



TOS Beneficiary Satisfaction Study

Teachers
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 - Teachers

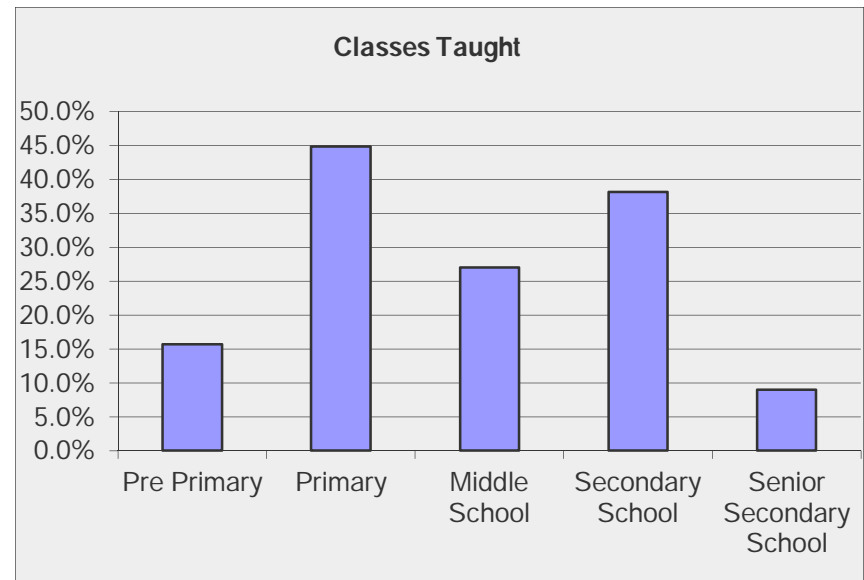


Respondent Distribution

The survey was in English and conducted online

A total of 91 respondents took the survey

Classes Taught	Response Percent
Pre Primary	15.7%
Primary	44.9%
Middle School	27.0%
Secondary School	38.2%
Senior Secondary School	9.0%



Satisfaction Drivers

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

- School Work culture
- Parental Influence
- Teaching Methodologies
- Workload
- Facilities
- Technology
- Academics
- Communication





