

Present study was designed to explore the impact of management and instructional practices on university students' satisfaction. Major objectives of the study were to check existing management and instructional practices in the context of private and public sectors universities, to weigh students' satisfaction towards existing management and instructional practices, to measure the relationship between management and instructional practices, to measure the impact of teachers and managers' demographic variations of age, discipline, gender, grade, experience, socioeconomic status and marital status in determining specific management and instructional practices and to propose a model of effective management and instructional practices for universities.

In this study a stratified random sample of 800 respondents was collected from 3 distinct groups of population such as administrators, teachers and students from 16 leading private and public sector universities located at Rawalpindi, Islamabad, Lahore and Mansehra. Finding revealed that most of the universities are trying to impart quality education up to the satisfaction level of their students but due to lack of resources they are unable to provide education of national standards (HEC, HEIs). When compared with the private sector students of public sector universities are more satisfied. Difference does exist between management and instructional practices because task of the management is to plan, organize, execute, lead and control the whole organizational processes whereas task of teachers is to plan, organize, execute their lectures. Management and faculty demographic variations affect their management and instructional practices whereas, students' demographic variations also played important role in determining students' satisfaction.

Study proposed a model for the overall improvement of university physical and learning environment which will be helpful to promote students' satisfaction. If the university management and faculty follow these practices which are proposed in this model then students' satisfaction can be ensured and this may also lead universities to achieve higher ranking.