAE Government on the UN's 2030 Agenda.

Education Services

At the emirate level, the government is finding ways to ensure

that residents are satisfied with the education services provided by the federal and local governments and the private sector. Currently Ajman educational services are composed of: Kindergarten (4 to 5 yrs. old), Primary (6 to 12 yrs. old), Preparatory (12 to 15 yrs. old), Secondary (15 to 18 yrs. old), Technical Secondary School (12 to 18 yrs. old), and Higher Education. Education is a service directed to peoples' minds and therefore it falls on the category of intangible actions. Due to this characteristic, it becomes hard for researchers to measure the quality of education services. However, in this study, four dimensions were considered to measure the residents' satisfaction on education service quality, namely accessibility, safety, reliability and responsiveness. The goal of this study is to measure the residents' satisfaction in education services. The education providers should understand the indicators that are important to their stakeholders, especially the residents as customers whose family members are potential students.

Objectives

The Objectives of This Paper are:

- To determine factors that influence the education service pro-

vided in the Emirate of Ajman.

- To gain deep insight into the influence of factors identified in accordance with residents' perceptions.
- To measure residents' satisfaction level on education services

Research Questions

- What factors influence education service quality in the Emirate of Ajman?
- What is the relationship between education service quality and residents' satisfaction?
- What is the residents' satisfaction level on the availed education services?

Significance of the Study

Aside from adopting standard scientific design and implementation procedures, the significance of this study is that:

- It established a baseline for satisfaction studies and a documentation for future reference,
- The design adopted the comprehensive approach, where the household was the primary unit for data collection on satisfaction regarding several services provided in the Emirate of Ajman, where households reported using more than one service could be linked such that the level of satisfaction regarding clusters of services can be analyzed. Despite that, this approach incurs multiplied efforts of design, implementation and quality control measures [2]. However, the value added through linking multiple services, by far, exceeds the vertical approach which deals with each type of services as stand alone.
- It enables concerned decision makers to identify priority areas for improvement from residents' perspective and focus all efforts on enhancing education in the Emirate of Ajman.
- It provides a deep understanding of education various factors influencing service delivery quality and its impact on residents' satisfaction.
- It provides general insights regarding economic benefits of education and how they affect the nation's economic progress.
- The study results will provide guidance to the local government and the education authority to plan and design the

improvement needed to provide quality education.

Chapter Two

The Main Survey Results and Findings

Introduction

The objectives of the study were to identify and understand factors that influence residents' perspective by measuring their satisfaction with education services [3]. This chapter is divided into three sections. The first presents the sample profile descriptions, the second provides reliability analysis, and the third summarizes the findings.

Basic Characteristics of the Sample Population

The following Table presents the total sample selected and the outcome of the visits and the interviews conducted. The total number of households identified and visited was 1,640 households. Out of these, 336 households did not pass the eligibility screening, representing 20.5% of the total households visited.

Only 2 households were not completed (0.1%), while the rest were considered valid respondents. A total of 1,302 households completed the interviews, which accounts for 79.4% of the total valid respondents.

Following data collection, quality control and validation processes led to the rejection of 153 completed interviews, representing 11.8% of the total valid responses [4]. As a result, the final number of completed and verified interviews stood at 1,149, representing 88.3% of the total visited households.

Age Distribution

Across Ajman Emirate, most of respondents were from age 40–59 (43.8 %), followed by 30–39 (35.4 %), while 18–29 years accounted for 15.3 %. Respondents aged 60 and above were the least, at around 6 %.

Ajman City followed a similar pattern. In Manama, the proportion of 18–29 respondents were slightly higher at (20.0%), while in Masfout, there were no respondents from this group or from the 60+ group. In Masfout, most respondents were from the 40–59 group (66.7 %), followed by 30–39 (33.3%), as shown by the following Table.

The Percentage Distribution of Respondents by Age Distribution:

Respondent Age group	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
18 - 29	167	15.70%	9	20.00%	0	0.00%	176	15.30%
30 - 39	377	35.40%	17	37.80%	13	33.30%	407	35.40%
40 - 59	460	43.20%	17	37.80%	26	66.70%	503	43.80%
60+	61	5.70%	2	4.40%	0	0.00%	63	5.50%

Source: Ajman Statistics Center

Nationality Distribution

Non-UAE nationals represented 52.9% of respondents across Ajman Emirate, while UAE nationals accounted for 47.1%.

