



Krishna Kanta Handiqui State Open University

Education Beyond Barriers

Centre for Internal Quality Assurance

2021-22

Report of the **EXPECTATION SURVEY**

Introduction

- i) For the learners who took admission in KKHSOU programme in the academic session 2021-2022, an online survey was administered to elicit responses regarding their expectation from the respective programme.

- ii) The survey instrument was developed in three sections.
 - a) In the first section, there were 7 statements aimed at eliciting response from the newly admitted learners of KKHSOU regarding reason of joining the academic programme in terms of a 3-point agreement scale from “highly applicable to me” to “least applicable to me” with “applicable to me” as the midpoint.
 - b) In the second section, 10 statements were administered to extract response on the learners’ feelings regarding admission procedure; SLM etc. in terms of a five-point scale from strongly disagree to strongly agree.
 - c) In the third section two open ended questions were included

- iii) The survey instrument in the form of a questionnaire was administered through online mode from 1st November, 2021 to 31st December, 2022 to the newly admitted learners of KKHSOU.
 - a) The respondents submitted the filled in questionnaire in the Google form.
 - b) We received responses from 928 learners as shown in the online Data Sheet. In some items, responses were missing which was highly insignificant in terms of capturing the overall expectation on various aspects of joining the academic programme of KKHSOU

Findings

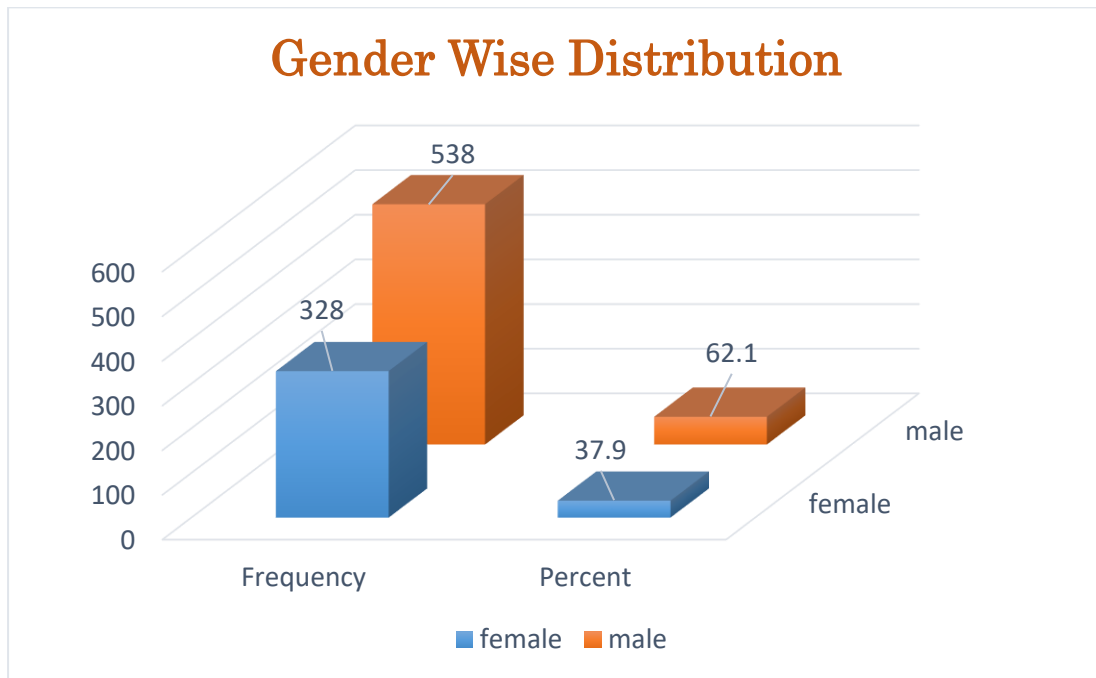


Figure 1: Gender wise distribution of respondents

It has been observed from the figure 1 that the percentage of male learners (62.1%) among the respondent is more compared to the female learners (37.9%).

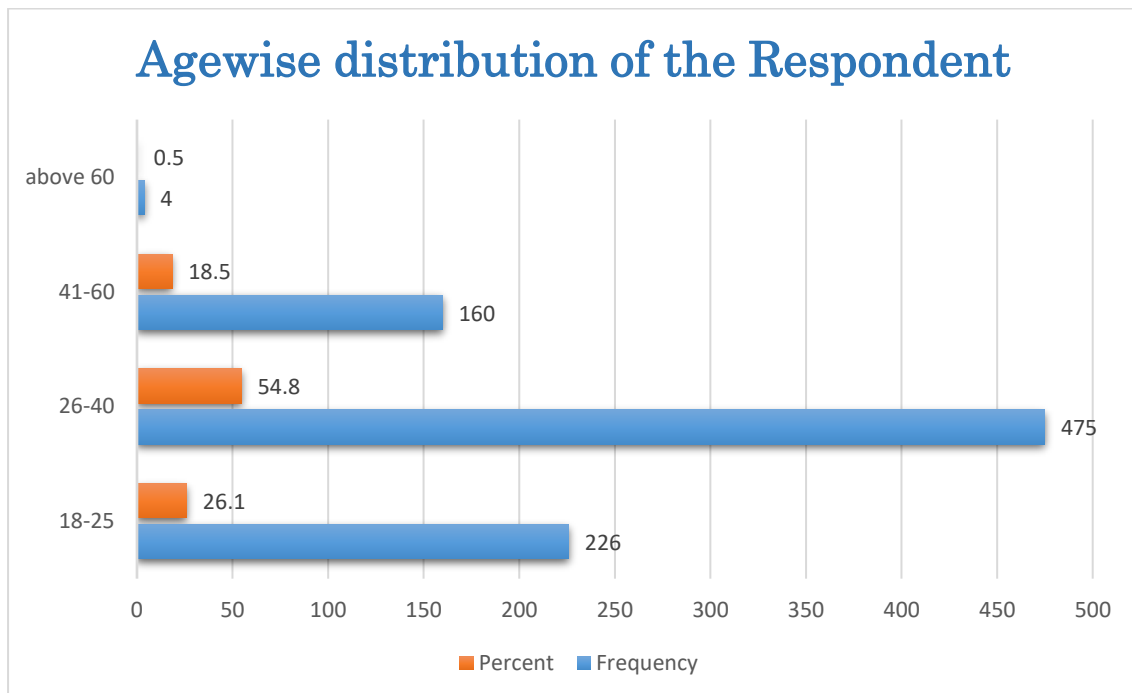


Figure 2: Age wise distribution of respondents

Figure 2 reflects the age wise distribution of respondents. Majority of the respondents belongs to the age group of 26 to 40 years (54.8%).

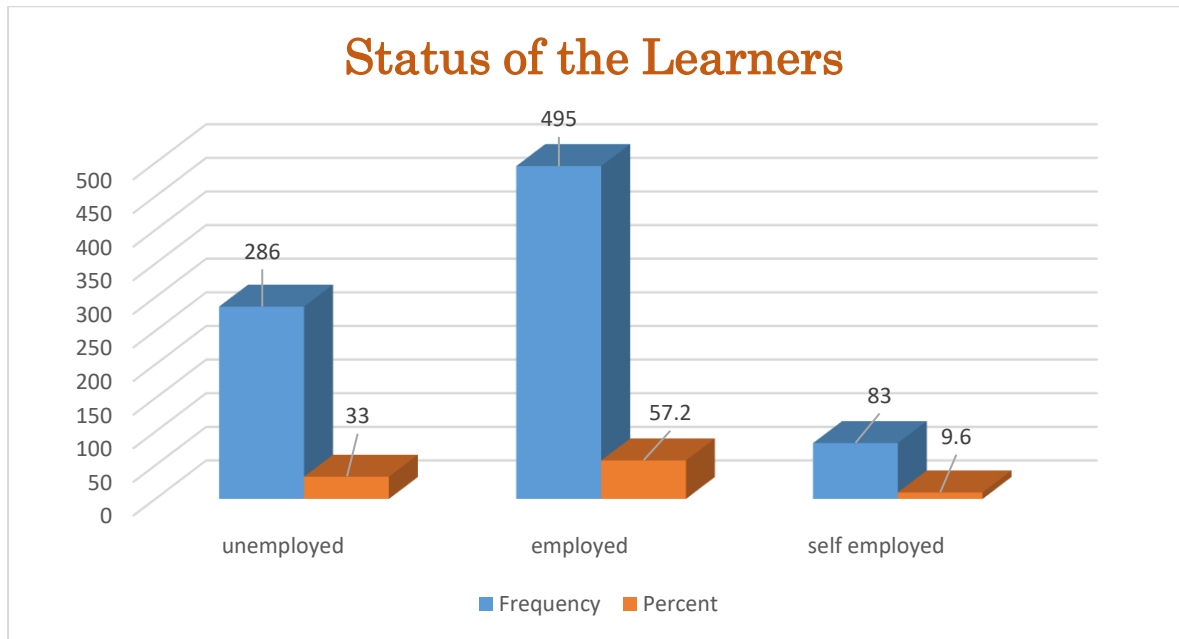


Figure 3: Employment status of respondents

It has been observed from the data that 57.2% of the respondents are employed either in private sector or government sector. 9.6% of the learners are self-employed and remaining 33% learners are unemployed.

