

**2014**

**Infova Consultancy  
Services Ltd.**

**Manual for Admin-Staff**

**[WEB BASED SATISFACTION SURVEY]**

**TEQIP - II**

### Web Based Satisfaction Survey – Admin-Staff

Dear Participants;

Admin-Staff satisfaction survey 2014 is being conducted online across the country at all engineering institutions which are being chosen under TEQIP-II project. The survey gives a chance to register your feedback based on your experience. Your feedback is extremely helpful for the process of evaluation and then suggesting corrective measures for it. The overall survey results will be made public and will be available on the Institution and NPIU website. ‘However, your individual answers will not be identified; this survey is completely confidential. Your personal details are being collected only to verify your identity and avoid duplicate responses.’



The survey participant can access this home page primarily by using the URL <http://www.teqipssfss.in>. The extension of this site link will be provided at every participating college website. This link will also be on the home page of EdCIL official website.

There are four tabs on the top right hand side of the home page. The tab “About” gives a snap shot of the survey. It describes the basic question related to the survey process, organisations involved in the entire exercise, and the very need of this survey.

The tab “Survey” links the participants to participate in the survey. The tab “Participate Now” on the lower left hand side also links the participant to the survey process. One can click on either tab to participate in the survey process.

The fourth tab “Contact” gives the contact details of the organisation directly participating in executing this entire process. The participant can use the contact from here for any communication related with the survey process.

# Manual for Faculty: Web Based Satisfaction Survey

## Welcome User

Select State	Select	▼
Select District	Select	▼
Select College	Select	▼

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Once the participant clicks the tab “Survey” or “Participate Now”, lands to this web page. The survey participant needs to select the name of state where the institution exists from the given list of the states. Once the state is selected; the participant needs to select the district; where the institution exists from the given list of the districts within the states. Finally the participant needs to select the name of the institution from where he/she belongs and is participating in this survey. This selection will automatically navigate the participant to the next web page.

### Survey

Faculty	Faculty Satisfaction Survey	Take Test
Non Technical Staff	Non-Technical & Admin Staff Satisfaction Survey	Take Test
Student-PG	STUDENT SATISFACTION SUVERY(PG)	Take Test
Student-Ph.D	STUDENT SATISFACTION SUVERY(PhD)	Take Test
Student-UG	Student Satisfaction Survey – Under Graduate	Take Test
Technical Staff	Technical Staff Satisfaction Survey	Take Test

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This web page enlists the category of the survey participant. In this case the participant is faculty member of the respective institution hence will take the survey for faculty. The selection of type of survey will automatically navigate the participant to the next web page.

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Name of State	: Kerala	Name of District	: Alappuzha
Name of College	: COLLAGE OF ENGINEERING - PALLIPPURAM KERALA	Type of College	: PRIVATE
Name of Faculty	: <input type="text"/>	Date of Birth	: <input type="text"/>
Employment ID	: <input type="text"/>	<input type="button" value="Validate"/>	

Specific details of the survey participants have been collected from the institution and have been uploaded to the server. Once the participant fills the details in this section, it basically validates the survey participant and allows participating in the survey. In case the details filled by the participant does not gets validated by the records on the survey, still the participant gets a chance to participate in the survey by clicking on the link “Proceed Anyway” which automatically appears by the side of validate button. This will navigate the participant to the next web page carrying participant individual details.

Name of State	: Kerala	Name of District	: Alappuzha
Name of College	: COLLAGE OF ENGINEERING - PALLIPPURAM KERALA	Type of College	: PRIVATE
Name of Faculty	: XYZ	Date of Birth	: 08/08/1980 (dd-mm-yyyy)
Employment ID	: <input type="text"/>	Rank (Lecturer/Senior Lecturer)	: <input type="text"/>
Gender	: <input type="text" value="Select"/>	Employment Type	: <input type="text" value="Select"/>
Subject	: <input type="text"/>	Category	: <input type="text" value="Select"/>
Mobile Number	: <input type="text"/>	Email ID	: <input type="text"/>
Select Survey Language	: <input type="text" value="English"/>	<input type="button" value="Submit Option"/>	

Detailed information of the survey participant is recorded by this page. If the information gets validated earlier then most of the information automatically appears on this page. In later case i.e. in case of non-validation, the participant needs to fill the information manually. Most of the information asked for is self explanatory in nature. The last tab gives you a facility of taking the survey in native language. One can select the preferred language from the list given. Doing so will convert the questions in the selected language. The participant should note that in the section of comment, you can record your comment only in English. On submission; the participant will land to the response sheet.

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## Faculty Satisfaction Survey



### PREMISE AND INFRASTRUCTURE [AVAILABILITY AND ACCESS]

#### My level of Satisfaction

- Not Satisfied at all
- Not Very Satisfied
- Neutral
- Satisfied
- Very Satisfied

#### Importance to Me

- Not important at All
- Not Very Important
- Neutral
- Important
- Very Important

The participant gets 30 minutes to complete the questionnaire. In case of expiry of session one can re-login. The password will be shared on the email id and mobile number of the participant. The response of the completed section will be automatically saved. Complete questionnaire is divided in 5 different sections. You need to respond under each head by clicking on the radio button on scale of 5 expressing your importance level on the area followed by your satisfaction level. It is worth mentioning here is that “importance” here stands for level of importance of existence of the service and the “satisfaction” states the quality of the service provided.

