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REPORT ON

Feedback of Non-Teaching Staff

Analysis and Action Taken by the institution

Session 2022-2023

Submitted by

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Report on Feedback of Non-Teaching staff

Session 2022-2023

Darrang college, Tezpur

Introduction:

Effective feedback from non-teaching staff helps the institution to upgrade the level of the college.

Objective:

To collect the feedback from the non-teaching staff of Darrang college about the infrastructure, administration and college ambience and make necessary improvements.

Methodology:

- Method: Descriptive survey method is applied for the study.
- Population: All the non-teaching staff (both sanctioned and non- sanctioned) of darrang college are the population of the study.
- Sample: 34 responses were received which is the 45% sample of total population.
- Tools used: https://forms.gle/TpmbLKk1AkeFB8XG8

Analysis and interpretation:

TABLE 1

OFFICE SPACE & LAYOUT				
Excellent	Good	Average	Fair	Poor
37.5%	50%	12.5%	0%	0%

Table 1 shows the non teaching employee's response on office space & layout.
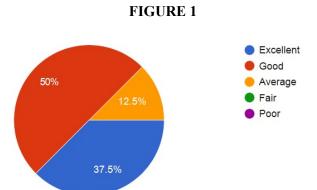
FIGURE 1

Figure 1 shows the graphical description of non teaching employee's response on office space & layout. It shows that 37.5% employees believe the institution have excellent office space & layout, 50% employees believe good office space & layout and 12.5% employee believe the institution have averageoffice space & layout.

TABLE 2

Building				
Excellent	**Good**	**Average**	**Fair**	**Poor**
35.5%	64.7%	0%	0%	0%

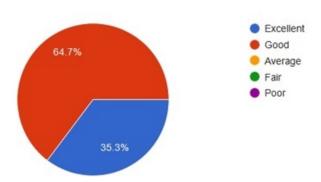Table 2 shows the non teaching employee's response on Building facilities.

FIGURE 2

Figure 2 shows the graphical description of non teaching employee's response on Building facilities. It shows that 64.7% employees believe the institution have good building facilities and 35.3% employees believe the institution have excellent building facilities.

TABLE 3

Lighting&ventilation				
Excellent	Good	Average	Fair	Poor
29.4%	58.8%	11.8%	0%	0%

Table 3 shows the non teaching employee's response on Lighting & ventilation facilities.
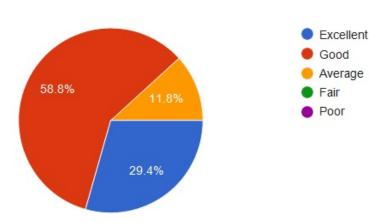
FIGURE 3

Figure 3 shows the graphical description of non teaching employee's response on Lighting&ventilation facilities. It shows that 29.4% employee believe the institution have excellent Lighting&ventilation facilities , 58.8% employees believe the institute have good Lighting&ventilation facilities and 11.8% employee believe the institution have average Lighting&ventilation facilities.

Table 4

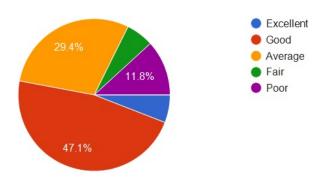| CANTEENFACILITIES				
Excellent	Good	Average	Fair	Poor
8.4%	47.1%	29.4%	8.4%	11.8%

FIGURE 4

Figure 4 shows the graphical description of non teaching employee's response on canteen facilities. It shows that 8.4% employees believe the institution have excellent canteen facilities, 47.7% employees believe the institution have good canteen facilities, 29.4% employees believe the institution have average canteen facilities, 8.4% employees believe the institution have fair canteen facilities and 11.8% employees believe the institution have poor canteen facilities.

