

**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 (Non-Teaching Staff)**

Survey on Some Aspects of Job and Job Satisfaction among the non-teaching staff of KKHSOU

**1. Introduction:**

- 1.1 The survey instrument was developed in two sections.
- 1.2 In the first section, there were 39 statements aimed at eliciting response from the target non teaching staff of KKHSOU in terms of a 5 point agreement scale from “strongly agree” to “strongly disagree” with “undecided” as the midpoint.
- 1.3 In the second section, a perceived value rating scale was administered to ascertain the importance (10 for maximum importance to 1 for minimum importance) of factors like workplace conditions, salary, professional development etc. The factors are stated below:
  - a) Workplace Conditions
  - b) Salary, benefits and perquisites
  - c) Infrastructure
  - d) Professional development
  - e) Others (to be specified)

**2. The Response Rate:**

- 2.1 The survey instrument in the form of a questionnaire was administered to 91 nos. of non-teaching staff including the Finance Officer (1), Deputy Registrar (3), Assistant Registrar (3), OSD (2), Section Officer (3), Regional Director (1), Grade III (35) and Grade IV (43) employees.
- 2.2 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.
- 2.3 86 nos of responses were received out of 91 nos, the response rate being 95% which may be considered as very good.

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

- 3.1 Following are the statements (26 nos.) to which 60 or more employees out of 86 employees either strongly agree or agree.
  - 3.1.1 Recruitment policies and practices of our University are good enough for recruitment of competent non-academic staff

- 3.1.2 My present job is as per my ability/qualification and experience
- 3.1.3 I have full confidence in the management of my University
- 3.1.4 As a whole, I am satisfied with the general supervision in my department
- 3.1.5 Working conditions in my University are satisfactory
- 3.1.6 My University treats its employees better than any other Organisation
- 3.1.7 I have good opportunity to present my problems and views to the management.
- 3.1.8 I have satisfactory relations with my supervisor
- 3.1.9 Promotions are made as per our qualification and experience
- 3.1.10 My seniors are highly motivating
- 3.1.11 My job has helped me to learn more skills
- 3.1.12 Good team spirit exists among different non-academic staff members
- 3.1.13 I am satisfied with the staff welfare facilities provided by the University
- 3.1.14 My senior officers are usually willing to adopt good idea
- 3.1.15 Relationship between seniors and other employees in my University are warm and friendly
- 3.1.16 People around here are very loyal to the University
- 3.1.17 Employees get inspiration to perform well from their seniors in this University
- 3.1.18 Employees feel that the management is concerned about their welfare and growth
- 3.1.19 Decisions taken by management are implemented/accepted enthusiastically by all in the University
- 3.1.20 I feel encouraged to come up with new and better ways of doing things
- 3.1.21 My work gives me a feeling of personal accomplishment
- 3.1.22 The nature of my job has helped me to utilize my skills and abilities to the fullest
- 3.1.23 I experience personal growth such as updating skills and learning different jobs
- 3.1.24 The society acknowledges and values my work
- 3.1.25 This University encourages me to involve in social activities
- 3.1.26 I am proud of my University

3.2 In 26 nos of statements as indicated in 3.1 out of 39 statements, the employees have expressed their positive feedback, as may be inferred from their agreement to the given statements (60 employees or more agreeing to the statements)

3.3 From the above findings (Item no 3.2, it may be inferred that the management should consolidate the ongoing good administrative practices and explore continuous improvement so as to remain vibrant.

1.4 Following are the statements to which 20 or more number of employees either Disagree or strongly disagree and could not decide. We have included “Indecisiveness” assuming that to be a grey area being more prone towards negative feedback.

- 3.4.1 Favouritism does not have any role to play in my University

- 3.4.2 Promotions are made as per our qualification and experience
  - 3.4.3 I am satisfied with the staff welfare facilities provided by the University
  - 3.4.4 I am satisfied with the introduction of Group Mediclaim Scheme for my Family of the University
  - 3.4.5 People in this University really trust one another
  - 3.4.6 Views of the concerned employees at different levels are taken before significant decisions are taken by the management regarding their areas of functioning
  - 1.4.7 Employees feel that the management is concerned about their welfare and growth
  - 1.4.8 Decisions taken by management are implemented/accepted enthusiastically by all in the University
  - 1.4.9 People in this University feel well-informed regarding its policies/programmes and other matters of concern of the employees
  - 1.4.10 There is a systemic procedure to keep accurate and up-to-date information for taking Decisions
  - 3.4.11 I feel secure in my job for existence of established procedures governing my service conditions
  - 3.4.12 The quality goals of my job are clearly defined
  - 3.4.13 Non-academic staffs have enough opportunity to take part in different training program for skill development.
  - 3.4.14 Management looks to me for suggestions and comments regarding my area of functioning
  - 3.4.15 The perquisites like PF, Medical, HR etc are sufficient to me as per my role
  - 3.4.16 My University encourages me to attend the continuous professional development programmes
- 3.5 In 16 nos of statements as indicated in 3.4, 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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**A SURVEY ON SOME ASPECTS OF JOB AND JOB SATISFACTION AMONG THE**  
**NON-TEACHING STAFF OF KKHSOU, ASSAM**

