



SWATANTRATA SANGRAM SENANI VISHRAM SINGH GOVERNMENT POST GRADUATE COLLEGE, CHUNAR, MIRZAPUR

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FEEDBACK ANALYSIS

STAFF SATISFACTION SURVEY (2019-20)

To conduct a staff satisfaction survey for the session 2019-20, an elaborate questionnaire was prepared through Google Forms and was disseminated among non-teaching staff of the college. The feedback form constitutes open-ended and close-ended questions from major areas viz. **workload, work time, leave rules, ICT facilities, employee welfare**, etc. The questionnaire consists of 10 structured questions. As per the responses, the data analysis was conducted. The results of the data analysis on the responses of the staffs are as presented below.

Table A: Staff Satisfaction Survey

S. No.	Questions	Extremely Poor (%)	Poor (%)	Fair (%)	Very Good (%)	Excellent (%)
1.	Workload	0	0	0	20	80
2.	Working Hour	0	0	0	20	80
3.	Relationship between teaching and non-teaching staff	0	0	0	20	80
4.	Employee Welfare Scheme	0	0	0	40	60
5.	Leave Rules	0	0	20	0	80
6.	Infrastructure of the College	0	0	20	60	20
7.	ICT / Internet Amenities	0	0	20	40	40
8.	Cleanliness of the college campus, including the bathrooms and overall cleanliness	0	0	40	0	60
9.	Disbursement of Salary	0	0	20	0	80

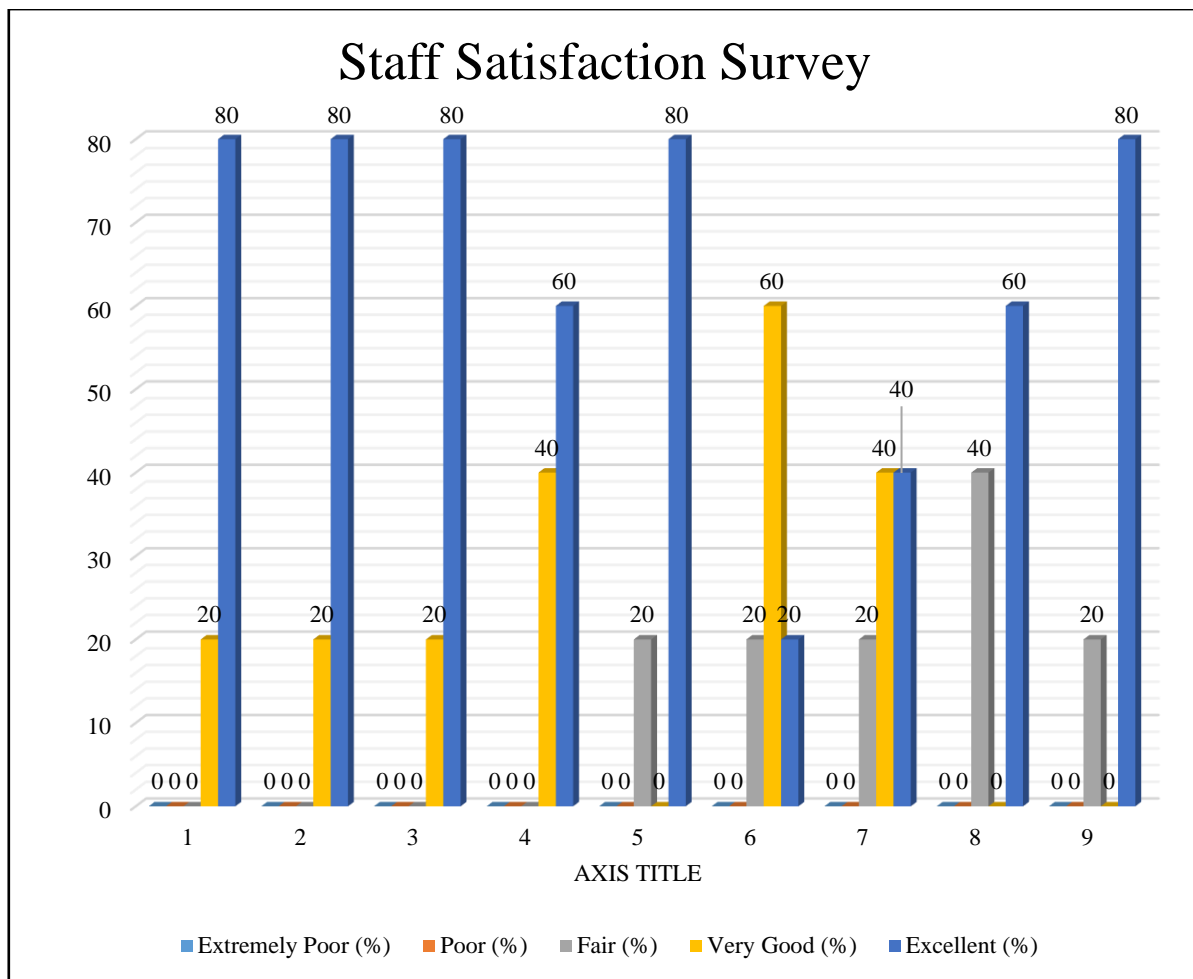


Figure 1: Staff Satisfaction Survey

The staff satisfaction questionnaire was prepared to gauge the satisfaction level of staff and consisted of 10 questions. The results of data analysis are depicted in Table A and Figure 1. The results of the analysis show that 20 percent of staff consider their workload as very good and 80 percent staff consider their workload as excellent and none of the staff consider their workload as poor. Twenty percent of the staff consider their working hours as very good and 80 percent staff consider their working staff as excellent. Regarding relationship between teaching and non-teaching staff, 20 percent staff agreed that their relationship with other employees is very good, whereas, 80 percent staff believe that their relationship is excellent. The results show that 40 percent of the staff consider employee welfare schemes of the college to be very good and 60 percent consider it to be excellent. The leave rules of the college are considered fair by 20 percent of the staff, while 80 percent of the staff consider it excellent. The infrastructure of the college is considered as fair by 20 percent of the staff, very good by 60 percent, and 20 percent consider it as excellent. The ICT or internet facilities of the college are considered as fair by 20 percent of the staff, is considered as very good by 40 percent of

the staff and is considered as excellent by 40 percent of the staff. Regarding the cleanliness of the college campus, including the bathrooms and overall cleanliness, 40 percent of the staff consider it as fair and 60 percent of the staff consider it as excellent. The responses of the staff show that 20 percent of staff agree that the disbursement of the salary by the college is fair and 80 percent of the staff consider it as excellent.