



Tripura University
A central University

2024-2025

Administrative Staff Feedback Report

**Feedback Report by
IQAC**

Internal Quality Assurance Cell

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कुलपति/Vice-Chancellor
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The staff form an integral part of the University system, ensuring that academic and administrative processes function smoothly and efficiently. The University recognizes that while students remain the focal point of its mission, the dedication, competence, and satisfaction of its staff are equally vital to maintaining excellence. To uphold this standard, regular assessment and feedback from staff are essential in understanding their experiences, challenges, and perspectives.

Each year, the University systematically collects feedback from all stakeholders—students, faculty, alumni, parents, and administrative staff—to evaluate institutional performance and identify areas for improvement. Specifically, staff feedback provides valuable insight into workplace conditions, administrative efficiency, communication flow, and overall job satisfaction.

The Administrative Staff Feedback 2024–25 survey was undertaken with the objective of assessing the working environment, operational effectiveness, and the degree of satisfaction among administrative employees. The responses, collected through Google Forms, serve as an important tool for continuous institutional development—helping the University strengthen its internal systems, enhance staff morale, and foster a more supportive and productive workplace culture.

Questionnaire used for the survey is provided below:

Personal Information (Confidential data)

Email:

Name:

Gender:

D.O.B:

Designation:

Dept.:

Experience (Yrs.):

Phone No.:

SL NO.	Questions	Absolutely agree	Agree most cases	Disagree
1	Administrative procedures followed in the University are effective.			
2	The work distribution is fair			
3	The workload is reasonable			
4	The placement of the Employees is as per the job requirements			
5	The training programmes organized by the University are helpful.			
6	The promotion policies of the University are encouraging			
7	The infrastructure facilities are supporting the work environment			
8	The employees are having clear understanding of their roles and responsibilities			
9	The superior-subordinate relationships are cordial			

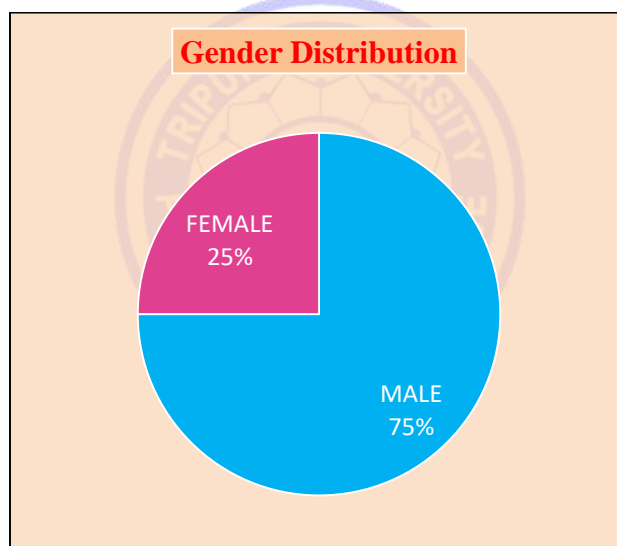
10	Workplace is gender friendly			
11	Employees have the opportunity to contribute to the process of development.			
12	The employee grievances are settled timely			
13	The University provides opportunities and supports to the Staff			

What has been my contribution to the development/running of the University in this year:

