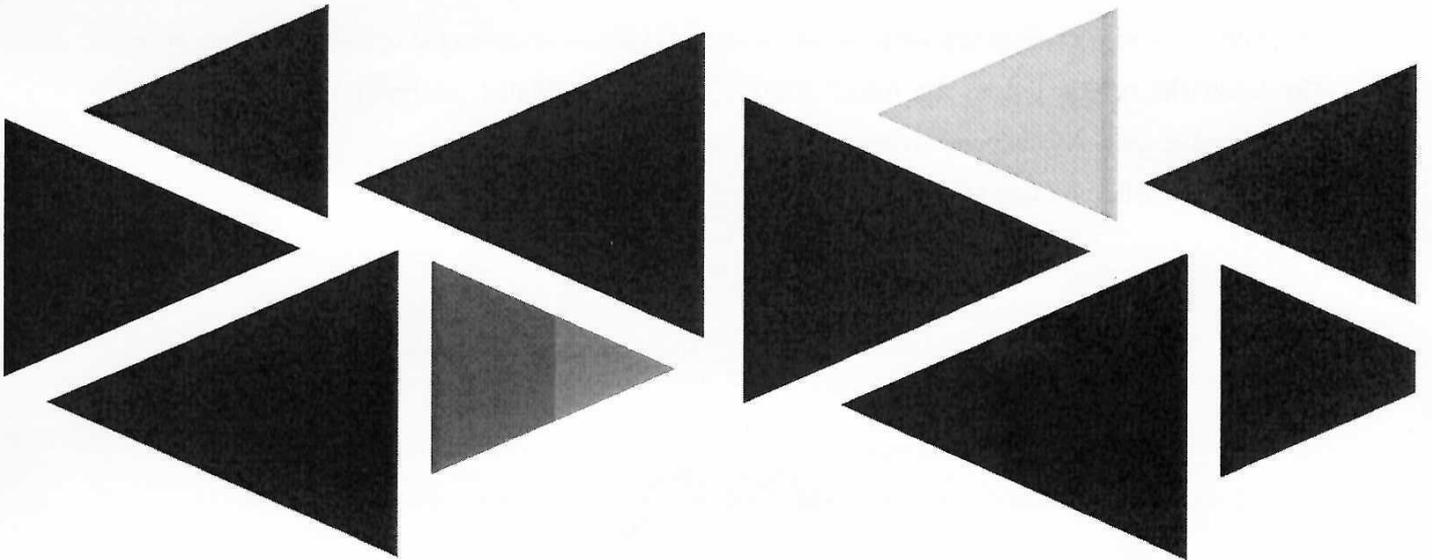




Administrative Staff Feedback

2021-2022

Tripura University

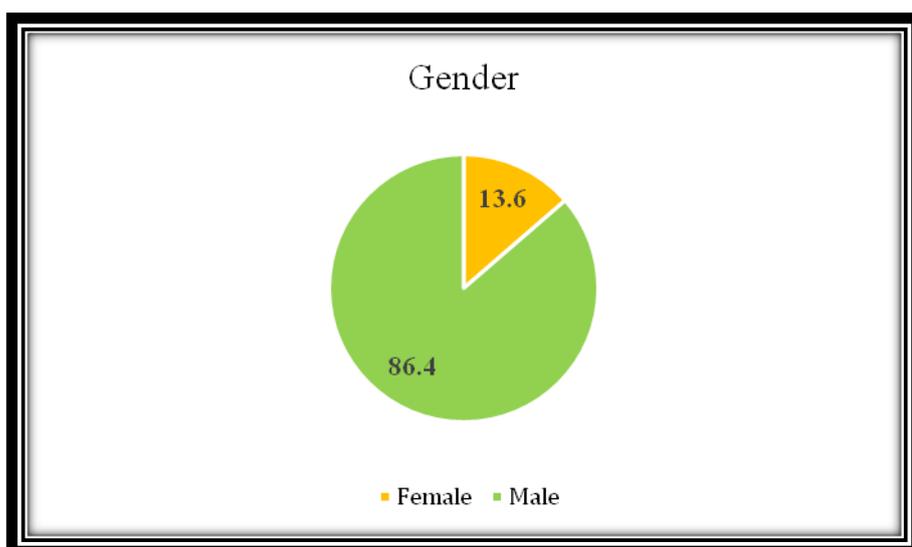


Sharon Roy Choudhury

