



DARRANG COLLEGE

Non-Teaching Employees Feedback 2023-2024



**DARRANG COLLEGE
TEZPUR, 784001**

DARRANG COLLEGE, TEZPUR
REPORT
ON
Non-Teaching Employees Feedback 2023-2024



Darrang College, Tezpur- 784001

SESSION 2023-2024

ACKNOWLEDGEMENT

We extend our gratitude to all the students, Teachers, Non-teaching Staff and Alumni who participated in providing their valuable feedback to Darrang college. Your valuable feedbacks play a vital role in shaping the future roadmap of Darrang College. We are committed to use this feedback to continuously improve the standard of the quality education, ensuring that we meet the evolving needs and expectations of our student community with the help of all stakeholders.

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Abstract

Established in 1945 by the people of Tezpur, Darrang College was permanently affiliated to Gauhati University in 1953. With the motto of “Be a Jewel among men”, it has been uninterruptedly working for the fruitful dissemination of knowledge to its pupils with the solemn aim of making them worthy citizens of the country. Each year Darrang College conducts a Feedback survey of the Non-teaching staff aiming to provide actionable insights that will inform decision-making and initiatives aimed at enhancing the overall Staff experience. This year a report has been prepared based on the feedback received from the non-teaching staff of Darrang College during March 2024. A 24-item non-standardized self-prepared 5-point Likert scale is used to understanding various aspects of the Staff experience, campus resources, facilities provided etc. A link is created by using Google form including the survey questioner. Total 46 no’s of non-teaching staff gave their valuable responses to the survey. The results indicate the areas where the majority of the non-teaching employees are satisfied with are the Lighting & ventilation of the Office; Building of the office and Office space & layout of the office. And the areas where the majority of the non-teaching staffs are not satisfied with are Canteen Facilities, Medical facility, regarding their Promotion and staff Training.

1. Introduction:

Established in 1945 by the people of Tezpur, Darrang College was permanently affiliated to Gauhati University in 1953. With the motto of “Be a Jewel among men”, it has been uninterruptedly working for the fruitful dissemination of knowledge to its pupils with the solemn aim of making them worthy citizens of the country. The claim has been vindicated by a large number of alumni glittering in the national and international arena. To assess the quality of our educational programs, services, and facilities, as well as to identify areas for improvement and enhancement; each year Darrang College conducts a Non-Teaching Feedback survey to provide actionable insights that will inform decision-making and initiatives aimed at enhancing the overall development of the institution.

This report has been prepared based on the feedback received from the non-teaching staff of Darrang College during March 2024. This report provides a comprehensive overview of the feedback gathered from the non-teaching staff of college. It serves as a valuable tool for assessing the quality of our educational programs, services, and facilities, as well as identifying key areas for improvement and enhancement.

Aims and Objective of the survey: This report serves as a valuable tool for:

- Assessing the quality of our educational programs, services, and facilities, as well as identifying areas for improvement and enhancement.

- Providing actionable insights that will inform decision-making and initiatives aimed at enhancing the overall experience of the non-teaching staff.

2. Methodology:

2.1 Population of study: All the Non teaching staff of Darrang College.

2.2 Sample: Size of the sample is 46.

2.3 Sampling Technique: Total 46no's of non-teaching staff responded to the survey.

2.4 Tools used for data collection: A 24-item non-standardized self-prepared 5-point Likert scale is used to understanding various aspects of the Staff experience, campus resources, facilities provided etc. The Likert scale was created by Rensis Likert in 1932. The Likert scale is a type of rating scale. A rating scale is a measurement instrument used to determine a respondent's attitude toward self, others, or situations. Since it is 5 points, it contains a midpoint and allows respondents to be undecided. The purpose of the Likert scale is to determine a respondent's attitude or opinion regarding themselves, others, or situations. The Likert scale allows researchers to obtain quantitative data from qualitative notions such as providing respondents with a statement and asking them to respond on an agree/disagree continuum (Waltz, T.B.2023)

Google form: A link is created by using Google form including the survey questioner. Google Forms is a survey administration software included as part of the free, web-based Google Docs Editors suite offered by Google. The service also includes Google Docs, Google Sheets, Google Slides, Google Drawings, Google Sites, and Google Keep. Google Forms is only available as a web application. The app allows

users to create and edit surveys online while collaborating with other users in real-time. The collected information can be automatically entered into a spreadsheet (Wikipedia 2024).

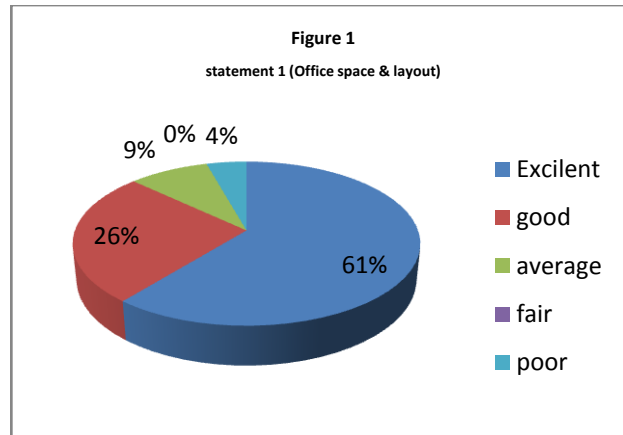
3. **Procedure:** The Google form including survey questioner circulated to the Non teaching staff of Darrang College during 04/04/2024 to 06/04/2024 through the website of Darrang College Tezpur . Total 46no's of employees responded to the survey.