Teacher Satisfaction Drivers

FINDINGS

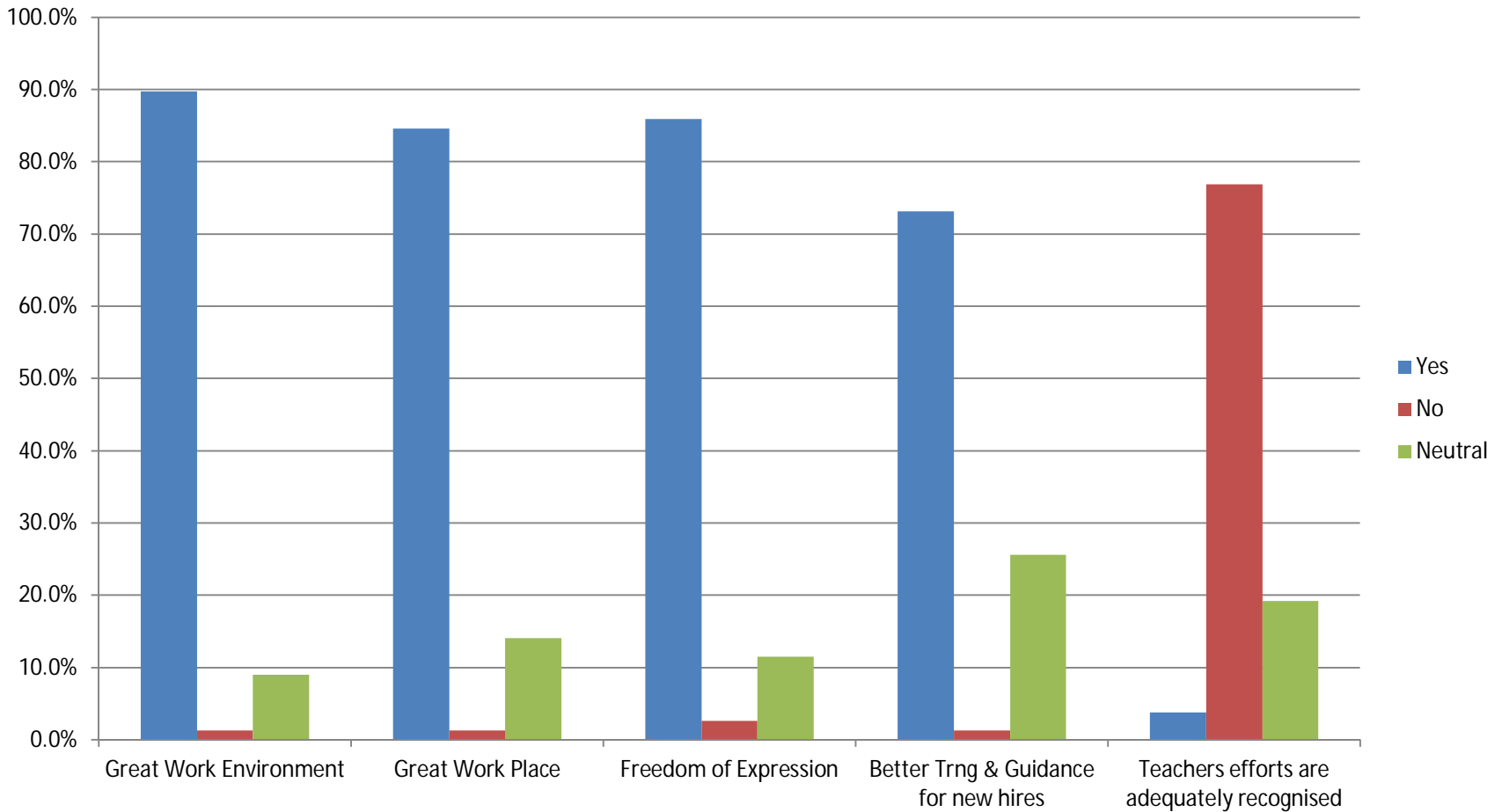


School Work culture

- 89.7% felt the culture at Orchid is conducive to a great work environment
- 84.6% agreed that the high level of team work and interpersonal relationships makes Orchid a great work place
- 85.9% felt teachers are given the freedom to express themselves without any fear of repercussion
- 73.1% felt that new teachers need better training and guidance to ensure that they meet the standards of the school
- Only 3.8% felt that efforts of teachers are adequately recognized

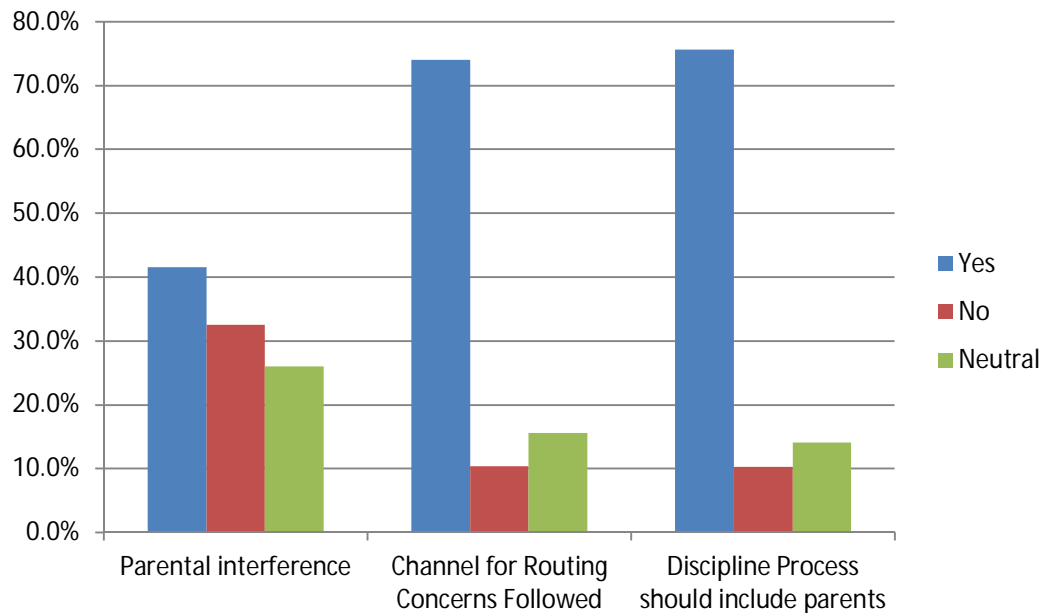


School Work Culture



Parental Influence

- 41.6% agreed that parents do not interfere in day to day activities
- 74% felt the school follows a proper channel/process for routing parents' concerns
- 75.6% agree that parents need to be a part of the discipline process to ensure that discipline standards are maintained

