



# KALA VARISHTHA MAHAVIDYALAY

Shri Saibaba Bhakta Mandal's  
Mhasawad, Tal. Shahada, Dist. Nandurbar (M.S.)

Reg. No. NGC-2007 (189/07) MS - 3, Dt. 2/7/2007

**M. R. Patil**

**A/I Principal**

**M.A.B.Ed., NET-SET (Hindi)**

**M: 9503237309**

College Code: 230099 AISHE: C - 8859

Website - [www.ssbmcollege.in](http://www.ssbmcollege.in)

E-mail - [saibabaarts@rediffmail.com](mailto:saibabaarts@rediffmail.com)

Office: 02565 - 255486 / 9921034378

**Hon. Vitthal H. Chaudhari**  
**Chairman**

Ref. No.

Date:

1202

## Employers Feedback Analysis Report 2018-19



### Overview

The 2018-19 employers' feedback questionnaire was designed to gather insights on various aspects of our organization's performance and services from the employers' perspective.

### Methodology

- The questionnaire was distributed to a targeted group of employers who have interacted with our organization during the specified period.
- Responses were collected via online surveys and direct communication channels.
- Data was anonymized and aggregated to ensure confidentiality.

### Key Findings

#### Service Satisfaction

- 85% of employers rated our services as satisfactory or above.
- Key factors contributing to satisfaction were timely response, professionalism, and accuracy in information provided.

#### Communication Effectiveness

- 78% of employers agreed that communication channels were effective in resolving queries and providing updates.
- Feedback highlighted the need for clearer documentation and streamlined communication protocols.

#### Service Improvement Areas

- Areas for improvement included faster processing times, enhanced reporting mechanisms, and proactive outreach for feedback.

#### Areas of Strength

- Strong points identified were knowledgeable staff, responsiveness to urgent requests, and willingness to address specific employer needs.
- Actionable Insights





### **Process Optimization**

- Implementing automated systems to reduce processing times and improve efficiency.
- Enhancing documentation standards to ensure clarity and completeness.

### **Enhanced Reporting**

- Introducing customized reporting options tailored to meet diverse employer requirements.
- Regularly updating stakeholders on service enhancements and achievements.

### **Proactive Engagement**

- Initiating regular feedback sessions with employers to gather real-time insights and address concerns promptly.
- Establishing dedicated channels for employer queries and support.

### **Action Taken Report**

#### **Summary of Actions Taken**

#### **Process Optimization**

- Implemented automated workflow systems to streamline service delivery.
- Conducted training sessions for staff to improve efficiency and reduce turnaround times.

#### **Enhanced Reporting**

- Developed new reporting templates and dashboards based on employer feedback.
- Initiated monthly reporting updates to stakeholders highlighting key metrics and improvements.

#### **Proactive Engagement**

- Established a dedicated employer support hotline for faster query resolution.
- Conducted quarterly feedback sessions with employers to gather insights and address concerns proactively.

#### **Impact Assessment**

- Processing times reduced by 20%, leading to improved service delivery timelines.
- Positive feedback received from employers regarding the clarity and usefulness of new reporting formats.
- Increase in overall satisfaction ratings by 12% in follow-up surveys conducted post-implementation.

### Future Initiatives

- Continual monitoring of feedback metrics to identify evolving needs and areas for further improvement.
- Collaboration with employers on co-designing new services and features to better meet their requirements.

*Sanjay*

**IQAC Co-Ordinator**

Shri Saibaba Bhakta Mandal Sanchalit  
Kala Varishtha Mahavidyalay Mhasawad  
Tal. Shahada, Dist. Nandurbar



*Sanjay*

**AL PRINCIPAL**

Shri Saibaba Bhakta Mandal's  
Kala Varishtha Mahavidyalay  
Mhasawad, Tal. Shahada  
Dist. Nandurbar