3.1 Statistical tools: For analysis of data Table, Pie chart, Line graph, etc are used.

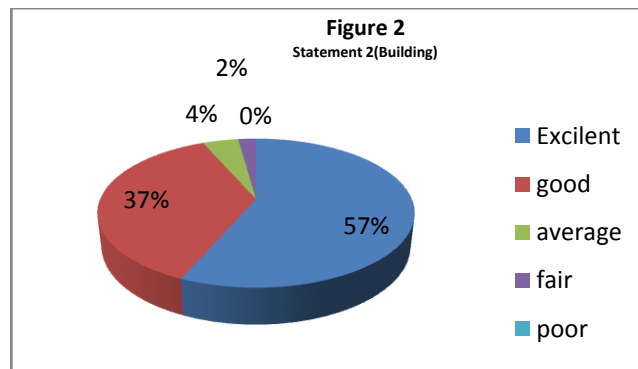
4. Results

TABLE-1																								
	Statement ← →																							
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
EXCELLENT	61	57	52	22	26	50	39	13	30	24	30	30	39	37	30	35	26	30	28	34	15	17	28	20
GOOD	26	37	43	37	39	39	35	54	48	67	33	65	37	57	63	57	65	57	59	53	74	74	48	54
AVERAGE	9	4	4	15	24	9	22	22	11	7	35	2	22	4	4	7	7	11	11	9	9	7	22	17
FAIR	0	2	0	13	7	0	2	7	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
POOR	4	0	0	13	4	2	2	4	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	7

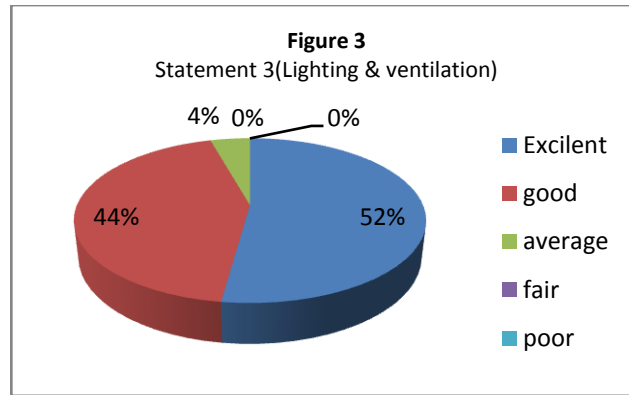
Table 1 and shows the statement wise percentage of responses. The Graphical representation and results are discussed in following Figures and Paragraphs.



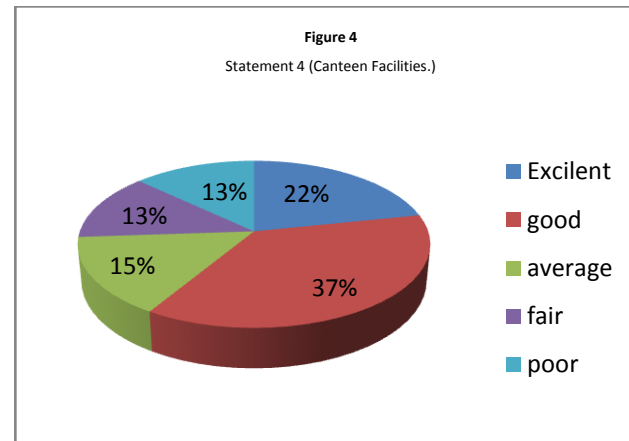
In statement 1 ie. (Office space & layout.), out off 46 responses 61% responded as Excellent, 26% responded as good, 9% responded as Average and 4% as responded Poor.



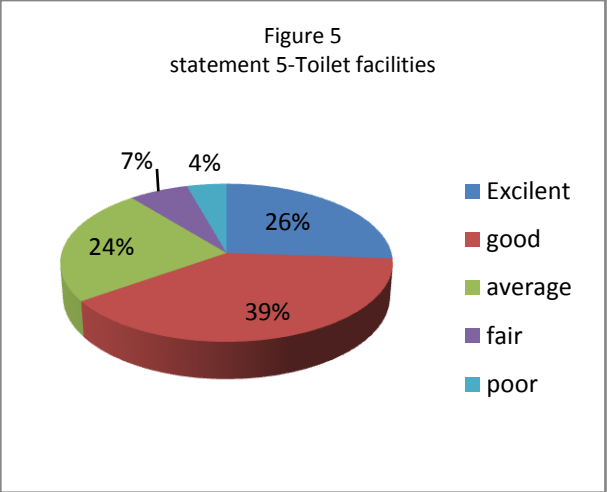
In statement 2 ie. (Building.) out of 46 responses, 57% responded as Excellent, 37% responded as good, 4% responded as Average and 2% responded as Poor.