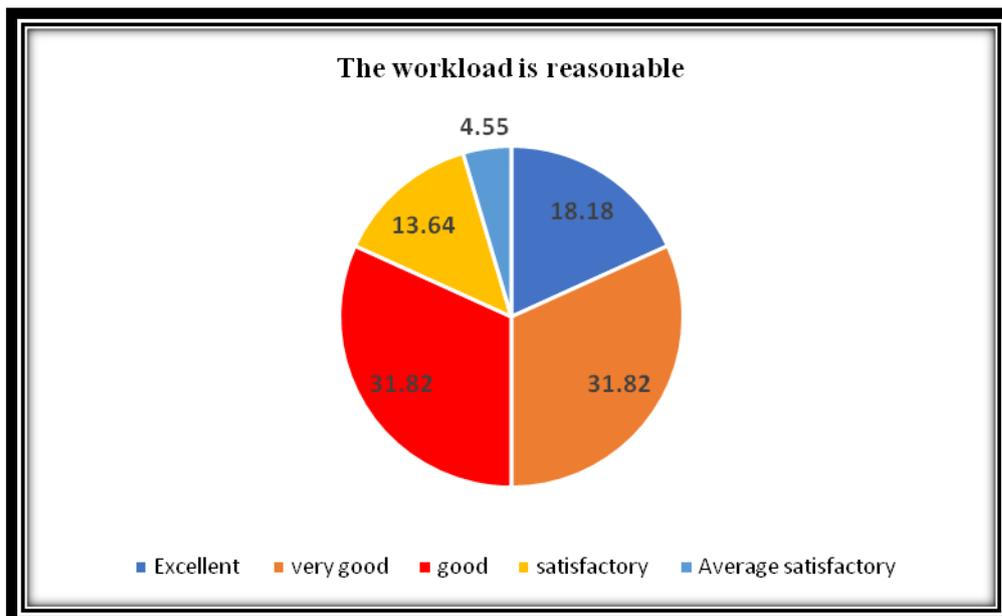
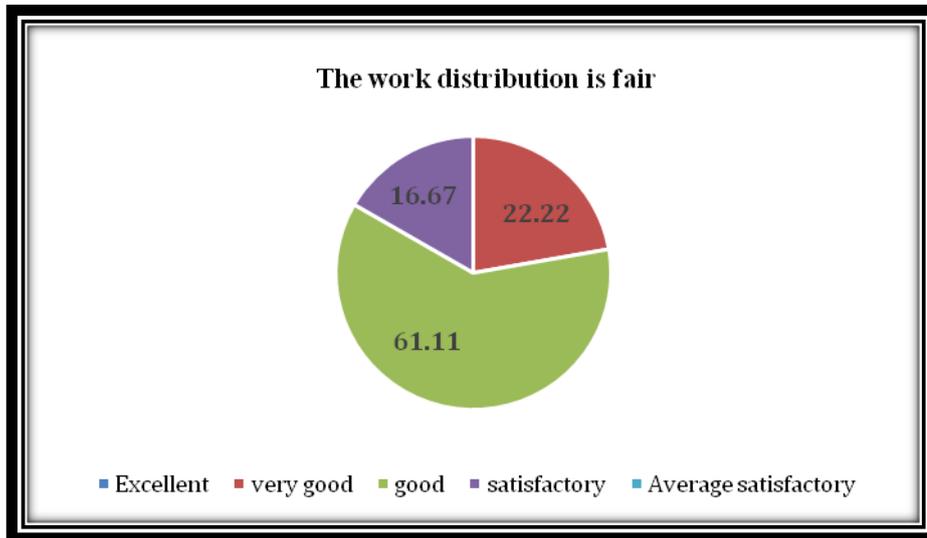
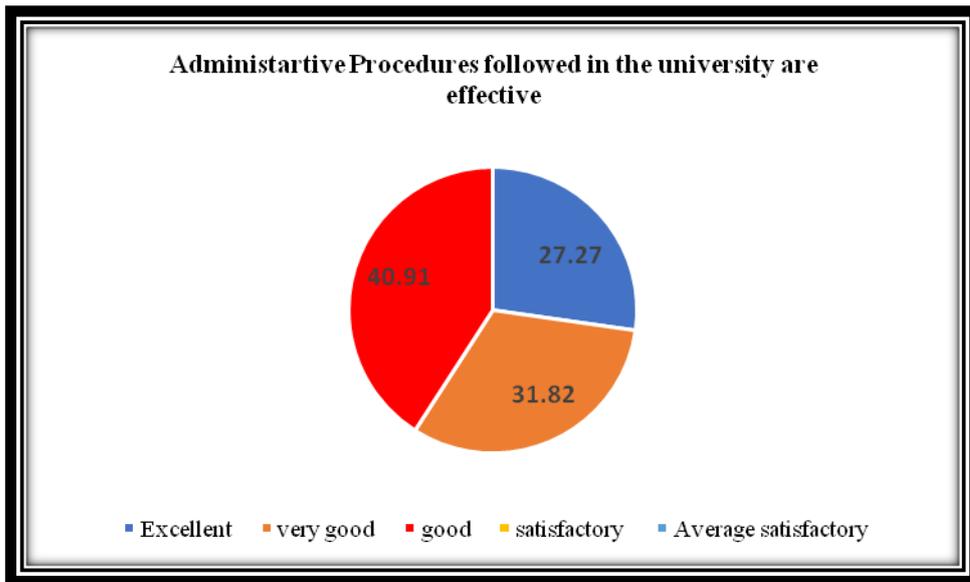
Director
IQAC, Tripura University
Agartala-799022, Tripura.

