



**DARRANG COLLEGE (AUTONOMOUS),
TEZPUR**

REPORT ON

Non-Teaching Employees Feedback

Darrang College, Tezpur- 784001

SESSION 2024-2025

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.

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:

1. 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.
2. Providing actionable insights that will inform decision-making and initiatives aimed at enhancing the overall experience of the nonteaching staff

Tools used for data collection: 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).

Analysis and interpretation

Figure 1

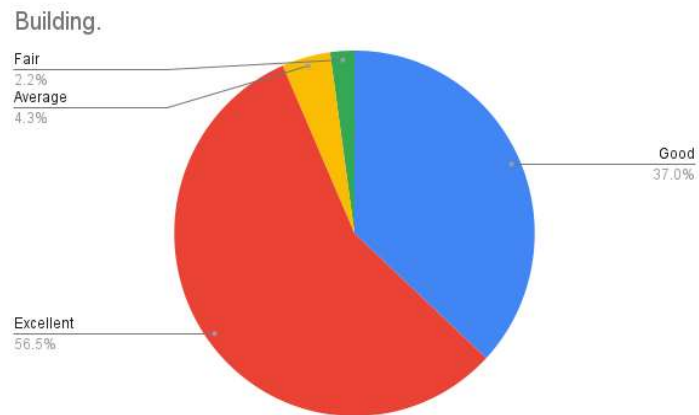


Figure 1 presents the graphical representation of employees' feedback regarding the medical building.

Figure 2

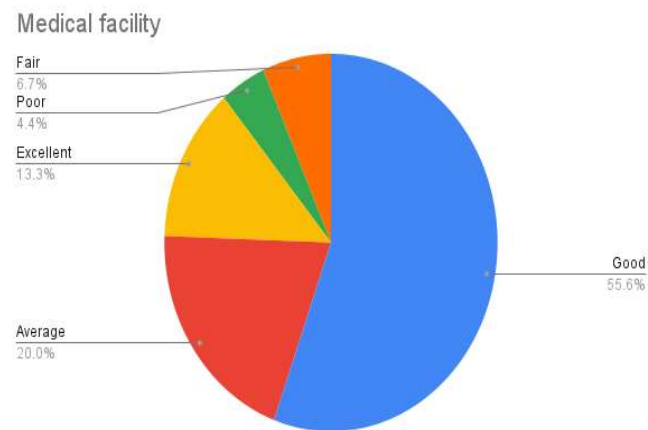


Figure 2 presents the graphical representation of employees' feedback regarding the medical facilities.

Figure 3

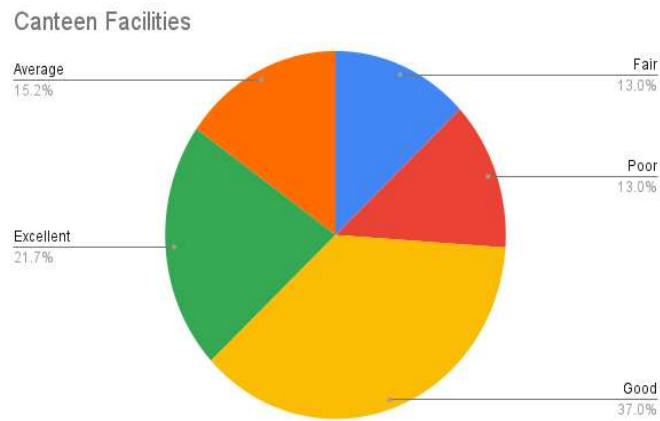


Figure 3 presents the graphical representation of employees' feedback regarding the Canteen Facility.