TABLE 5

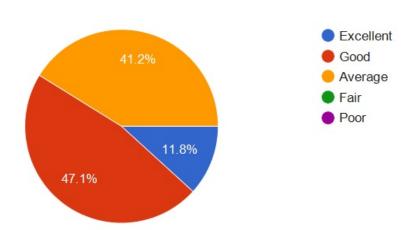| TOILET FACILITIES				
Excellent	**Good**	**Average**	**Fair**	**Poor**
11.8%	**47.1%**	**41.2%**	**0%**	**0%**

FIGURE 5

Figure 5 shows the graphical description of non teaching employee's response on toilet facilities. It shows that 11.8% employees believe the institution have excellent toilet facilities. 47.1% employees believe the institution have good toilet facilities and 41.2% employees believe the institution have average toilet facilities

TABLE 6

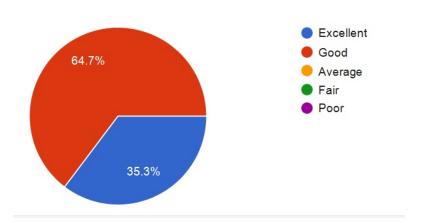| OFFICEFURNITURE&FITTINGS				
Excellent	Good	Average	Fair	Poor
35.3%	64.7%	0%	0%	0%

FIGURE 6

Figure 6 shows the graphical description of non teaching employee's response on office furniture &fittings. It shows that 35.3% employees believe the institution have excellent office furniture & fittings and 64.7% employees believe the institution have good office furniture & fittings.

TABLE 7

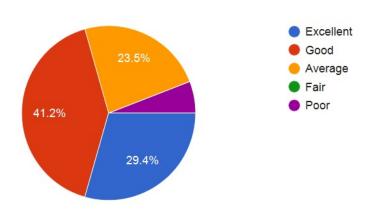| DRINKING WATER FACILITIES				
Excellent	Good	Average	Fair	Poor
29.4%	41.2%	23.5%	0%	5.9%

FIGURE 7

Figure 7 shows the graphical description of non teaching employee's response on Drinking water facilities It shows that 29.4% employees believe the institution have excellent Drinking water facilities, 41.2% employees believe the institution have good Drinking water facilities, 23.5% employees believe the institution have average Drinking water facilities and 5.9% employees believe the institution have poor Drinking water facilities.

TABLE8

MEDICALFACILITY				
Excellent	**Good**	**Average**	**Fair**	**Poor**
17.6%	**58.8%**	**17.6**	**0%**	**6%**

Table 8 shows the percentage of response of the non teaching employees on medical facility.
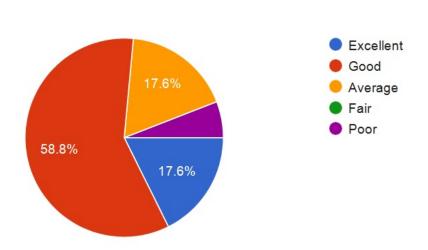
FIGURE8

Figure 8 shows the graphical description of non teaching employee'sresponse on medical facility. It shows that 17.6% employees believe the institution have excellent medical facility, 58.8% employees believe good medical facility and 17.6% employee believe the institution have average medical facilities.

TABLE 9

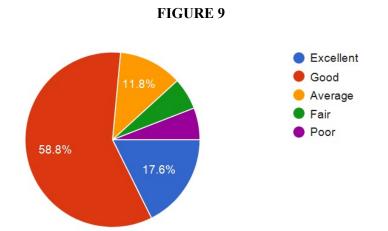| EMERGENCYEXISTS				
Excellent	**Good**	**Average**	**Fair**	**Poor**
17.6%	**58.8%**	**11.8%**	**5.9%**	**5.9%**

FIGURE 9

Figure 9 shows the graphical description of non teaching employee's response on emergency exists facilities It shows that 17.6% employees believe the institution have excellent emergency exists facilities, 58.8% employees believe the institution have good emergency exists facilities, 11.8% employees believe the institution have average emergency exists facilities, 5.9% employees believe the institution have fair emergency exists facilities and 5.9% employees believe the institution have Poor emergency exits facilities. .