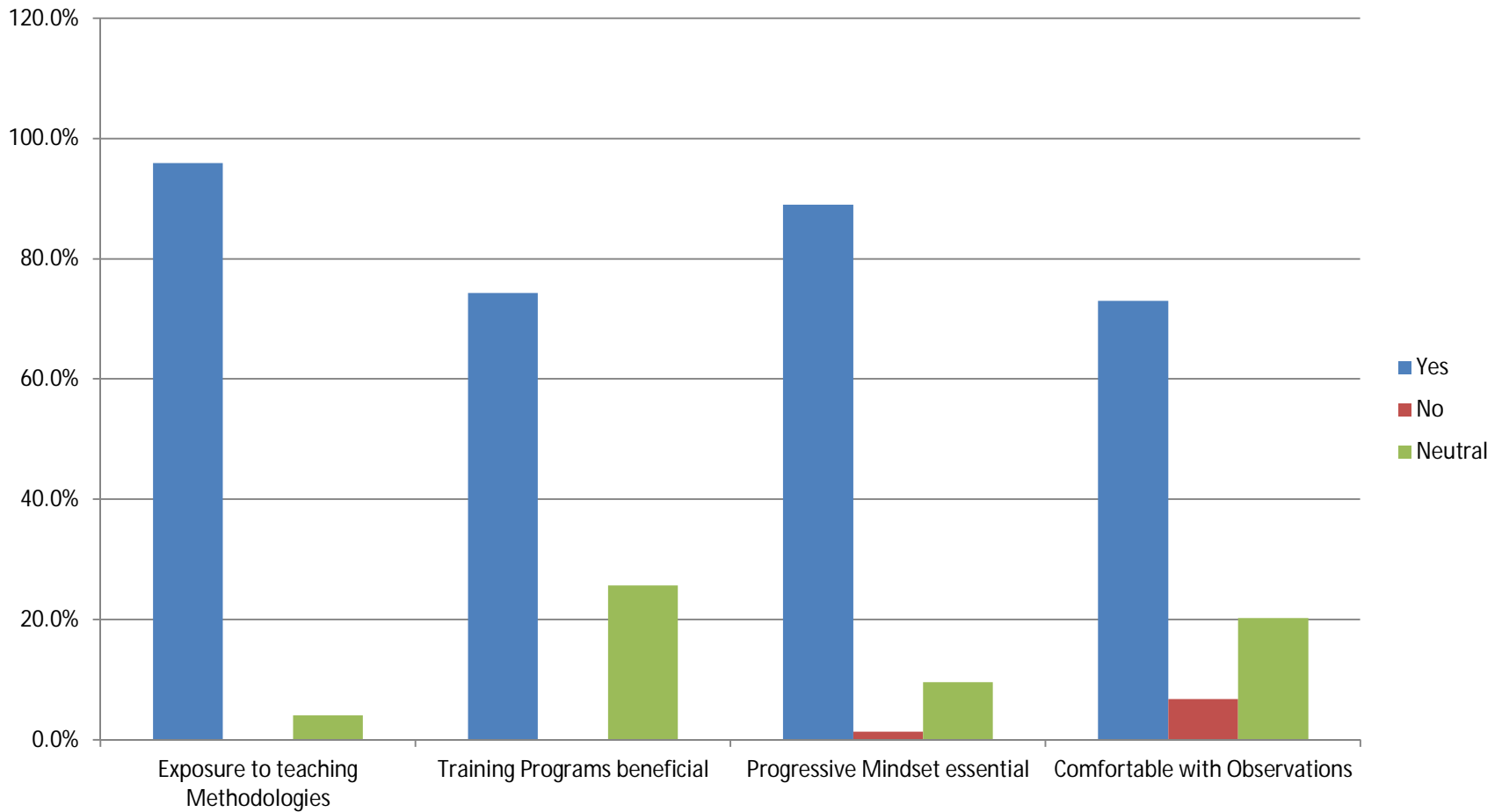


Teaching Methodologies

- 95.9% agreed that at Orchid they have had good exposure to latest trends in teaching methodologies
- 74.3% felt the training programs organized by the school meet their expectations and have benefitted from them
- 89% felt the progressive mindset of the school is essential to ensure that Orchid continues to be a leader in the education field
- 73% were comfortable with planned and unplanned observation of classes by peers/management/parents