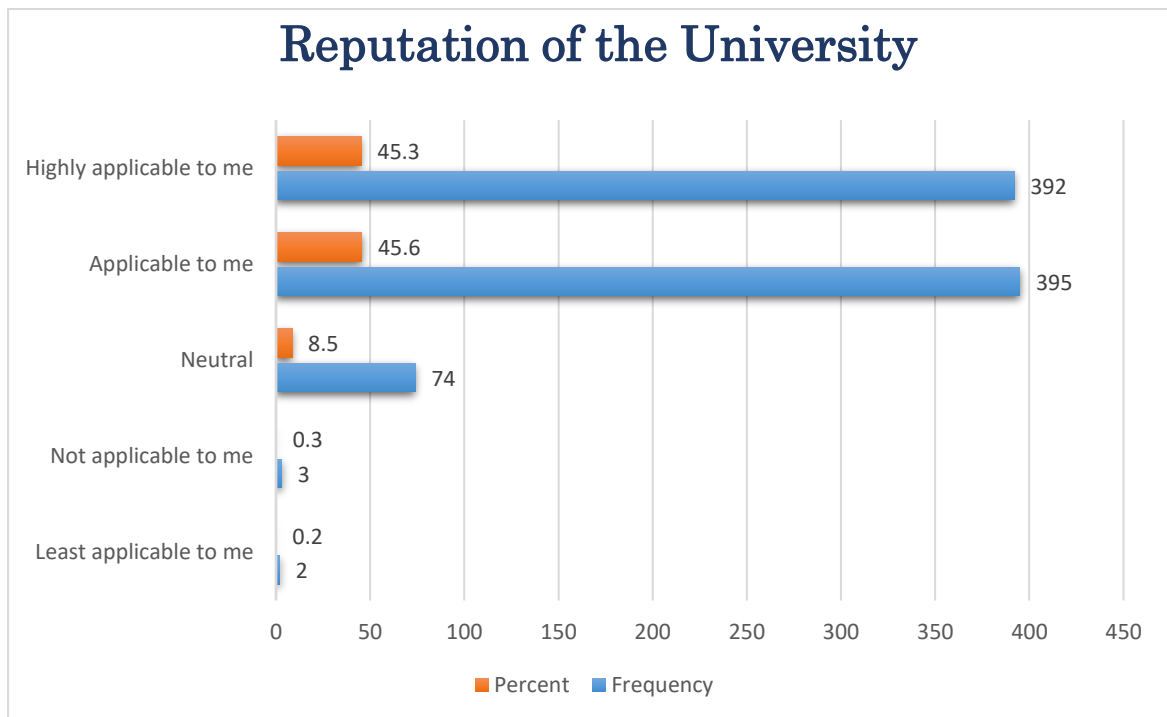


Figure 4: Response regarding reputation of the University

When asked the learners about their feelings on reputation of the University, they said they are highly associated with the reputation of the University.

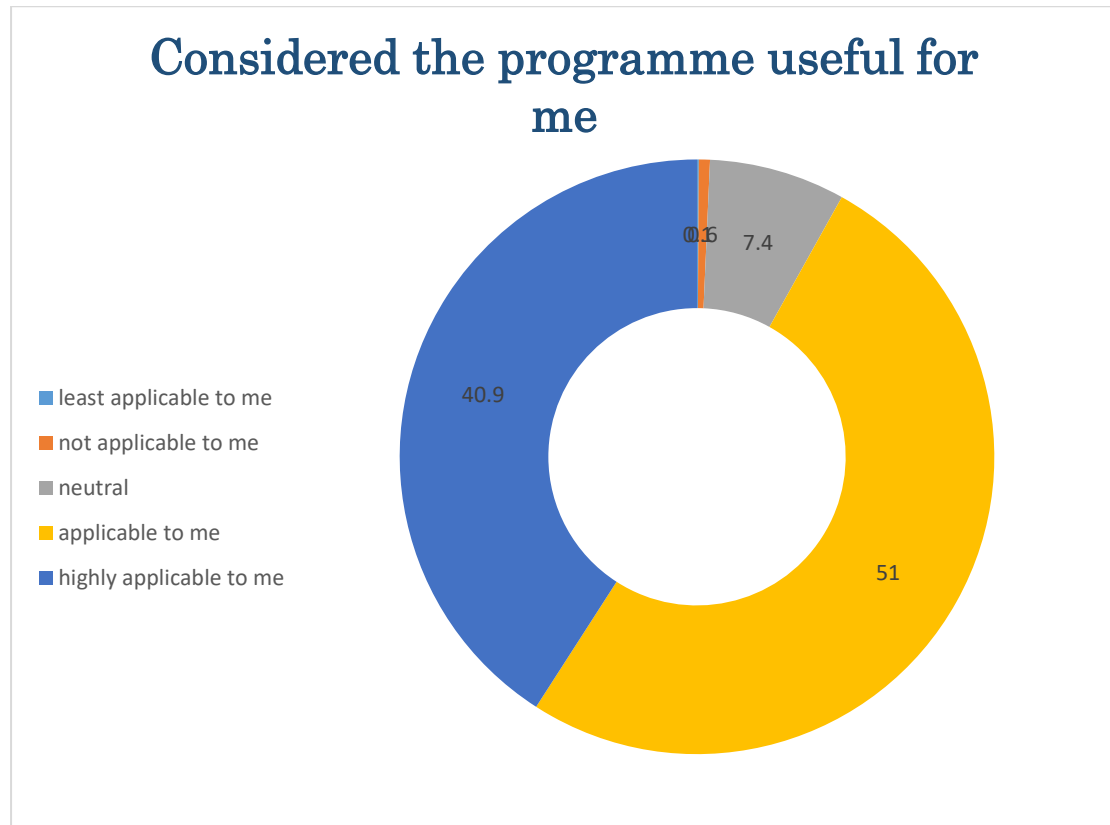


Figure 5: Response regarding usefulness of the program

When asked the learners whether they consider the programmes useful for them, most of the learners said they joined KKHSOU as they think the programme will be highly useful to them (91.9%).

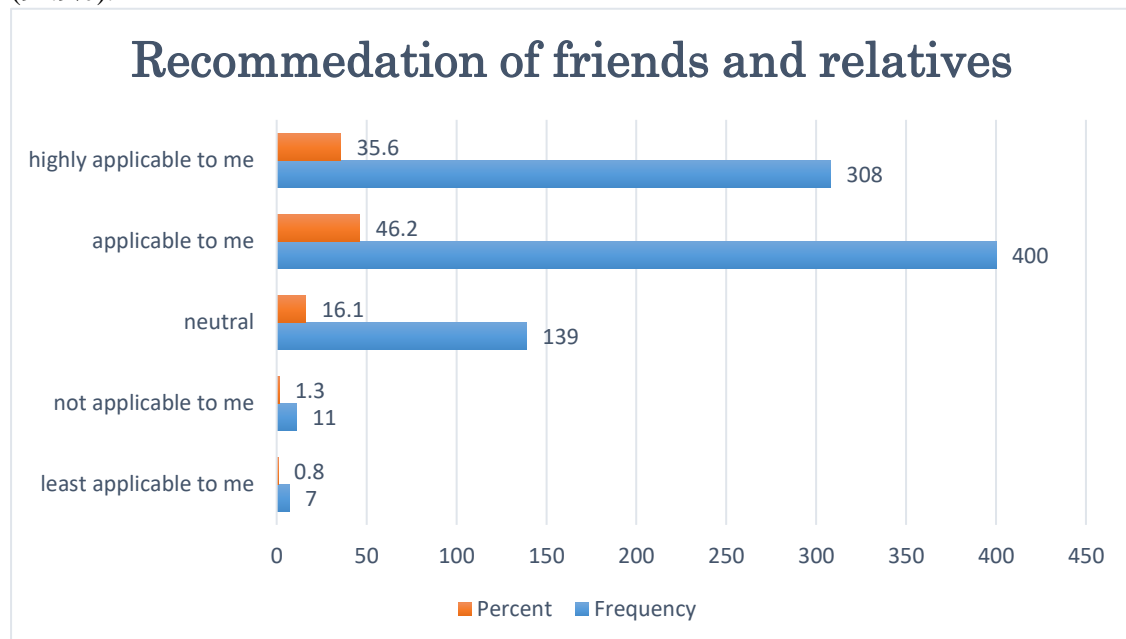


Figure 6: Response regarding Recommendation of friend/relative

When asked the learners about recommendation of friend/relatives in joining the programme, most of the learners says they are influenced by their friends and relatives for joining KKHSOU.