G. Prasad
प्रो. गंगा प्रसाद प्रसाई
Prof. Ganga Prasad Prasain
कुलपति / Vice-Chancellor
त्रिपुरा विश्वविद्यालय
Tripura University

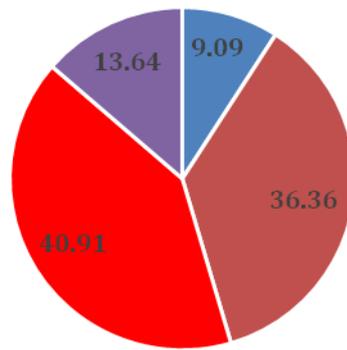
The students are the pivotal point of a University system. It is for their overall development and academic training that the university works tirelessly, with the teachers directly interacting with the students; the supporting staff, examination section, and the administration facilitating this process by making the overall journey from admission to passing out smooth and effective for the students. For smooth functioning of the entire system, each segment has to be allowed to work with reasonable comfort with an idea about the assessment of their performance at the institution. While student's performance is assessed during examinations, the performance of the teachers and the staff in terms of the perspective of the students, alumni and parents are assessed through their feedback which is collected online each year. It is essential to create a general awareness among the community about the university functioning and attempts to strengthening its teaching learning activity. In this context it is also pertinent to obtain the feedback from the related community (alumni and parents of the students) about the University. In that process, feedback is collected from all stakeholders namely students, alumni, parents, faculty and administrative staff about their perception about the University functioning. To ensure that the teachers and the staff are provided the working environment conducive to effective performance, their feedback about the University is also collected in a similar manner. In order to strength the University system further and ensure satisfaction of all the stakeholders, it is essential to not only obtain their feedback, but to analyze them carefully and ensure adequate measures to reduce the weaknesses and threats while converting the opportunities into strength. The feedbacks received from the Administrative Staff were collated, analyzed and the data were represented graphically (in percentage) as shown below. The gender distribution was as given below.



The response to the other queries is provided below.