Teaching Methodologies

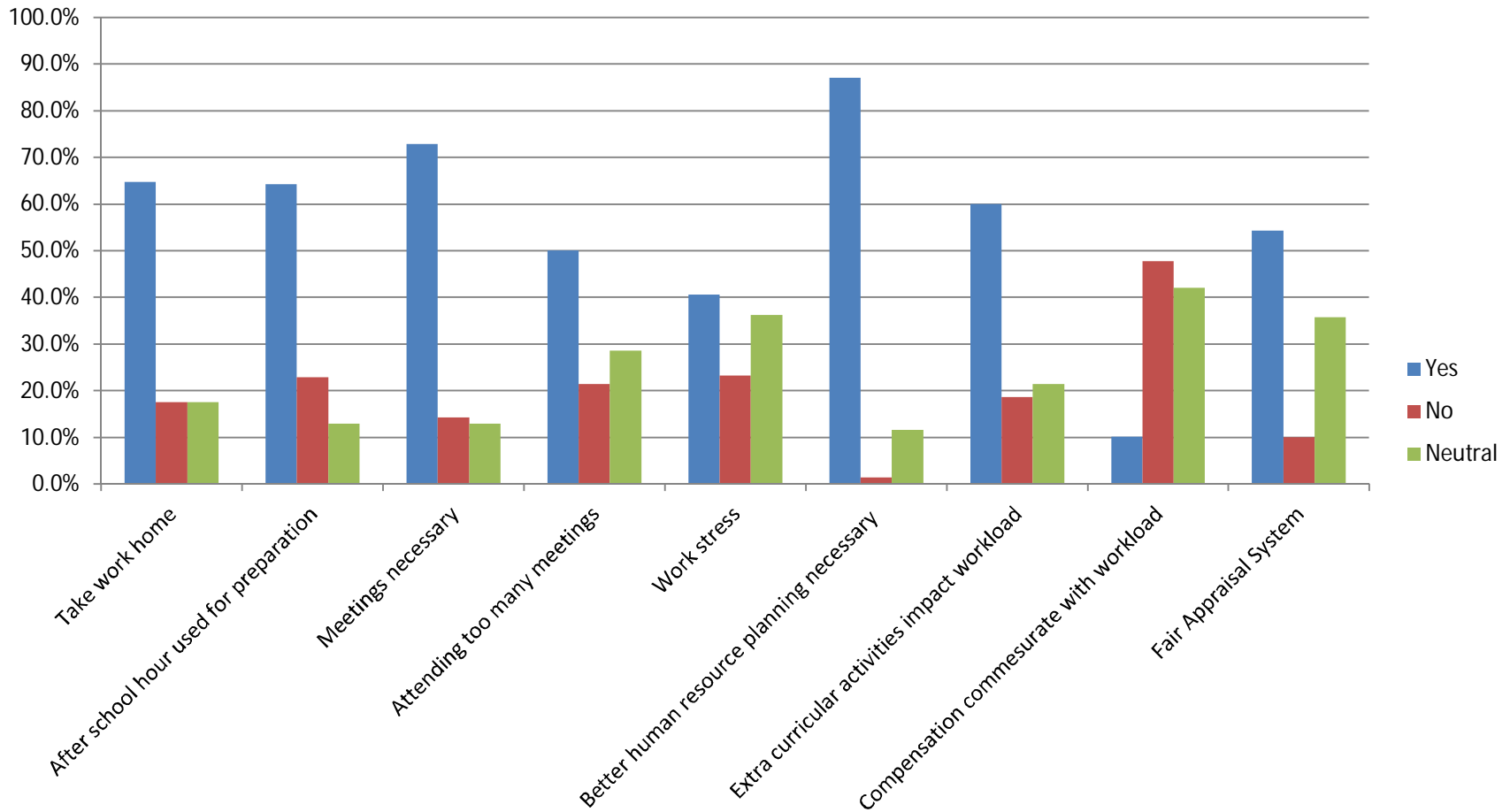


Workload

- 64.7% agreed that they end up doing school work at home on most days of the week
- 64.3% said they used the one hour after school (12.30 to 1.30 for part time and 3 to 4 for full time) to plan and prepare for lessons and corrections
- 72.9% felt that regular meetings and updates (Face to face interaction) are necessary to function effectively
- 50% felt that they are attending too many meetings during their work hours and that it's affecting productivity
- 40.6% felt stressed as a result of their work
- 87% felt that Human resources can be planned better to help reduce stress on teaching staff
- 60% felt that the extra-curricular activities add to the routine work
- 10.1% agreed that their compensation is commensurate with their work load
- 54.3% felt the school follows a fair and accurate performance appraisal system



