

Commerce Department
B.COM STUDENTS' FEEDBACK ANALYSIS REPORT
DON BOSCO COLLEGE, TURA

Introduction:

The Commerce Stream was affiliated as a Department of Commerce and it has been established in the year 2000. The Department was affiliated with North Eastern Hill University, Shillong Meghalaya. The college offers various Honour Courses on B.A. and B.Sc. at under graduation level. There are 14 different departments for 14 different subjects excluding Commerce Stream. Commerce is a stream so there are different honours and elective subjects and all these subjects are combined together in one 'Department', named as 'Department of Commerce'. At present the Department of Commerce is offering two Honours Group Accounting & Finance and Management. However according to syllabus point of view, there is four Honours Group syllabi given by the North Eastern Hill University. Presently, 290 B.Com Students were enrolled in the Department of Commerce, which is 11.15% out of the total Students enrolled in the college. The Internal Quality Assurance Cell (IQAC) of the college has continuously been working on quality improvement especially for learning experiences, ambience of the campus as well as infrastructure. The Departmental B.Com Students' feedback analysis is one of the parts of various activities carried on by the Cell.

Data Collection:

The data collection for the purpose of Feedback analysis was made in the form of questionnaire by the IQAC team from all 4th and 6th Semester B.Com Students in the Department of Commerce and also for other departments in the college as a whole. The collection of data was made through a Google form directly connecting with the Students' emails. In the similar way data for the Commerce Stream were also collected, at least 90% B.Com Students were responded from both the semesters (Table-1). The feedback analysis of B.Com Students especially from senior B.Com Students is very important to understand the satisfactory level that we are providing to the B.Com Students of the college. The level of satisfaction according to the expectation of the B.Com Students is very important to calibre ourselves in improving the performance and quality of an education institution. As a result, useful statistical tools and methods of presentation of data have been applied to analyse the feedbacks as responded on various questioned as mentioned in Table-2 and Table-3, below are analysed to find out ultimate results of the survey. The data on Table-1 also represents the semester wise number of male and female B.Com Students in the Commerce Stream, where from the sample data were collected to study the feedbacks of B.Com Students' in the college.

Table-1: B.Com Students' Profile

Class	Male	Female	Sample Total	Total of Department
4th Semester	44	44	88 (90%)	98
6th Semester	31	39	70 (90%)	78
Total	75	83	158 (90%)	176

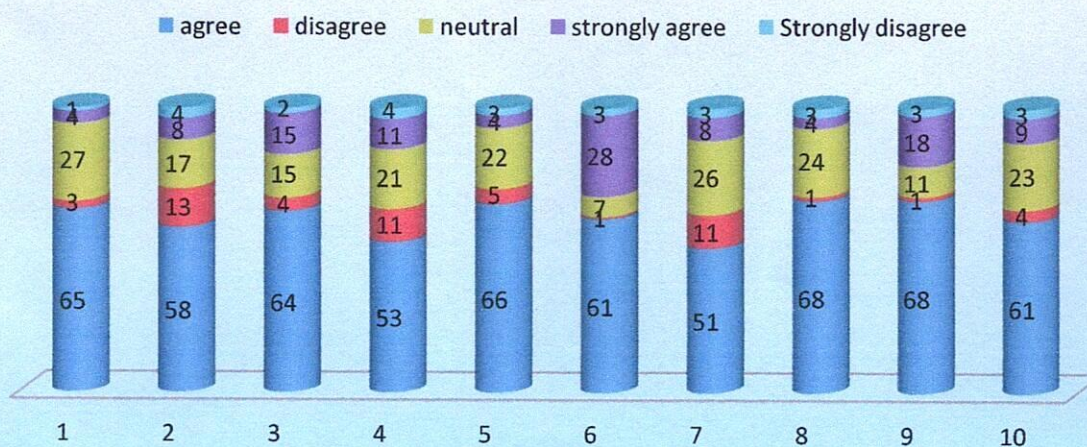
Feedback from B.Com Students on Academic Performance:

The academic performance of the college is the prime objective as an education institution. Hence, the IQAC has conducted a feedback study on those B.Com Students who are studying in the college. It is important to know academic shortfall the college need to be improved to give better performance for benefit of the B.Com Students in the locality. For which the IQAC cell has scheduled ten different academic performance related questionnaires to get feedbacks from B.Com Students. The responses from B.Com Students' were collected on 5 points Likert's scale as shown in the Table-2. The 5 points scale are 'agree', 'disagree', 'Neutral' 'strongly agree', and 'strongly disagree' respectively scaled to weigh the weight age of these ten questions. We found that maximum number of B.Com Students have responded for option 'agree' the first points of the scale for all ten questions (Table-2).