#### A. Premise and Infrastructure [Availability and Access]

The first section of the questionnaire deals with the premise and the essential infrastructure available and is easily accessible at the institution. This section has a broad head of institution premise and canteen services, and library.

##### ❖ Premises and Canteen services

1. The institute premise is neat, safe and environment friendly.
2. The public utility is comfortable and user friendly.
3. The institute canteen offers good quality food.
4. Institution provides bus facility from the city.
5. Institution provides primary health facilities within the campus.

Here neat premise means general cleanliness and hygiene. Safety is termed as no unauthorised trespassing allowed and basic safety norms are ensured at the campus. Environmentally friendly means basic practice of safe disposal of the waste and fundamental practice to ensure clean environment at the campus. Rest of the questions are self explanatory. Providing bus facility here mean; institution arranging transport facility to its students and staff members from the nearest town if the institution is in outskirts. Primary health facility at the campus means general first aid facility; a small clinic at the campus.

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### ❖ Library

6. The library services suit me.
7. The library is kept opened after office hours as per requirement.
8. Library premise is comfortable and user friendly.
9. Library has adequate collection of relevant books, e-journals and relevant software.
10. Library services and its timing are suitable.

Services mean general services like timing, ambience etc. After the office hours means; does it have flexibility with respect to its timings as one is busy during office hours. Adequate collection means availability of relevant books, e-journals and relevant software. Services and timing are suitable means; the user makes complete utility of this service and timings of its operations are not at all a hurdle in exercising this facility.

### **B. Workplace Environment.**

11. The workplace environment is healthy.
12. Institution provides facilities for family welfare.
13. Institution organizes sports, cultural and extra co-curricular activities.
14. I have a say in decision making that affects me.
15. I can freely express my agreement or disagreement with the matters on which my views are sought.
16. My work gets recognition and accolade from my superiors.
17. I never feel discriminated by the management.
18. I never feel discriminated by my colleagues.
19. Institution provides its web-portal for grievance redressal.

Workplace environment refers to general working condition at the workplace. Family welfare refers to general facility provided by the institutions to its dependents. "Say in decision making" refers to inclusive decisions taken by the management which directly affects working conditions at the institution. There is an environment where one can express views freely. Recognition of work by the superiors. Web portal grievance redressal means a platform facilitated by the institution where one can record the grievance online. Rest statements are self explanatory.

### ❖ Comment

If the respondent feels to share any specific information in this section apart from the above query; one can do so mentioning in the comment section in bullet points. If there is no comment to share then one can write "No Comment".

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### **C. Workload and Support**

20. The work load is reasonable and justified.
21. Working hour and conditions suits me.
22. I am comfortable in adopting new technology in my work.
23. I get cooperation from management body.
24. I get cooperation from my fellow colleagues.
25. I get cooperation from general administration and other staff members.
26. I get cooperation from my students.

Work load is reasonable and justified means one enjoys the work condition. There is sense of comfort in using new technology in work. “I get cooperation” stands to be general cooperation sought at the workplace which virtually crates a healthy environment to work.

#### **❖ Comment**

If the respondent feels to share any specific information in this section apart from the above query; one can do so mentioning in the comment section in bullet points. If there is no comment to share then on can write “No Comment”.

### **D. Opportunities and Performance Appraisal**

27. There is an opportunity to undertake personal and professional development.
28. The institute provides courses for general management, leadership, and skill development.
29. The annual performance appraisal is fair and transparent.
30. I am satisfied with the pay compensation and other benefits.
31. I have job satisfaction at this institution.

This section deals with the available opportunities and system of performance appraisal at the institution. Statement stating opportunities are self explanatory. There are sources for internal and external training for various skill developments. “Annual performance appraisal is fair and transparent” means to see the level of transparency adopted by the institution and the respondent satisfaction to it. “Job satisfaction” means a very general and collective level of satisfaction working with the institution.

#### **Comment**

If the respondent feels to share any specific information in this section apart from the above query; one can do so mentioning in the comment section in bullet points. If there is no comment to share then on can write “No Comment”.

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### **E. General Administration**

32. Functioning of establishment section as regards to the office orders, increments, earned leaves etc.
33. Functioning of the stores and purchase section.
34. Functioning of accounts section as regards to salary slips, bill passing, Income Tax calculations etc.
35. Functioning of academic section as regards to students roll lists etc.

This section basically focuses on the working of the administrative section and its interaction with the respondent. It is intended to record the quality of functioning of these supportive departments.

#### **Comment**

If the respondent feels to share any specific information in this section apart from the above query; one can do so mentioning in the comment section in bullet points. If there is no comment to share then one can write “No Comment”.

**Disclaimer:** Please read and fill the form very carefully. After completion of survey the form will be protected and no one will be able to review their forms after submission, there will be no editing and resubmission of form.