Ajman City showed a similar trend. However, in Manama, UAE nationals formed the majority (66.7%), and in Masfout they also dominated with (82.1%).

The Percentage distribution of Respondents by Nationality Distribution:

Nationality	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
UAE National	479	45.00%	30	66.70%	32	82.10%	541	47.10%
Non-UAE National	586	55.00%	15	33.30%	7	17.90%	608	52.90%

Source: Ajman Statistics Center

Gender Distribution

Females made up (51.6%) of respondents across Ajman Emirate, while males accounted for (48.4%). Female participation was also higher at the city level: in Ajman City (50.3%), Ma-

nama (68.9%), and Masfout (66.7%). Correspondingly, male respondents were (49.7%) in Ajman City, (31.1%) in Manama, and (33.3%) in Masfout.

The Percentage distribution of Respondents by Gender Distribution:

Gender	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Male	529	49.70%	14	31.10%	13	33.30%	556	48.40%
Female	536	50.30%	31	68.90%	26	66.70%	593	51.60%

Source: Ajman Statistics Center

Civil Status Distribution

Most respondents in Ajman Emirate were married (83.6%), followed by singles (12.1%), then divorced (2.4%), and widowed (1.8%). Ajman City followed a similar pattern. Masfout had the

highest married rate (94.9%) with no widows or singles. Meanwhile Manama had the highest widow rate (4.4%), with (2.2%) divorce rate.

The Percentage Distribution of Respondents by Civil Status Distribution:

Civil Status	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Married	889	83.50%	35	77.80%	37	94.90%	961	83.60%
Single	132	12.40%	7	15.60%	0	0.00%	139	12.10%
Divorce	25	2.30%	1	2.20%	2	5.10%	28	2.40%
Widow	19	1.80%	2	4.40%	0	0.00%	21	1.80%

Source: Ajman Statistics Center

Highest Educational Attainment

Most respondents in Ajman Emirate held a bachelor's degree (38.6%), followed by high school (35.6%). Less than secondary accounted for (9.1%), diploma for (7.9%), master's for (4.0%),

and Ph.D. for (1.0%). Illiteracy was lowest in Ajman City (3.8%) and Masfout (2.6%), and in Manama (2.2%). Meanwhile high school was the highest in Manama (51.1%) followed by less than secondary (24.4%), then Bachelor (20.0%).

The Percentage Distribution of Respondents by Educational Attainment :

c	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Illiterate	40	3.80%	1	2.20%	1	2.60%	42	3.70%
Less than secondary	93	8.70%	11	24.40%	1	2.60%	105	9.10%
High school	370	34.70%	23	51.10%	16	41.00%	409	35.60%
Diploma	89	8.40%	0	0.00%	2	5.10%	91	7.90%
Bachelor	416	39.10%	9	20.00%	19	48.70%	444	38.60%
Master	45	4.20%	1	2.20%	0	0.00%	46	4.00%
Ph. D	12	1.10%	0	0.00%	0	0.00%	12	1.00%

Source: Ajman Statistics Center

Job Sector

The following Table presents the distribution of respondents by job sector. Overall, about 52.0% of respondents in the Emirate

of Ajman work in the private sector, 27.9% in the federal government, and 20.2% in the local government.

Ajman City follows a similar pattern, with the highest share in the private sector (53.9%), followed by the federal government (26.9%) and then the local government (19.3%).

In Manama, the distribution is more balanced, with the local government accounting for 41.2%, while the private and federal

sectors each account for 29.4%.

In contrast, Masfout displays a different pattern, with the federal government employing the largest proportion (50.0%) of respondents, followed by the local government (30.0%) and the private sector (20.0%).

