

Krishna Kanta Handiqui  
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**

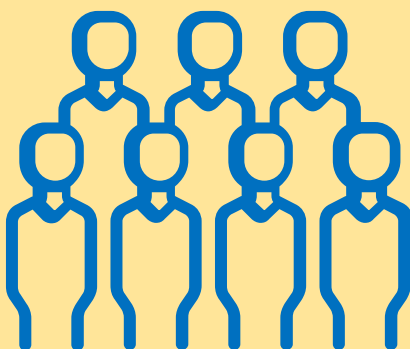


**Infrastructure**



**Professional Development**

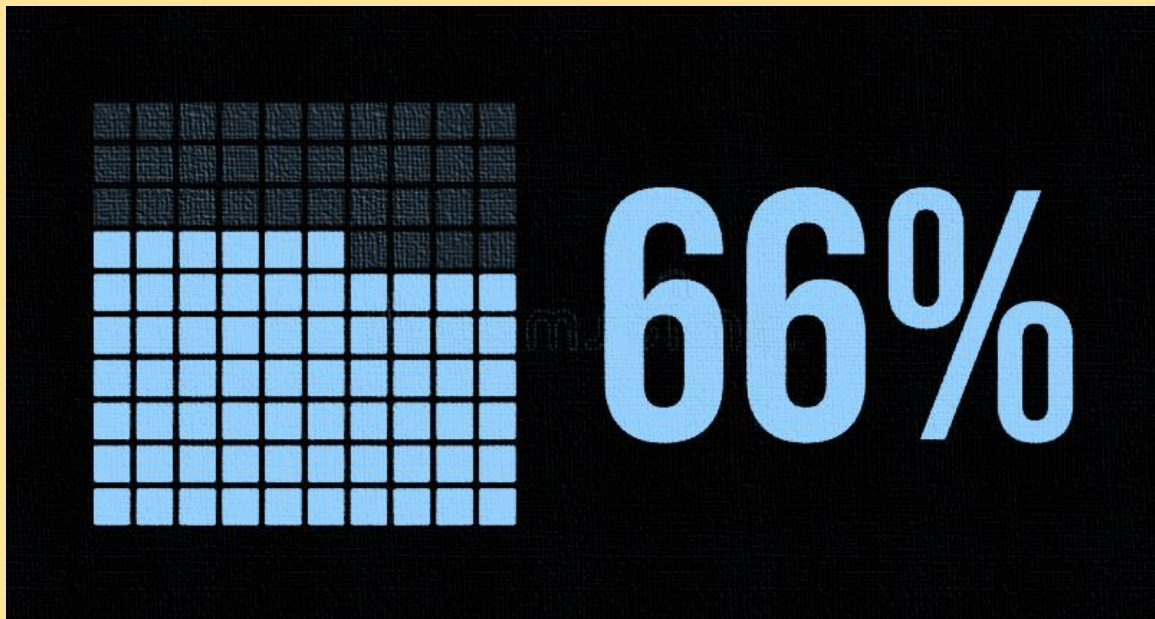
## The Response Rate



- (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.



**[www.kkhsou.in](http://www.kkhsou.in)**

**Phone:** 0361-2235642 (HQ) 0361-2235971 (City Campus) 8811016408, 8811016410 (RC)

**Email:** [info@kkhsou.in](mailto:info@kkhsou.in), [jrc@kkhsou.in](mailto:jrc@kkhsou.in)