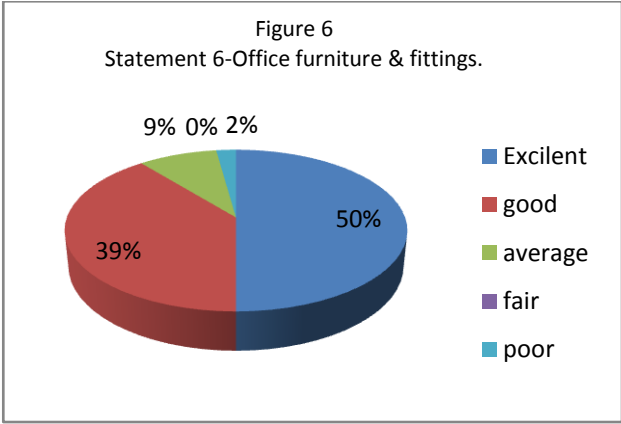
In statement 3 i.e. (Lighting & ventilation.) out of 46 responses, 52% responded as Excellent, 43% responded as good, 4% responded as Average.



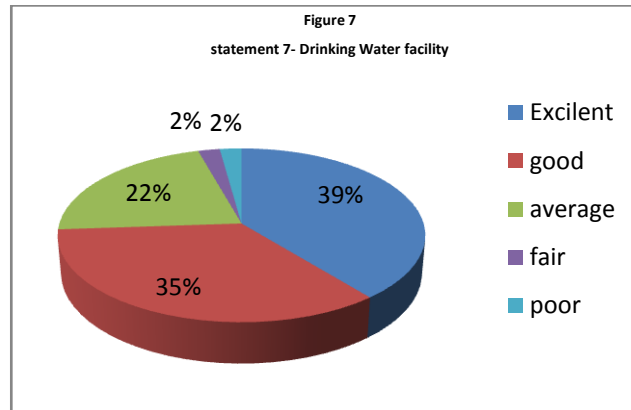
In statement 4 i.e. (Canteen Facilities.) out of 46 responses, 22% responded as Excellent, 37% responded as good, 15% responded as Average, 13% responded as Fair and 13% responded as Poor.



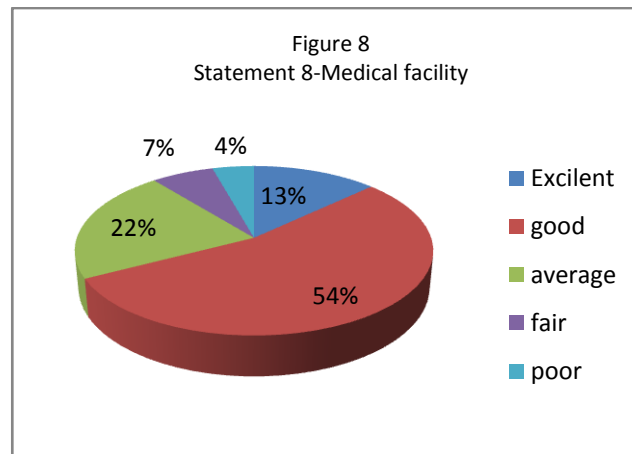
In statement 5 i.e. (Toilet facilities.) out of 46 responses, 26% responded as Excellent, 39% responded as good, 24% responded as Average, 7% responded as Fair and 4% responded as Poor.



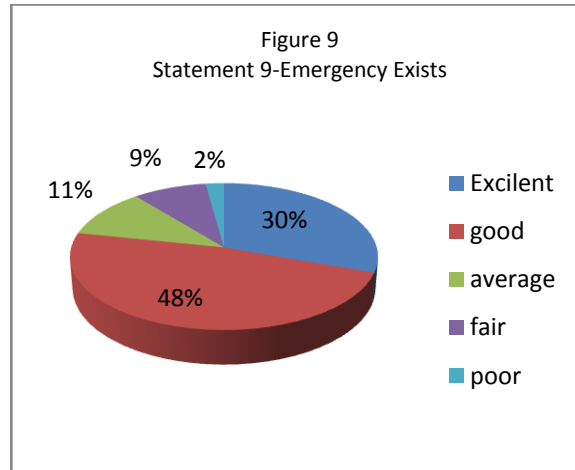
In statement 6 i.e. (Office furniture & fittings.) out of 46 responses, 50% responded as Excellent, 39% responded as good, 9% responded as Average, and 2% responded as Poor.