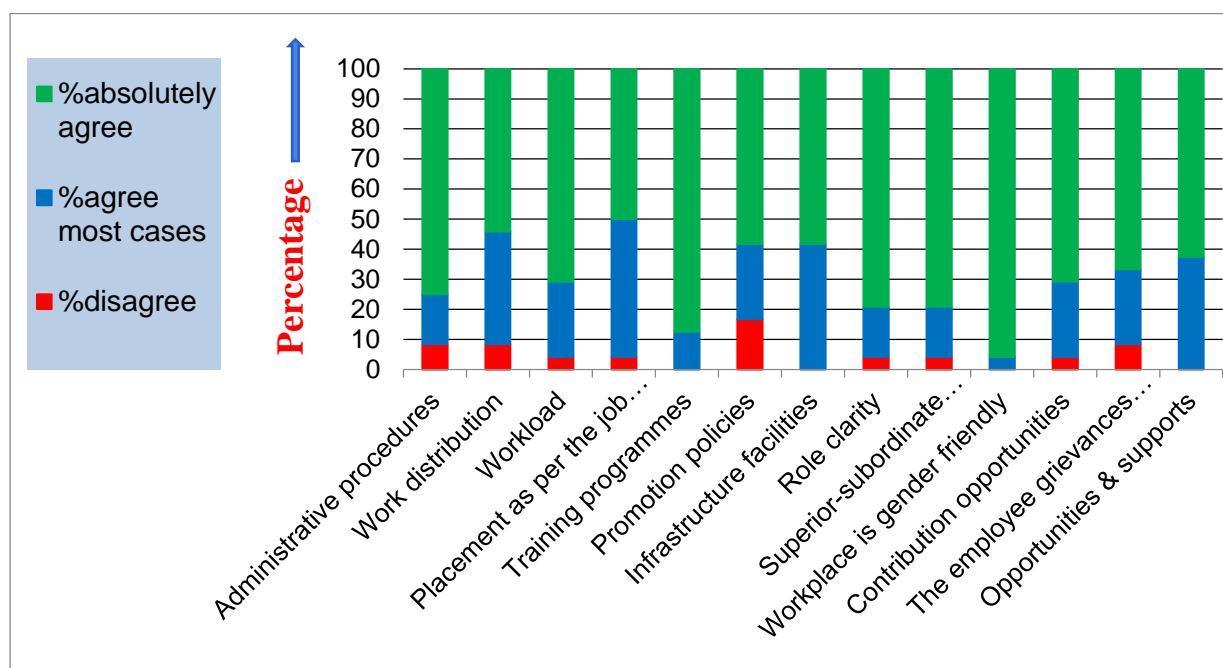
Suggestions for further improvement (if any):

Feedback Analysis:

Participants Profile: No. of participants in the survey: 24



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.



Highlights:

- 80–95% staff agreed that workplace is gender friendly, cordial, and role clarity exists.
- 87% staff rated training programmes as highly useful.
- 76% staff found administrative procedures effective.
- Areas needing improvement: promotion policies, workload distribution, grievance settlement, power backup, digital record-keeping.

The findings are used to guide institutional reforms and strengthen the University's administrative culture.

Opinion on Administrative Systems: (Average rating on 5 point scale)

SL NO.	DESCRIPTION	AVERAGE
1	Administrative procedures followed in the University are effective.	4.58
2	The work distribution is fair	4.38
3	The workload is reasonable	4.63

Role Clarity & Relationships: (Average rating on 5 point scale)

SL NO.	DESCRIPTION	AVERAGE
1.	The placement of the Employees is as per the job requirements	4.42

2.	The employees are having clear understanding of their roles and responsibilities	4.71
3.	The superior-subordinate relationships are cordial	4.71

Workplace Culture: (Average rating on 5 point scale)

SL NO.	DESCRIPTION	AVERAGE
1.	The infrastructure facilities are supporting the work environment	4.58
2.	Workplace is gender friendly	4.96
3.	The employee grievances are settled timely	4.5

Training & Development: (Average rating on 5 point scale)

SL NO.	DESCRIPTION	AVERAGE
1.	The training programmes organized by the University are helpful	4.88
2.	The promotion policies of the University are encouraging	4.25
3.	Employees have the opportunity to contribute to the process of development.	4.63
4.	The University provides opportunities and supports to the Staff	4.63

Observations:

The feedback from the administrative staff indicates a positive assessment of the work environment and operational processes within the University. Staff members express a high degree of satisfaction with various aspects of their roles, including clarity of responsibilities, leadership, and the overall organizational culture, which is perceived as inclusive and supportive. Additionally, the opportunities for professional development are well-regarded, contributing to staff engagement and growth.

There are areas that could benefit from refinement, particularly in enhancing the transparency and consistency of certain policies and practices. Addressing these areas will help strengthen employee satisfaction and foster a more cohesive and productive work environment.