SL. No.	Table-2: Number of B.Com Students' Responded on Academic Performance					
	Questionnaire	5 Points Likert's Scale				
		agree	Disagree	Neutral	Strongly Agree	Strongly disagree
1	The curriculum is designed so as to enhance employability.	102	4	43	7	2
2	Sufficient reference material and related books and other resources are available for the topics mentioned in the syllabus in the library.	92	21	27	12	6
3	The courses studied by me have enhanced my knowledge as well as my skills and my capabilities.	101	7	24	23	3
4	Modern teaching aids, power point presentations, web-resources, multi-media, e-content (PDF files, MS word, etc.) are used by most of the teachers while teaching.	84	18	33	17	6
5	The assessment and evaluation process are fair and unbiased.	105	8	34	7	4
6	The internal assessment like internal test and assignment are conducted in time.	97	1	11	45	4
7	The weak and fast learner B.Com Students are identified, and efforts are taken for improvement through remedial classes and other activities to improve the performance.	81	18	41	13	5
8	Overall ambience of the Institute is conducive for effective learning.	107	2	38	6	5
9	The atmosphere of the Institute is conducive to bring out best from you.	107	2	17	28	4
10	The institute responds timely to your grievances to your satisfaction.	96	6	37	14	5

The feedback on academic performance as we have found from B.Com Students is quite reasonable according to the academic endeavours utilised in the college. In some questions like whether the curriculum is employability or not have responded with a confused mind and therefore, some B.Com Students have gone with the option of neutral and around 27% of the total respondent have chosen the option. Similarly the B.Com Students also got confused with the questions like improvement of weak B.Com Students through remedial classes and around 26% have chosen the neutral option in the survey. The feedback of the B.Com Students' responds want to be maintained better academic performance in the college, for which the management need to provide adequate facilities in order to compete as a better academic performer in the locality compare to other institutions.

Figure-1: Students' Feedback percentage on Academic Performance



Similarly, the management's timely respond to the grievances for the satisfaction of B.Com Students is also required to be taken care of, as the good number of B.Com Students went the option of neutral which indicated that they do not want to say about the academic performance in this regard.

Feedback of B.Com Students' on Ambience provided by the college:

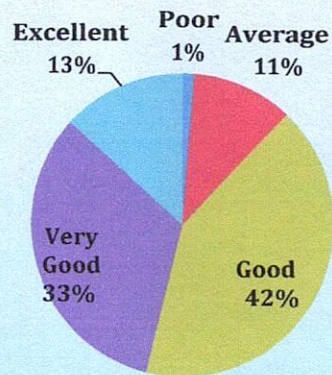
The feedback on ambience provided by the college showed a better score compared to academic performance of the college. The results we can see from the Table-3 as the good number of B.Com Students have responded the 'good' and 'very good' option for this purposes.

Table-3: Number of B.Com Students Responded on Ambience provided by the College

SL. No.	Questionnaire	5 Points Likert's Scale				
		Poor	Average	Good	Very Good	Excellent
1	Class room -Infrastructure	2	17	66	52	21
2	Drinking water facility	3	19	59	50	27
3	Washroom Cleanliness and maintenance	10	24	67	31	26
4	Greenery in the college campus	0	2	26	49	81
5	Cleanliness and -maintenance of college premises	0	2	32	45	79
6	Canteen facilities	14	28	72	29	15
7	Equipment, amenities, and assistance for Sports activities	2	20	55	49	32

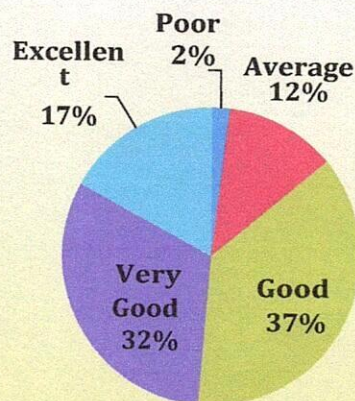
Class Room Infrastructure: The Figure-2 depicts the B.Com Students' responses in case of class room infrastructure of the college. It was noticed that 42% respondents said that the college is having good infrastructure and 33% said that the college has a very good infrastructure so it showed that the college provides very good infrastructure for academic services to the B.Com Students.

Figure-2: Class room -Infrastructure



Drinking Water Facility: Figure-3 explains the B.Com Students' responses on the availability of drinking water facility in the college. It was found that 37% of B.Com Students have said that the college has good facility in this regard and similarly, 32% of B.Com Students have said that the college has very good facility for drinking water facility. However, 17% B.Com Students were responded that the existing drinking water facility is an excellent provision provided by the college.