The Percentage Distribution of Respondents by Job Sector:

Job Sector	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Private	375	53.90%	5	29.40%	6	20.00%	386	52.00%
Federal	187	26.90%	5	29.40%	15	50.00%	207	27.90%
Local	134	19.30%	7	41.20%	9	30.00%	150	20.20%

Source: Ajman Statistics Center

Medical Insurance

The type of Medical Insurance Among Respondents

In the Emirate of Ajman, 43.0% of respondents have government insurance, 29.0% have no insurance, and 28.0% have private insurance.

Ajman City follows a similar pattern, with 40.9% covered by government insurance, 30.0% with no insurance, and 29.1%

with private insurance [5].

In Manama, the majority of respondents (53.3%) have government insurance, followed by 24.4% with no insurance and 22.2% with private insurance.

In Masfout, most respondents (87.2%) have government insurance, while 7.7% have no insurance and 5.1% have private insurance.

The Percentage Distribution of Respondents by Type of Medical Insurance:

Type of Medical Insurance	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Government	436	40.90%	24	53.30%	34	87.20%	494	43.00%
Private	310	29.10%	10	22.20%	2	5.10%	322	28.00%
No Insurance	319	30.00%	11	24.40%	3	7.70%	333	29.00%

Source: Ajman Statistics Center

Monthly Income

The most common income group was between 5,000 to 9,999 Dirhams, comprising about 28.6% of respondents in the Emirate of Ajman.

This was followed by those earning less than 5,000 Dirhams at 16.1%, then 10,000 to 14,999 Dirhams at 15.8%, then 25,000 Dirhams and above at 15.5%. Around 13.6% earned between 15,000 to 19,999 Dirhams, and 10.4% earned between 20,000 to 24,999 Dirhams.

Ajman City mirrors the overall income distribution, with most earning between 5,000 to 9,999 Dirhams (30.0%).

In Manama, the largest proportion earned 25,000 Dirhams and above (40.0%), followed by those earning less than 5,000 Dirhams (17.8%).

In Masfout, the majority of respondents earned 25,000 Dirhams and above (48.7%), followed by those earning 15,000 to 19,999 Dirhams (12.8%).

The Percentage Distribution of Respondents by Monthly Income:

Monthly Income	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Less than 5,000	174	16.30%	8	17.80%	3	7.70%	185	16.10%
5,000 - 9,999	319	30.00%	6	13.30%	4	10.30%	329	28.60%
10,000 - 14,999	174	16.30%	4	8.90%	4	10.30%	182	15.80%
15,000 - 19,999	147	13.80%	4	8.90%	5	12.80%	156	13.60%
20,000 - 24,999	110	10.30%	5	11.10%	4	10.30%	119	10.40%
25,000 and above	141	13.20%	18	40.00%	19	48.70%	178	15.50%

Source: Ajman Statistics Center

Chapter Three: The Education Services in Ajman Residents Awareness Level

The following are the education services available in Ajman, of which the respondents are aware:

1. Kindergarten (4 to 5 yrs. old)
2. Primary (6 to 12 yrs. old)
3. Preparatory (12 to 15 yrs. old)
4. Secondary (15 to 18 yrs. old)
5. Technical Secondary School (12 to 18 yrs. old)
6. Higher education
7. Continues integrated education
8. eLearning, and distance learning
9. Education for people of determination
10. Student exchange programs
11. Scholarship programs

Resident's Awareness Level of Education Services Provided by Government Sector Approximately 38.6% of the respondents across the Emirate of Ajman were aware of Primary education, which was the most recognized educational service. Kindergarten followed closely with 35.9%, and Preparatory level aware-

ness was also significant at 37.2%. Around 35.4% of residents were aware of Secondary education, and about 20.8% knew of Higher education. Awareness of eLearning and distance learning was 19.2%, while Technical Secondary Schools and Continues integrated education were recognized by about 18.3% and 18.2% of respondents, respectively. Awareness of Education for people of determination stood at 14.7%, and the lowest awareness was for Student exchange programmes at 11.1%. Awareness of Scholarship programs was at 13.8% across the Emirate [6].