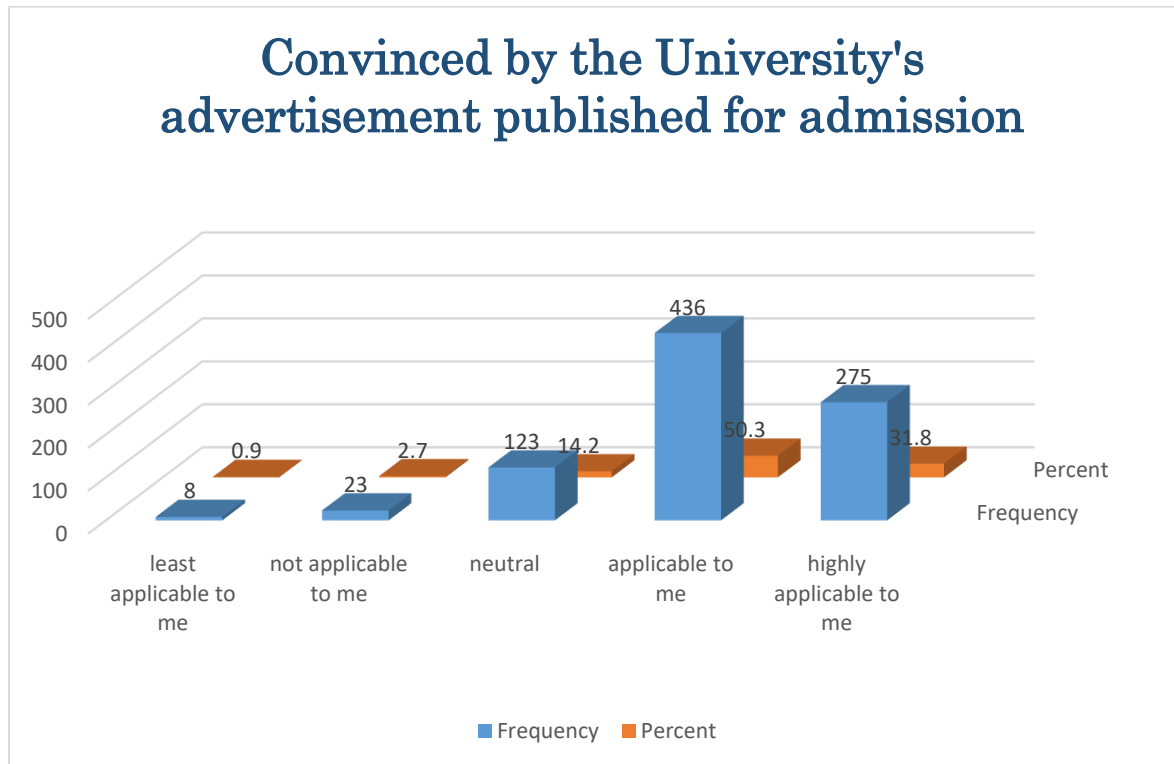


Figure 7: Response regarding University’s advertisements published for admission

When asked the learners about University’s advertisements published for admission in joining the programme, most of the learners says they are influenced by the advertisements given by the University for joining KKHSOU.

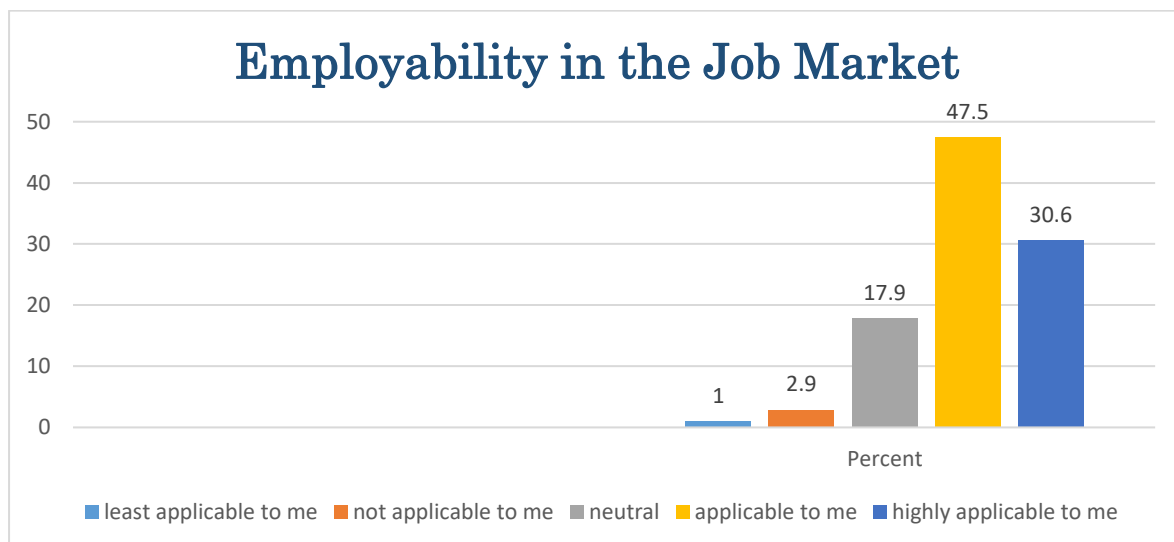


Figure 8: Response regarding enhancement of employability in the job market

When asked the learners whether they consider enhancement of employability in the job market is one of the reason for joining the programme, most of the learners says the programme will help them in improving their employability in job market.

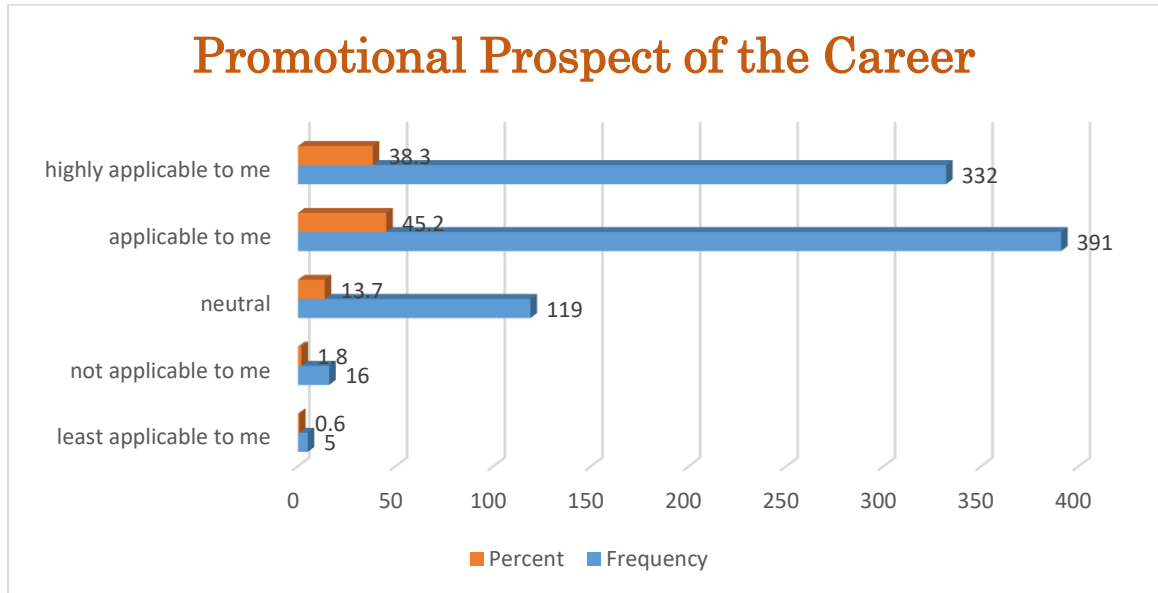


Figure 9: Response regarding promotional prospect in career

When asked the learners about whether by joining this programme, the promotional prospect in their career will enhance, most of the learners (83.5%) says that there is a high chance of getting promotion in their job after completion of the programme in KKHSOU.

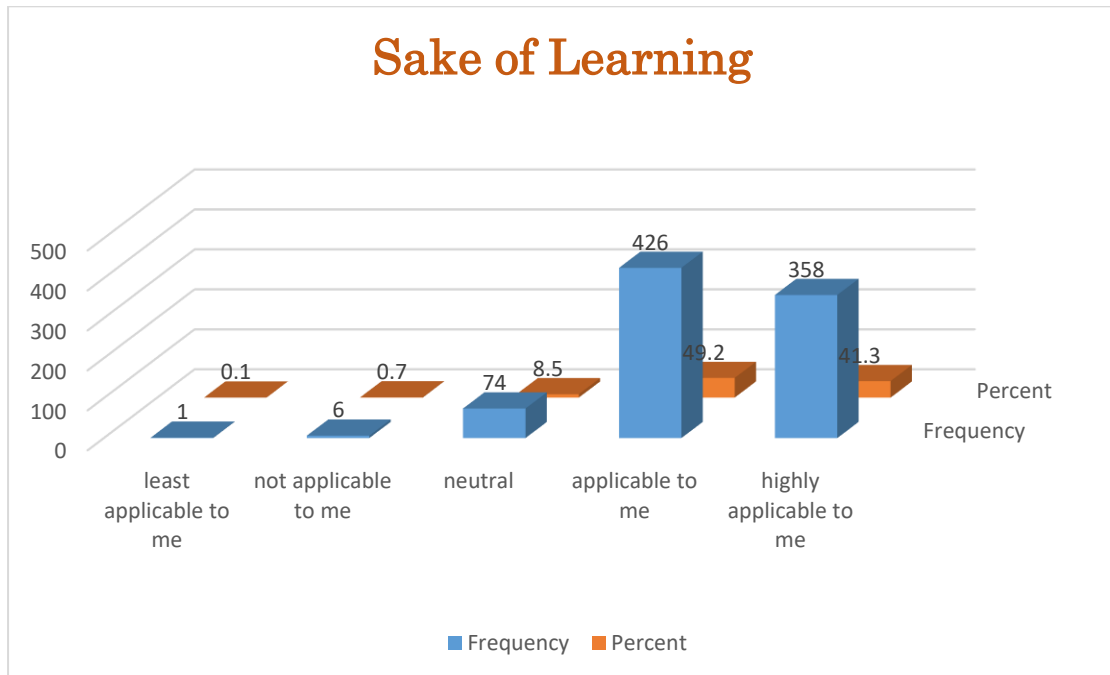


Figure 10: Response regarding joining for the sake of learning

When asked the learners whether they have taken admission just for the sake of learning, many respondents say that they have taken admission just for the sake of learning.

