



TOS Beneficiary Satisfaction Study

Support 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 – Support Staff



Respondent Distribution

- The survey was in Hindi and conducted online
- A total of 22 respondents took the survey



Satisfaction Drivers

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

- Job Satisfaction
- Interaction
- Compensation & Facilities
- Workload





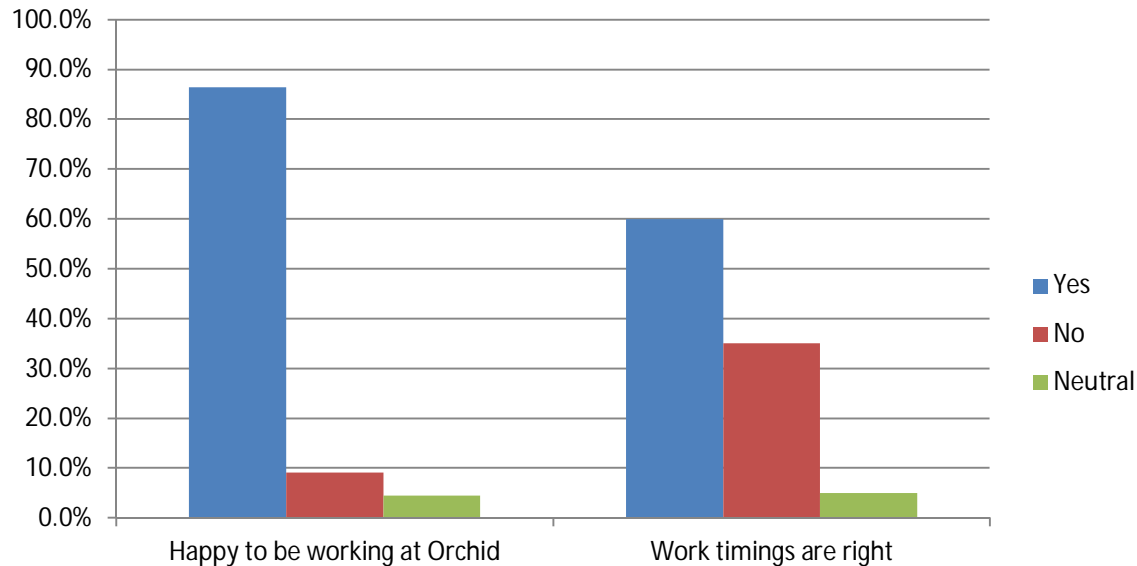
Support Staff Satisfaction Drivers

FINDINGS



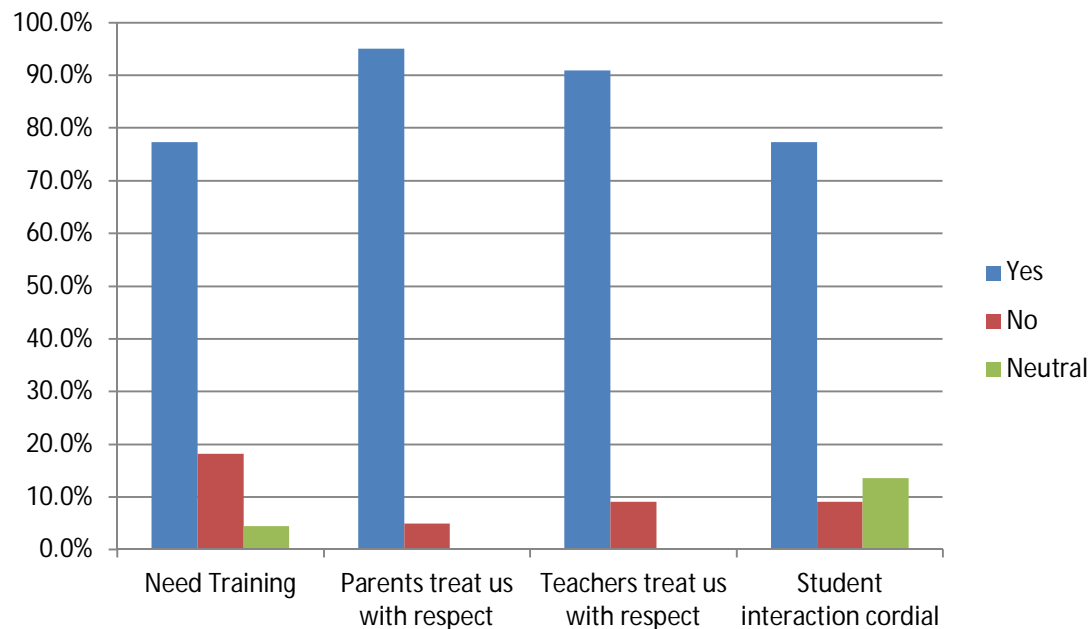
Job Satisfaction

- 86.4% said they are happy to be working at Orchid
- 60% felt the work timings were right for them



