

ANALYSIS OF STAKEHOLDERS' FEEDBACK

&

ACTION TAKEN REPORT



DEPARTMENT OF BUSINESS ADMINISTRATION

SCHOOL OF BUSINESS SCIENCES

UNIVERSITY OF SCIENCE & TECHNOLOGY, MEGHALAYA

(2021-22)

**FEEDBACK ANALYSIS OF STAKEHOLDERS
AND ACTION TAKEN REPORT
(2021-22)**

INTRODUCTION

Department of Business Administration, University of Science & Technology, Meghalaya collects feedback from four segments namely, students, teachers, employers and parents on curriculum aspects and furtherance of career prospect of students. The feedback is further analyzed objectively in order to bring them in light with its execution through teaching programme which is briefly narrated hereunder:

1. Students' Feedback:

| Sl. No. | Feedback | Action Taken |
|---------|--|---|
| 1 | Professional Grooming and Soft Skill content needed in curriculum | As a part of professional course- curriculum, special classes are organised with the help of both internal as well as external resource person to improve and develop students' personality. In addition, especially value-added course on professional grooming and soft skill was conducted consisting of syllabus having proper & required topics & sub-topics. |
| 2 | Interaction with Industrial expert should be a part of the syllabus | A series of lecture series on quality & related topics was conducted where industry experts from different reputed industries had delivered their lectures and also shared their experiences. |
| 3 | More Industry and field visits as referred in syllabus | Students are taken to different outside state industries like IIBM, Guwahati; Progressive Fertichem Pvt. Ltd. Assam; Sitajakhala, Assam etc. to give practical environment and know how to give motivation, where they could acquire practical knowledge of various courses of the present syllabus. |

2. Faculty Members' Feedback:

| Sl. No. | Feedback | Action Taken |
|---------|--|--|
| 1 | Value -Added Course | Emphasis was put on conducting VAC in addition to normal courses so that students get added knowledge and market & industry required skills which can help them in future professional life. |
| 2 | Promotion of entrepreneurial Skill and more hands-on training as referred in the syllabus | Students are encouraged to participate in skill upgradation and quality related seminar/ workshop on entrepreneurship both in the department as well outside the department. |
| 3 | Syllabus as per LOCF | Syllabus has been updated as per LOCF format, considering the needs of the industry as well as market. |

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3. **Alumni's Feedback:** Feedback of Alumni are summarized in the following table:

| Sl. No. | Feedback | Action Taken |
|---------|--|---|
| 1 | Value Added Course | The department had designed and conducted various short-term courses which can add skill upgradation and value to students along with syllabus courses in consultation with experts in respective fields. |
| 2 | NET oriented syllabus/special NET classes | The department conducts special classes for NET aspirants as well as other competitive examination aspirants in the coordination of the University keeping in mind the syllabus and course curriculum of various competitive exam. |

4. **Employers' Feedback:** Feedback of Employer's also important for effective development of curricula. The feedbacks of employers and action taken report is given below

| Sl. No. | Feedback | Action Taken |
|---------|---|--|
| 1 | Challenging Professional Attitude & Hybrid Working module | The COVID -19 pandemic has changed the entire corporate environment which demands more challenging professional attitude along with a hybrid working model, so the department had focused conducted many classes in blended mode to finish the syllabus of the curriculum and tried for students' skill upgradation to face this challenge. |
| 2 | Employability course | To improve and enhance students' employability in different courses like ICT, Digital marketing, Event Management and Innovation and Entrepreneurship and skilled based training like ICT, Soft Skill and Business Negotiation, Social Marketing, Digital Business-I, Digital Business -II, Stock Market Operation of syllabus were put high emphasis. Taken care to have proper syllabus for these courses. |