Workload

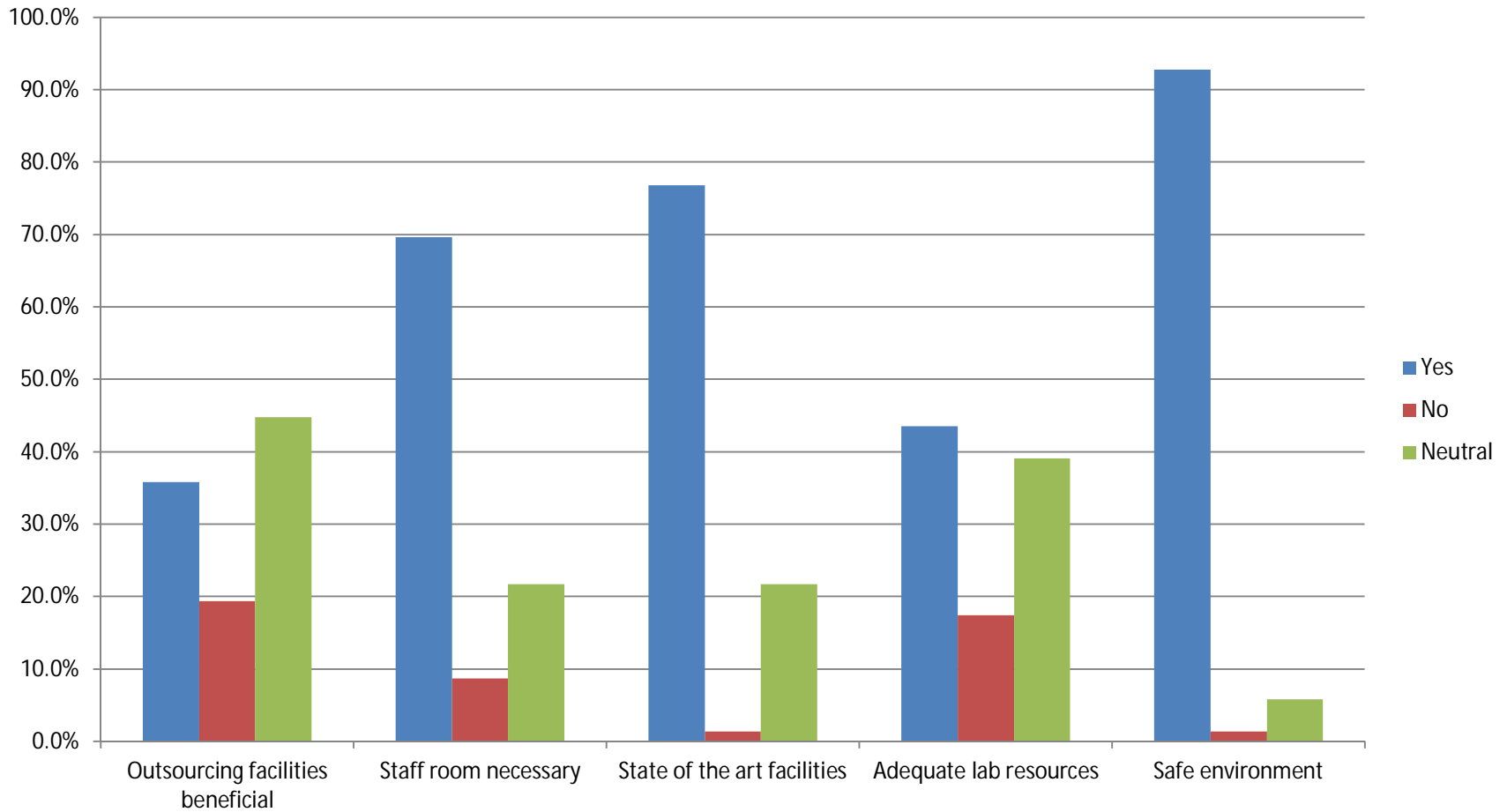


Facilities

- 35.8% agreed that outsourcing (facilities) is beneficial and reduces their time and effort
- 69.6% felt the lack of staff room for primary and middle school needs to be addressed
- 76.8% felt the facilities offered at Orchid are state of the art and students benefit from it
- 43.5% were satisfied with the number of resources allocated to handle labs
- 92.8% felt that the school environment is safe for children

