TOS Beneficiary Satisfaction Study

Admin Staff
2015

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Introduction

- The Orchid School (TOS) is an English Medium, co educational and inclusive school based out of Pune
- Affiliated to the Central Board of Secondary Education
- Currently operating from Jr KG to Std. XI
- 35 children per class with 3 divisions maximum per level
- VISION - to provide "Locally rooted, Globally competent" education.
- TOS collaborated with C2C to gauge the level of satisfaction of its stakeholders
- The brief was 'To design and conduct a Beneficiary Satisfaction Survey for the various stakeholders of TOS'
- This presentation shares the key findings of the Beneficiary Satisfaction Survey – Admin Staff

Respondent Distribution

- The survey was in English and conducted online
- A total of 16 respondents took the survey

Based on our Focus Group Discussions the following Key Drivers were identified for Admin staff–

- Structure & Environment
- Compensation
- Workload
- Parental Influence
- Technology
- Academics
- Training
- Communication
- Recognition

Admin Satisfaction Drivers

FINDINGS

Structure & Environment

- 76.9% felt the constant change at Orchid ensures that they are leaders in education
- 80% felt Admin systems are well structured and followed
- 60% felt Academic systems are well structured and followed
- 66.7% agreed that everyone at Orchid has the freedom of expression
- 93.3 felt the school provides a lot of opportunities for the staff to learn grow and manage things
- 66.7% felt that the lateral leadership structure followed by the school is effective
- 92.9% said they take pride and ownership in what they do at Orchid
- 93.3% felt the school environment is safe for children
- 80% agreed that the culture at Orchid is conducive to a great work environment
- 80% felt that team work and interpersonal relationships makes Orchid a great work place
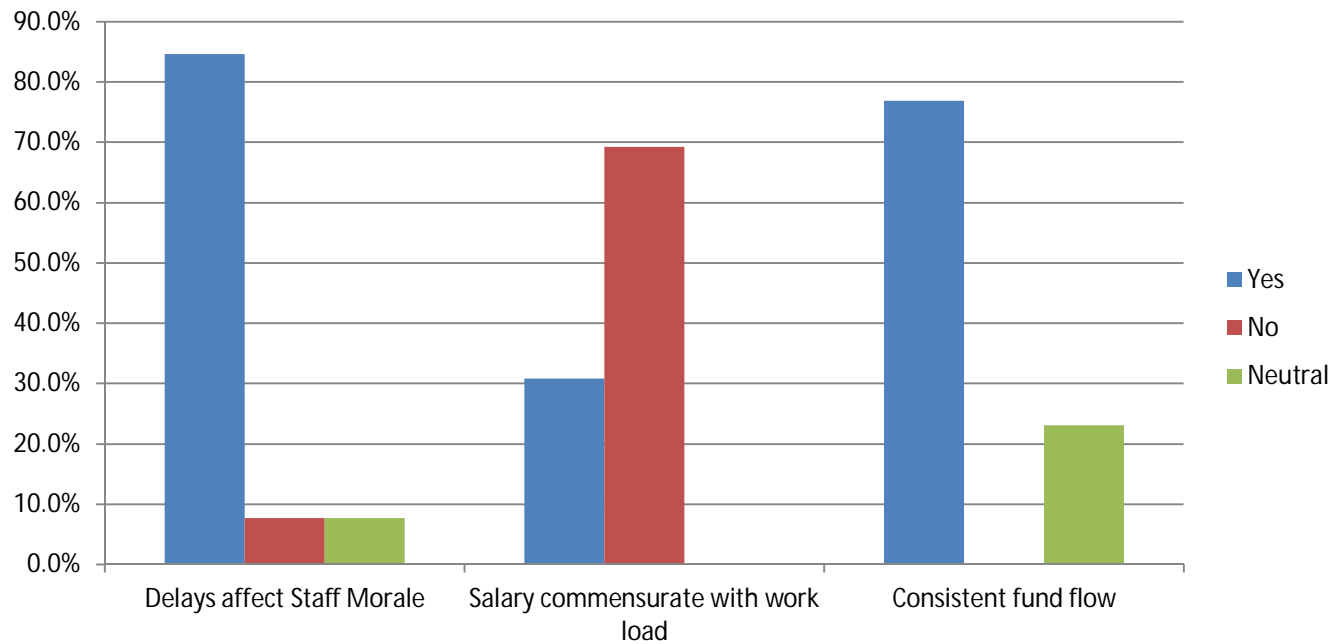
Structure & Work Environment
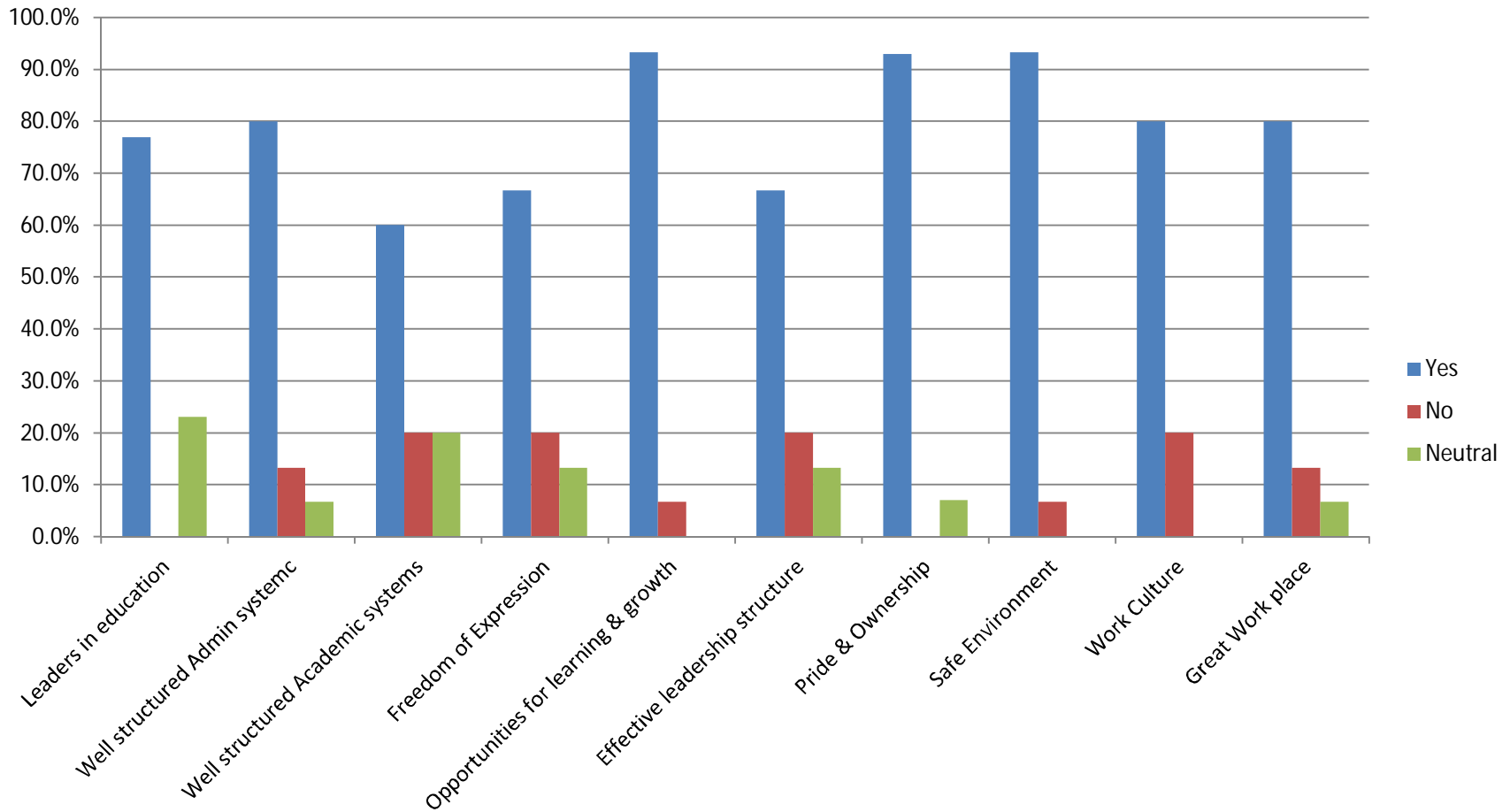
Compensation

- 84.6% agreed that salary delays affect staff morale
- 30.8% felt that the salary package is commensurate with the workload
- 76.9% felt the management has to ensure a consistent fund flow through the year