Figure 4

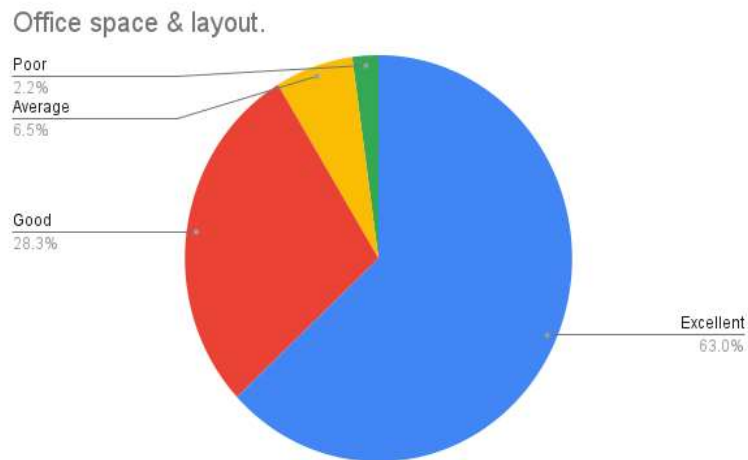


Figure 4 presents the graphical representation of employees' feedback regarding office space and layout.

Figure 5

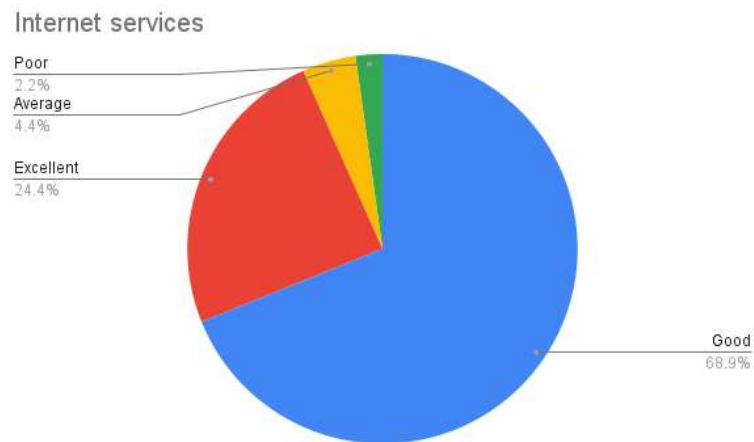


Figure 5 presents the graphical representation of employees' feedback regarding internet services.

Figure 6

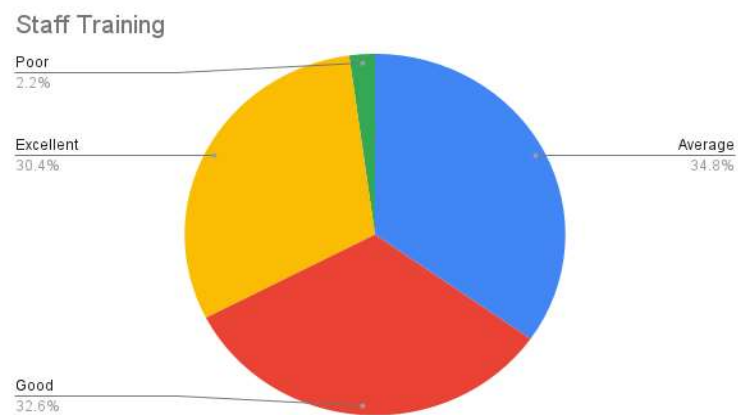


Figure 6 presents the graphical representation of employees' feedback regarding Staff training.

Figure 7

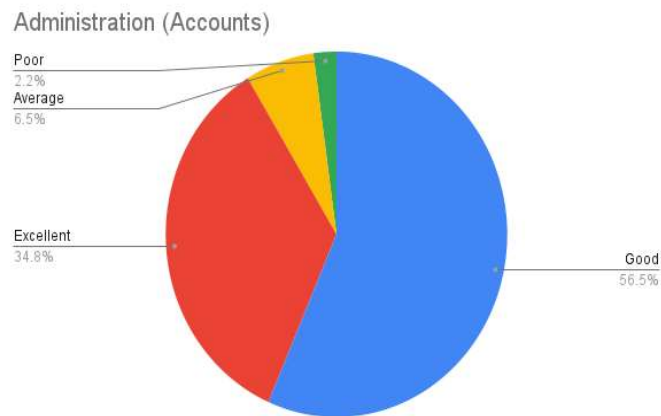


Figure 7 presents the graphical representation of employees' feedback regarding Administration.