Ajman City reflected the Emirate's overall pattern, with Primary education (35.5%) and Kindergarten (33.8%) being the most recognized. In Manama, most respondents were also aware of Primary and Kindergarten services and Preparatory education, at 73.3% each. In contrast, Masfout showed a different pattern, with Primary education being the most recognized (82.1%) followed by Preparatory education (74.4%) and Kindergarten (48.7%), while awareness of most other educational services was considerably lower [7]. The following Table details the above data.

The Percentage distribution of Residents' Awareness Level of Education Services Provided by the Government Sector:

Educational Services	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Kindergarten (4 to 5 yrs. old)	360	33.80%	33	73.30%	19	48.70%	412	35.90%
Primary (6 to 12 yrs. old)	378	35.50%	33	73.30%	32	82.10%	443	38.60%
Preparatory (12 to 15 yrs. old)	366	34.40%	33	73.30%	29	74.40%	428	37.20%
Secondary (15 to 18 yrs. old)	352	33.10%	32	71.10%	23	59.00%	407	35.40%
Technical Secondary School (12 to 18 yrs. old)	199	18.70%	7	14.80%	5	12.00%	211	18.30%
Higher education	224	21.00%	11	25.20%	4	10.30%	239	20.80%
Continues integrated education	199	18.70%	7	14.80%	3	8.50%	209	18.20%
eLearning, and distance learning	193	18.10%	16	35.60%	12	29.50%	221	19.20%
Education for people of determination	156	14.60%	9	20.70%	3	8.50%	169	14.70%
Student exchange programs	123	11.50%	2	4.40%	3	7.70%	128	11.10%
Scholarship programs	150	14.10%	6	12.20%	4	9.00%	159	13.80%

Source: Ajman Statistics Center

Residents' Awareness Level of Education Services Provided by the Private Sector

Approximately 63.7% of respondents across the Emirate of Ajman were aware of Primary education, which was the most recognized educational service. Kindergarten followed with 41.0%, and Preparatory level awareness was close behind at 40.4%. Around 31.6% of the residents were aware of eLearning and distance learning, while about 29.8% knew of Secondary education. Awareness of Higher education was 28.8%, Technical Secondary Schools 26.0%, and Continuous integrated education

25.9%. Awareness of Scholarship programs stood at 25.1%, and the lowest awareness was for Education for people of determination at 22.9% and Student exchange programs at 21.7%.

Ajman City reflected the Emirate's overall pattern. In Manama and Masfout, most respondents were also aware of Primary education services [8], while awareness of other educational services was considerably lower: especially in Masfout, where awareness was minimal or non-existent across most services, as shown by the Table below.

The Percentage Distribution of Residents' Awareness Level of Education Services Provided by the Private Sector:

Educational Services	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Kindergarten (4 to 5 yrs. old)	461	43.30%	10	22.20%	0	0.00%	471	41.00%
Primary (6 to 12 yrs. old)	711	66.80%	11	25.20%	4	10.30%	732	63.70%
Preparatory (12 to 15 yrs. old)	453	42.60%	10	22.20%	0	0.00%	465	40.40%
Secondary (15 to 18 yrs. old)	335	31.40%	8	16.70%	0	0.00%	342	29.80%
Technical Secondary School (12 to 18 yrs. old)	297	27.90%	2	3.30%	0	0.00%	299	26.00%
Higher education	329	30.80%	2	4.40%	0	0.00%	331	28.80%
Continues integrated education	295	27.70%	3	5.60%	0	0.00%	298	25.90%
eLearning, and distance learning	354	33.20%	9	18.90%	1	2.60%	364	31.60%
Education for people of determination	262	24.60%	1	2.20%	0	0.00%	263	22.90%
Student exchange programs	249	23.40%	1	1.10%	0	0.00%	250	21.70%
Scholarship programs	287	26.90%	2	3.30%	0	0.00%	289	25.10%

Source: Ajman Statistics Center

Residents' Most Aailed Education Services Provided by Government Sector

About 29.9% of the respondents aailed Primary education, followed by Preparatory (24.9%), Secondary (20.5%), and eLearning and distance learning (20.4%). Around 19.2% of respondents aailed Kindergarten services. Technical Secondary School was aailed by 4.3%, Student exchange programs by 4.2%, Scholarship programs by 3.2%, and Education for people of determination by 3.0%. The lowest aailed service was Continuous

integrated education at 5.5%.