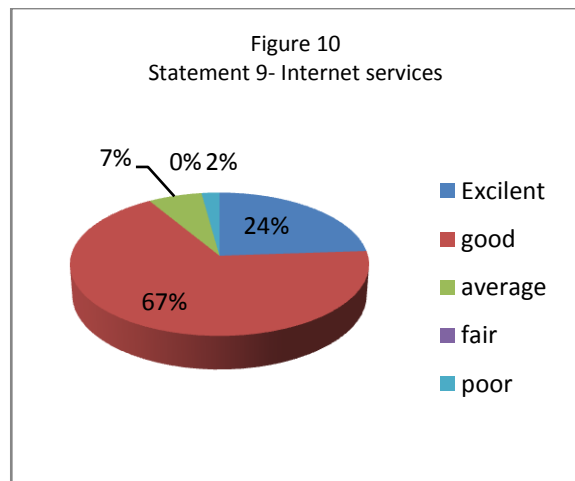
In statement 7 i.e. (Drinking water facilities.) out of 46 responses, 39% responded as Excellent, 35% responded as good, 22% responded as Average, 2% responded as Fair and 2% responded as Poor.



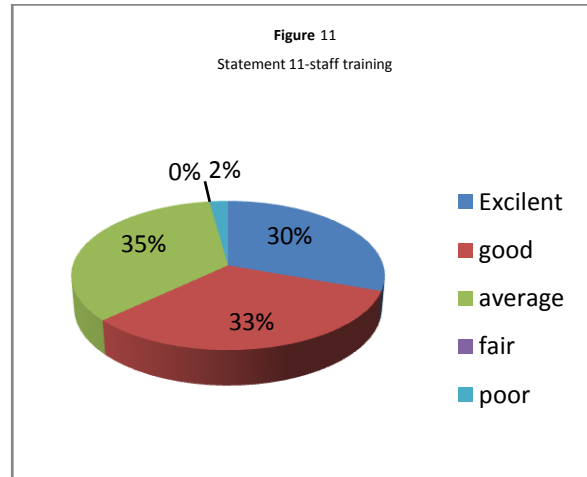
In statement 8 i.e. (Medical facility) out of 46 responses, 13% responded as Excellent, 54% responded as good, 22% responded as Average, 7% responded as Fair and, 4% responded as Poor.



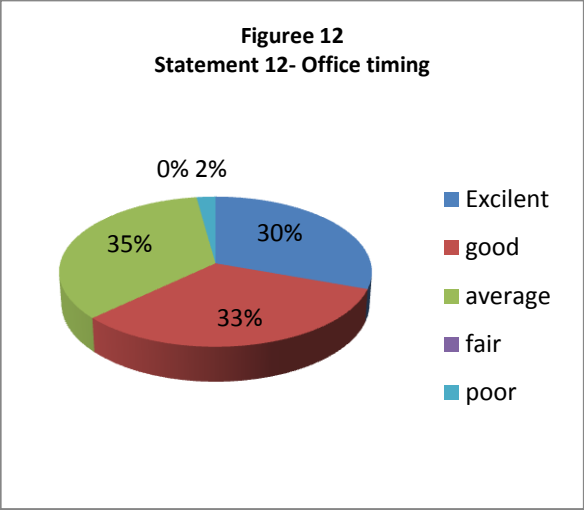
In statement 9 i.e. (Emergency Exists) out of 46 responses, 30% responded as Excellent, 48% responded as good, 11% responded as Average, 9% responded as Fair and 2% responded as Poor.



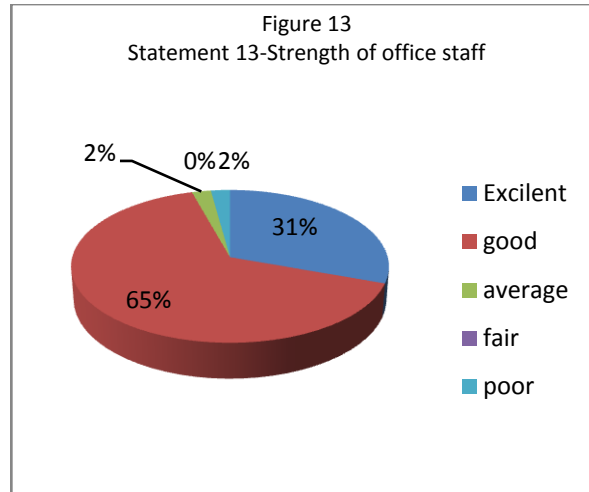
In statement 10i.e. (Internet services); out of 46 responses, 24% responded as Excellent, 67% responded as good, 7% responded as Average, 0% responded as Fair and 2% responded as Poor.



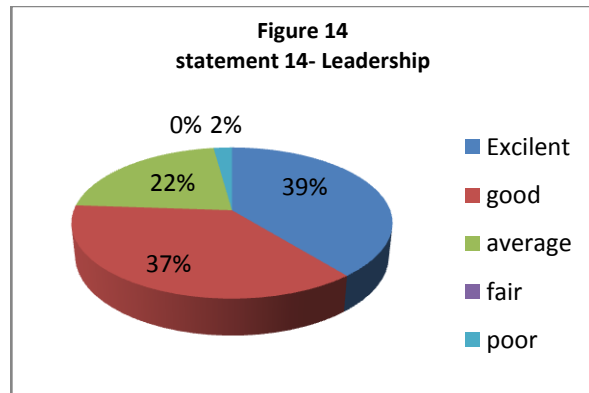
In statement 11 i.e. (Staff Training) out of 46 responses, 30% responded as Excellent, 33% responded as good, 35% responded as Average...% responded as Fair and 2% responded as Poor.