Figure-3: Drinking water facility



Washroom Cleanliness and Maintenance: In the regard the Figure-4 explains the B.Com Students' responses that the college provides better washroom cleanliness and maintenance. As it was found that 42% B.Com Students have said the college provides good washroom, cleanliness and maintenance which are fulfilling their expectations in the college.

Figure-4: Washroom Cleanliness and maintenance

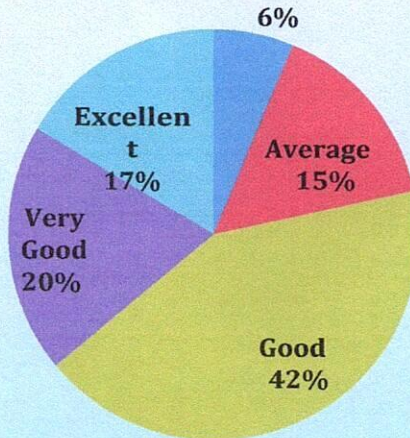
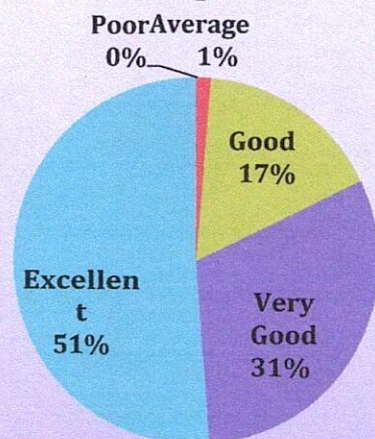
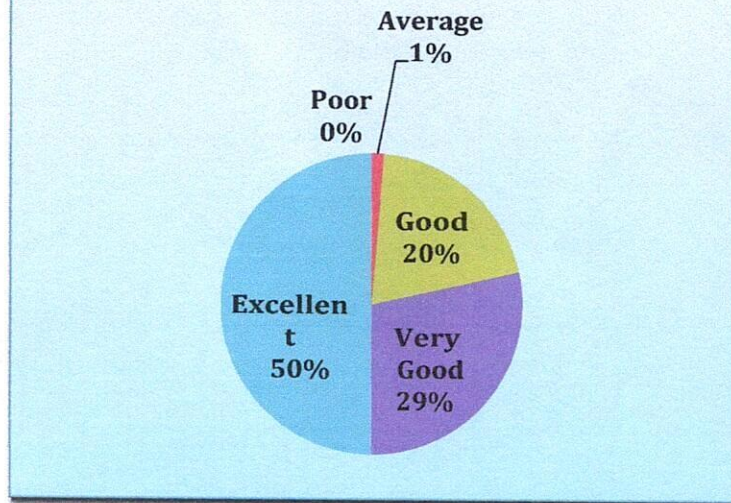


Figure-5: Greenery in the college campus



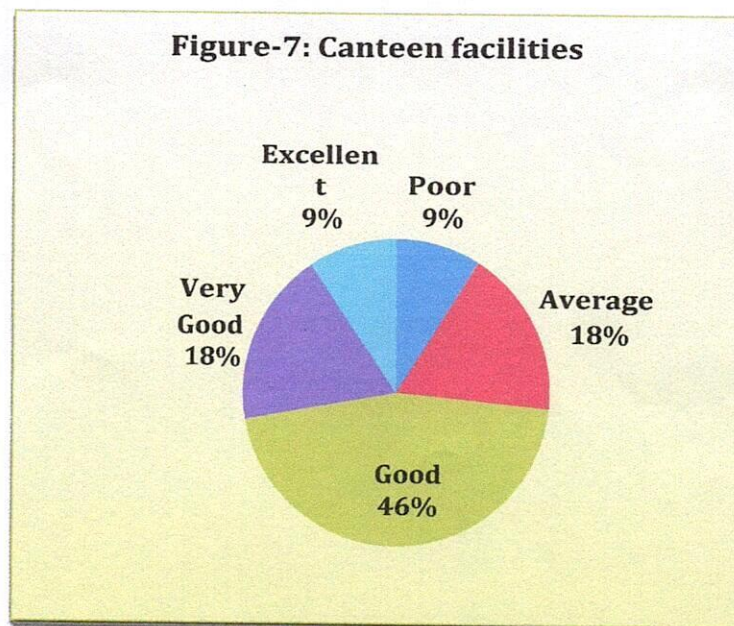
Greenery in the college campus: The Figure-5 shows the responses of the B.Com Students on the greenery in the college campus. It was found that 81 B.Com Students (51%) said the college has an excellent campus which greenery in its view and environment. Moreover, 31% B.Com Students have said that the college has very good greenery campus to deliver academic services.