Ajman City reflects the emirate's overall trend, with Primary education being the most aailed (26.8%) followed by Preparatory (21.9%) and Secondary (18.3%). In Manama, Primary education was also the most aailed (60.0%) followed by Preparatory (46.7%) and eLearning and distance learning (42.2%). In Masfout, residents mostly aailed Primary (79.5%) and Preparatory education (71.8%), with less utilization of other services. The following Table details the above data.

The Percentage Distribution of Residents' Most Aailed Education Services Provided by Government Sector:

Educational Services	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Kindergarten (4 to 5 yrs. old)	193	18.10%	15	33.30%	13	33.30%	221	19.20%
Primary (6 to 12 yrs. old)	285	26.80%	27	60.00%	31	79.50%	343	29.90%
Preparatory (12 to 15 yrs. old)	233	21.90%	21	46.70%	28	71.80%	282	24.50%
Secondary (15 to 18 yrs. old)	195	18.30%	17	37.80%	23	59.00%	235	20.50%
Technical Secondary School (12 to 18 yrs. old)	42	3.90%	3	6.70%	4	10.30%	49	4.30%
Higher education	87	8.20%	4	8.90%	3	7.70%	94	8.20%

Continues integrated education	54	5.10%	8	17.80%	1	2.60%	63	5.50%
eLearning, and distance learning	193	18.10%	19	42.20%	22	56.40%	234	20.40%
Education for people of determination	31	2.90%	2	4.40%	1	2.60%	34	3.00%
Student exchange programs	44	4.10%	3	6.70%	1	2.60%	48	4.20%
Scholarship programs	33	3.10%	3	6.70%	1	2.60%	37	3.20%

Source: Ajman Statistics Center

Factors that Influence the Selection of Education Services provided by the Provided by Private Sector

Table shows that nearly 47.2% of respondents availed Primary education from private providers, followed by kindergarten (31.4%) and eLearning (26.6%). Other services, such as Prepa-

ratory, Secondary, and Higher Education, each had usage rates under 21.0%.

Ajman city aligns with the overall pattern, while in Manama and Masfout, Primary education remains the most utilized private service.

The Percentage Distribution of Residents Most Availed Education Services Provided by Private Sector :

Educational Services	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Kindergarten (4 to 5 yrs. old)	359	33.70%	2	4.40%	0	0.00%	361	31.40%
Primary (6 to 12 yrs. old)	526	49.40%	12	26.70%	4	10.30%	542	47.20%
Preparatory (12 to 15 yrs. old)	291	27.30%	11	24.40%	0	0.00%	302	26.30%
Secondary (15 to 18 yrs. old)	180	16.90%	2	4.40%	0	0.00%	182	15.80%
Technical Secondary School (12 to 18 yrs. old)	75	7.00%	1	2.20%	0	0.00%	76	6.60%
Higher education	131	12.30%	2	4.40%	0	0.00%	133	11.60%
Continues integrated education	187	17.60%	4	8.90%	0	0.00%	191	16.60%
E-Learning, and distance learning	291	27.30%	13	28.90%	2	5.10%	306	26.60%
Education for people of determination	77	7.20%	1	2.20%	0	0.00%	78	6.80%
Student exchange programs	104	9.80%	1	2.20%	0	0.00%	105	9.10%
Scholarship programs	40	3.80%	1	2.20%	0	0.00%	41	3.60%

Source: Ajman Statistics Center

There are Several Reasons Why Residents Select Which Education Services to Take

The study focuses on the following possible reasons:

1. Cost
2. Location of the school
3. Quality of education
4. Quality of education facilities
5. Competence of the school providers
6. School is well recognized

7. School Curriculum

8. Safety

9. Others

10. Classes are not crowded with students

11. Cleanliness of study facilities

12. Quality of education materials

13. Modern facilities equipped for my children's education

Reasons to Avail Education Services According to Household with Family Member(s) Currently Studying in the Emirate

of Ajman:

About 66.9% of households selected education services because of the location of the school, followed by the quality of education (55.4%) and the school curriculum (51.2%). Other significant factors included the quality of education facilities (41.5%) and the cost (40.5%).