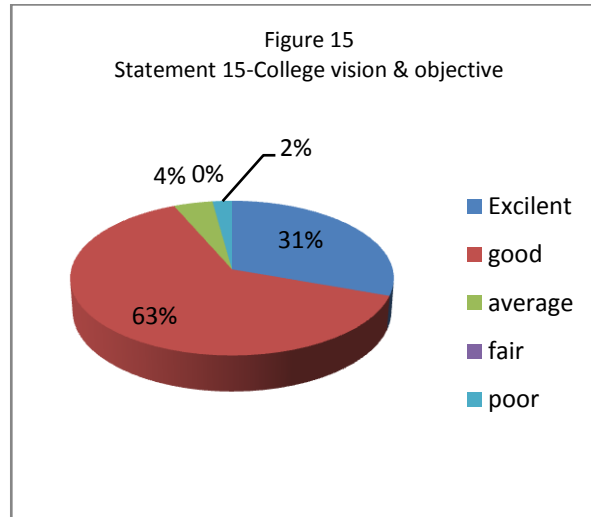
In statement 12 i.e. (Office timing) out of 46 responses, 30% responded as Excellent, 33% responded as good, 35% responded as Average 0% responded as Fair and 2% responded as Poor.



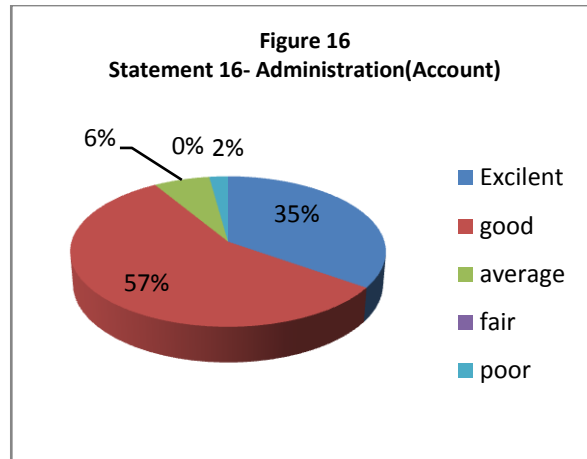
In statement 13 i.e. (Strength of office staff) out of 46 responses, 39% responded as Excellent, 37% responded as good, 22% responded as Average 0% responded as Fair and 2% responded as Poor.



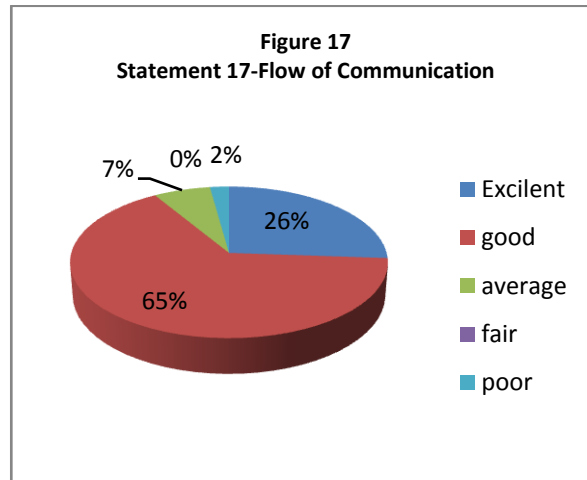
In statement 14 i.e. (Leadership) out of 46 responses, 37% responded as Excellent, 57% responded as good, 4% responded as Average, 0% responded as Fair and 2% responded as Poor.



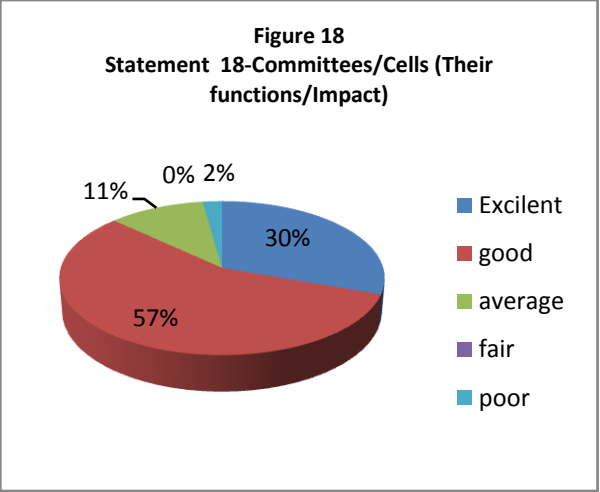
In statement 15 i.e. (College Vision & Objectives) out of 46 responses, 30% responded as Excellent, 63% responded as good, 4% responded as Average, 0% responded as Fair and, 2 % responded as Poor.