TABLE 10

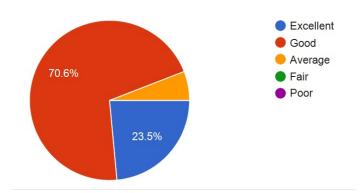| INTERNETSERVICES				
Excellent	**Good**	**Average**	**Fair**	**Poor**
23.5%	**70.6%**	**0%**	**0%**	**5.9%**

Figure 10 shows the graphical description of non-teaching employee's responses to internet services facilities. It shows that 23.5% of employees believe the institution has excellent internet service facilities, 70.6% of employees believe the institution has good internet service facilities, and 5.9% of employees believe the institution has poor internet service facilities.

TABLE 11

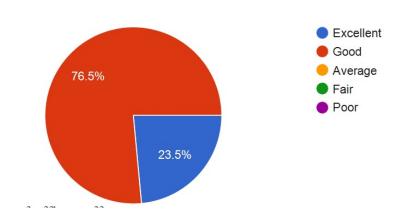| OFFICETIMING				
Excellent	Good	Average	Fair	Poor
23.5%	76.5%	0%	0%	0%

FIGURE 11

Figure 11 shows the graphical description of non-teaching employee's responses to Office timing. It shows that 23.5% of employees believe the institution has excellent office timing and 76.5% of employees believe the institution has good office timing.

TABLE 12

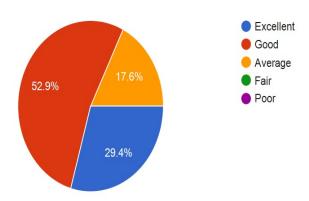| STRENGTHOFOFFICESTAFF				
Excellent	Good	Average	Fair	Poor
29.4%	52.9%	17.6%	0%	0%

FIGURE 12

Figure 12 shows the graphical description of non-teaching employee's responses to strength of office staff. It shows that 29.4% of employees believe the institution has excellent strength of office staff, 52.9% of employees believe the institution has good strength of office staff, and 17.6% of employees believe the institution has Average strength of office staff.

TABLE 13

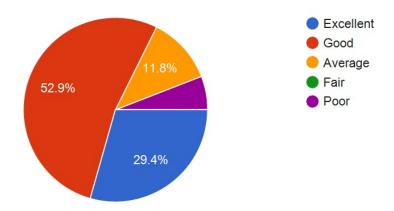| LEADERSHIP				
Excellent	**Good**	**Average**	**Fair**	**Poor**
29.4%	52.9%	11.8%	0%	5.9%

FIGURE 13

Figure 13 shows the graphical description of non-teaching employee's responses to institution Leadership. It shows that 29.4% of employees believe the institution has excellent institution Leadership, 52.9% of employees believe the institution has good institutionLeadership,11.8% believe the institution has Average institution leadership and 5.9% of employees believe the institution has poor institution Leadership.

TABLE 14

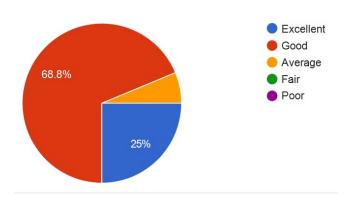| COLLEGEVISION&OBJECTIVES				
Excellent	Good	Average	Fair	Poor
25%	68.8%	6.2%	0%	0%

FIGURE 14

Figure 14 shows the graphical description of non-teaching employee's responses to college vision & objectives. It shows that 25% of employees believe the institution has excellent college vision & objectives, 68.8% of employees believe the institution has good college vision & objectives, and 6.2% of employees believe the institution has Average college vision & objective

TABLE 15

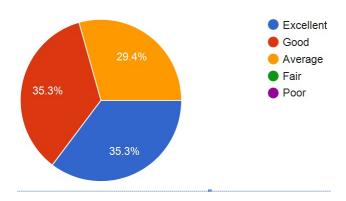| ADMINISTRATION (ACCOUNTS)				
Excellent	Good	Average	Fair	Poor
35.3%	35.3%	29.4%	0%	0%

FIGURE 15

Figure 15 shows the graphical description of non-teaching employee's responses to Administration (Accounts). It shows that 35.3% of employees believe the institution has excellent Administration (Accounts), 35.3% of employees believe the institution has good Administration (Accounts), and 29.4 % of employees believe the institution has Average Administration (Accounts).

