

## Action Taken on Feedback of Employee (2021-22)

### WOMEN'S COLLEGE, TINSUKIA

A Feedback Analysis Report of the session 2021-22 has been prepared on the basis of the responses received from the employees of the college. As per findings of the feedback, actions in the requisite areas have been taken as given below.

#### 1. OFFICIAL WORKS

Sl. No.	Findings	Action Taken
1	Observed that 64.3% (90% in previous year) employees keep records of their official tasks in both Soft and hard copies.	The 4 <sup>th</sup> Grade staffs of both office and library have no record to keep in soft version. All Grade III staffs (clerical) maintain their records both in hard and soft version.
2	28.6% (30% in previous year) employees state that they have not been provided any sort of training of official work.	Efforts are on to provide them with necessary training.
3	14.3% (30% in previous year) employees think that they are overburdened.	Steps have been taken to fill up the vacant posts.
4	21.4% (40% in previous year) employees opine that they have to work overtime.	To resolve the problem, workloads have been distributed among staff. In an understaffed office, it is one issue that the authority has not been able to resolve properly. Moreover at times the enquiry/ notification/ orders from higher authority comes via E mail/ WhatsApp in the evening asking for immediate/ urgent response. Realizing the urgency of the task the office staff, including the principal has to work overtime to get the assigned job done. We are happy to work overtime with a view to providing services to the nation.

#### 2. ADMINISTRATION

Sl. No.	Findings	Action Taken
1	Sustained 100% employees' satisfaction to the administrative process of the college. This year 21.4% employees have given 'Excellent' grade, where 71.4% has given 'Good' grade and 7.1% opine 'satisfactory' to the overall satisfaction on the administrative environment.	Efforts are on to maintain 100 % satisfaction record.

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### 3. COMMENTS & SUGGESTIONS

Sl. No.	Findings	Action Taken
1	Fill up the vacant post of the college/ Staff requirement is needed.	Necessary steps have been taken
2	At least two more persons are needed for the smooth functioning of the library.	Additional temporary library staff has been appointed and step has been taken to fill up the vacant post of library.
3	Training of official work is required for library staff.	Staffs are asked to take required computer training at Computer centre, and computer science department has been given the necessary instruction.



*[Signature]*  
Principal

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