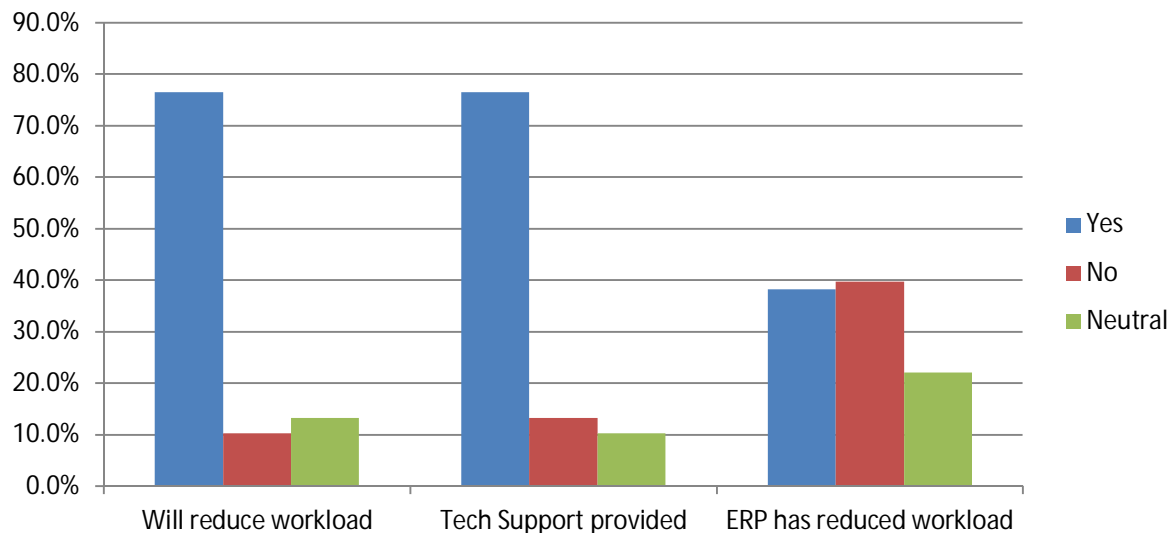


Facilities



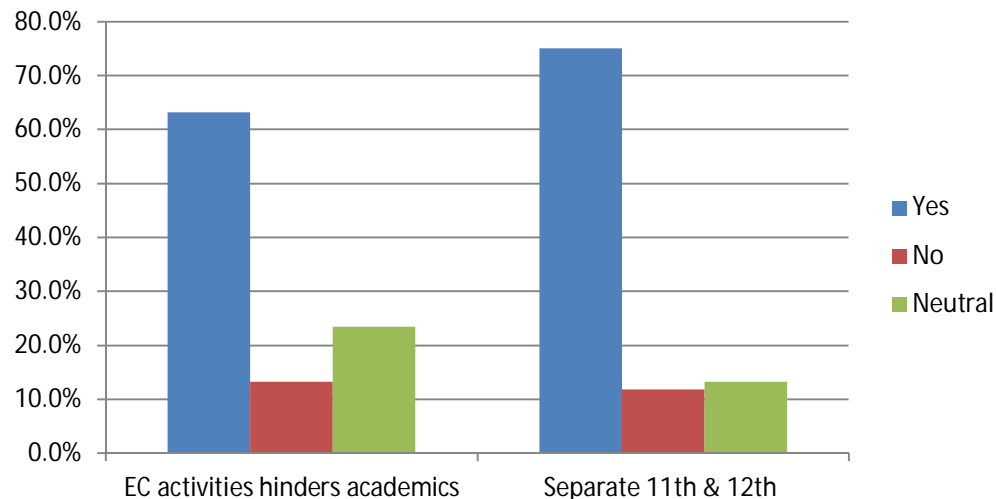
Technology

- 76.5% felt that the introduction of latest technological advancements will aid in reducing their workload in the long run
- 76.5% agreed that they are given enough support to understand and utilize new technology that is introduced in the school
- 38.2% felt the introduction of the ERP has helped reduce workload



Academics

- 63% felt that too many extra-curricular activities hinder the academic focus of the students
- 75% felt that Grade 11 & 12 should not be mixed with the rest of the school as they require more focus on academics.

