

**Office of the Director, Centre for Internal Quality Assurance (CIQA)**  
**Krishna Kanta Handiqui State Open University**  
**City Office, Housefed Complex, Guwahati- 06**

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

Survey on Some Aspects of Job and Job Satisfaction among the Academic Staff of KKHSOU

**1. Introduction:**

The survey instrument was developed in two parts as follows:

**Part I:** a) *Workplace conditions and participation in decision making*

(15 statements were administered to extract response on extent of occurrence in terms of a four point scale from always to never with space for additional comments)

b) *Job Satisfaction and Infrastructure*

(11 statements were administered to extract response on extent of occurrence in terms of a four point scale from always to never with space for additional comments)

c) *Job Satisfaction and Professional Development*

(15 statements were administered to extract response on extent of agreeability in terms of a 5 point scale, the middle point being neutral with space for additional comments)

**Part II:** The instrument tried to elicit response regarding importance of the following in a scale of 1-10 in respect of job satisfaction: one for minimum and ten for maximum importance.

- a) Workplace condition
- b) Salary, benefits and perquisites
- c) Infrastructure
- d) Professional Development
- e) Others (to be specified)

**2. The Response Rate:**

- a) The survey instrument in the form of a questionnaire was administered on 14<sup>th</sup> November, 2018 to 33 nos of academic staff of KKHSOU, as 2 nos of academic staff were absent for various personal reasons and other professional commitments like attending OP/RC in some other universities.

- b) The respondents dropped the filled in questionnaire in the Drop Boxes (one in Head Office and the other in the City Office) on or before 20<sup>th</sup> November, 2018. The drop boxes were opened in front of three officers/faculty members of KKHSOU and were serialized with their initials.
- c) 29 nos of responses were received out of 33nos, the response rate being 87.88% which may be considered very good. As shown in the Data Sheet, in some items 1-3 responses were missing which is highly insignificant in terms of capturing the overall perception on various aspects of job and job satisfaction.

**3. The important findings and possible scope of intervention are indicated below:**

**3.1: Workplace Conditions and participation in decision making:**

- 3.1.1: Access to KKHSOU management is good and easy (62.07% always). However, the management of the university needs to be more supportive and encouraging. (37.93% feels always and 37.93% feel sometimes)
- 3.1.2: The encouragement of new ideas at all levels is welcome. (41.38% always) However suggestions of faculty members are not always encouraged and considered (as 20.69% only feels always, while 44.83% feels occasionally).
- 3.1.3: There is a strong feeling that the teaching faculty is not consulted in decision making in related areas of their functioning (17.24% only in always column).
- 3.1.4: Faculty cohesion and friendliness is a strong area (Item No x to xii).
- 3.1.5: The additional comments shown in the Data Sheet may be indicative, though not explicit.

**3.2: Job Satisfaction and Infrastructure:**

- a) Perception is relatively strong as regards provisioning of good supply of drinking water (72.41% always), internet facilities (64.29%), toilet facilities, canteen facilities etc.
- b) Significant scope for improvement is there as regards provisioning seminar room/ conference hall facility, supply of materials, IT support in sufficient and timely manner, provisioning of reference books etc.

**3.3: Job Satisfaction and Professional Development:**

- 3.3.1: Satisfaction with the academic profession is a strong area (76% approx), though personal and professional growth on current job is not considered satisfactory by a majority (34% only agreeable)
- 3.3.2: The possible gaps in the reimbursement of expenses for academic pursuits Need to be closed as there is some scope for disagreement (13.79%).
- 3.3.3: That the salary and incentives are attractive enough is a perceived strength (79% agreeability)

- 3.3.4: That the perquisites are also sufficient is another important perceived strength (80.67% agreeability).
- 3.3.5: Encouragement to faculty (as stated in 3.1.1, 3.1.2 and 3.1.3) need to be considered for possible reinforcement in areas of overall perception of encouragement by University management. A majority of the respondents (more than 65%) feels that the university encourages to organize seminars, workshops, academic pursuits, foreign trips, social activities etc.
- 3.3.6: Despite the University encouragement to the work (as reflected in item viii to xiv), there is a grey area regarding perception of society acknowledgement (item no xiv)
- 3.3.7: The additional comments are indicative, though not explicit for the other responses.
- 3.3.8: Two factors namely i) Salary, benefits and perquisites and ii) Professional development are the most important factor for KKHSOU faculty members (9 each out of 10), while there are mixed responses to workplace conditions and infrastructure in terms of priority.