FIGURE 8

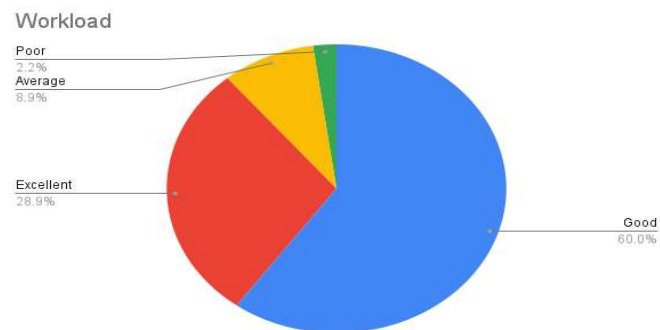


Figure 8 presents the graphical representation of employees' feedback regarding workload.

FIGURE 9

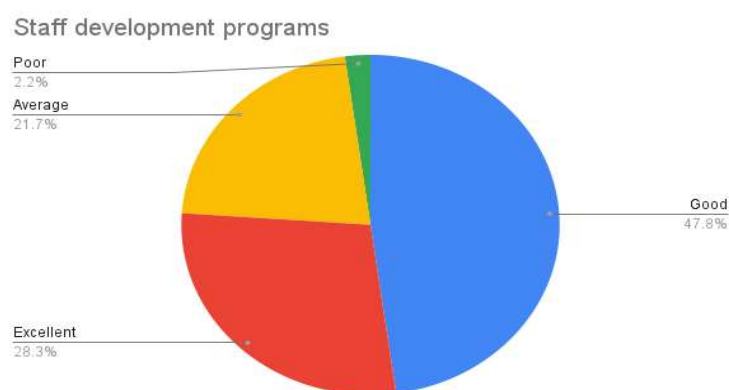


Figure 9 presents the graphical representation of employees' feedback regarding self development programs.

ANALYSIS OF QUANTITATIVE DATA:

The thematic analysis of the subjective responses given by the respondents are mentioned below

TABLE 1

Theme	Frequency	Key Issues Noted
Toilet facilities	Very High	Outdated, poor condition, urgent upgrade needed
Canteen facilities	High	Not updated, inadequate service/quality
Library & building issues	Moderate	No emergency exit, lack of drinking water, poor admin-building toilets
Administrative improvements	Moderate	Call for excellence, better planning
Staff development	Low–Moderate	Needs systematic planning, improvements
Positive remarks	Moderate	“Good” / “Excellent” / “No suggestion”

OVERALL INTERPRETATION:

The feedback overwhelmingly points toward basic facility gaps, especially toilets and the canteen, as primary dissatisfaction points among non-teaching employees. Safety (emergency exits), essential utilities (drinking water), and administrative building maintenance also require attention. In addition, staff express a desire for improved administrative effectiveness and better staff development opportunities.

Despite these issues, a subset of employees reports satisfaction, although without detailed justification.

ACTION TAKEN

Sl. No.	Feedback / Issue Identified	Action Taken / Proposed
1	Toilet facilities poor, outdated, and needing upgrade	• Sanitation inspection committee formed. • Budget approved for repair and modernization. • Deep cleaning schedule implemented. • Upgrades planned for ventilation, water supply, and hygiene fixtures.
2	Canteen facilities inadequate and not updated	• Contractor instructed to improve hygiene and food quality. • Menu review and food safety checks started. • Renovation planning initiated. • Monthly canteen feedback monitoring introduced.
3	Library lacks emergency exit and drinking water	• Safety audit completed. • Emergency exit installation approved. • RO + drinking water dispensers to be installed within one month. • Regular water facility maintenance mandated.
4	Staff development programmes need better planning	• Annual Staff Development Calendar being prepared. • New training modules (ICT, soft skills, office management) planned. • Need-based feedback integration underway.
5	Administration should strive for excellence and better planning	• Periodic review meetings scheduled. • Internal monitoring and quality assurance strengthened. • Suggestion box & online grievance system activated.
6	Positive feedback: "Good", "Excellent", "No suggestion"	• Appreciation noted and shared with departments. • Commitment to maintain and enhance quality continued.

References: Waltz, T.B.- (2023) Likert Scale | Definition, Examples & Importance, study.com.
Available at: <https://study.com/learn/lesson/likert-scaleexamples-analysis.html> (Accessed: 20 April 2024). Google forms (2024) Wikipedia. Available at: https://en.wikipedia.org/wiki/Google_Forms (Accessed: 23 April 2024).