

Diktel Multiple Campus
Job Satisfaction Survey of the Employees

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Diktel Multiple Campus
Diktel Rupakot Majhuwagadhi Municipality-2, Khotang

August 21, 2023

Executive Summary of the Study

The survey is based on a study of the job satisfaction of employees or non-teaching staff at Diktel Multiple Campus. To collect data, a close-ended questionnaire was used and distributed each employee. The finding of the study is entirely based on the analysis of the response of the employees. The main finding of this study is that the campus is facing different constraints, but staff remain dedicated and hopeful in resolving the current crisis.

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Chapter One

Introduction

Background

There are eight full-time employees at Diktel Multiple Campus, however only seven of them participated in this survey as respondents. 87.6 percent of non-teaching staff or employees have directly participated and have taken part in the survey work. Among them, 85.71 percent were males and 14.29 percent were females. They are responsible and related to different departments and sections. They are required to work on campus for 5 hours and 30 minutes on most days. They are required to work around 31.8 hours on campus or in an office per week. In this regard, the working hours of teaching and non-teaching staff on campus are shorter than those of government employees. All employees on campus do not get the leave of summer and winter vacations. They have all facilities as government employees except facility of pension.

The study is certainly helpful for examining campus employees' satisfaction. Additionally, it can be beneficial to get even more ideas for campus improvement from employees. Moreover, using these suggestions as a guide, a work plan or further progress plan can subsequently be developed and implemented. Furthermore, it contributes to reducing the gap between campus employees and administration. It can primarily assist in creating a good workplace for the campus.

Objectives of the Study

The followings were objectives of the study.

1. to explore the job satisfaction of the employees
2. to determine the dissatisfaction of the employees and settle them
3. to find out the employees ideas about campus improvement and utilize them for further progress of campus.

Chapter Two

Methodology and procedure of the study

All employees were selected as the respondents of this study, nevertheless one employee was absent throughout the data collection period. As a result, seven employees were actively participated as the respondents. The researcher visited their work place and distributed the close-ended questionnaire as a data collection tool to each employee individually. They were then given guidance on how to correctly answer each respond each question. They read and responded to each question minutely and returned to back to the researcher.

The collected data were divided into different categories in terms of their nature and pseudo code was assigned to each respondent. The collected data were presented in their serial order and statistical tools were used to analyse the data.

Chapter Three

Data presentation and analysis

Data are presented and analyzed in this chapter based on the listed questions.

Are you satisfied with your present job?

Response percentages from employees were 42.85 percent for “good” and 57.14 percent for “very good”, while “excellent”, “average”, and “poor” had zero responses. This percent shows that their satisfaction level of present job is medium. The study shows that further effort is required to change this job into an excellent one.

Are you satisfied with your present post?

The response rates from employees were divided as follows: 42.85 percent were rated as “very good”, 42.85 percent as “good”, and 7.14 percent as “average”. On other hand, no one responded “excellent” and “poor”. The study shows that, despite the fact that they want a change in their current job or post, they are neither totally satisfied nor fully dissatisfied with it. It means that they hope for further promotion in their job. In the section under "Additional Information," they made a few more suggestions to support this claim.

Are you satisfied with your daily work time?

Response percentages from employees were 42.85 percent for “good”, 42.85 percent for “very good”, and 14.28 percent for “excellent”, while “average”, and “poor” had zero responses. The study shows that all employees are satisfied with their current work schedule.

Are you satisfied with your salary and other facilities?

Employees responded with 42.85 percent for “average”, 42.85 percent for “good” and 14.28 percent for “very good” while “excellent” had zero responses. This finding shows that the employees are not highly satisfied with their present facilities.

Are you satisfied with cooperation of other employees?

42.85 percent of employees responded “very good” and 57.14 percent responded “good”, while no one had responded “excellent”, “average” and “poor”.

Are you satisfied with instruction of your head or senior?

14.28 percent of employees responded “excellent” and 71.42 percent responded “very good”, then 14.28 percent of employees responded “good”, while no one had responded “average” and “poor”.

Are you satisfied with rules and regulation of campus?