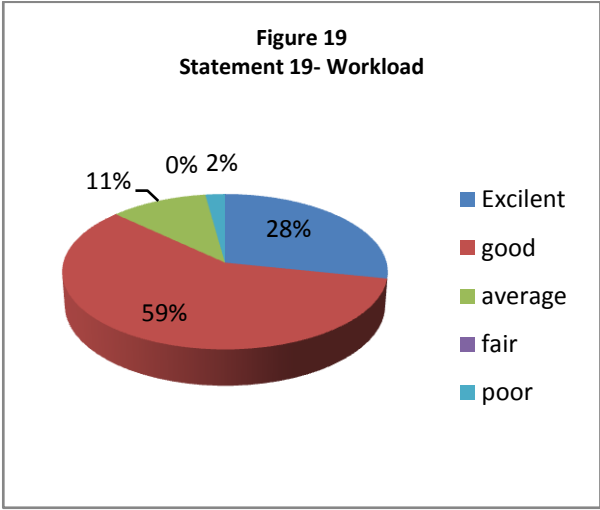
In statement 16 i.e. (Administration (Accounts)); out of 46 responses, 35% responded as Excellent, 57% responded as good, 7% responded as Average, 0% responded as Fair and, 2% responded as Poor.



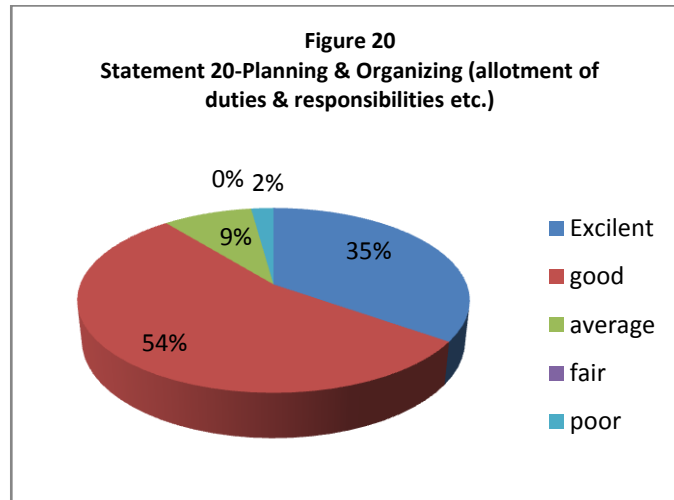
In statement 17 i.e. (Flow of Communication) ;out of 46 responses, 26% responded as Excellent, 65% responded as good, 7% responded as Average, 0% responded as Fair and 2% responded as Poor.



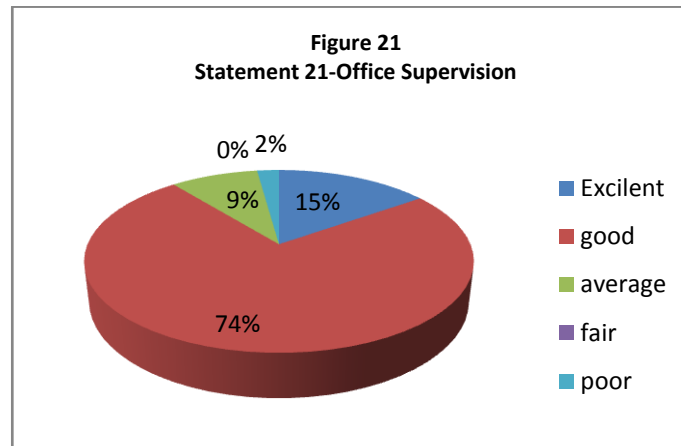
In statement 18 i.e. (Committees/Cells (Their functions/Impact) out of 46 responses, 30% responded as Excellent, 57% responded as good, 11% responded as Average,0% responded as Fair and 2% responded as Poor.



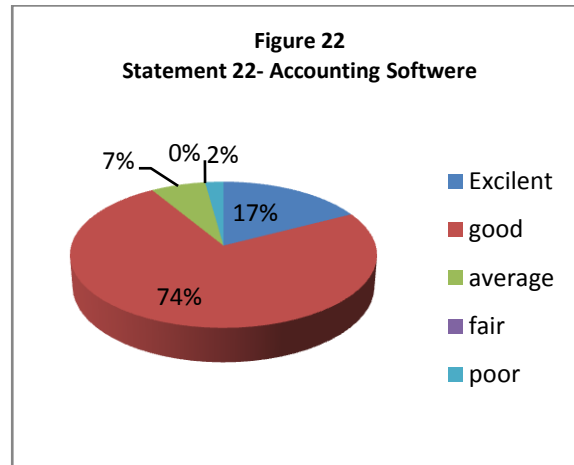
In statement 19 i.e. (Workload) out of 46 responses, 28% responded as Excellent, 59% responded as good, 11% responded as Average, 0% responded as Fair and 2% responded as Poor.