In conclusion, the feedback suggests that the work environment at the University is conducive to employee satisfaction and operational efficiency, with opportunities for continued enhancement in specific areas.

The IQAC acknowledges and appreciates the active participation of all administrative staff who contributed to this survey. Their honest and thoughtful feedback continues to guide the University in sustaining excellence and fostering a supportive academic environment.

SELF-APPRAISAL:

1. To streamline the workflow and improve IT based services
2. Smooth functioning of RPU-2
3. Maintaining the old courses smoothly and conduct of exam for many newly introduced courses in affiliated colleges
4. My Contribution to the University This Year are as follows:
 - a) Research & Publications: Promoting research culture by facilitating researches.
 - b) Library & Information Services:
 - a. Streamlined cataloguing, acquisitions, & RFID system.
 - b. Improved access to digital/print resources.
 - c. Conducted orientation/user awareness programs.
 - d. implemented new systems (RFID, digital platforms, e-resources)
 - c) Ensured maintenance and smooth operation of existing facilities.
 - d) Student & Faculty Support: Organized workshops, training, or skill development programs. Actively addressed student/faculty queries and needs.
 - a. Events & Community Engagement
 - b. Contributed to enhancing efficiency, visibility, and reputation of the university.
 - c. Promoted innovation and teamwork in day-to-day functioning.
5. Ensuring smooth administration through accurate record-keeping, supporting faculty and students, saving time and resources, and maintaining transparency—thus acting as the backbone of efficient university functioning.
6. I perform my work with full dedication to improve the practical hands of pupils. Most of the students are doing well in their practical and project papers. I have published 4 research papers, and filed a patent.
7. I have actively contributed to the smooth functioning of laboratory activities throughout the year. My responsibilities included preparing and maintaining instruments for practical classes, assisting faculty and students during experiments, ensuring proper calibration and upkeep of equipment, and maintaining safety protocols in all laboratories. I provide technical support for research activities, including sample preparation and analysis using advanced instruments like UV Spectrophotometer, FTIR. Additionally, I efficiently manage the glassware and chemical stores, maintain stock records, and ensure timely procurement. I also assist in routine office work, documentation, and record-keeping to support departmental functioning. These efforts ensured smooth academic, research, and administrative activities.
8. I have been assisting the Finance Section, R & D Cell, ensuring smooth processing of financial files, bills, and purchase orders etc. I maintained accurate records, facilitated timely payments, supported compliance with rules, and coordinated with departments for efficient functioning. By taking up this responsibility, I contributed to continuity and efficiency in the University's financial operations.

SUGGESTIONS BY STAFFS:

1. Improve uninterrupted power supply to support continuous work and extend the lifespan of costly equipment.
2. Enhance internet connectivity for smooth and efficient functioning.
3. Focus on the overall development of the University rather than isolated departmental improvements
4. Improve work culture and foster a healthier superior–subordinate relationship.
5. Reduce excessive workload by ensuring balanced distribution of tasks based on employees' expertise.
6. Improve services of the Engineering Cell for better infrastructure maintenance and support.
7. Ensure equitable space allocation to meet the needs of different departments.
8. Improve record-keeping of communications and ensure proper routing of correspondence to concerned sections.
9. Ensure UGC/Education Department communications reach the appropriate departments/persons (e.g., medical officers for health-related circulars)
10. Streamline finance branch record-keeping to avoid repeated notices. Improve office documentation using digital tools to reduce manual errors.
11. Develop a digital inventory management system for chemicals, glassware, and instruments.
12. Introduce regular preventive maintenance schedules to reduce equipment downtime.
13. Organize training programs to enhance technical knowledge on advanced analytical instruments.
14. Improve laboratory waste disposal and safety measures in compliance with safety norms
15. Encourage punctuality among all staff members
16. Strengthen inter-departmental and intra-departmental coordination through clear communication channels.
17. Introduce workflow monitoring systems to track file movement and ensure timely disposal.
18. Establish a functional pharmacy facility at the University Health Centre to effectively utilize the Pharmacist's services and improve healthcare support.
19. Enhance overall efficiency, accountability, and service delivery across university departments.