Workload

- 23.1% felt the work distribution is equal and fair
- 84.6% agreed that too many new initiatives are taken on in a short span of time
- 38.5% felt everyone at Orchid is clear about their roles and responsibilities
- 84.6% agreed they are comfortable with multitasking and can take up more than one kind of task/activity at a time
- 23.1% felt that outsourcing certain facilities has resulted in less work for them
- 38.5% felt that there is a shortage of staff in their department

Workload
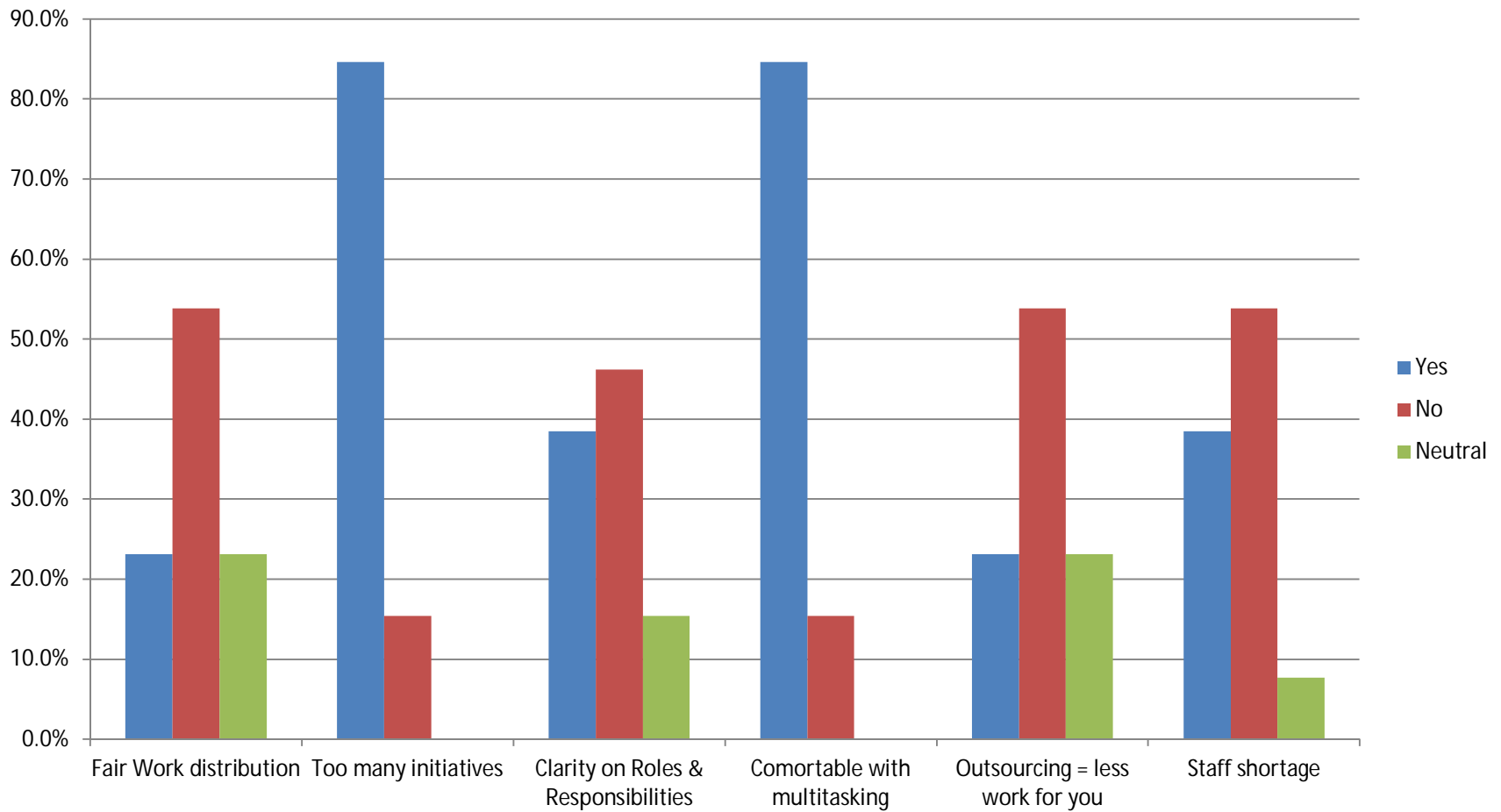
Parental Influence