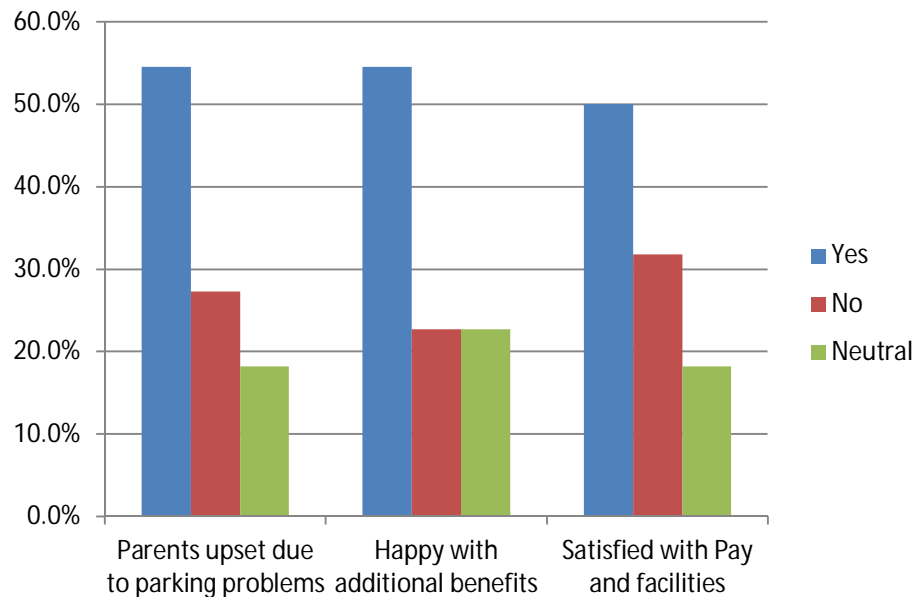
Interaction

- 77.3% wanted training on how to approach/talk to parents assertively
- 95% agreed that at Orchid parents treated them with respect
- 90.9% are happy with the way teachers interact with them
- 77.3% said students interacted with them in a cordial manner



Compensation & Facilities

- 54.5% felt parents were upset with the support staff because of the school parking problem
- 54.5% said they were satisfied with the pay
- 50% were happy with the additional benefits provided by the school



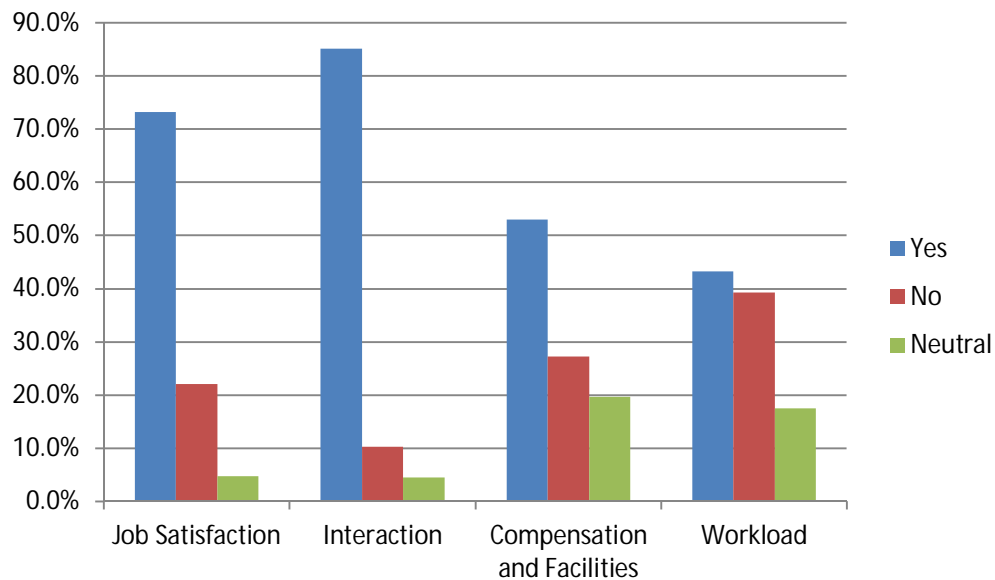
Workload

- 50% felt the manpower of security staff needs to be increased
- 36.4% felt that there is enough back up for them to avail leave when necessary

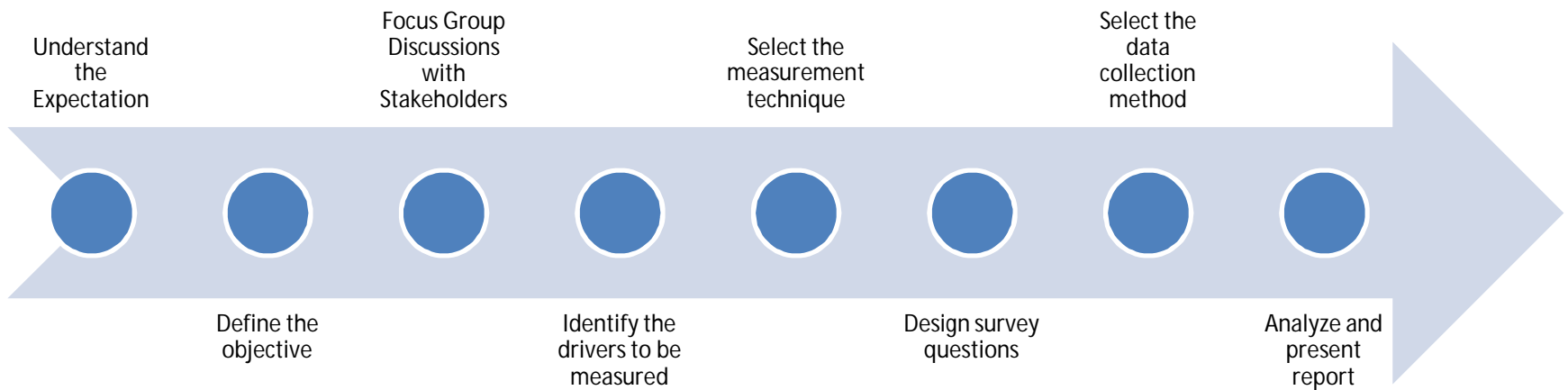


Summary

- The highest level of satisfaction among the drivers is in Interaction and Job Satisfaction
- The highest level of dissatisfaction is among Workload and Compensation



Methodology



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



Process (contd)

- 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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