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**A SURVEY ON SOME ASPECTS OF JOB AND JOB SATISFACTION**  
**AMONG THE ACADEMIC STAFF OF KKHSOU**

**Part-I**

**1. Workplace Conditions and Participation in Decision Making**

Sl. No.	Statements	Always	%	Sometimes	%	Occasionally	%	Never	%
i.	The management of this University is supportive and encouraging	11	37.93	11	37.93	7	24.14	0	0
ii.	Access to management is good and easy	18	62.07	4	13.79	6	20.69	1	3.45
iii.	There is healthy relationship between management and faculty	9	31.03	13	44.83	5	17.24	2	6.90
iv.	Administrative policies of this University are transparent	5	17.24	13	44.83	4	13.79	7	24.14
v.	There is delegation and decentralization of work	7	24.14	14	48.28	8	27.59	0	0
vi.	My seniors encourage new ideas at all levels	12	41.38	12	41.38	3	10.34	2	6.90
vii.	Suggestions of faculty members are encouraged and considered	6	20.69	10	34.48	13	44.83	0	0
viii.	The teaching faculty is consulted in decision making in related areas of their functioning	5	17.24	9	31.03	11	37.93	4	13.79
ix.	Working conditions are pleasant	4	13.79	20	68.96	3	10.34	2	6.90
x.	I am friendly with my colleagues	24	82.76	3	10.34	2	6.90	0	0
xi.	There is good understanding among the faculty members	15	51.72	10	34.48	4	13.79	0	0
xii.	Cooperation and	17	58.62	8	27.59	4	13.79	0	0

	Coordination among teaching and non-teaching staff are good								
xiii.	I am satisfied with the introduction of the Group Medclaim Policy of the University	13	44.83	10	34.48	4	13.79	1	3.45
xiv.	I feel secure in my job for existence of established procedures governing my service conditions	1	3.45	11	37.93	10	34.48	7	24.14
xv.	I am happy with the leave rules of my university	2	6.90	15	51.72	8	27.59	4	13.79
Additional comments		i) Need more space and freedom ii) Too much pressure can degrade the working quality iii) EL sanctioned without prior information and justification iv) Participatory form of decision making may be initiated v) Leave rules must be more specific vi) Management is encouraging and supportive vii) Decisions regarding academics are not transparent viii) 5 year term of the university does not grant job security ix) Required summer & winter break x) Medical Leave required xi) Too much involvement of faculty in other institutional activities xii) During holidays there should not be any university function xiii) Functions should be during working hours only xiv) Huge discrimination among the staff of KKHSOU xv) Authority should give equal attention regarding leave rules and all other rules and regulations xvi) All decisions should be clear and supportive							

## 2. Job Satisfaction and Infrastructure

Sl. No.	Statement	Always	%	Sometimes	%	Occasionally	%	Never	%
i.	There is good supply of drinking water in my workplace	21	72.41	6	20.69	1	3.45	1	3.45
ii.	Toilet facilities in my workplace are good	16	55.17	8	27.59	5	17.24	0	0
iii.	Canteen facilities are available ** 27 nos	14	51.85	4	23.53	0	0	9	33.33
iv.	Staff parking facilities are available** 27 nos	12	44.44	6	22.22	5	18.52	4	14.81
v.	Room of faculty members are sufficiently furnished and comfortable	7	24.14	10	34.48	7	24.14	5	17.24
vi.	Seminar and conference hall are	1	3.57	9	32.14	11	39.29	7	25

	adequate**28 nos									
vii.	Library is sufficiently equipped	7	24.14	13	44.83	6	20.69	3	10.34	
viii.	Multimedia facilities are adequate	7	24.14	9	31.03	9	31.03	4	13.79	
ix.	Supply of materials for IT support are sufficient and timely	9	31.03	14	48.28	5	17.24	1	3.45	
x.	Internet facilities is sufficient and well connected **28 nos	18	64.29	10	35.71	0	0	0	0	
xi.	Reference books are usually available in the library	8	27.59	16	55.17	5	17.24	0	0	
Additional comments		i) Relation among colleagues are quite good ii) Administrative aspects cannot be regarded as satisfactory iii) Departmental library is necessary iv) Library needs additional academic books, access to top rated journals v) Current office set up of does not allow us to engage in thinking process vi) Library should also keep a stock of all the previous year SLMs year-wise vii) Need more conference and seminar rooms viii) Need better sitting and toilet facilities ix) Need anti-plagiarism software and login user id for each faculty members x) Workshop on relevant topic xi) Infrastructure should be up to the university level xii) Should not any verbal harassment xiii) Provision of departmental library								