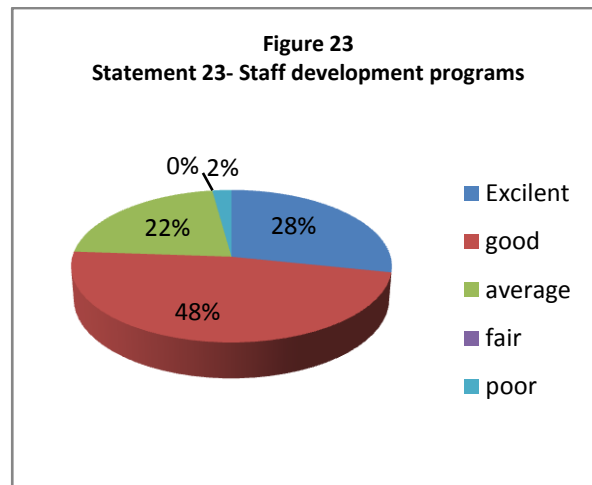
In statement 20 i.e. (Planning & Organizing (allotment of duties & responsibilities etc.)) out of 46 responses, 34% responded as Excellent, 53% responded as good, 9% responded as Average, 0% responded as Fair and 2% responded as Poor.



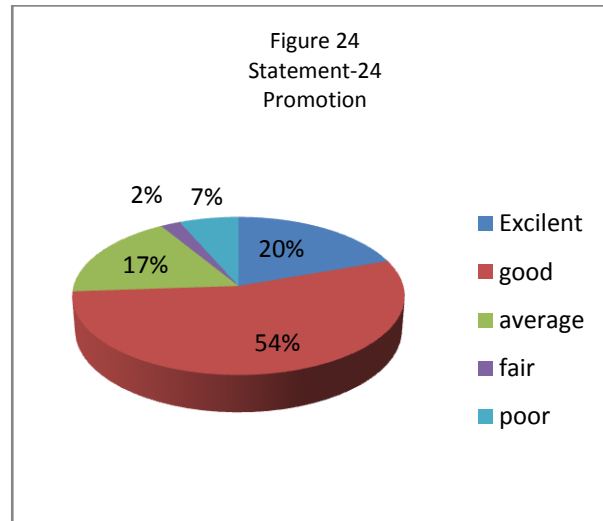
In statement 21 i.e. (Office Supervision) out of 46 responses, 15% responded as Excellent, 74% responded as good, 9% responded as Average, 0% responded as Fair and 2% responded as Poor.



In statement 22 i.e. (Accounting Software) out of 46 responses, 17% responded as Excellent, 74% responded as good, 7 % responded as Average, 0% responded as Fair and 2% responded as Poor.



In statement 23 i.e. (Staff development programs) out of 46 responses, 28% responded as Excellent, 48% responded as good, 22% responded as Average, 0% responded as Fair and 2% responded as Poor.