71.42 percent of employees responded “very good” and 28.57 percent responded "good", while no one had responded "excellent", "average" and "poor".

Are you satisfied with your work place?

Employees responded with 14.28 percent for “good”, 85.71 percent for “very good” and 14.28 percent for “very good” while average and poor had zero responses.

Are you satisfied with your work hour?

Employees responded with 28.57 percent for “good”, 57.14 percent for “very good” and 14.28 percent for “excellent” while “average” and “poor” had zero responses.

Are you satisfied with canteen service?

The percentage of employees who responded was 71.42 percent for “good” and 28.57 percent for “very good”, whereas “excellent”, “average”, and “poor” had no responses. This finding shows that no one is fully satisfied with the service of the canteen. Furthermore, it shows that the service of the canteen seems medium.

Are you satisfied with the Wi-Fi facilities?

The percentage of employees who responded was 28.57 percent for “excellent”, 28.57 percent for “very good” and 42.85 percent for “good”, while “average” and “poor” had no responses. The finding shows that service of internet

is not bad, even though all employees are not getting excellent service of internet. It is required to provide excellent service to each employee to exceed their daily performance.

Are you satisfied with facilities of rest room and tap?

The percentage of employees who responded was 57.14 percent for “very good” and 42.85 percent for “good”, whereas “excellent”, “average”, and “poor” had no responses. The restroom and drinking water facilities are insufficient and require refinement.

Are you satisfied with the facilities of drinking water?

The percentage of employees who responded was 14.28 percent for “excellent”, 28.57 percent for “very good” and 57.14 percent for “good” while “average” and “poor” received no responses. This finding shows that it is satisfactory.

Are you satisfied with facilities of electricity and back up?

Employees responded with 28.57 percent for “excellent”, 28.57 percent for “very good” and 42.85 percent for “good” while “average” and “poor” had zero responses. This finding shows that the system for supplying electricity is adequate.

Are you satisfied with the facilities of devices of your workplace?

The percentage of employees who responded was 42.85 percent for very “good” and 57.14 percent for “good” while “excellent”, “average” and “poor” received no responses. The study shows that workplace technology is insufficient and that more devices are required to meet departmental or sectional requirements.

Are you satisfied with current model of rewarding system of campus?

The percentage of employees who responded was 42.85 percent for “very good” and 57.14 percent for “good” while “excellent”, “average” and “poor” received no responses. The finding shows that the present rewarding system of campus is not fully satisfactory. This system needs to be reevaluated and modified.

Are you satisfied with workload pressure on campus?

The percentage of employees who responded was 42.85 percent for “very good” and 57.14 percent for “good” while “excellent”, “average”, and “poor” received no responses. The study shows that some employees are having more workload than others.

Major Findings of the Study

The data for this study was gathered using 18 questions. Every employee responded to every question using one of the five rank scales—excellent, very good, good, average, and poor. The analysis of data has drawn the following major findings.

The majority of the employees accepted that present is neither excellent nor bad. Present employment is satisfactory. Even though, the campus is unable to regularly pay employees due to the financial crisis.

The study shows that employees are not entirely satisfied or happy with their current position. It means that they hope for further promotion in their job.

The study shows that although all employees are satisfied with their current work schedules, the level of satisfaction varies.

They are satisfied with their current salary and other services, too. They merely expect consistent payment. Similarly, they are satisfied with their work hour and and service of Wi-Fi services.

Conclusion

The purpose of the study is to explore how satisfied employees are with their current positions, workplace amenities, and overall campus conditions. To fulfill the current study, data were collected from 87.5 percent of the employees. Most of employees are satisfied with their present position and facilities. They have taken the campus as a good workplace. However, they do have certain expectations and suggestions on how to improve conditions and make the campus

a better place to work in the future. The key finding of this study is that all employees have shown dedication to their responsibilities.

Appendix I
Questionnaire of Job Satisfaction of the Employees

Diktel Multiple Campus

Diktel Rupakot Majhuwagadhi Municipality -2

Employee Satisfaction Survey-Questionnaire 2080

Name of Employee (नाम) :

Section (फाँट):..... Responsibility (उत्तरदायित्व):

Post (दर्जा) :

Employee's permanent address (स्थायी ठेगना):

Employee's sex (लिंग):

Age (उमेर):

.....

