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# Administrative Staff Feedback

## 2023-2024

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# Tripura University

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*Shaon Roy Chaudhuri*  
" 29/11/25 "

A handwritten signature in black ink, appearing to be "S. Roy".





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# Administrative Staff Feedback

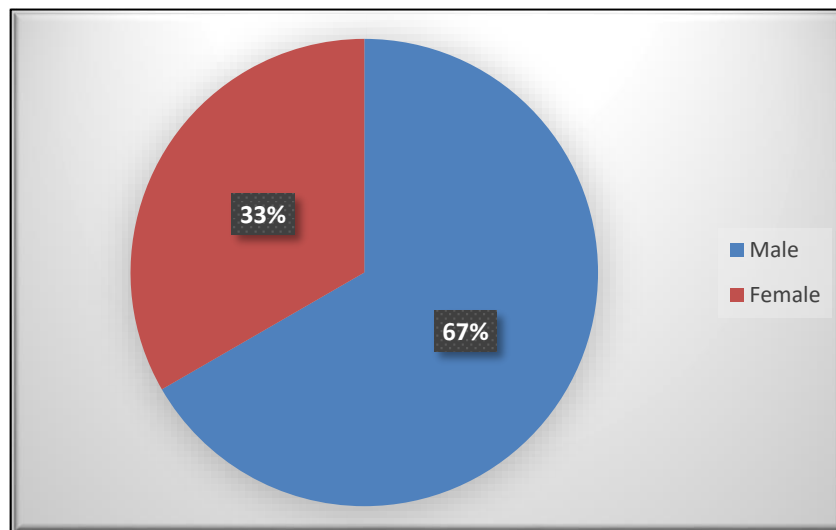
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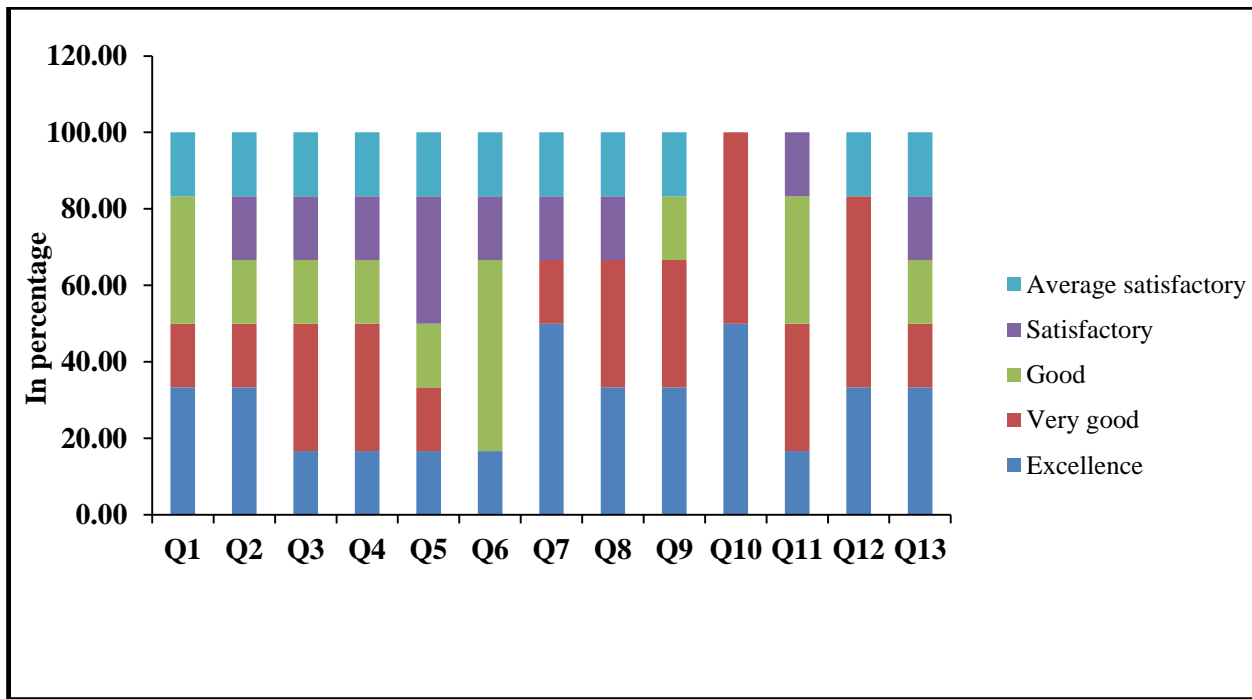


The students are the pivotal point of a University system. It is for their overall development and academic training that the university works tirelessly, with the teachers directly interacting with the students; the supporting staff, examination section, and the administration facilitating this process 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 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. 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

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	33.33	16.67	33.33	0	16.67
Q2	The work distribution is fair	33.33	16.67	16.67	16.67	16.67
Q3	The workload is reasonable	16.67	33.33	16.67	16.67	16.67
Q4	The placement of the Employees is as per the job requirements	16.67	33.33	16.67	16.67	16.67
Q5	The training programs organized by the University are helpful.	16.67	16.67	16.67	33.33	16.67
Q6	The promotion policies of the University are encouraging	16.67	0	50	16.66667	16.67
Q7	The infrastructure facilities are supporting the work environment	50	16.66667	0	16.66667	16.67
Q8	The employees are having clear understanding of their roles and responsibilities	33.33	33.33	0	16.66667	16.67
Q9	The superior-subordinate relationships are cordial	33.33	33.33	16.67	0	16.67
Q10	Workplace is gender friendly	50	50	0	0	0
Q11	Employees have the opportunity to contribute to the process of development	16.67	33.33	33.33	16.67	0
Q12	The employee grievances are settled timely	33.33	50	0	0	16.67
Q13	The University provides opportunities and supports to the Staff.	33.33	16.67	16.67	16.67	16.67

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

- More attention is required to be given to the core areas for further improvement.

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.

## **Action Taken**

- The majority of the responses for all questions except 5 shows good or above. Efforts will be made to sustain, and wherever possible improve the same.
- In response to question 5, more training programs will be initiated for better training of the staff and also for improving our scores under this criterion.
- The University has also insured felicitating staff for their proactive involvement in representing the University as different events.

**Prof Debabrata Mitra**

Former Vice Chancellor Dakshin Dinajpur University  
Faculty, Department of Management, North Bengal University

**Prof Binod Chandra Tripathy**

Former Director IQAC, TU  
Faculty Department of Mathematics, TU


**Prof Shaon Ray Chaudhuri**


Director IQAC, Tripura University  
Faculty Department of Microbiology, TU




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