**Section-I:**

<b>Sl No</b>	<b>Statement</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Un-decided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
1.	Recruitment policies and practices of our University are good enough for recruitment of competent non-academic staff	18	48	15	4	1
2.	My present job is as per my ability/qualification and experience	41	42	2	1	
3.	I have full confidence in the management of my University	29	45	9	3	
4.	Favouritism does not have any role to play in my University	18	40	14	13	1
5.	As a whole, I am satisfied with the general supervision in my department	20	57	4	5	
6.	Working conditions in my University are satisfactory	32	37	11	5	1
7.	My University treats its employees better than any other Organisation	28	44	13	1	
8.	I have good opportunity to present my problems and views to the management.	20	55	9	2	
9.	I have satisfactory relations with my supervisor	22	58	4	2	
10.	Promotions are made as per our qualification and experience	15	45	20	6	

11.	My seniors are highly motivating	25	52	5	4	
12.	My job has helped me to learn more skills** 84 nos	29	45	7	3	
13.	Good team spirit exists among different non-academic staff members	19	50	10	4	3
14.	I am satisfied with the staff welfare facilities provided by the University	17	44	13	7	5
15.	I am satisfied with the introduction of Group Medclaim Scheme for my family of the University	20	37	14	8	7
16.	My senior officers are usually willing to adopt good idea	15	61	10		
17.	People in this University really trust one another	7	40	26	11	2
18.	Relationship between seniors and other employees in my University are warm and friendly	12	57	15		2
19.	People around here are very loyal to the University	20	52	11	3	
20.	Employees get inspiration to perform well from their seniors in this University	15	59	9	3	
21.	Views of the concerned employees at different levels are taken before significant decisions are taken by the management regarding their areas of functioning	9	41	24	10	2
22.	Employees feel that the management is concerned about their welfare and growth	12	54	14	5	1
23.	Decisions taken by management are implemented/accepted enthusiastically by all in the University*one short	14	50	16	4	1

24.	People in this University feel well-informed regarding its policies/programmes and other matters of concern of the employees	8	48	19	10	1
25.	There is a systemic procedure to keep accurate and up-to-date information for taking decisions	6	51	23	5	1
26.	I feel secure in my job for existence of established procedures governing my service conditions*one short	11	36	20	7	11
27.	I feel encouraged to come up with new and better ways of doing things	21	59	3	3	
28.	The quality goals of my job are clearly defined	14	42	19	8	3
29.	My work gives me a feeling of personal accomplishment	24	53	4	5	
30.	The nature of my job has helped me to utilise my skills and abilities to the fullest	26	50	6	3	1
31.	I experience personal growth such as updating skills and learning different jobs	28	45	8	3	2
32.	Non-academic staffs have enough opportunity to take part in different training program for skill development.	4	29	22	24	7
33.	Management looks to me for suggestions and comments regarding my area of functioning	6	41	27	9	3
34.	Salary and incentives are attractive enough to retain the non-academic staff	7	35	22	13	9
35.	The perquisites like PF, Medical, HR etc are sufficient to me as per my role	10	45	15	6	10
36.	My University encourages me to attend the continuous professional development programmes	8	38	28	9	3
37.	The society acknowledges and values my work	18	47	19	2	
38.	This university encourages me to involve in social activities	18	45	14	8	1

39.	I am proud of my University	55	29	2		
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## Section-II

### Perceived value rating Scale

		<b>Rating in scale of 10</b>									
<b>Sl. No</b>	<b>Factor</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
i.	Workplace Conditions			1	2	14	15	10	14	6	23
ii.	Salary, Benefits and Perquisites	1	1	3	5	14	7	14	14	9	17
iii.	Infrastructure		2		11	19	5	8	11	9	20
iv.	Professional Development	2		1	5	16	15	8	15	7	16
v.	Others (Please specify)		1								1
i)	Trust on Management										
ii)	Desire to go to other organization										

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