



KALA VARISHTHA MAHAVIDYALAY

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Date: 1/202

Est
02 July 2007

Ref. No.

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.

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