### 3. Job Satisfaction and Professional Development

Sl. No.	Statement	Strongly Agree	%	Agree	%	Neither Agree nor Disagree	%	Disagree	%	Strongly Disagree	%
i.	I am satisfied with my academic profession	4	13.79	18	62.07	5	17.24	2	6.90	0	0
ii.	Personal growth on current job is satisfactory	1	3.45	9	31.03	8	27.59	8	27.59	3	10.34
iii.	I am happy with my professional growth	2	6.90	8	27.59	9	31.03	8	27.59	2	6.90
iv.	Reimbursement expenses for academic pursuits are made timely	5	17.24	14	48.28	4	13.79	4	13.79	2	6.90
v.	Our	2	6.90	13	44.83	9	31.03	5	17.24	0	0

	organization conducts extensive training programs for its employees in all aspects of quality										
vi.	Salary and incentives are attractive enough to retain the academic staff.	9	31.03	14	48.28	6	20.69	0	0	0	0
vii.	The perquisites like PF, HR (House Rent) etc. are sufficient to me as per my role**28 nos	11	39.29	12	41.38	3	10.71	0	0	2	7.14
viii.	My University encourages me to attend continuous professional development programmes	5	17.24	15	51.72	5	17.24	3	10.34	1	3.45
ix.	My university encourages me to undertake external activities and serve as resource person elsewhere.	9	31.03	14	48.28	4	13.79	1	3.45	1	3.45
x.	My University encourages me to organize seminar, workshop, academic programme etc	15	51.72	10	34.48	2	6.90	2	6.90	0	0
xi.	My University supports me in working articles/papers etc. for publication purpose.	11	37.93	14	48.28	2	6.90	2	6.90	0	0

xii.	My University encourages me for applying minor and major research projects	7	24.14	12	41.40	9	31.03	1	3.45	0	0
xiii.	My University assists me for foreign trips for conferences, projects, seminars and training etc.	4	13.79	12	41.40	10	34.48	2	6.90	1	3.45
xiv.	The society acknowledges and values my work	2	6.90	13	44.83	10	34.48	2	6.90	1	3.45
xv.	My University encourages me to involve in social activities	9	31.03	18	62.07	1	3.45	1	3.45	0	0
Additional comments	<ul style="list-style-type: none"> <li>i) So much work load</li> <li>ii) Holidays are less in numbers</li> <li>iii) University ambience is warm`</li> <li>iv) Proper planning is needed on the part of Dean Office (Academic)</li> <li>v) Over burden of work hinder academic development</li> <li>vi) Personal growth and academic progress given the work environment, it has not been satisfactory</li> <li>vii) The five year term doesn't seem to be motivating factor</li> <li>viii) Avenues to engage in academic pursuits are not encouraging</li> <li>ix) No provision of Academic Leave</li> <li>x) Not enough support is given for OP, RC etc.</li> <li>xi) Only few faculty members' work is highlighted</li> <li>xii) Management is apprehensive to spend on faculty members' foreign trips</li> <li>xiii) Heavy workload</li> <li>xiv) Authority should give the faculty members ample scope for professional development</li> </ul>										



## Part-II

### 4. Perceived value Rating Scale

State the importance of the following factors in a scale of 1-10 in respect of your job satisfaction

Sl. No.	Factor	Rating in scale of 10									
		1	2	3	4	5	6	7	8	9	10
	Workplace Conditions	1		1	4	4	4		6	4	5
	Salary, Benefits and Perquisites						2	6	9	3	9
	Infrastructure			1	3	3	4	5	4	5	4
	Professional Development	1	1		3	4	2	2	4	2	9
	Others (Please specify)				1	1		1			2
	a) Extra Co-curricular activities										
	b) Communication between employees										
	c) Motivation towards work										
	d) Consulting the general body of faculty members while making important policy decisions relating to the academic sphere										
	e) Work Ethics										
	f) Personal Development										

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