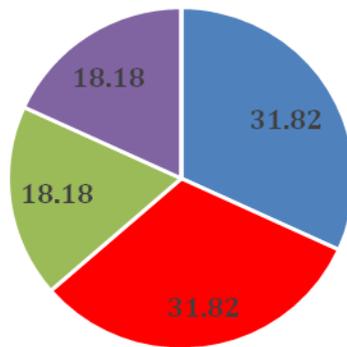


The placement of employees is as per the job requirements



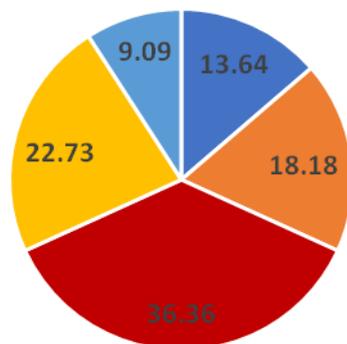
■ Excellent ■ very good ■ good ■ satisfactory ■ Average satisfactory

The training programs arranged by the university are useful



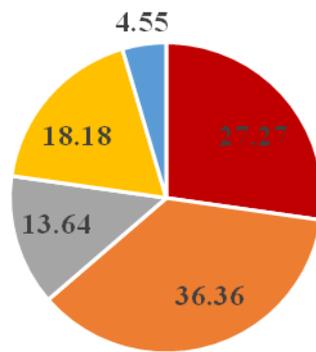
■ Excellent ■ very good ■ good ■ satisfactory ■ Average satisfactory

The promotion policies of the university are encouraging



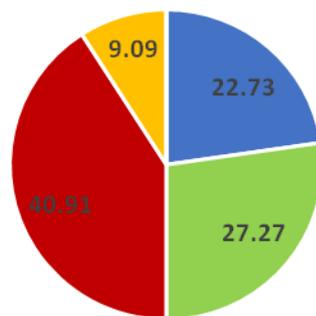
■ Excellent ■ very good ■ good ■ satisfactory ■ Average satisfactory

The infrastructure facilities are supporting the work environment



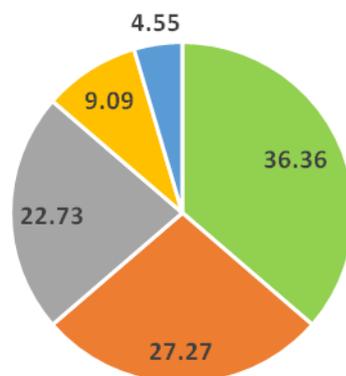
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The employees are having clear understanding of their roles and responsibilities



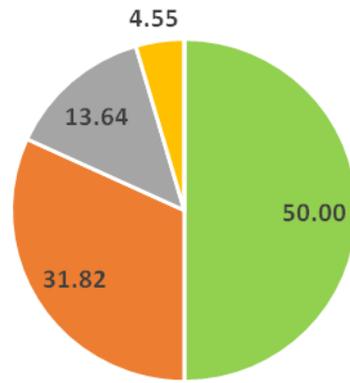
■ Excellent ■ very good ■ good ■ satisfactory ■ Average satisfactory

The superior -subordinate relationships are cordial



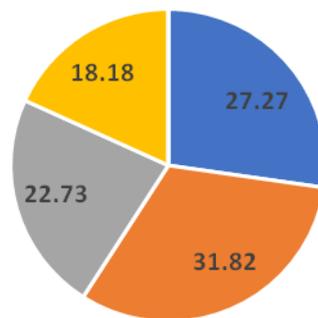
■ Excellent ■ very good ■ good ■ satisfactory ■ Average satisfactory

Workplace is gender friendly



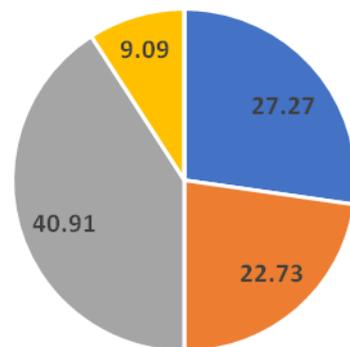
■ Excellent ■ very good ■ good ■ satisfactory ■ Average satisfactory

