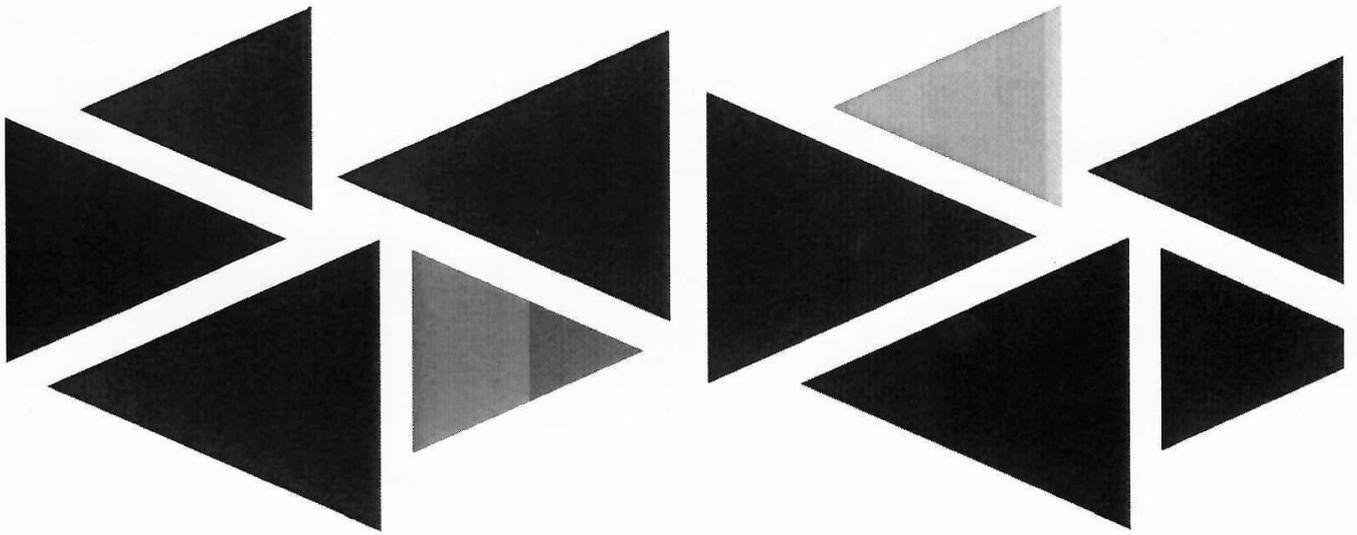




# Administrative Staff Feedback

2022-2023

Tripura University



*Sham Roy Choudhury*

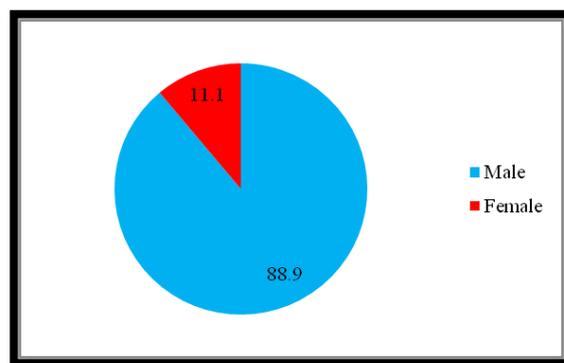
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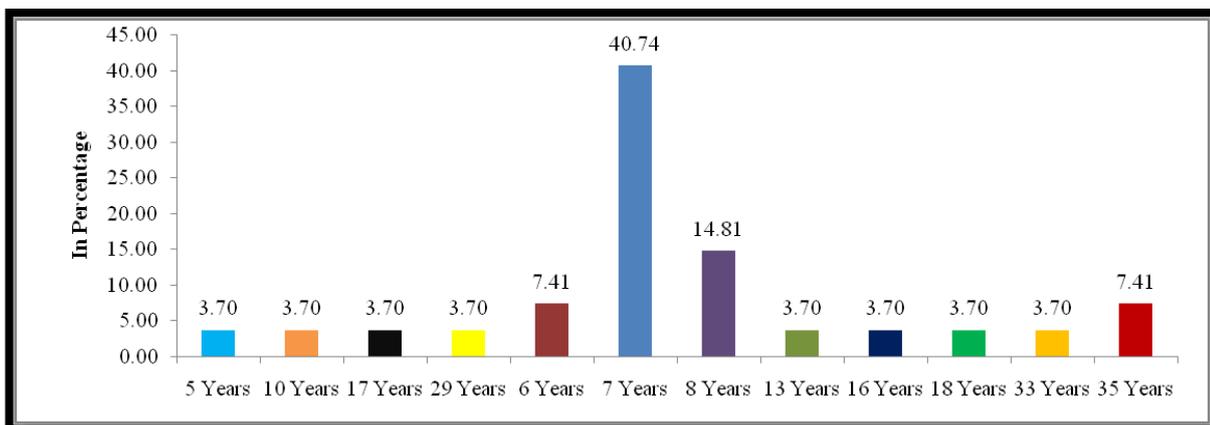
प्रो. गंगा प्रसाद प्रसाद  
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The students are the pivotal point of a University system. It is for their overall development and academic training that the university works tirelessly, with the teachers directly interacting with the students; the supporting 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) 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.

