Abstract

Communication in university teaching has been experiencing years of reform led by modern media and technologies. This paper examines (by triangulation) satisfaction with university communication in students of private and state universities, which consider communication as one of the most important competence frameworks. The survey examined students’ perceptions (N=267) on the characteristics, methods, frequency, and quality of communication in the learning process, which is our primary research question. What was also researched was the existence of differences in students’ attitudes towards private and state universities. Results show that the students of private universities, compared to the students of state universities, are more satisfied with communication.

Keywords: state and private universities, communication, university teaching, students’ satisfaction.

Introduction

Talking about communication, we know that it is almost impossible to find a uniform definition encompassing all that it implies. Different authors define this phenomenon differently. In defining communication, Čudina-Obradović & Težak (1995) emphasize the importance of social skills that are closely connected. The definitions of communication and the communication process, multiply deter-