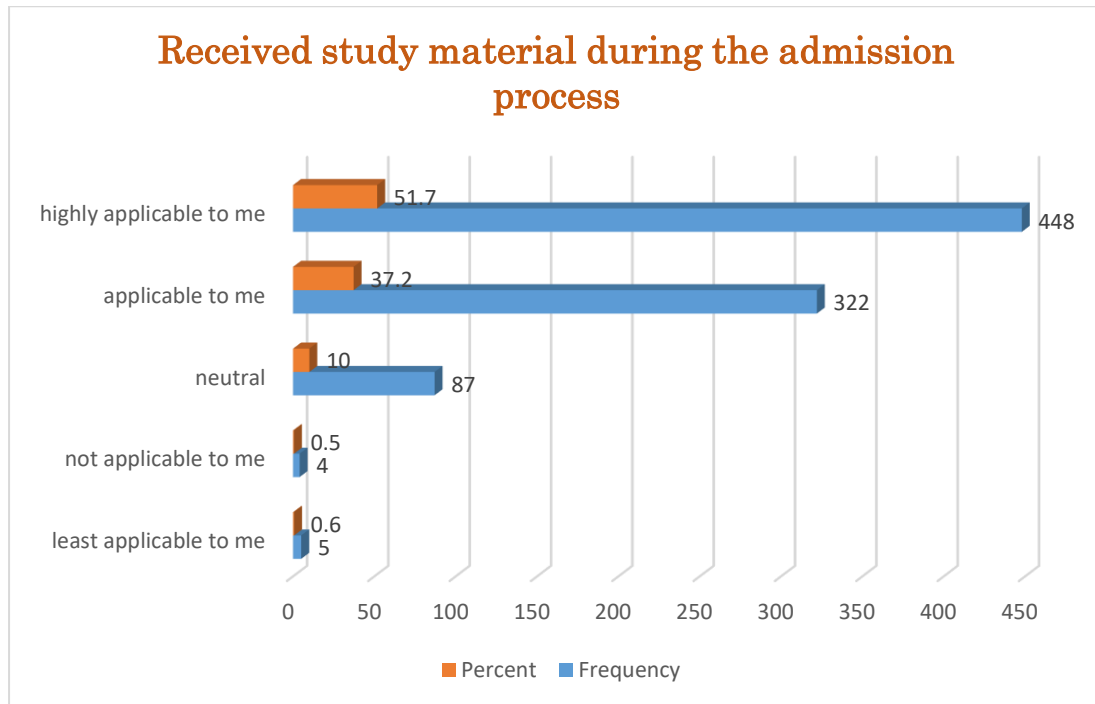


Figure 11: Response regarding Study Materials received

When asked the learners about receipt of Study Materials during the admission period, 89% learners say they have received the study material when they took admission in KKHSOU. 10% learners did not mention about it and rest one percent learners did not receive the study material on time.

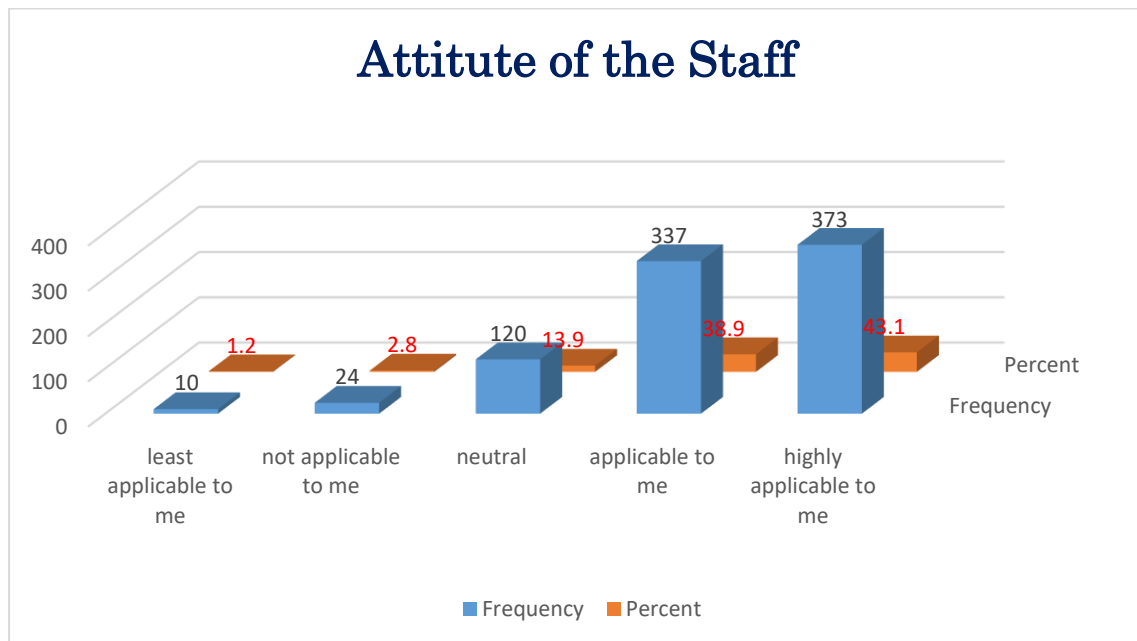


Figure 12: Response regarding Attitude of the staff of the Study Centres

When asked the learners whether attitude of the staff of the Study Centres towards learner was very friendly and approachable, 86% learners say they are friendly towards the learners,

14% did not comment and 4% learners are not satisfied with the attitude of the staff at the study centre.

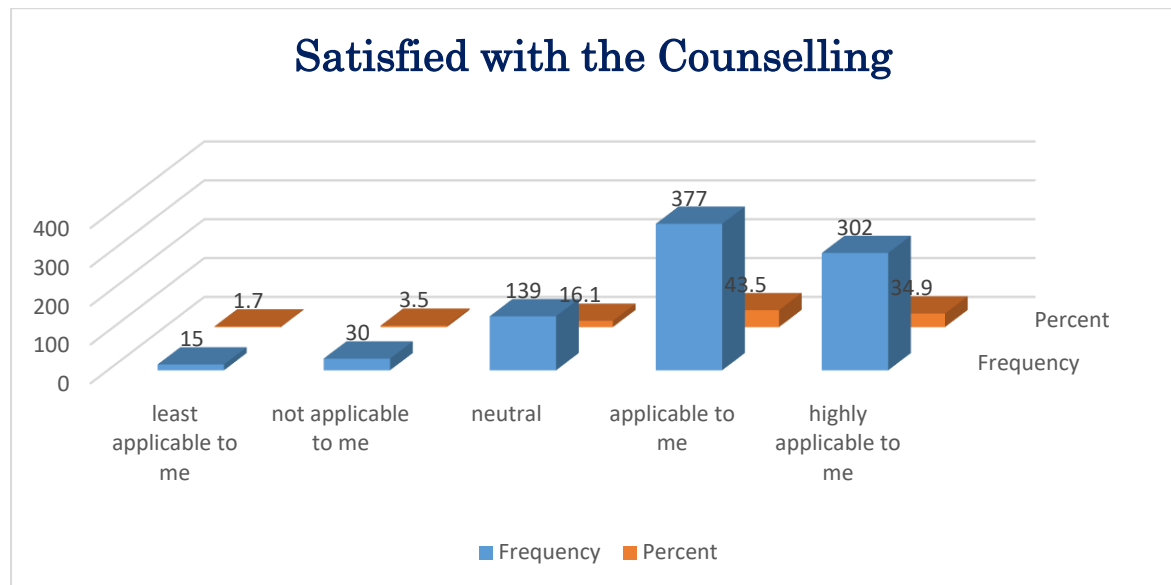


Figure 13: Response regarding satisfied with the counselling sessions arranged by the Study Centres

When asked the learners about whether they are satisfied with the counselling sessions arranged by the Study Centres. Most of the learners are satisfied (78.4%), 16.1 % are neutral and 5.2% learners are not satisfied with the counselling sessions arranged by the Study Centres.