Feedback was collected in Google form from the Administrative staff. The distribution of the participants in terms of gender and the work experience is provided below:

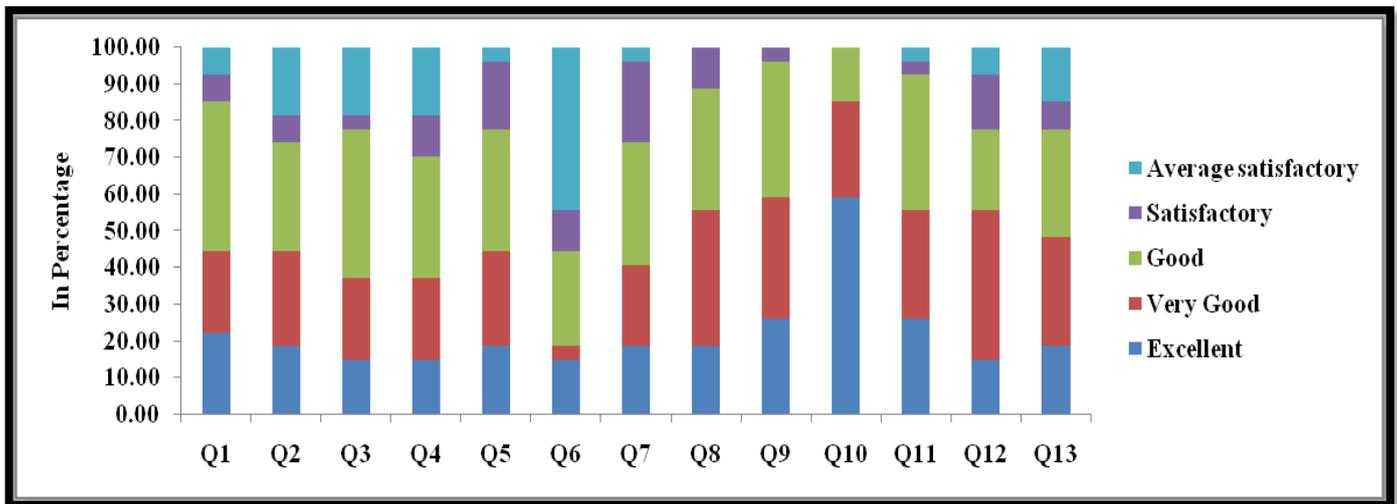


Gender Distribution



Distribution in terms of work experience

The feedbacks received from the Administrative Staff were collated, analyzed and the data were represented graphically (in percentage) as shown below. The questions to which the response was received are placed in the table below the bar diagram.



S. No.	Questions	Excellent	Very Good	Good	Satisfactory	Average satisfactory
Q1	Administrative procedures followed in the University are effective.	22.22	22.22	40.74	7.41	7.41
Q2	The work distribution is fair	18.52	25.93	29.63	7.41	18.52
Q3	The workload is reasonable	14.81	22.22	40.74	3.70	18.52
Q4	The placement of the Employees is as per the job requirements	14.81	22.22	33.33	11.11	18.52
Q5	The training programs organized by the University are helpful.	18.52	25.93	33.33	18.52	3.70
Q6	The promotion policies of the University are encouraging	14.81	3.70	25.93	11.11	44.44
Q7	The infrastructure facilities are supporting the work environment	18.52	22.22	33.33	22.22	3.70
Q8	The employees are having clear understanding of their roles and responsibilities	18.52	37.04	33.33	11.11	0.00
Q9	The superior-subordinate relationships are cordial	25.93	33.33	37.04	3.70	0.00
Q10	Workplace is gender friendly	59.26	25.93	14.81	0.00	0.00
Q11	Employees have the opportunity to contribute to the process of development.	25.93	29.63	37.04	3.70	3.70
Q12	The employee grievances are settled timely	14.81	40.74	22.22	14.81	7.41
Q13	The University provides opportunities and supports to the Staff.	18.52	29.63	29.63	7.41	14.81

**Observations/Comments/Suggestions** for further improvement received from the staff are provided below.

- Need for unity among all University personals
- Time to time training for the Non teaching staffs/employee is necessary for updating their skill.
- Introduction of annual reward system for the staffs to encourage the staffs to work more efficiently.
- Time bound promotion need to be implemented.
- APR need to be implemented more strongly.
- DPC and Recruitment for the vacant posts of no teaching administrative staff is urgently needed to overcome the shortage of administrative staff.
- Non teaching employees' promotion process is very slow.
- Need for clear understanding of updated recruitment rules.
- Promotional policy need to be modified and needs to be put in place for technical post.
- Work distribution should be based on the employees post.
- Need more skilled worker (IT skill) for office at various sections.

The overall assessment is showing a lot of positive response, however there is scope for improvement. These suggestions will be placed before the appropriate body and adequate measures will be taken to further improvement and we shall work towards it.