- 23.1% felt there is too much parental interference in day to day activities
- 84.6% agreed that a proper channel/process for routing parents' concerns exists currently
- 92.3% felt that parents need to be a part of the discipline process to ensure that discipline standards are maintained
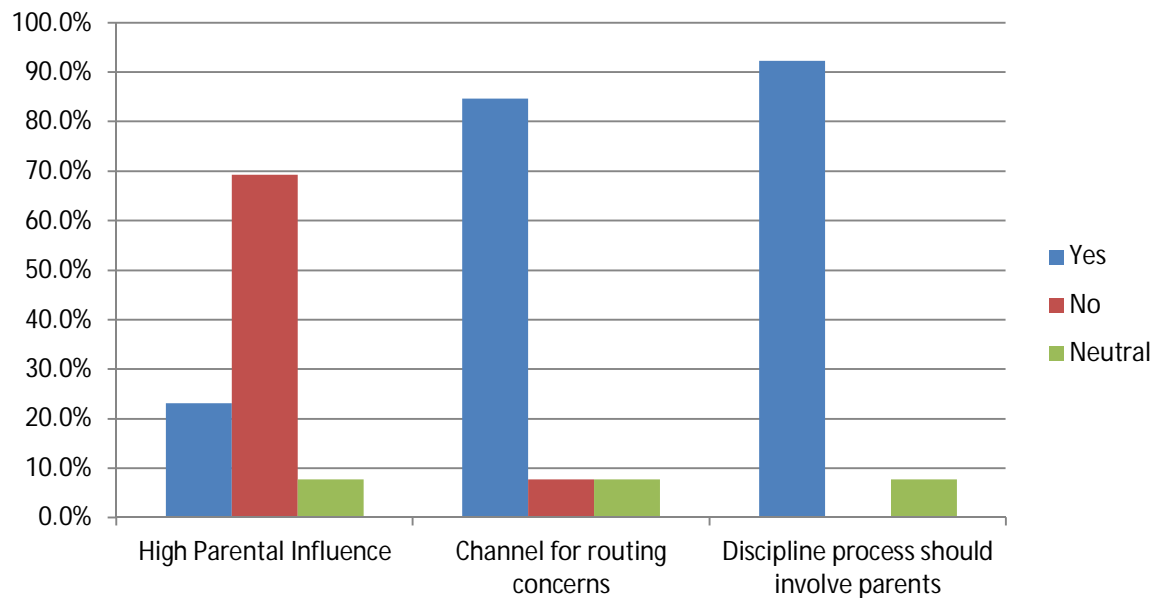
Technology

- 84.6% felt that the introduction of latest technological advancements is good planning from the school and will aid in reducing their workload in the long run

- 92.3% agreed that they are given enough support to understand and utilize new technology that is introduced in the school