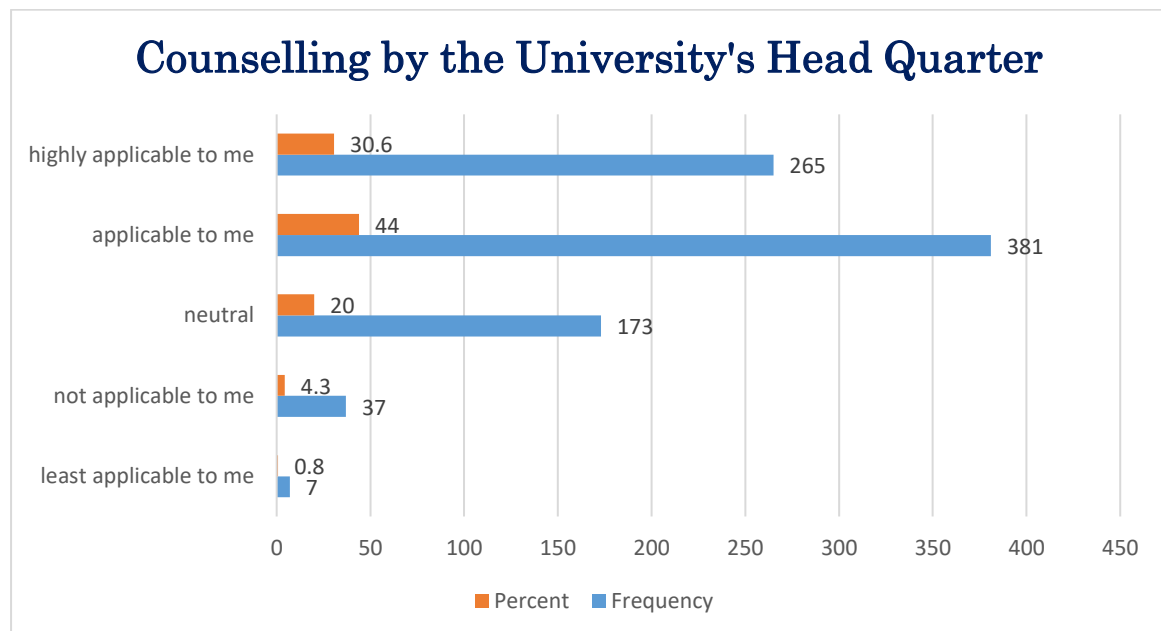


Figure 14: Response regarding counselling sessions arranged by the University Headquarters (Physical & Online)

When asked the learners about counselling sessions arranged by the University Headquarters (Physical & Online), 74.6% learners are satisfied with the counselling provided at University head quarter, 20% did not respond and 5% learners did not avail these facilities.

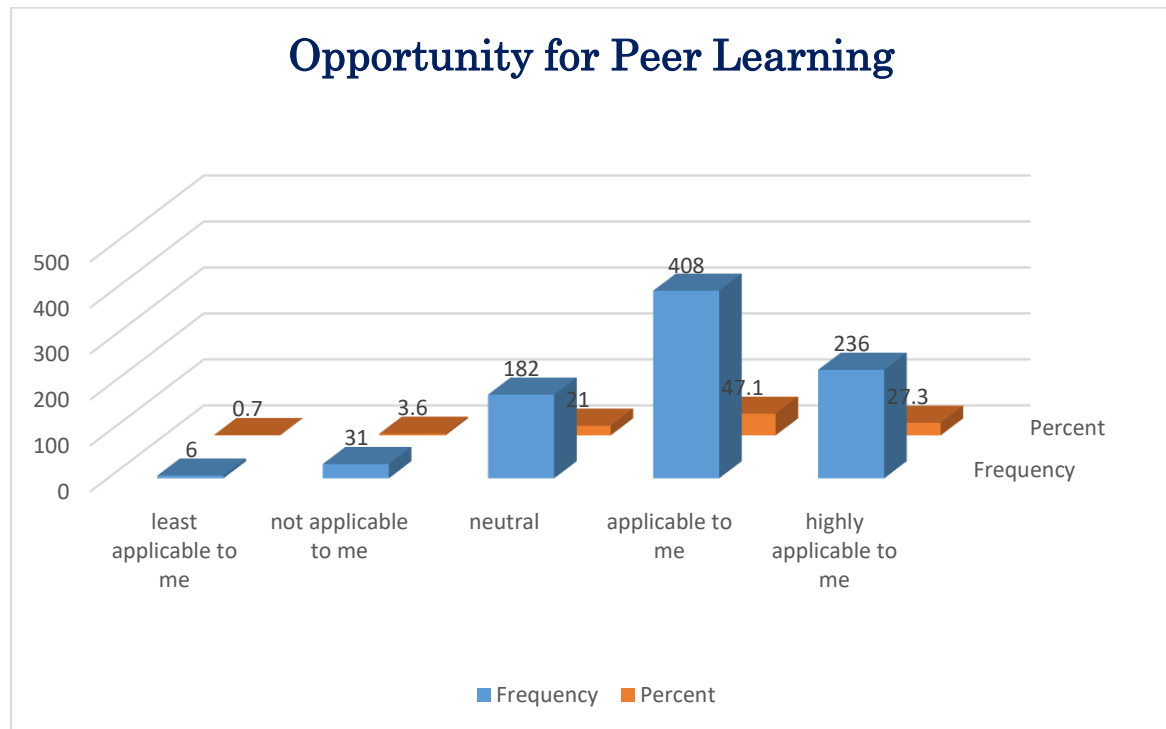


Figure 15: Response regarding opportunities for peer learning

When asked the learners about opportunities for peer learning during the programme, most of the learners (74.4%) says they have learnt from peer group discussion.

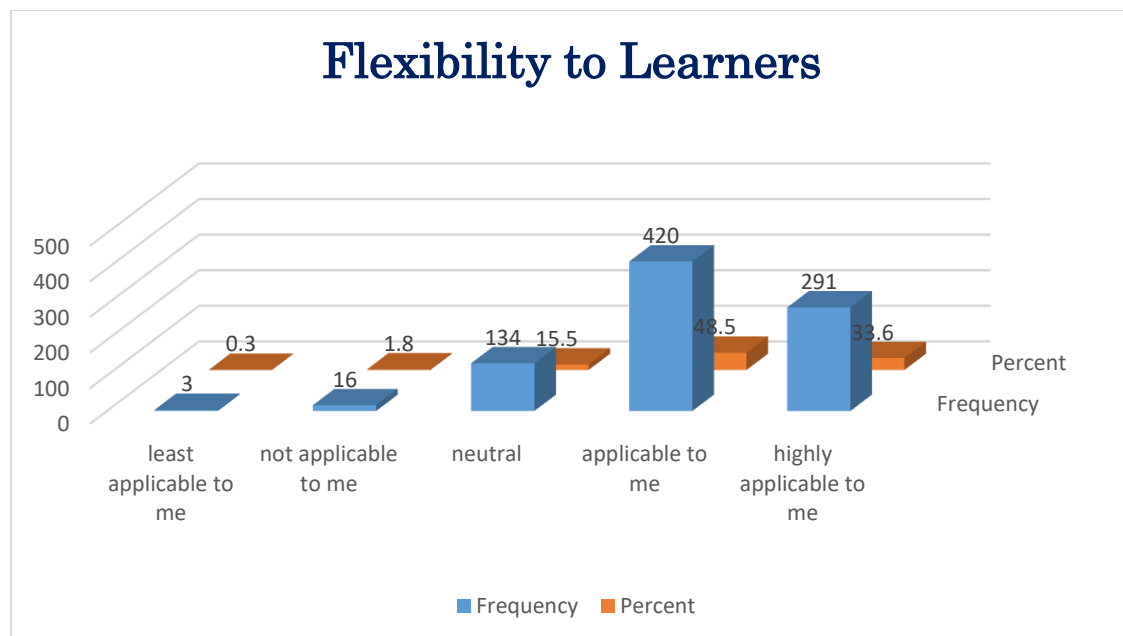


Figure 16: Response regarding flexibility to learners in terms of their various study needs

When asked the learners about flexibility to learners in terms of their various study needs, most of the learners agrees that the programmes are very much flexible in terms of various study needs. Almost 83% learners consider the programmes as flexible.

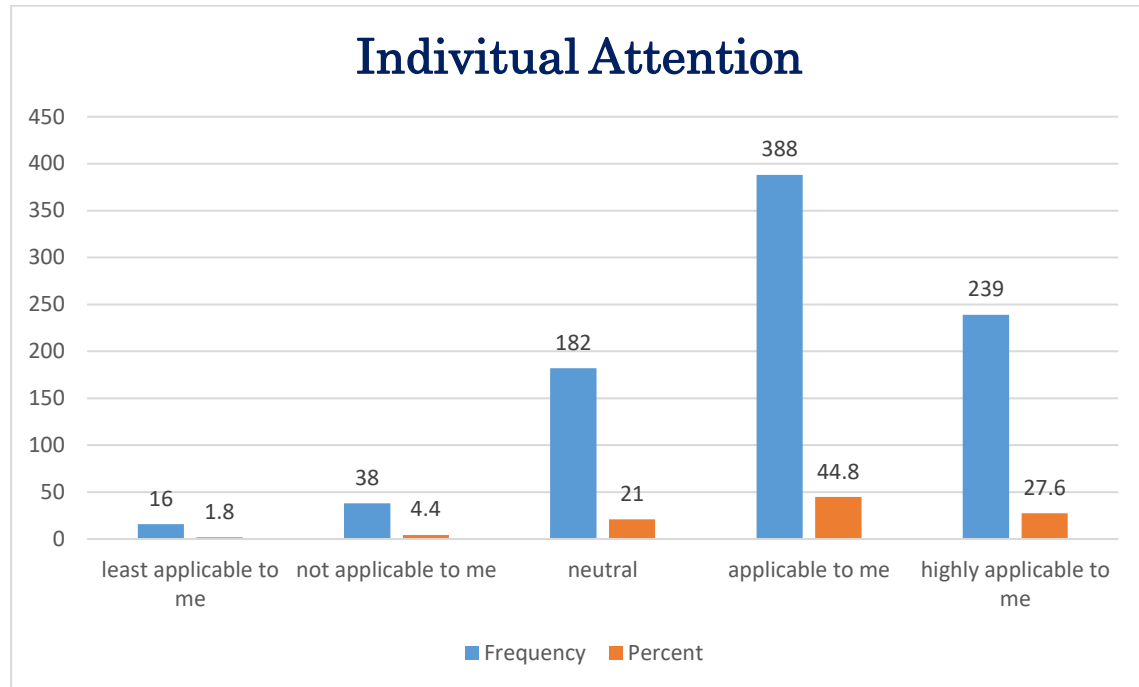


Figure 17: Response regarding individual attention to the learners in need.