TABLE 16

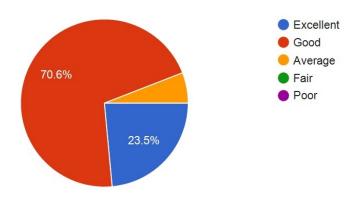| FLOW OF COMMUNICATION				
Excellent	**Good**	**Average**	**Fair**	**Poor**
23.5%	**70.6%**	**5.9%**	**0%**	**0%**

FIGURE 16

Figure 16 shows the graphical description of non-teaching employee's responses to Flow of communication. It shows that 23.5% of employees believe the institution has excellent Flow of communication ,70.6% of employees believe the institution has good flow of communication, and 5.9 % of employees believe the institution has Average Flow of communication.

Table 17

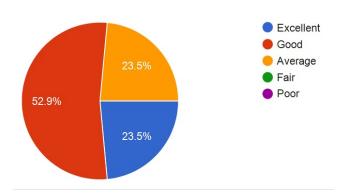| COMMITTEES/CELLS(THEIRFUNCTIONS/IMPACT)				
Excellent	**Good**	**Average**	**Fair**	**Poor**
23.5%	**52.9%**	**23.5%**	**0%**	**0%**

FIGURE 17

Figure 17 shows the graphical description of non-teaching employee's responses to Committees/Cells (Their functions/Impact). It shows that 23.5% of employees believe the institution has excellent Committees/Cells (Their functions/Impact),52.9% of employees believe the institution has good Committees/Cells(Their functions/Impact), and 23.5 % of employees believe the institution has Average Committees/Cells(Their functions/Impact).

TABLE 18

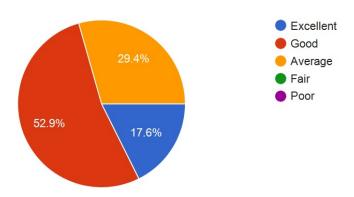| WORKLOAD				
Excellent	**Good**	**Average**	**Fair**	**Poor**
17.6%	**52.9%**	**29.4%**	**0%**	**0%**

FIGURE 18

Figure 18 shows the graphical description of non-teaching employee's responses to workload of the institution. It shows that 17.6% of employees believe the institution has excellent level of workload, 52.9% of employees believe the institution has good Level of workload, and 29.4 % of employees believe the institution has Average Level of workload.

TABLE 19

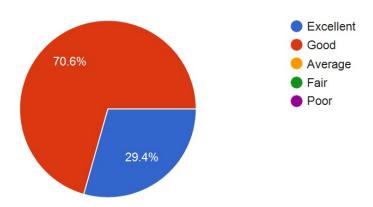| PLANNING AND ORGANIZING (ALLOTMENT OF DUTIES AND RESPONSIBILITIES)				
Excellent	**Good**	**Average**	**Fair**	**Poor**
29.4%	**70.6%**	**0%**	**0%**	**0%**

FIGURE 19

Figure 19 shows the graphical description of non-teaching employee's responses to planning and organizing (allotment of duties and responsibilities). It shows that 29.4% of employees believe the institution has excellent planning and organizing (allotment of duties and responsibilities) and 70.6% of employees believe the institution has good planning and organizing (allotment of duties and responsibilities).