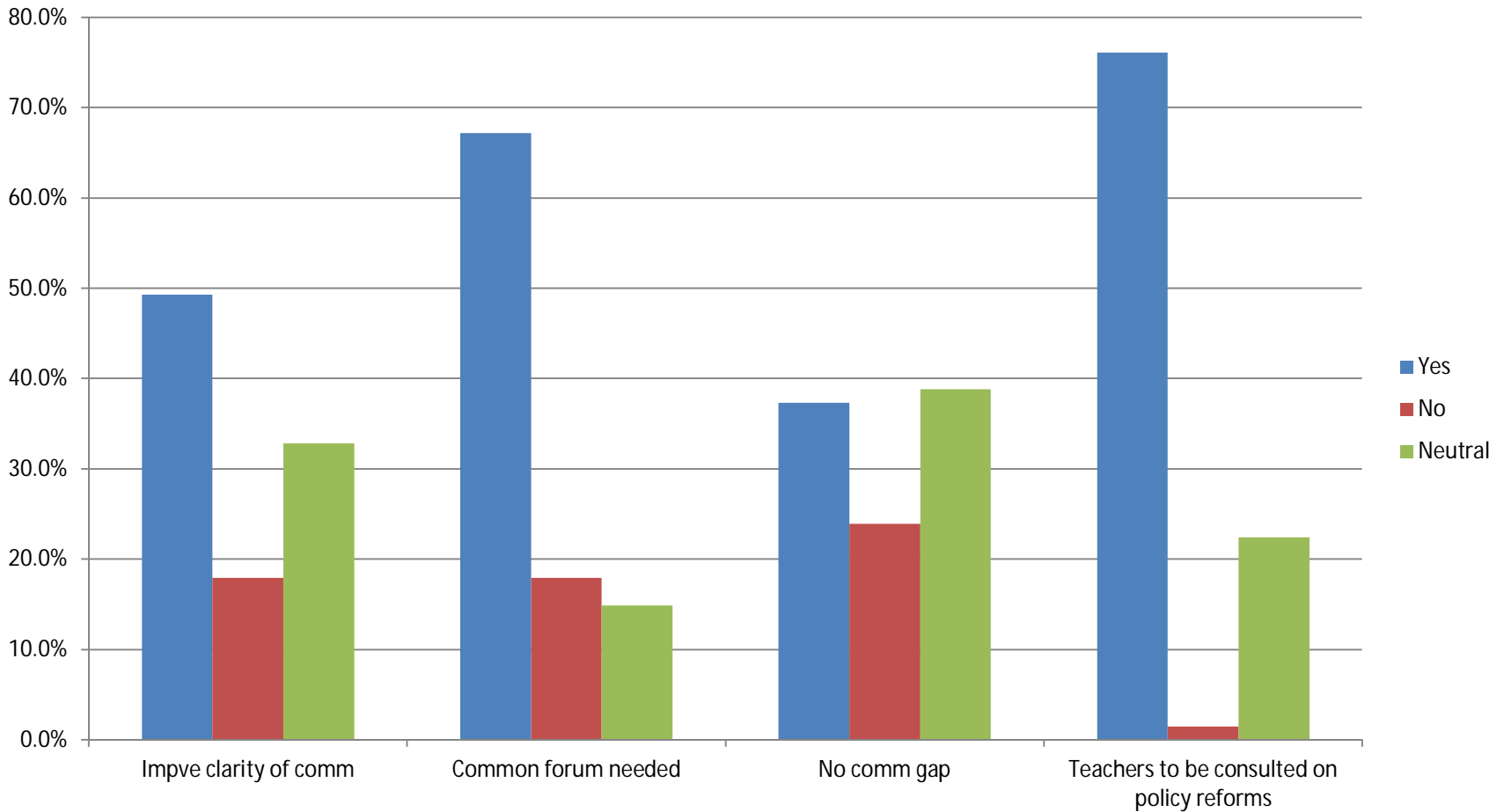


Communication

- 49.3% felt the clarity of communication from role holders has to be improved
- 67.2% agreed that there is a need for a forum where all the teachers are aware of what is happening in the school
- 57.3% felt there is no communication gap between unit heads and coordinators
- 76.1% felt that teachers have to be consulted when policies are reformed