Less than half of respondents cited competence of the school

providers (39.4%), cleanliness of study facilities (37.6%), safety (43.4%), and the school being well recognized (46.5%) as important reasons. Fewer respondents mentioned modern facilities equipped for children's education (25.0%) and classes not being crowded (23.9%), while school timing was noted by only 19.5% of respondents. Finally, other reasons accounted for 1.0%. The below Table summarises the above results.

The Percentage Distribution of Reasons to Avail Education Services According to Household with Family Member(s) Currently Studying in the Emirate of Ajman :

Reason	n	%
Location of the school	769	66.90%
Quality of education	636	55.40%
School Curriculum	588	51.20%
School is well recognized	534	46.50%
Safety	499	43.40%
Quality of education facilities	477	41.50%
Cost	465	40.50%
Quality of educational materials	461	40.10%
Competence of the school providers	453	39.40%
Cleanliness of study facilities	432	37.60%
Modern facilities equipped for my children's education	287	25.00%
Classes are not crowded with students	275	23.90%
School timing for students	224	19.50%
Others)such as:Resident in Ajman(	12	1.00%

Source: Ajman Statistics Center

Factors that Influence Residents' Future Decision to Avail Education Services in Ajman:

There are several factors that may influence Ajman residents' future decision to avail Education services. Listed below are the possible factors that may influence residents' future decision to continue to avail education services in the emirate of Ajman or persuade those households with family member(s) studying outside Ajman.

1. Cost
2. Location of the school
3. Quality of education
4. Quality of education facilities
5. Competence of the school providers
6. School is well recognized
7. School Curriculum
8. Safety
9. Others
10. Classes are not crowded with students

11. Cleanliness of study facilities
 12. Quality of education materials
 13. Modern facilities equipped for my children's education
- Factors that may Influence Future Decision of Household with Family Member(s) Currently Studying in the Emirate of Ajman: Results indicate that, the most important factors influencing future education decisions are location of the school (52.1%), quality of education (49.3%), and school curriculum (49.5%). The cost of education is also highly significant (48.0%), followed by the school being well recognized (43.6%). Additionally, Quality of educational materials (41.3%) and competence of the school providers (40.0%) as important. Factors like safety (39.6%), quality of education facilities (36.5%), and cleanliness of study facilities (31.5%) were also noted. Fewer respondents considered classes not being crowded (31.2%), modern facilities (31.0%), and school timing (26.5%) as primary considerations. Finally, only 0.5% of respondents selected other reasons. The above results are depicted by the following Table.

The Percentage Distribution of Factors that may Influence Future Decision of Household with Family Member(s) Currently Studying in the Emirate of Ajman :

Reason	n	%
Location of the school	599	52.10%
Quality of education	566	49.30%
School Curriculum	569	49.50%
Cost	552	48.00%
School is well recognized	501	43.60%
Quality of educational materials	475	41.30%
Competence of the school providers	460	40.00%
Safety	455	39.60%
Quality of education facilities	419	36.50%
Cleanliness of study facilities	362	31.50%
Classes are not crowded with students	359	31.20%
Modern facilities equipped for my children's education	356	31.00%
School timing for students	305	26.50%
Others(such as: The school's location, Free education)	6	0.50%

Source: Ajman Statistics Center

Chapter Four:

The Residents' Overall Satisfaction with Education Services

That the majority of respondents were satisfied with the education services, with an average of 40.1% reporting they were very satisfied and 53.3% satisfied across all dimensions.

The Safety/Assurance had the highest very satisfied rating at

43.2%, followed by Accessibility at 40.8%, Responsiveness at 39.9%, and Reliability at 39.8%. Quality had the lowest very satisfied rating at 36.9%.

Overall dissatisfaction was minimal, with less than 1.0% of respondents indicating they were very dissatisfied in any of the five dimensions.