When asked the learners about whether the study centre provides individual attention to the learners in need, most of them says they receive individual attention. 72% learners agree on that. Only 6.2% learners complain that they don't get any individual attention in study centre.

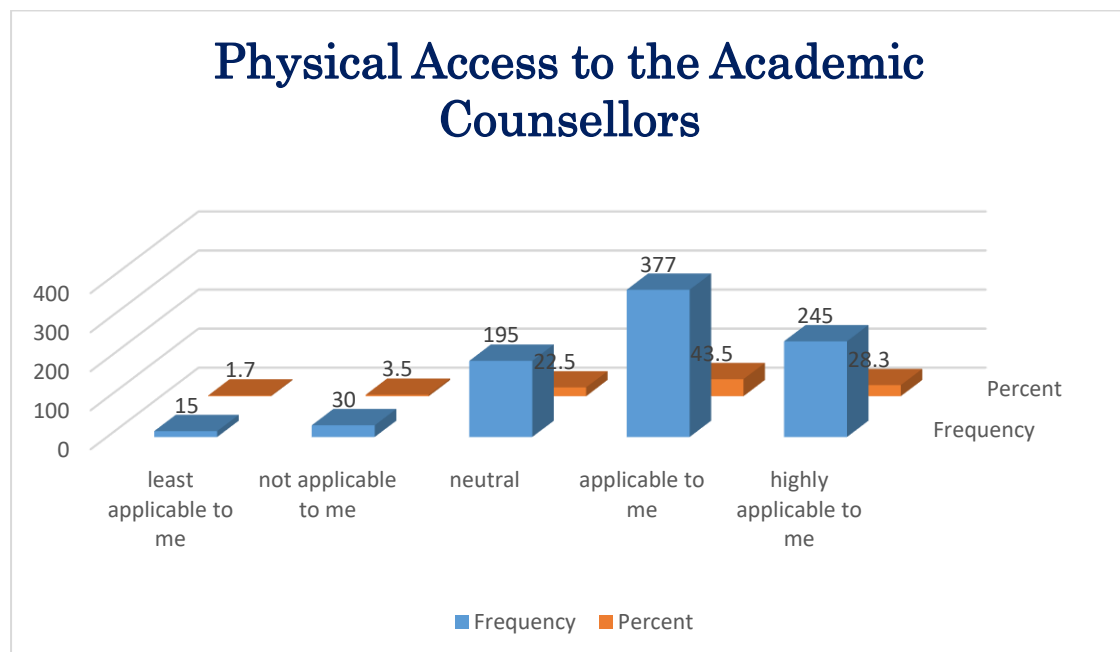


Figure 18: Response regarding Physical access to the academic counsellors in the Study Centre

When asked the learners about whether they have Physical access to the academic counsellors in the Study Centre, 71.8% learners say they can physically meet the academic counsellors to discuss their doubts, but 22.5 % learners remain neutral in this regard.

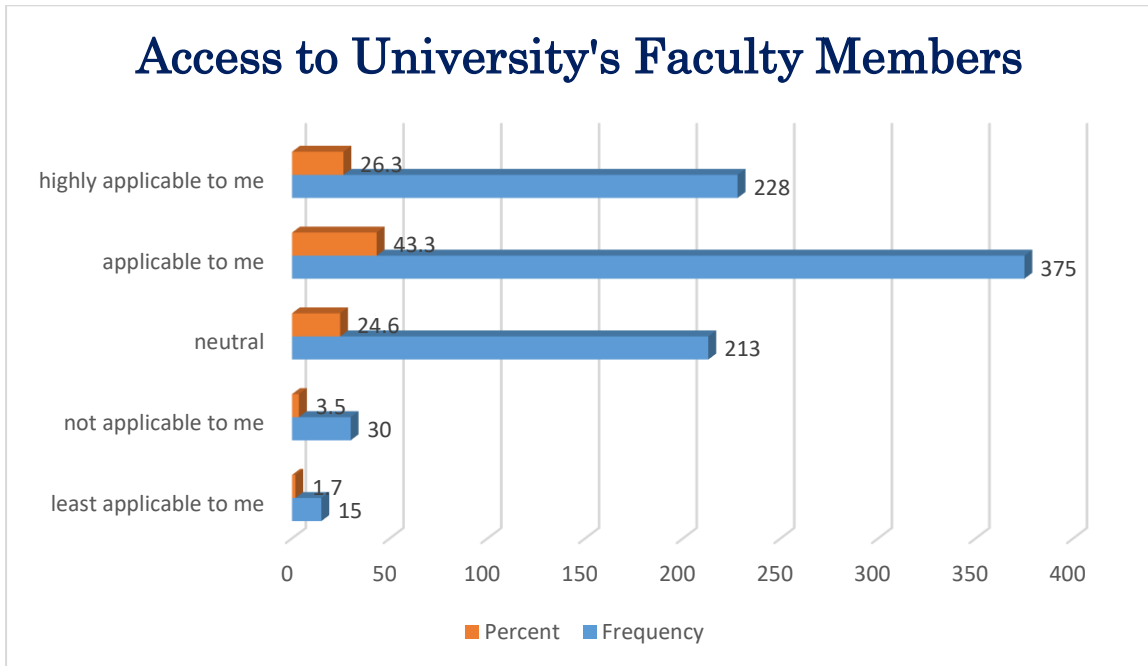


Figure 19: Response regarding access to the University Faculty Members

When asked the learners about access to the University Faculty Members are available through both Physically and Online mode, almost 70% learners have the access, 24.6% learners remain neutral and nearly 5% learners did not get the chance to meet university faculty members.

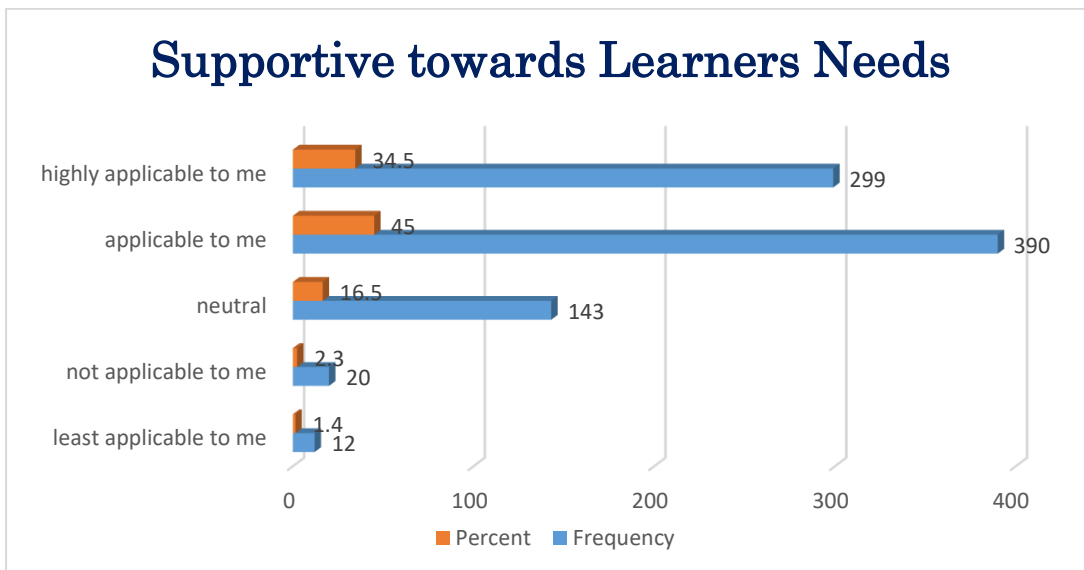


Figure 20: Response regarding supportiveness of the Study centre towards learner's needs and problems.

When asked the learners about supportiveness of the Study centre towards learner's needs and problems, nearly 80% of the learner say that the study centres are very supportive.