- 61.5% felt there is a lot of resistance from staff to accept new technology

- 92.3% felt they are encouraged to share their views on technology which can reduce workload and improve the ways of working at Orchid
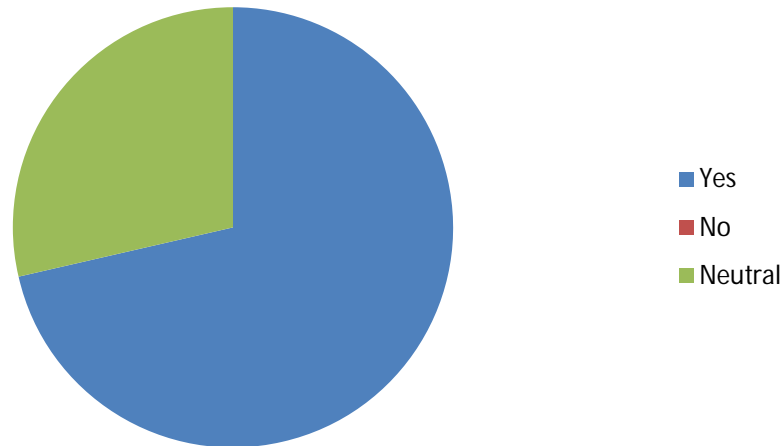
Technology
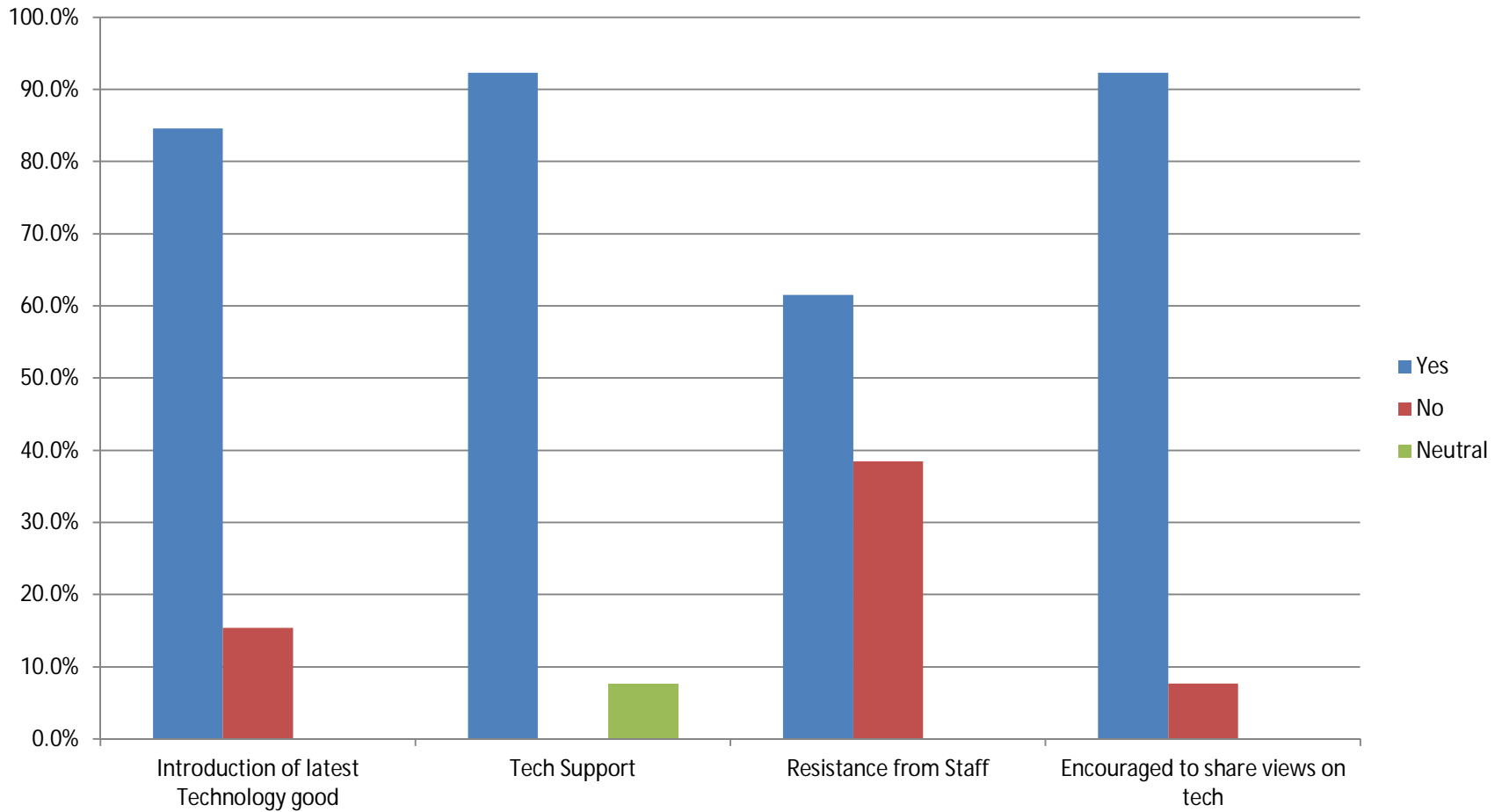
- 71.4% attributed the academic results to the efforts put in by the school and teachers