Percentage Distribution of Resident's Overall Satisfaction on Education Services :

Main Dimensions Satisfaction - Education Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Safety / Assurance	43.20%	54.30%	1.80%	0.70%	0.10%
Reliability	39.80%	53.70%	3.40%	2.80%	0.30%
Responsiveness	39.90%	52.80%	3.90%	2.80%	0.50%
Accessibility	40.80%	51.60%	4.70%	2.00%	0.90%
Quality	36.90%	54.20%	4.60%	3.50%	0.80%
Average	40.10%	53.30%	3.70%	2.40%	0.50%

Source: Ajman Statistics Center

Source: The total percentages may not equal exactly 100% due to rounding.

The Residents' Overall Satisfaction on Education Services provided by Government Sector:

The following Table presents the satisfaction levels for education services provided by the government sector. The Safety/Assurance dimension scored the highest very satisfied rate at 45.4%, followed by Quality (43.0%), Accessibility (42.7%), Reliability

(42.2%), and Responsiveness (41.9%).

Overall dissatisfaction was low across all dimensions, with very dissatisfied rates ranging from 0.0% to 0.5%, and dissatisfied rates all below 4.0%. The average very satisfied rate was 43.0% across all dimensions.

The Percentage Distribution of Resident's Overall Satisfaction on Education Services Provided by Government Sector⁸:

Main Dimensions Satisfaction - Government Sector	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Safety / Assurance	45.40%	52.80%	1.20%	0.60%	0.00%
Quality	43.00%	52.80%	2.50%	1.20%	0.40%
Accessibility	42.70%	51.20%	3.50%	2.00%	0.50%
Responsiveness	41.90%	50.70%	3.50%	3.40%	0.40%
Reliability	42.20%	50.10%	3.70%	3.90%	0.20%
Average	43.00%	51.50%	2.90%	2.20%	0.30%

Source: ⁸Ajman Statistics Center

Safety/Assurance ranked the highest in satisfaction at 98.2%, followed by Quality (95.8%), Accessibility (93.9%), Responsiveness (92.6%), and Reliability (92.3%).

Dissatisfaction was low across all dimensions, with the highest being for Reliability at 4.1% and the lowest for Safety/Assurance at 0.6%.

Education Service that Exceeds Ajman Residents' Expectation:

The table presents the proportions of respondents whose expectations were exceeded by various education services in Ajman⁹. Primary education (6 to 12 yrs. old) led the list, with around 50.9% of residents reporting exceeded expectations. Kindergarten-

ten followed at approximately 39.3%, while Preparatory (12 to 15 yrs. old) and Secondary (15 to 18 yrs. old) levels saw 21.8% and 16.3%, respectively. Only 14.0% reported exceeded expectations in e-Learning and distance learning, and 7.2% for higher education. Other services such as scholarship programs (4.3%), education for people of determination (3.9%), and student exchange programs (1.7%) received low delight scores, generally under 5.0%.

At the city level, Ajman City closely reflects the emirate-wide trends. However, Manama had a notably higher proportion of respondents whose expectations were exceeded in Primary education (53.3%), and Masfout stood out for its exceptionally high satisfaction with e-Learning and distance learning at 53.8%.

The Percentage Distribution of Education Service that Exceeds Ajman Residents' Expectation⁹:

Education services	Ajman City		Manama		Masfout		Emirates of Ajman	
	n	%	n	%	n	%	n	%
Primary (6 to 12 yrs. old)	546	51.30%	24	53.30%	15	38.50%	585	50.90%
Kindergarten (4 to 5 yrs. old)	420	39.40%	21	46.70%	10	25.60%	451	39.30%
Preparatory (12 to 15 yrs. old)	229	21.50%	13	28.90%	8	20.50%	250	21.80%
Secondary (15 to 18 yrs. old)	170	16.00%	9	20.00%	8	20.50%	187	16.30%
E-Learning, and distance learning	137	12.90%	3	6.70%	21	53.80%	161	14.00%
Higher education	80	7.50%	2	4.40%	1	2.60%	83	7.20%
Continues integrated education	63	5.90%	3	6.70%	3	7.70%	69	6.00%
Scholarship programs	48	4.50%	0	0.00%	1	2.60%	49	4.30%
Education for people of determination	44	4.10%	0	0.00%	1	2.60%	45	3.90%
Technical Secondary School (12 to 18 yrs. old)	31	2.90%	1	2.20%	1	2.60%	33	2.90%
Student exchange programs	19	1.80%	0	0.00%	2	0.00%	19	1.70%

