



DARRANG COLLEGE

NON TEACHING STAFF FEEDBACK 2025-2026



**SUBMITTED
TO
IQAC, DARRANG COLLEGE
TEZPUR**

INTRODUCTION

Darrang College is committed to maintaining a supportive, efficient, and quality-oriented institutional environment for its employees. As an important part of the institution's quality assurance and continuous improvement process, an Employees' Feedback Survey was conducted to understand the perceptions and experiences of employees regarding various administrative, infrastructural, organizational, and professional aspects of the College.

The feedback focused on 24 key parameters, covering areas such as office space and layout, building facilities, lighting and ventilation, canteen and toilet facilities, drinking water, medical facilities, emergency exits, internet services, staff training, office timing, staff strength, leadership, institutional vision and objectives, accounts administration, communication, committees/cells, workload, planning and organization, supervision, accounting software, staff development programmes, and promotion.

The feedback provides valuable information about the strengths of the existing administrative system as well as areas where further improvement may be required. The findings are intended to support evidence-based decision-making, employee satisfaction, administrative efficiency, and continuous institutional development at Darrang College.

METHODOLOGY

The Employees' Feedback Survey was conducted to obtain structured responses from the employees of Darrang College regarding various aspects of the institutional working environment and administrative functioning.

A structured feedback questionnaire consisting of 24 parameters was used for data collection.

Employees were asked to rate each parameter using a five-point rating scale:

- Excellent
- Good
- Average
- Fair

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- Poor

The parameters covered both physical facilities and organizational/administrative practices, enabling the institution to obtain a broad assessment of employees' perceptions.

The collected responses were systematically compiled and analyzed item-wise. For each parameter, the number of responses under Excellent, Good, Average, Fair, and Poor categories was identified. The frequency distribution was then used to understand the overall pattern of employee satisfaction and to identify areas demonstrating comparatively positive perceptions as well as areas requiring further attention.

The findings of the analysis are presented in the form of item-wise frequency tables, which can be used by the College administration and relevant committees for planning appropriate corrective measures, developmental initiatives, and quality improvement actions

RESULTS

Here is the item-wise frequency of each rating:

TABLE 1 SHOWS EMPLOYEE RESPONSES ACROSS ALL 24 PARAMETERS.

Sl. No of Parameter	Feedback Parameter	Excellent	Good	Average	Fair	Poor
1	Office Space & Layout	20	27	2	0	0
2	Building	23	25	1	0	0
3	Lighting & Ventilation	22	24	3	0	0
4	Canteen Facilities	11	15	19	0	4
5	Toilet Facilities	20	21	7	1	0
6	Office Furniture & Fittings	17	28	3	1	0
7	Drinking Water Facilities	18	24	6	1	0
8	Medical Facility	9	26	10	2	2
9	Emergency Exits	11	32	4	2	0
10	Internet Services	13	26	8	2	0
11	Staff Training	14	26	8	1	0
12	Office Timing	11	35	3	0	0
13	Strength of Office Staff	12	22	11	2	2
14	Leadership	16	30	3	0	0
15	College Vision & Objectives	16	30	3	0	0
16	Administration	12	32	5	0	0

	(Accounts)					
17	Flow of Communication	8	36	5	0	0
18	Committees/Cells	9	36	4	0	0
19	Workload	13	30	5	0	1
20	Planning & Organizing	9	35	3	1	1
21	Office Supervision	10	35	3	1	0
22	Accounting Software	9	38	1	1	0
23	Staff Development Programmes	9	28	11	1	0
24	Promotion	4	31	9	1	2

DISCUSSION

Overall Findings:

From the TABLE 1, several important trends can be identified. The major findings of the Employees' Feedback Survey are presented below:

1. Infrastructure is viewed positively. Office space, building facilities, lighting and ventilation, toilets, furniture and fittings received predominantly Good/Excellent responses.
 2. Leadership and institutional direction are positively perceived. Employees expressed favorable views regarding Leadership and the College Vision & Objectives, indicating general alignment with institutional administration.
 3. Office functioning is generally satisfactory. Office timing, supervision, planning and administration/accounts received largely positive responses.
 4. Canteen and medical facilities require attention. These areas show a comparatively greater concentration of Average, Fair and Poor responses and may therefore be prioritized for improvement.
 5. Adequacy of office staff is an important concern. The responses relating to Strength of Office Staff indicate that staffing adequacy may need institutional review, particularly where workload is perceived as high.
 6. Workload received mixed feedback. The presence of Average/Fair/Poor responses suggests the need for periodic assessment of workload distribution and allocation of duties and responsibilities.
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7. Communication can be strengthened. Although the overall response is positive, some employees reported lower levels of satisfaction with the Flow of Communication. More systematic and timely communication mechanisms may be useful.
 8. Training and staff development need continued attention. Employees generally rated these areas positively, but the presence of Average/Fair responses suggests scope for more regular, relevant and need-based professional development.
 9. Accounting software and digital systems are generally satisfactory. However, periodic training and technical support could improve employee confidence and efficiency.
 10. Promotion received mixed feedback. While many respondents rated it Good/Excellent, some lower ratings indicate the need for greater clarity regarding promotion procedures, eligibility, opportunities and communication.

CONCLUSION

The Employees' Feedback Report indicates that the overall administrative and institutional environment is positively perceived by employees, with Good and Excellent ratings dominating most of the 24 parameters. The major strengths are related to infrastructure, office facilities, leadership, institutional vision, office functioning and supervision.

At the same time, the feedback identifies areas requiring continuous institutional improvement, particularly canteen facilities, medical facilities, adequacy of office staff, workload management, communication, staff development, accounting software support and promotion-related processes. The feedback may therefore be used as an important input for institutional planning, resource allocation and administrative quality.


Dr. Palash Moni Saikia
Principal,
Darrang College (Autonomous)
Principal
Darrang College (Autonomous)
Tezpur, Sonitpur, Assam