Results are due to efforts of teachers & school


- Yes
- No
- Neutral

Training

- 53.8% agreed they need more inputs/training on how to interact with parents, guest and service providers effectively
- 46.2% felt that adequate number of training programs are offered to the non-teaching/admin staff vis a vis what is offered to teachers
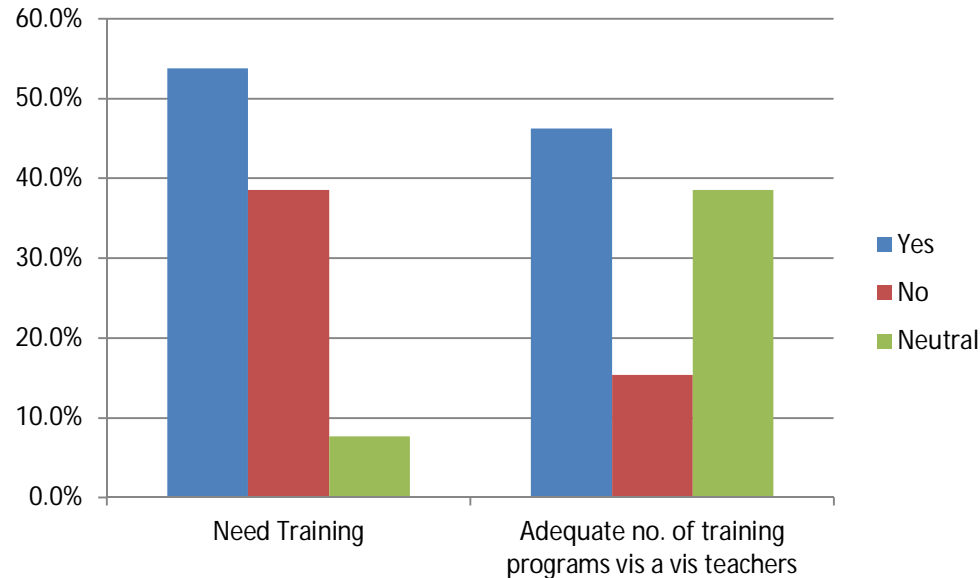
Communication