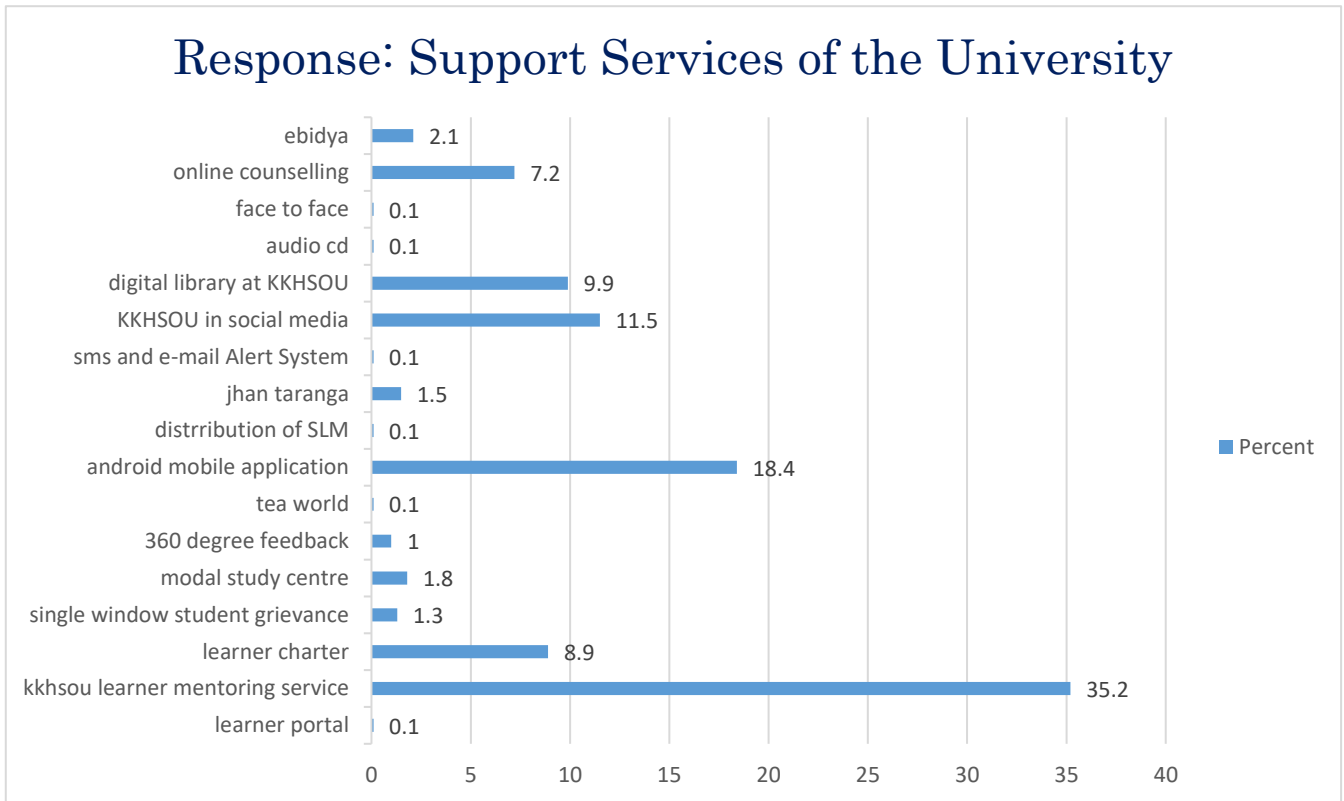


Figure 21: Response regarding support services of the University

When asked the learners about whether they are aware of the different support services of the University, learners responded positively and mentioned many support services. 35.2% learners are aware of the mentoring services of the university, 18.4% learners are aware about the android mobile application of the university, 11.5% knows about the KKHSOU in social media, 9.9% of the learners knows the digital library of the university and 8.9% learners are aware of the learner charter.

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**Krishna Kanta Handiqui
State Open University**

Education Beyond Barriers

Report on Feedback Survey

(Academic Staff)



Centre for Internal Quality Assurance (CIQA)



**Centre for Internal Quality Assurance
(CIQA)**

Krishna Kanta Handiqui State Open University

**Report on Feedback Survey
(Academic Staff)**

Introduction:

This survey instrument is developed in (3) three parts as mentioned below

Part I:

(a) Job Satisfaction and Professional Development



(25 statements were orchestrated to extract the responses from the Academic Staff on extent of agreeability based on 5 point scale from Strongly Agree, Agree, Neither Agree nor Disagree, Disagree to Strongly Agree with a space for additional comments)

(b) Workplace Conditions and participation in decision making

(25 statements were orchestrated to extract the responses from the Academic Staff on extent of occurrence based on 5 point scale from Strongly Agree, Agree, Neither Agree nor Disagree, Disagree to Strongly Agree with a space for additional comments)



(c) Job Satisfaction and Infrastructure



(25 statements were orchestrated to extract the responses from the Academic Staff on extent of occurrence based on 5 point scale from Strongly Agree, Agree, Neither Agree nor Disagree, Disagree to Strongly Agree with a space for additional comments)

Part II:

The survey instrument tried to draw out response from the Academic Staff on the basis of scale 1-10 in respect of Job Satisfaction of the following:

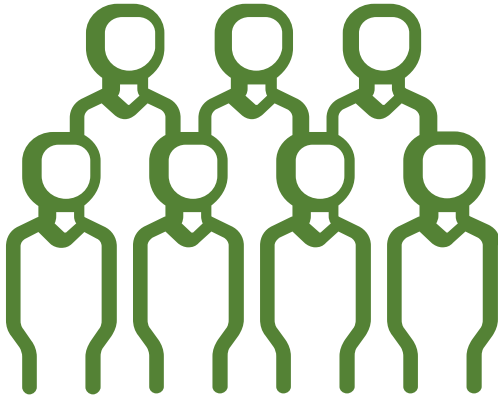


- (i) Workplace Conditions**
- (ii) Salary, Benefits and Perquisites**
- (iii) Infrastructure**
- (iv) Professional Development**

The parameter is one for minimum and ten for maximum.

The Response Rate

25



(a) The survey instrument used in the form of questionnaire administered on 25 nos of Academic Staff of Krishna Kanta Handiqui State Open University. Many of the Academic Staff were absent at that time for personal and for other professional commitments like attending OP/RC at other universities.

(b) The respondents dropped the filled in questionnaire in 2 (two) Drop Box provided at the Reception of Krishna Kanta Handiqui State Open University, Khanapara Campus. The drop boxes were opened in front of 3 (three) officers/faculty members and were serialized.

(c) 25 responses received out of 44 nos and the response rate is

56.81%

which may be considered good. As one can see in the Data Sheet, in some items 2-3 responses were missing which is highly insignificant considering the overall scenario of the various aspects of Job and Job Satisfaction.



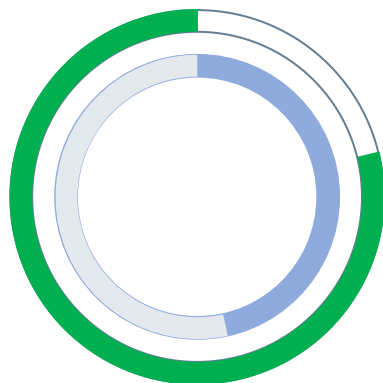
Some important findings and possible scope of intervention are indicated below:

(a) *Job Satisfaction and Professional Development:*

- (i) Satisfaction in Profession among the Academic Staff is a strong area **72%** but professional growth on current job is not satisfactory **52%**



- (ii) Encouragement for professional development programmes is very good (**68%**) along with organising seminar, workshop etc. (**72%**)



- (iii) A majority of the respondents (**80%**) feel that the university supports the Academic Staff in working articles/papers for publication. They also encourage for applying minor and major research projects (**68%**)



(iv) The Academic Staff strongly feels the university need to organize extensive training programme (**56%**)

(v) Reimbursement of expenses against Academic pursuits is timely (**64%**)



(vi) The salary and incentives are attractive according to majority of the Academic Staff (**84%**)

(vii) The perquisites are also sufficient for the job (**88%**)



(viii) Support for foreign trips by the Academic Staff is not satisfactory (**48%**) and needs improvement

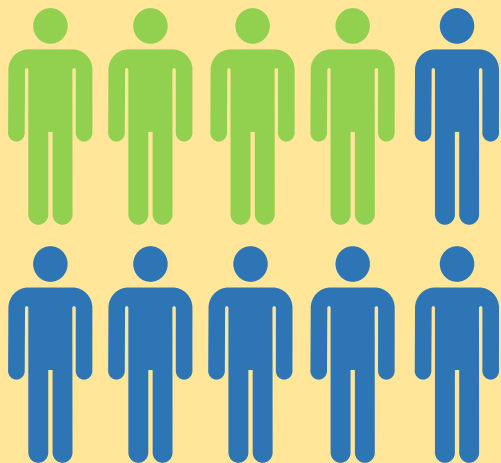
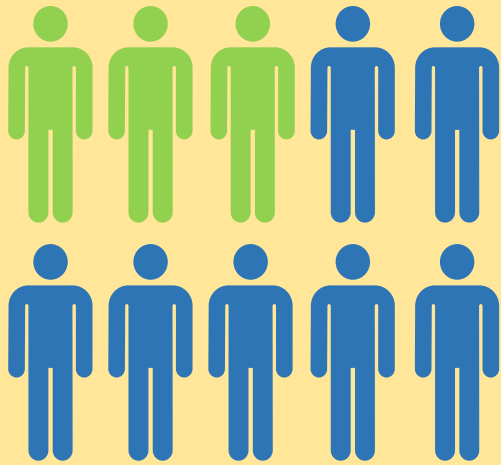
(ix) There is mix feelings regarding the authority concerned about the well being of the family of the Academic Staff (**60%**)



(x) Society acknowledgement of the present job is very good (**72%**). The University encourages working in social activities (**80%**)

(xi) The additional comments are indicative though not explicit for the other responses.