Figure-6: Cleanliness and - maintenance of college premises

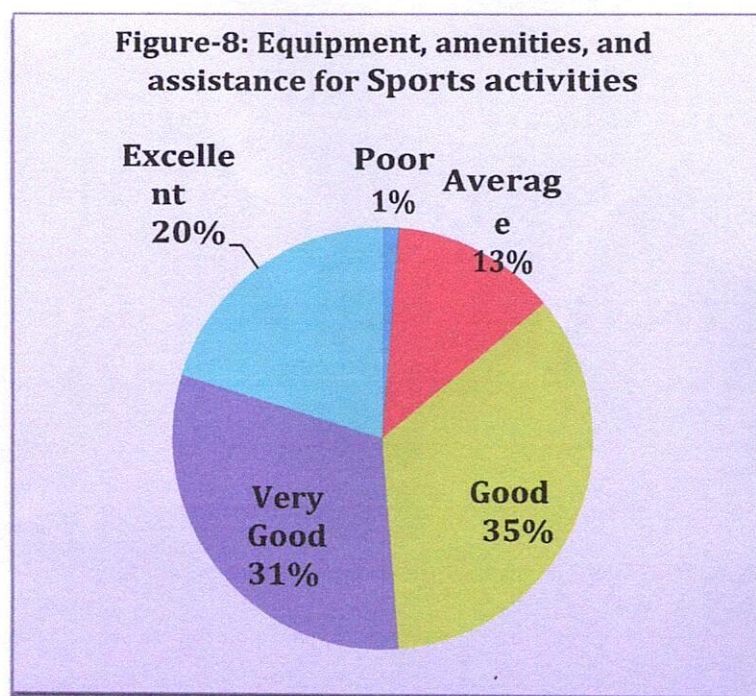


Cleanliness and Maintenance of College Premises: The Figure-6 depicts the responses of B.Com Students in the regard and 50% B.Com Students said that the college has excellent cleanliness and maintenance of the premises and only 1% B.Com Students have said that the college has an average cleanliness and maintenance provision for the premises of the college.

Figure-7: Canteen facilities



Canteen Facilities: The Figure-7 explains the responses of B.Com Students for this purpose and we have found that 46% B.Com Students have said that the college provides good canteen facilities in the college where all the B.Com Students can have their refreshments during the break time of their classes. Similarly, 18% B.Com Students were said that they are more satisfied with the facility of canteen and in contrast a same number of B.Com Students were said that the canteen facility is just an average category of canteen.



Equipment, Amenities and Assistance for Sport Activities: The Figure-8 provides the B.Com Students responses on this Likert's point. It was noticed that 31% B.Com Students have said the college have very good sport activities and 35% B.Com Students have said the college has good sport activities in the college for conducting College-week events. Moreover, 20% B.Com Students responded that the college has excellent assistance for equipment, amenities for sport activities.

An Overall B.Com Students' Feedback Responses:

The overall B.Com Students' feedback responses can be highlighted to see the B.Com Students' inclination towards the questionnaires used to ask B.Com Students' responses for the objectives of this survey. It was found that 62% of B.Com students 'agree' on the ten different questions on academic performance of the college. 19% of B.Com Students have shown a neutral opinion on the academic performance of the college. However, 3% of the B.Com Students strongly disagree with the academic performance of the college.

Table-4: Analysis of Overall B.Com Students' Feedback Responses

Academic Performance	Overall Average Percentage	Ambience of the College	Overall Average Percentage
Agree	62	Poor	3
Disagree	6	Average	10
Neutral	19	Good	34
Strongly agree	11	Very Good	28
Strongly disagree	3	Excellent	25

Similarly, in case of ambience an overall opinion has been provided by the B.Com Students. As the results of the overall responses showed that 34% said that the college has good ambience, 28% has said very good and 25% opined with excellent. Hence the students' overall responses depicted that the college is fulfilling the overall expectation of the students in the college.

Concluding remarks:

The B.Com Students' feedback on academic performance and ambience is a continuous activity conducted by the IQAC team every year. Though the B.Com Students' feedback is an objective of IQAC cell. But the management of the college has considered it as a priority of the college to understand the B.Com Students' shortfall and to fulfil those shortfalls which are very important for the purpose to maintain a congenial satisfactory level for different programmes of academic services in the Department as well as in the college as a whole.




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