Source: ⁹Ajman Statistics Center

Education Services that Need Improvement:

Table highlights the educational services in Ajman that respondents believe require improvement. Primary education (6 to 12 years) topped the list, with 27.0% of respondents across the emirate identifying it as an area of concern. This was followed by Secondary education (15 to 18 years) with 17.9%, followed by scholarship programs with 14.7%, while Technical secondary

school (12 to 18 year) had the lowest concern at 3.1%.

In Manama, more than half of the concerns (51.1%) were directed at secondary education, while in Masfout, the highest concern (71.8%) was related to education for people of determination. Other services, such as scholarship programs, higher education, and student exchange programs, saw fewer concerns but still indicated room for targeted enhancements.

Percentage Distribution of Education Services that Needs Improvements¹⁰:

Educational Services	Ajman City		Manama		Masfout		Emirate of Ajman	
	n	%	n	%	n	%	n	%
Primary (6 to 12 yrs. old)	300	28.20%	8	17.80%	2	5.10%	310	27.00%
Secondary (15 to 18 yrs. old)	182	17.10%	23	51.10%	1	2.60%	206	17.90%
Scholarship programs	166	15.60%	2	4.40%	1	2.60%	169	14.70%
E-Learning, and distance learning	146	13.70%	0	0.00%	5	12.80%	151	13.10%
Preparatory (12 to 15 yrs. old)	137	12.90%	3	6.70%	2	5.10%	142	12.40%
Kindergarten (4 to 5 yrs. old)	117	11.00%	8	17.80%	0	0.00%	125	10.90%
Higher education	103	9.70%	11	24.40%	0	0.00%	114	9.90%
Student exchange programs	108	10.10%	0	0.00%	1	2.60%	109	9.50%
Continues integrated education	61	5.70%	0	0.00%	0	0.00%	61	5.30%
Education for people of determination	25	2.30%	1	2.20%	28	71.80%	54	4.70%
Technical Secondary School (12 to 18 yrs. old)	30	2.80%	4	8.90%	2	5.10%	36	3.10%

Source: Ajman Statistics Center

Education Service Performance:

Table compares residents' evaluation of education services in Ajman in terms of exceeding expectations versus needing improvement. Primary education (6 to 12 years) had the highest proportion of respondents reporting that it exceeded expectations (50.9%), while 27% believed it needed improvement. Kindergarten also performed well, with 39.3% indicating it exceeded expectations. On the other hand, E-learning and distance learning had a relatively balanced evaluation, with 14.0% stating

it exceeded expectations and 13.1% identifying it as needing improvement. Similarly, scholarship programs, continues integrated education, and student exchange programs had close percentages for both exceeding expectations and needing enhancement. Services like technical secondary school, education for people of determination, and higher education received lower marks for exceeding expectations, and a notable share of respondents still indicated a need for improvement in these areas.

Percentage Distribution of Education Service Performance¹¹ :

Education services	Exceed Expectation at Emirates of Ajman		Needs Improvement at Emirates of Ajman	
	n	%	n	%
Primary (6 to 12 yrs. old)	585	50.90%	310	27.00%
Secondary (15 to 18 yrs. old)	187	16.30%	206	17.90%
Scholarship programs	169	14.70%	169	14.70%
E-Learning, and distance learning	161	14.00%	151	13.10%
Preparatory (12 to 15 yrs. old)	250	21.80%	142	12.40%
Kindergarten (4 to 5 yrs. old)	451	39.30%	125	10.90%

Higher education	83	7.20%	114	9.90%
Student exchange programs	19	1.70%	109	9.50%
Continues integrated education	69	6.00%	61	5.30%
Education for people of determination	45	3.90%	54	4.70%
Technical Secondary School (12 to 18 yrs. old)	33	2.90%	36	3.10%

Source: Ajman Statistics Center

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