(b) Workplace Conditions:



- (i) Access to any section/branch is very easy (88%). The relationship between management and faculty is good and are easily assessable (60%).
- (ii) The Authorities needs to consult with the Academic Staff in decision making (68%). There is need to a vast improvement.
- (iii) The Administrative Policies of the University are needed to be transparent (64%)
- (iv) The decentralization of work among the Academic Staff is also needed to be equal (52%)
- (v) The encouragement of new ideas at all levels is welcome and very responsive (64%)
- (vi) Cohesion between the Academic Staff is very strong (64%)
- (vii) In additional comments, the Academic Staff demanded clearer and transparent Leave Rules.

(c) Job Satisfaction and Infrastructure

(i) Though Internet facility is good (84%), there is vast improvement needed in IT facilities and IT support (52-56%). Also there is improvement needed in Library facility (44%)



(ii) The seminar and conference hall are not adequate (48%)



(iii) The rooms allotted to the Academic Staff is needed little improvement (44%)



(iv) Provision for good supply of drinking water as well as provision for toilet facilities is relatively good (60%)



(v) Canteen and parking facility is needed improvement (44%)





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State Open University

Education Beyond Barriers

Report on Feedback Survey

(Non-Teaching Staff)



*Office of the Director
Centre for Internal Quality Assurance (CIQA)*



Office of the Director
Centre for Internal Quality Assurance
(CIQA)

Krishna Kanta Handiqui State Open University

Report on Feedback Survey
(Non-Teaching Staff)

Introduction:

This survey instrument is developed in (2) two sections.

- (a) In the first section, there were 33 statements for the Non-Teaching Staff of Krishna Kanta Handiqui State Open University which aims at to extract the responses from the targeted Non-Teaching Staff in terms of a 5 point agreement scale scaling from Strongly Agree to Strongly Disagree.
- (b) In the second section, a perceived value rating scale is orchestrated to size up the importance (10 for maximum importance to 1 for minimum importance) of factors stated below:



Working Conditions



Salary, benefits and perquisites

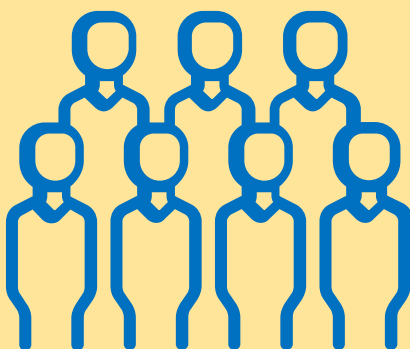


Infrastructure



Professional Development

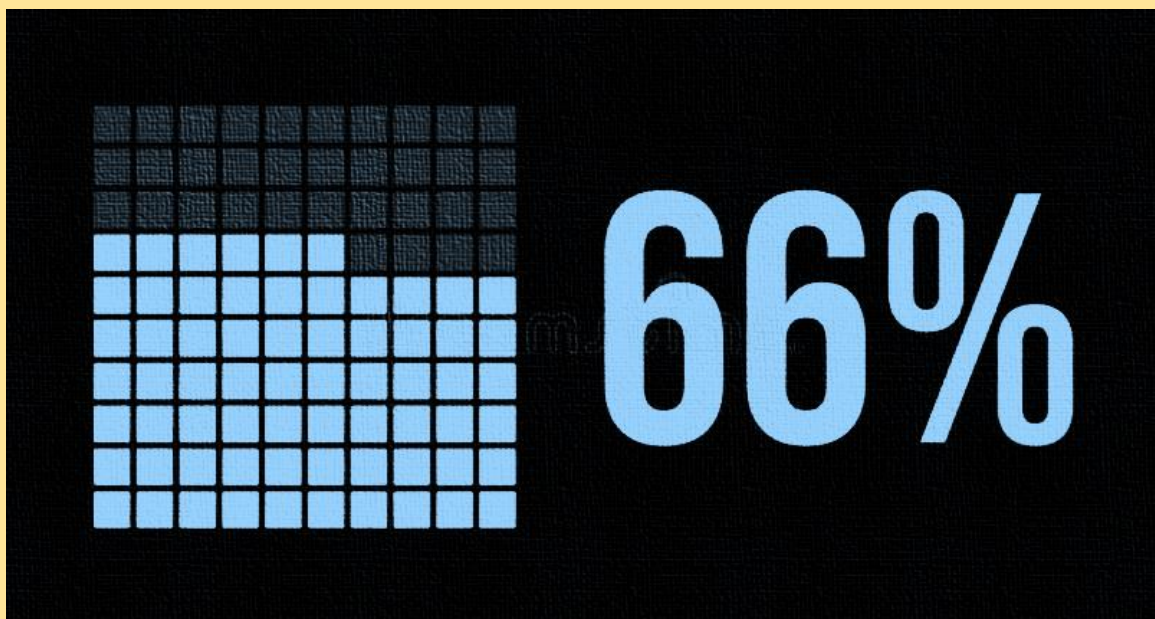
The Response Rate



- (a) The survey instrument in the form of a questionnaire was orchestrated to 82 nos. of Non-Teaching Staff including the Dean, Study Centre (1), Dean Academic (1), Controller of Examinations (1), Finance Officer (1), Deputy Registrar (3),

Assistant Registrar (3), Assistant Librarian (1), PS to the Registrar (1), Audio Visual Production Executive (1), Assistant Regional Director (1), Section Officer (2), Grade III (37) and Grade IV (29).

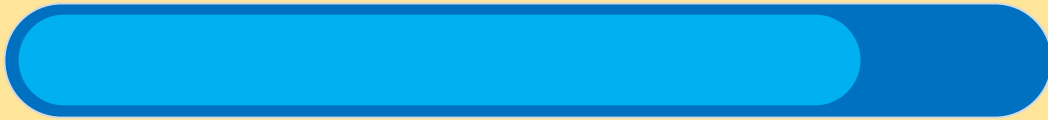
- (b) The respondents dropped the filled in questionnaire in 2 (two) Drop Box provided at the Reception of Krishna Kanta Handiqui State Open University, Khanapara Campus. The drop boxes were opened in front of 3 (three) officers/faculty members and were serialized.



- (c) 54 nos of responses were received out of 82 nos which is nearly 66% which is considered good.

The important findings and the possible scope of intervention are stated below:

1. The following are the 21 statements to which 40 or more employees out of 54 employees either strongly agree or agree:



- (a) My present job is as per my ability/qualification and experience
- (b) I have full confidence on my administrative authority
- (c) Work distribution in my branch as per ability and experience
- (d) I feel encouraged to come up with new and better ways of doing things
- (e) My work gives me a feeling of personal accomplishment
- (f) Senior Officer of my branch maintain a cordial and professional relationship with other staff
- (g) My seniors constantly encourage me in accomplishment of the tasks
- (h) I received cooperation from my fellow colleague in accomplishment of the task
- (i) I sometime feel overburden in my work
- (j) I find mutual trust among the staff of different branches of the University
- (k) I am happy with the staff welfare facilities provided by the University
- (l) Relationship between seniors and other employees in my University are warm and friendly
- (m) Most of the colleagues are committed and dedicated towards their assigned work
- (n) In my current job, I have got the scope to utilise my skills and abilities to the fullest extent
- (o) I believe that my work has help the University towards its growth and development
- (p) The perquisites like PF, Medical, HR etc. are sufficient to me as per my job
- (q) I feel secure and safe to raise my matter of Gender discrimination and harassment in the University
- (r) The society acknowledges and values my work
- (s) This University encourages me to involve in social activities
- (t) I am happy with the measures adopted by the University to comply with Covid 19 protocol laid down by the Government
- (u) I am proud of being the employee of this University

2. The following are the 12 statements to which 25 or more employees out of 54 employees to which 20 or more number of employees either Disagree or Strongly Agree and Undecided. Undecided assuming to be a grey area being more prone towards negative feedback.



- (a) Favouritism does not have any role to play in my University
- (b) Non-academic staffs get enough opportunity to take part in different training program for skill development
- (c) My senior officers are usually willing to accept good ideas from the subordinating staff
- (d) Timely promotions are made on the basis of performance and experiences
- (e) I get scope to present my problems and grievances to the concern higher authority
- (f) I sometime feel that the work distribution among the staff are not fare and justified
- (g) Views of the concerned employees at different levels are considered before significant decisions are made by the management regarding their areas of functioning
- (h) We are well-informed regarding its policies/programmes and other matters of the University
- (i) There is a systematic procedure to maintain accurate and up-to-date information for taking decisions
- (j) I feel secure in my job for existence of established procedures governing my service conditions
- (k) There is an effective system in place to deal with the gender issues in the University
- (l) I am happy with the current salary and the other benefits secured in the University

In 12 nos of statements as stated above, the employees have expressed their disagreement and indecisiveness which may be inferred as some kind of negative feedback. In this regard the management of this University needs to be more transparent and objective oriented.



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