- 69.2% are aware of all the activities happening in the school
- 76.9% agreed that they are informed of all activities, policies and changes and receive timely communication in a structured manner
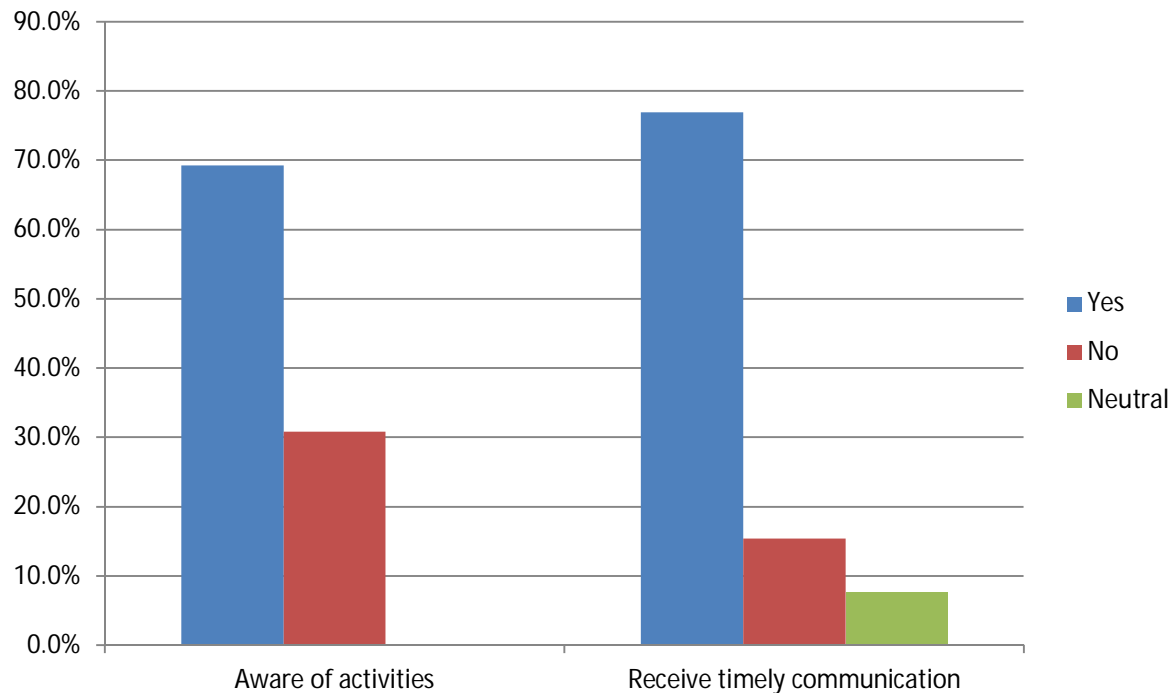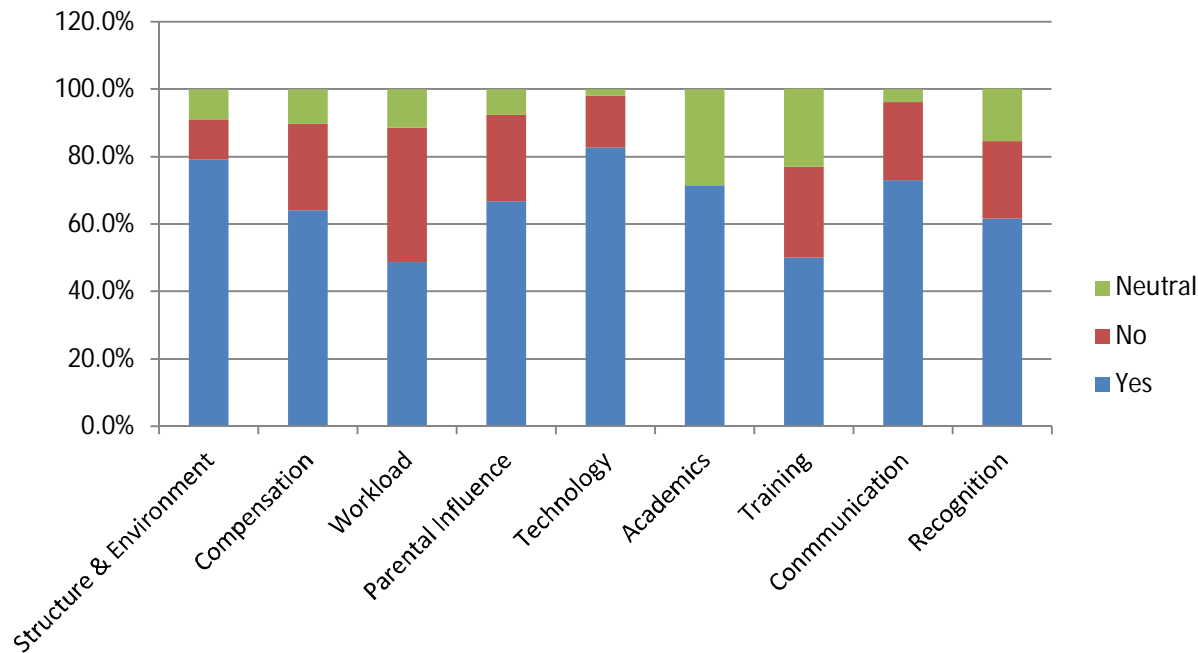
Recognition