Employees have the opportunity to contribute to the process of development

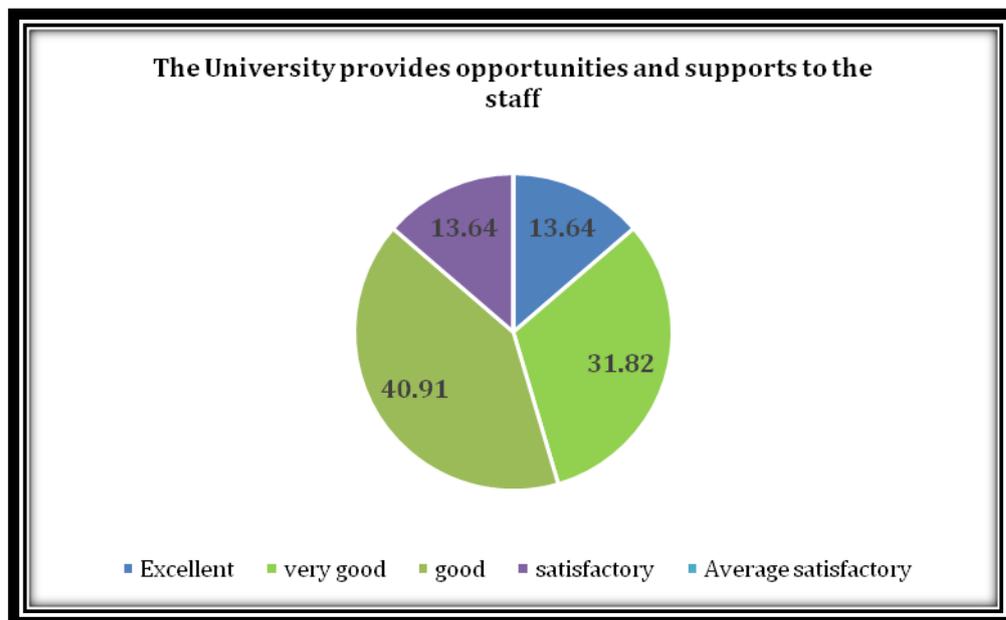


■ Excellent ■ very good ■ good ■ satisfactory ■ Average satisfactory

The employee grievances settled timely



■ Excellent ■ very good ■ good ■ satisfactory ■ Average satisfactory



Suggestions for further improvement received from the staff are provided below.

- Request to the authority for distributing the work according to the experience, appointment and requirement.
- Work load needs to be more equally distributed with recognition provided to those employees who work hard, sincerely and with full dedication for the development of the university.
- Training program may be initiated specially for the technical staff for their betterment in the area of modern tools and techniques.
- Superior-subordinate relationship may be further improved.
- Placements of staff are to be done according to seniority and designation.
- More professional training program should be conducted for staff.
- Games and sports facilities need further improved.
- Emphasis should be given on Project and R & D Cell.
- Recruitment of staff needs to be done on a priority basis as per the UGC norms to develop and maintain the right kind of work culture and working environment of the University.
- Promotion & MACP benefit are to be extended on regular basis following DoPT guidelines.
- Staff quarters are not sufficient. More quarters are required.
- Health care services needs improvement.
- More hostels are needed to be constructed for students and researchers.
- Faculty and staff recruitment should be done on an urgent basis for all vacant posts.
- Non teaching employee's promotion should be granted on time
- A Tripura University campus map is required in the front of the Administrative building.
- Please conduct an all staffs training program to update their knowledge about their job responsibility.

- Please conduct a training program for the job responsibility of new staff after their joining the university.
- Appropriate infrastructure, i.e., seating arrangement with Table, Chair, Computer, printer, Office Stationery item, etc., required for new joined staff at this university.
- A dedicated team for IQAC, AQAR need to be constituted with that staffs that are interested to be involved in the process.
- The University staff should be approached through IQAC (Notice) to submit appropriate supporting documents for NAAC and CAS related purpose.

The overall assessment is encouraging. These suggestions will be placed before the appropriate body and adequate measures will be taken for further improvement and we shall work towards it.