TABLE 20

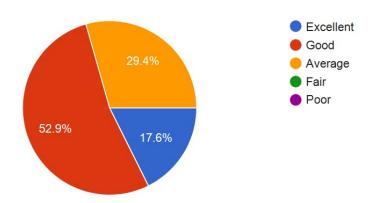| Office Supervision				
Excellent	**Good**	**Average**	**Fair**	**Poor**
17.6%	**52.9%**	**29.4%**	**0%**	**0%**

FIGURE 20

Figure 20 shows the graphical description of non-teaching employee's responses to office supervision. It shows that 17.6% of employees believe the institution has excellent level of office supervision, 52.9% of employees believe the institution has good Level of office supervision, and 29.4 % of employees believe the institution has Average Level of office supervision.

TABLE 21

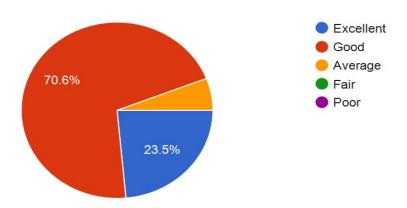| ACCOUNTING SOFTWARE				
Excellent	**Good**	**Average**	**Fair**	**Poor**
23.5%	**70.6%**	**5.9%**	**0%**	**0%**

FIGURE 21

Figure 20 shows the graphical description of non-teaching employee's responses to Accounting software. It shows that 23.5% of employees believe the institution has excellent Accounting software70.6% of employees believe the institution has good Accounting software, and 5.9 % of employees believe the institution has average Accounting software.

TABLE 22

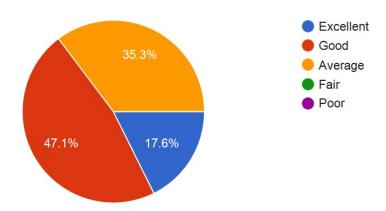| STAFF DEVELOPMENT PROGRAMME				
Excellent	Good	Average	Fair	Poor
17.6%	47.1%	35.3%	0%	0%

FIGURE 22

Figure 22 shows the graphical description of non-teaching employee's responses to Staff development programme. It shows that 17.6% of employees believe the institution has excellent staff development programme , 47.1% of employees believe the institution has good staff development programme, and 35.3 % of employees believe the institution has average staff development programme.

TABLE 23

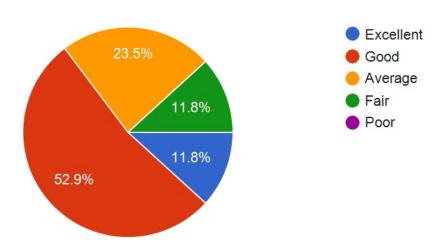| PROMOTION				
Excellent	**Good**	**Average**	**Fair**	**Poor**
11.8%	**52.9%**	**23.5%**	**11.8%**	**0%**

FIGURE 23

Figure 23 shows the graphical description of non-teaching employee's responses to process of Promotion . It shows that 11.8% of employees believe the institution has excellent process of promotion , 52.9% of employees believe the institution has good process of promotion, 23.3 % of employees believe the institution has average process of promotion and11.8% of employees believe the institution has fair process of promotion.

Findings:

Non-teaching staff is satisfied with-

- Office space and layout.
- Building.
- Lighting and ventilation.
- Office furniture and fittings.
- Internet services.
- Office timing.
- Strength of office staff.

- Leadership.
- College vision and objectives.
- Administration.
- Flow of communication.
- Work load.
- Planning and organization.
- Office supervision.

Non-teaching staff is not satisfied with-

- College canteen.
- Medical facilities.
- Toilet facilities.

Summary of some of the important suggestions given by the non – teaching staff:

- Upgrading and further development of the College's official website.
- Staff training and development programs should be organizedeg. Tally Software, office organization.
- Recreational activities for non – teaching staff should be made available.
- Toilet facilities are poor and needs improvement (separate for Men and Women) for non – teaching staff. Toilet facility should be made available in the first – aid room.
- Provision of clean drinking water by installing Aqua guard purifier in the office.

Action Taken by the institution on the basis of feedback of non-teaching staff:

- **Action 1:** college canteen is renovated**.**
- **Action 2:** one toilet is constructed for differently able teachers.
- **Action 3:** More medical facilities are provided.