

REPORT ON FEEDBACK ANALYSIS (FOR NON-TEACHING STAFF)

01-11-2018

The responses to the questionnaire were received from 43 Non – Teaching Staff and these were analysed and reflected as a percentage presented in tabular forms.

The key aspects under four key Parameters are specified as follows:

- A. *Infrastructure and Learning Resources*: - It includes key aspect like office space and layout, Office timings, Strength of office staff, Building, internet services, Lighting and ventilation, Staff training, Canteen facilities, Toilet facilities, Office furniture and fittings, Drinking water facilities, Emergency exits, quarter facilities.
- B. *Governance, Leadership and management*: It includes key aspect like Leadership, College vision and Objective, Administration (Accounts), Grievance redressal, Flow of communication (both ways), Committees/ Cells (Their functions and impact), Planning and organizing (Allotment of duties and responsibilities), Workload, Linking with other agencies/ organization, office supervision.
- C. *Innovation and Best practice*: It includes key aspect like Accounting Software, Staff Development Programs, Recreation Activities, Promotion, Employees Welfare, Rain Harvesting, Botanical Gardens, Waste management, Cultural artifacts.
- D. *Other Parameters*: It includes key aspect like Cleanliness, Security, Parking, College compound, College image to others.

Table 1: Percentage Weightage under Key Aspects of each Key Parameter					
FEEDBACK ANALYSIS					
TALLY OF KEY PARAMETERS					
A. INFRASTRUCTURE AND LEARNING RESOURCES					
SL No.	Parameters	Percentage			
		Very Good	Good	Fair	Poor
1	Office Space and Layout	22.7	45.45	27.27	4.5
2	Office Timings	21.7	78.26	X	X
3	Strength of Office Staff	18.1	59.09	18.18	4.54
4	Building	26.08	69.56	4.34	X
5	Internet Services	30.43	60.86	8.69	X
6	Lighting and Ventilation	30.43	56.52	8.69	X
7	Staff Training	4.34	52.17	13.04	30.42
8	Canteen Facilities	8.69	60.86	26.08	4.34
9	Toilet Facilities	9.09	45.45	18.18	27.27
10	Office Furniture & Fitting	18.18	81.81	X	X
11	Drinking Water Facilities	4.76	23.8	38.69	33.33
12	Emergency exits	22.72	59.09	13.63	4.54

13	Quarter facility	13.04	39.13	30.43	17.39
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B. GOVERNANCE, LEADERSHIP & MANAGEMENT

SLNo.	Parameters	Very Good	Good	Fair	Poor
1	Leadership	38.09	61.9	X	X
2	College Vision & Objective	21.73	78.26	X	X
3	Administration (accounts)	36.36	63.63	X	X
4	Grievance Redressal	21.73	78.26	X	X
5	Flow of Communication (both ways)	27.27	68.18	4.54	X
6	Committees/ Cells (Their functions & impact)	19.04	76.19	4.76	X
7	Planning & Organizing (allotment of duties & responsibilities)	13.6	72.72	13.63	X
8	Workload	13.04	65.21	8.69	13.04
9	Linking with other agencies/organization	21.73	73.93	4.34	X
10	Office Supervision	21.73	65.21	13.04	X

C. INNOVATIVE AND BEST PRACTICE

SLNo.	Parameters	Very Good	Good	Fair	Poor
1	Accounting Software	13.4	34.78	4.34	47.82
2	Staff Development Programs	21.73	30.43	8.69	39.13
3	Recreational Activities	17.39	39.13	13.04	20.43
4	Promotion	30.43	60.86	4.34	4.34
5	Employees Welfare	31.81	68.18	X	X
6	Rainwater Harvesting	27.27	68.18	X	X
7	Botanical Gardens	9.52	76.19	4.76	9.52
8	Waste Management	9.09	72.72	13.63	4.54
9	Cultural artifacts	9.09	72.72	13.63	X

D. OTHER PARAMETERS

SLNo.	Parameters	Very Good	Good	Fair	Poor
1	Cleanliness	13.63	54.54	18.18	13.63
2	Security	18.18	72.72	9.098	X
3	Parking	13.63	86.36	X	X
4	College Compound	13.63	81.81	4.54	X
5	College Image to Other	9.09	86.36	4.54	X

Table II: Identification of Strength and Weakness on key Aspects

Parameters		Strength	Weakness
1	Infrastructure and Learning Resource	Office timings, Office furniture and Fitting	Entrance and exit fir students are small leading to congestion.
2	Governance, Leadership and Management	Leadership, College Vision & Objectives, Grievance Redressal	Communication, Functioning of Committees and Cells workload
3	Innovation and Best Practices	Promotion and Employee Welfare and Employee training.	Rainwater Harvesting, Botanical Garden and Waste Management
4	Other Parameters	Parking and College	Cleanliness

Summary of some of the important suggestions given by the non - teaching staff.

- I. Upgrading and further development of the College's official website.
- II. Quarter should be made available for the staff.
- III. Staff training and development programs should be organized eg. Tally Software, office organization.
- IV. Recreational activities for non - teaching staff should be made available.
- V. 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.
- VI. Provision of clean drinking water by installing Aqua guard purifier in the office.
- VII. Internet services needs improvement such as Wi-Fi.
- VIII. Office layout and location is poor and caused inconvenience during issuing of forms mark sheets etc.
- IX. Requirement of more emergency exit