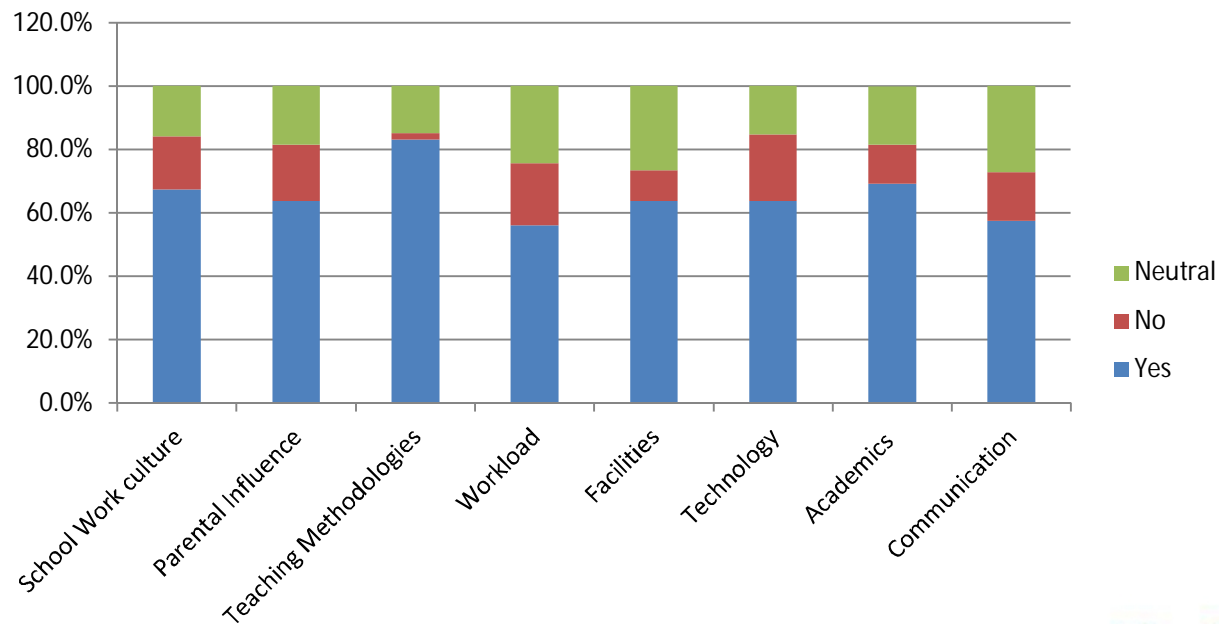


Communication

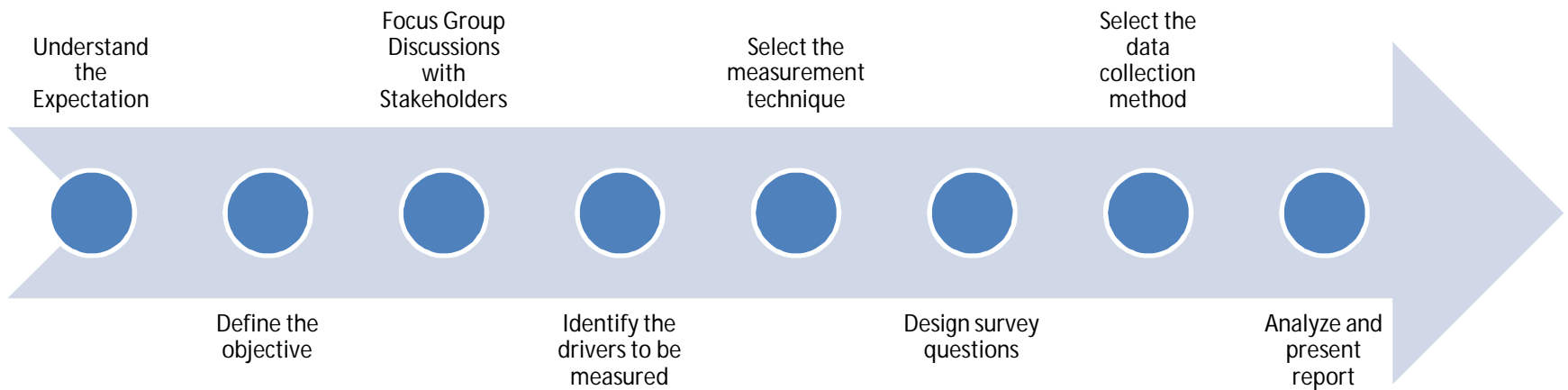


Summary

- The highest level of satisfaction among the drivers is in Teaching Methodologies
- The highest level of dissatisfaction is among Workload and Technology
- There was also dissatisfaction on ERP and compensation being commensurate with workload



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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