- 84.6% felt the competition among staff for recognition is healthy and motivates them to perform better
- 38.5% felt the organization adequately recognizes the contribution of the non-teaching staff
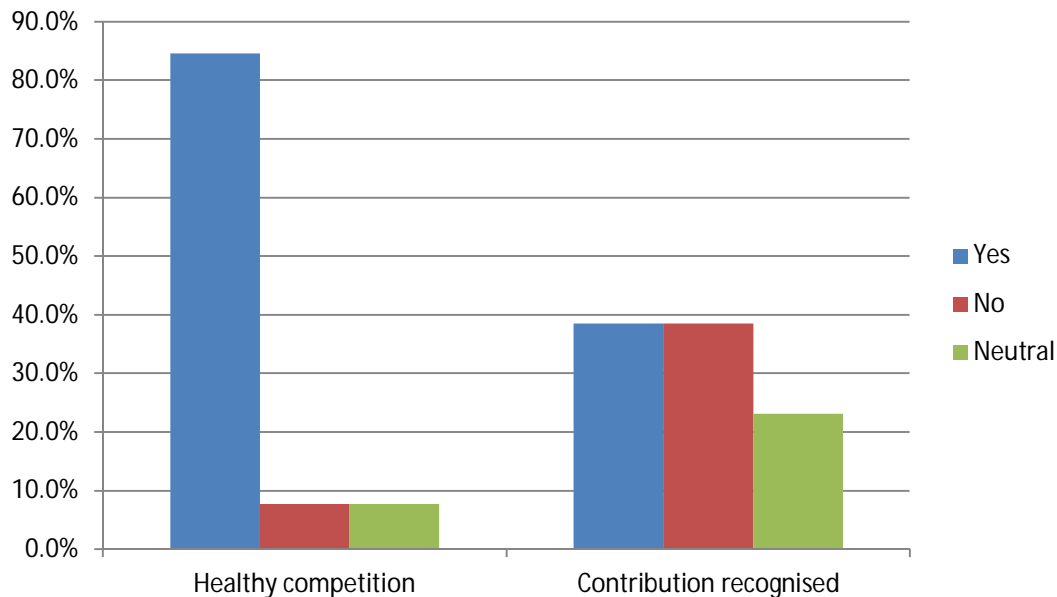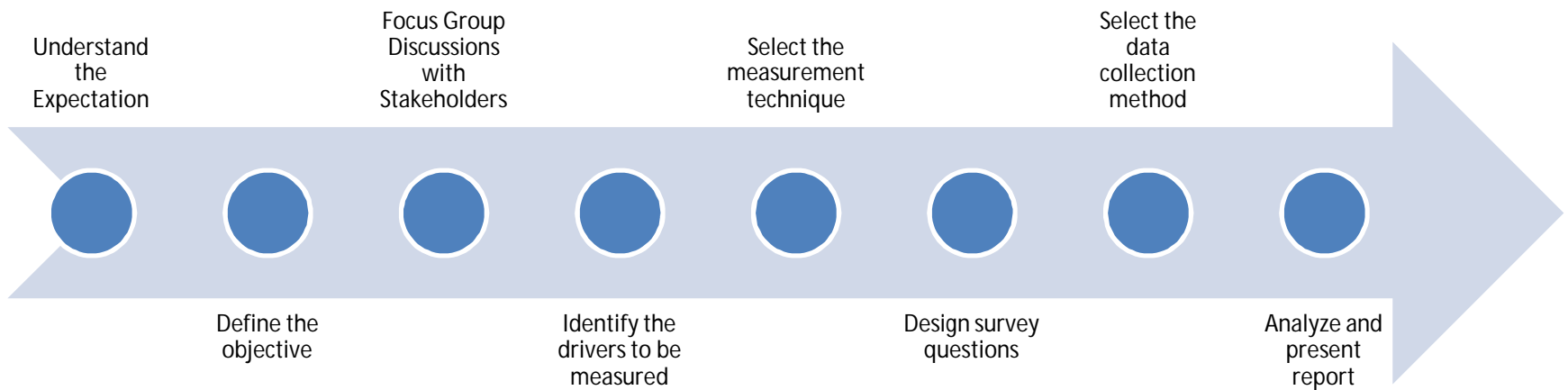
Summary

- The highest level of satisfaction among the drivers is in Technology & Structure and Environment
- The highest level of dissatisfaction is among Workload and Training

Methodology

Understand the Expectation

Define the objective

Focus Group Discussions with Stakeholders

Identify the drivers to be measured

Select the measurement technique

Design survey questions

Select the data collection method

Analyze and present report

Process

- Meetings were held with the management to understand the need
- The objective was defined as 'To design and conduct a Beneficiary Satisfaction Study for The Orchid School, Pune'
- The following stakeholders were identified –
  - Parents
  - Teachers
  - Students
  - Admin Staff
  - CC Members
  - Support Staff
  - Management
- C2C conducted FGDs with the various stakeholders
- The management structure, school history, ethos, demographics were understood at various levels
- The drivers were decided based on the FGDs and background study

- Questionnaires were designed for each stakeholder group
- Authentication codes were shared with parents to ensure that there were no duplicate entries and ensure anonymity
- All data was collected using online survey forms
- Survey monkey was used as the online survey tool based on its features
- Survey responses were collected between 3rd April and 22nd April
- The numbers are not representative of the total population. It is indicative of only those who chose to respond to the survey
- Survey questions were chosen and designed in such a way that it could be relevant and appropriate to all respondents
- The survey was designed to be indicative. The findings have to be further analyzed and interpreted to arrive at conclusive cause and effect relationships

For more information

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