Promotion date (बढुवा भएको मिति):

Tike (✓) the best option based on your satisfaction.

आफ्नो सन्तुष्टी अनुसार आफूलाई सबैभन्दा उत्तम लागेको विकल्पमा ठीक चिन्ह लगाउनुहोस् ।

क्र.स.	Questions	Excellent अति उत्तम (५)	Very good उत्तम (४)	Good मध्यम (३)	Average न्यून (२)	Poor अति न्यून (१)
1	Are you satisfied with your present job? हालको कामसँग तपाईं सन्तुष्टी हुनुहुन्छ ?					
2	Are you satisfied with your present post? तपाईं वर्तमान पदसँग सन्तुष्टी हुनुहुन्छ ?					
3	Are you satisfied with your daily work time? तपाईं हालको दैनिक कार्य समय सन्तुष्टी हुनुहुन्छ ?					
4	Are you satisfied with your salary and other facilities ? तपाईं					

क्र.स.	Questions	Excellent अति उत्तम (५)	Very good उत्तम (४)	Good मध्यम (३)	Average न्यून (२)	Poor अति न्यून (१)
	हालको तलब र सुविधाहरूसँग सन्तुष्टि हुनुहुन्छ?					
5	Are you satisfied with cooperation of other employees? अन्य कर्मचारीहरूको सहयोगसँग सन्तुष्ट हुनुहुन्छ ?					
6	Are you satisfied with instruction of your head or senior? तपाईं कार्यालय प्रमुख तथा आफूभन्दा उच्च पदाधिकारीको निर्देशनबाट सन्तुष्ट हुनुहुन्छ ?					
7	Are you satisfied with campus rules and regulation? तपाईं क्याम्पसको नियम तथा विनियमसँग सन्तुष्ट हुनुहुन्छ ?					
8	Are you satisfied with your work place? तपाईं कार्य थलोबाट सन्तुष्ट हुनुहुन्छ ?					
9	Are you satisfied with your work hour? तपाईं कार्य घण्टाबाट सन्तुष्ट					

क्र.स.	Questions	Excellent अति उत्तम (५)	Very good उत्तम (४)	Good मध्यम (३)	Average न्यून (२)	Poor अति न्यून (१)
	हुनुहुन्छ ?					
10	Are you satisfied with canteen service? तपाईं क्यान्टिन सेवाबाट सन्तुष्ट हुनुहुन्छ ?					
11	Are you satisfied with facilities of wifi तपाईं वाइफाई सेवा सन्तुष्ट हुनुहुन्छ ?					
12	Are you satisfied with facilities of rest room and tap? तपाईं चर्पी र धारा सुविधाबाट सन्तुष्ट हुनुहुन्छ ?					
13	Are you satisfied with the facilities of drinking water खानेपानी सुविधा सन्तुष्ट हुनुहुन्छ ?					
14	Are you satisfied with facilities of electricity and back up बिजुली तथा ब्याकअपबाट सन्तुष्ट हुनुहुन्छ ?					
15	Are you satisfied with working devices तपाईं कार्यथलोका साधनहरूसँग सन्तुष्ट हुनुहुन्छ ?					
16	Are you satisfied with furniture of work place? तपाईं आफ्नो					

क्र.स.	Questions	Excellent अति उत्तम (५)	Very good उत्तम (४)	Good मध्यम (३)	Average न्यून (२)	Poor अति न्यून (१)
	कार्यथलोको फर्निचर व्यवस्थापनदेखि सन्तुष्ट हुनुहुन्छ ?					
17	Are you satisfied with current model of rewarding? तपाईं वर्तमान पुरस्कार व्यावस्थासँग सन्तुष्ट हुनुहुन्छ?					
18	Are you satisfied work with your load pressure? तपाईं आफ्नो कार्य दबाब सन्तुष्ट हुनुहुन्छ ?					

थप प्रतिक्रिया भए यहाँ

लेख्नुहोस.....