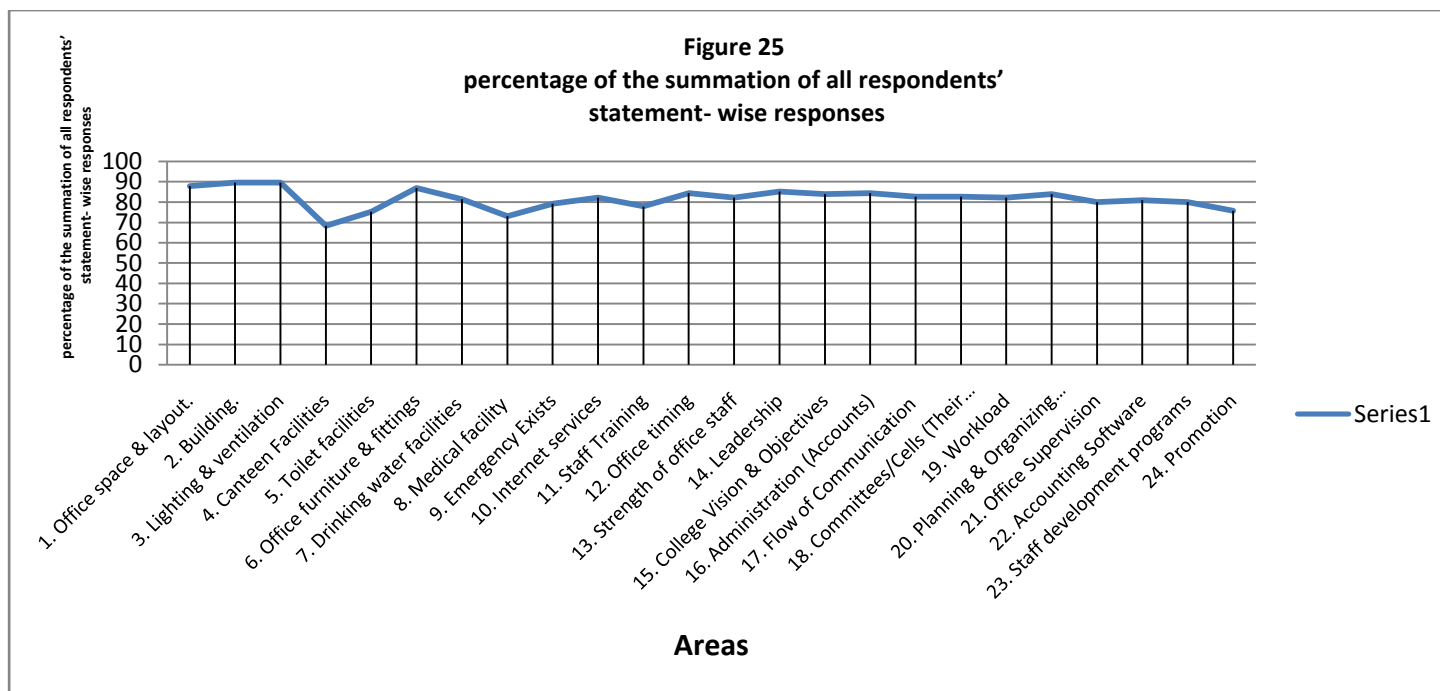


In statement 24 i.e. (Promotion) out of 46 responses, 20% responded as Excellent, 54% responded as good, 17% responded as Average, 2% responded as Fair and 7% responded as Poor.

Table 2																								
Percentage of the summation of all respondents' statement-wise responses																								
Statement Nos. ← →																								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Percentage	88	90	90	68	75	87	81	73	79	82	78	84	82	85	84	84	83	83	82	84	80	81	80	76

Table 2 shows the percentage of the summation of all respondents' statement-wise responses. To calculate it a simple equation is applied.

$$\frac{\text{summation of all respondents' statement wise responses}}{N \times 5} \times 100$$



The Diagrammatic representation of Table 2 is shown in figure 25 .By analyzing table 2 and Figure 25, A high percentage is observed in statement 3 (90%) followed by statement 2 (90%) and statement 1(88%) . A low Percentage is observed in statement 4 (68%) followed by statement 8 (73%), Statement 24(76%) and statement 11(78%)

5. Conclusion:

In conclusion it can be said that the non-teaching employees play an important role in the official functioning of the college. So, their satisfaction over the work environment of the college is very essential. The needs of the employees are taken seriously by the authority and they are provided with good physical facility Efforts are on to make them more efficient by to perform better and contribute to excel in providing quality education.

The areas where the majority of the Non-teaching Staff satisfied with are:

1. Lighting & ventilation (Statement 3)
2. Building. (Statement 2)
3. Office space & layout. (Statement 1)

The areas where the majority of the Non-teaching staff are not satisfied with are:

1. Canteen Facilities (Statement 4)
2. Medical facility(Statement 8)
- 3.Promotion (statement 24)
- 4.Staff Training(Statement 11)

The areas where the majority of the non-teaching employees are satisfied with are the Lighting & ventilation of the Office; Building of the office and Office space & layout of the institution. And the areas where the majority of the Non-teaching staffs are not satisfied with are Canteen Facilities, Medical facility, regarding their Promotion and staff Training.

6. Refarences:

Waltz, T.B.- (2023) *Likert Scale | Definition, Examples & Importance*, *study.com*. Available at: <https://study.com/learn/lesson/likert-scale-examples-analysis.html> (Accessed: 20 April 2024).

Google forms (2024) *Wikipedia*. Available at: https://en.wikipedia.org/wiki/Google_Forms (Accessed: 23 April 2024).

ANNEXURE- I

1. Office space & layout.

Excellent	Good	Average	Fair	Poor
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2. Building.

Excellent	Good	Average	Fair	Poor
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3. Lighting & ventilation

Excellent	Good	Average	Fair	Poor
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4. Canteen Facilities

Excellent	Good	Average	Fair	Poor
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5. Toilet facilities

Excellent	Good	Average	Fair	Poor
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6. Office furniture & fittings

Excellent	Good	Average	Fair	Poor
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7. Drinking water facilities

Excellent	Good	Average	Fair	Poor
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8. Medical facility

Excellent	Good	Average	Fair	Poor
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9. Emergency Exists

Excellent	Good	Average	Fair	Poor
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10. Internet services

Excellent	Good	Average	Fair	Poor
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11. Staff Training

Excellent	Good	Average	Fair	Poor
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12. Office timing

Excellent	Good	Average	Fair	Poor
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13. Strength of office staff

Excellent	Good	Average	Fair	Poor
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14. Leadership

Excellent	Good	Average	Fair	Poor
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15. College Vision & Objectives

Excellent	Good	Average	Fair	Poor
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16. Administration (Accounts)

Excellent	Good	Average	Fair	Poor
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17. Flow of Communication

Excellent	Good	Average	Fair	Poor
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18. Committees/Cells (Their functions/Impact)

Excellent	Good	Average	Fair	Poor
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19. Workload

Excellent	Good	Average	Fair	Poor
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20. Planning & Organizing (allotment of duties & responsibilities etc.)

Excellent	Good	Average	Fair	Poor
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21. Office Supervision

Excellent	Good	Average	Fair	Poor
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22. Accounting Software

Excellent	Good	Average	Fair	Poor
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23. Staff development programs

Excellent	Good	Average	Fair	Poor
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24. Promotion

Excellent	Good	Average	Fair	Poor
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