



# Action Taken Report On Employers Feedback



**IQAC, Bahona College**

**Academic Year 2017-18**

Principal  
Bahona College



## **Introduction:**

Bahona College is a higher education institution of Jorhat, established in 1966. The college is situated at Bahona in Jorhat District, Assam. The college is affiliated to Dibrugarh University. It has degree courses under 12 academic departments offering Core, Generic Elective, Skill Enhancement and Ability Enhancement Courses under CBCS system. In 2020-21, the college had Non CBCS courses also. It has Higher Secondary Courses, Distance Education Center and a Community College. In 2020-21, 890 students enrolled in degree programmes. In 2020-21, IQAC of Bahona College collected and analyzed feedback from students. Based on the feedback report, IQAC placed a list of recommendations and actions to be taken up to the college authority. College authority has taken action on these recommendations. This report highlights the recommendations placed before the authority and actions taken by the authority based on the recommendations.

## **About the Feedback Report:**

The “Employers’ feedback” report 2017-18 was carried out by a team set up by the IQAC of the college to collect feedbacks from various employers’ in which the alumni of this institution are being employed. The feedbacks were collected in the form of a questionnaire-based survey. The feedback questionnaire was comprised of questions asking skill set, discipline, punctuality, leadership, team spirit etc. The feedback questionnaire also collected employers’ interest in hiring more of this institute’s graduates. Apart from that, employers’ recommendations were also collected to help bringing necessary changes in the curriculum and other functioning of the institute. The feedback covered 136 respondents from employers engaged in diverse fields of government, public sector, private sector, and NGOs. Overall, the level of satisfaction by different employers on our alumni can be said Very Good. Based on their feedbacks, a report was prepared and submitted by the “Employers’ feedback” report preparing team along with shortlisted recommendations.

## **Recommendations based on the Feedback:**

The employers’ feedback report 2017-18 had the followings in its recommendation–

1. Institute should make all the efforts from its end to introduce new courses which will create skilled human resources for the future jobs in the rapidly evolving career opportunities.
2. Institute should shed light on the existing hands-on learning courses and strengthen the curriculum to fulfill the demands of real-world jobs.

3. Institute should conduct such surveys more often in order to detect the required changes in the curriculum, different practices of the college to keep a pace with the highly dynamic field of jobs at the earliest.
4. Efforts should be made that this kind of survey in future covers a large number of respondents from many areas of employment, especially from different departments of government sector.
5. Institute should try to organize events by inviting employers on a regular basis to brief all the students, guardians of students, and teachers about their requirement on an employee, future jobs and skills required for such jobs, etc.

### **Actions proposed by IQAC:**

Based on the employers' feedback report 2017-18, the IQAC along with the stakeholders put forth the recommendations into discussion and suggested the following actions or justifications against each recommendation.

- ✚ Recommendation 1 of employers' feedback report: "Institute should make all the efforts from its end to introduce new courses which will create skilled human resources for the future jobs in the rapidly evolving career opportunities"
- IQAC mandate: The College does not possess any capacity to add new courses to the curriculum as the college is affiliated to a university, which is Dibrugarh University. All the decisions of addition or removal of courses in a programme is solely decided by the University. However, the IQAC of the college has decided to send proposals to add skill-based courses to the curriculum whenever called upon by the university.
- ✚ Recommendation 2 of employers' feedback report: "Institute should shed light on the existing hands-on learning courses and strengthen the curriculum to fulfill the demands of real-world jobs"
- IQAC mandate: Again, in this case too, the college cannot decide the addition of extra course contents without approval from the university the college is affiliated to. However, the college in its power can start career-oriented courses sponsored by approved authorities, conduct workshops, training programmes and introduce certificate courses. The IQAC of the college requested all the departments, cells, units, and societies to conduct or introduce such activities/courses to augment the existing hands-on learning courses wherever applicable.
- ✚ Recommendation 3 of employers' feedback report: "Institute should conduct such surveys more often in order to detect the required changes in the curriculum, different practices of the college to keep a pace with the highly dynamic field of jobs at the earliest"
- IQAC mandate: Realizing the reality in the rapidly evolving job sector, as well as considering the average number of students getting employed immediately after graduating from the college, the IQAC has decided and instructed to conduct "Employers' feedback" survey on a regular interval of 3 years.

- ✚ Recommendation 4 of employers' feedback report: "Efforts should be made that this kind of survey in future covers a large number of respondents from many areas of employment, especially from different departments of government sector"
- IQAC mandate: Despite having a larger number of alumni employed in the government sector, only a few employers in this sector responded to the "Employers' feedback" query. The IQAC instructed the persons assigned to conduct "Employers' feedback" survey to find out all the shortcomings and come up with a plan to address those in the upcoming survey.
- ✚ Recommendation 5 of employers' feedback report: "Institute should try to organize events by inviting employers on a regular basis to brief all the students, guardians of students, and teachers about their requirement on an employee, future jobs and skills required for such jobs, etc."
- IQAC mandate: The IQAC agrees that denying the actions mentioned in these recommendations would be myopic. Therefore, the IQAC of the college unanimously agreed with this recommendation and instructed all the departments, various cells, units, societies functioning in the college to invite employers from diverse fields to aware the students, guardians, and teachers about their requirements and expectations from an employer.

#### **Actions taken by college administration:**

The actions taken by the college administration against each mandate on recommendations suggested by the "Employers' feedback" report are listed below –

Recommendation on the "Employers' feedback" report	IQAC mandate	Actions taken by the college administration
<b><u>Recommendation 1: Introduction of new skill-based courses</u></b>	Send proposals to add skill-based courses to the curriculum whenever called upon by the affiliating university.	College administration has made a proposal citing the importance of some skill-based courses which have not been introduced in the curriculum. The proposal will be submitted to the affiliating university whenever such windows open.
<b><u>Recommendation 2: Strengthening of the curriculum of the existing hands-on learning courses</u></b>	Conduct/introduce workshops, training programmes, and introduce certificate courses to strengthen the existing hands-on learning courses.	Department of Mathematics and Computer Science have introduced a Diploma course of "Computer Application" for the duration of six months in 2021. Another Certificate Course of 30 days in "Domestic Electrical Wiring and Maintenance" has introduced by Department of Physics.
<b><u>Recommendation 3: Frequent</u></b>	Conduct "Employers' feedback" survey on a regular	College administration has set up a team to conduct the next survey due in





<b>“Employers’ feedback survey”</b>	interval of 3 years.	the academic year 2020-2021.
<b>Recommendation</b> <b>4:Future surveys should cover more employers from the government sector</b>	The persons assigned to conduct the upcoming 2020-2021“Employers’ feedback” survey should find out all the shortcomings and come up with a plan to cover responses from more government sector employers.	The team set up by the college administration to conduct the upcoming 2020-2021 “Employers’ feedback survey” prepared and submitted a plan to cover response from more government sector employers in the survey.
<b>Recommendation</b> <b>5:Invitation of employers to college from diverse fields to express their requirements and expectations on employees in their respective fields</b>	All the departments, various cells, units, societies functioning in the college should invite employers from diverse fields to aware the students, guardians and teachers about their requirements and expectations from an employer.	These concerns have been shared with the relevant authority for consideration and appropriate action for the next academic year

### Conclusion:

Thus, the feedback given by the stakeholders were analysed and suitable action was taken so as to satisfy the students, parents and employers. Feedback assessments with suggestions will strengthen and help to improve the curriculum as per the expectation of the stakeholders.

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