
NON-TEACHING STAFF PERCEPTIONS TOWARDS WORK ENVIRONMENT –A
STUDY AT BANGALORE UNIVERSITY

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Abstract: *The main focus of the study was to identify perception of non-teaching staff towards work environment at Bangalore University. 50 non-teaching staff like Superintendent, Assistants, and Junior Assistants were considered for the study. Data was collected with a well-structured questionnaire by convenience sampling method. Factor analysis was used to analyse the data with SPSS 21. The results reveal that work culture, rewards and goodwill of the University is the reason for positive work environment in the university.*

Key words: *Bangalore University, Dedication, Recognition, Security*

1 .INTRODUCTION

Organization is a group of people who are working for the growth of an economy; success of any organization depends on people who work for the organization with commitment, to achieve success or growth people should work with commitment loyal and trusts to the organization to achieve the organizational goal. Educational Institution consists of providing quality education and empowering students to compete .So along with teaching staff it is also the work delivered by Non-teaching which has a significant value in delivering quality education. Disbursement of scholarships, maintainence of records, report cards, certificates, organization of exam related activities are few of the service rendered by non-teaching staff in educational institutions.

1.1 ABOUT BANGALORE UNIVERSITY

Bangalore University located in the garden city of Karnataka is one of the most recognized Universities in Asia, providing quality education to students and empowering them to compete. It has around 50 departments consisting of both teaching and nonteaching staff and having more than

625 affiliated colleges. It consists of around 1500 employees. It offers various courses in PG and also has well equipped research facilities.

2. LITERATURE REVIEW

Yuliarini,S et.al., (2012):The study examined the factors influencing employee satisfaction among the senior non- teaching staff members at higher educational institutions of Malaysia. Mainly four variables were considered for the study viz. leadership, management knowledge, employee satisfaction and training. It is found that leadership has a significant impact on employee satisfaction than management knowledge and training.

Tiwari,S (2014):Study focused on to study level of job satisfaction among non-teaching staff of A.P.S University, Madhya Pradesh, India. It is found that promotion, salary, fringe benefits, chances to learn, employees development, working condition, performance appraisal, team spirit and encouragement are the areas which are neglected and need a special attention for the same.

Chinenye,O., et.al.,(2017):The study has examined the effect of occupational stress and its effect on performance of non-teaching staff in south eastern universities in Nigeria. It is found that reduction of occupational stress has positive effect on the effectiveness of non-teaching staff.

Ngeny.P.K,et.al., (2017):The study aimed to assess effect of remuneration and promotion on Job satisfaction of non-teaching staff in secondary schools. It is found that only remuneration had significant and positive effect on job satisfaction.

Wanjiku,W,G(2016):The study investigated factors affecting non-teaching staff development at Kenyan Universities. It is found that there is a challenge of skill development of staffs. The staff who acquired the required skill were not rewarded accordingly.

2.1 STATEMENT OF THE PROBLEM

Work environment of any organisation plays a significant role in growth of the institution both in financial and non-financial terms. Especially it is important at higher education institution to know how the perception towards work environment will lead to increase in motivational level of employees.

2.2 NEED FOR THE STUDY

A successful organization in spite of having technology needs an employee who works for the organization with commitment. So employees play a significant role in achieving organizational goals irrespective of the type of industry. In this study researchers have considered Educational Institution i.e., University, to study how employees feel working at Bangalore University. In Universities, non-teaching staff along with teaching staff together will be able to deliver good study environment to students. So this study was aimed at knowing how the contributions made by non-teaching staff will lead to successful growth of University and students.

2.3 SCOPE OF THE STUDY:

The study was restricted to non-teaching staff of Bangalore University, Jnanabharathi Campus which consists of Superintendent, Assistants, and Junior Assistants

2.4 OBJECTIVES OF THE STUDY

1. To know the factors influencing work environment at Bangalore University.
2. To identify the contributions made by non-teaching staff in functioning of Bangalore University, Jnanabharathi Campus.

2.5. RESEARCH METHODOLOGY

The study is descriptive in nature based on survey method. Both primary and secondary data are used for smooth conduct of the study.

2.5.1 Primary Data

Primary data were collected from 50 non-teaching staff through a structured questionnaire.

2.5.2 Secondary Data

Secondary data were collected through websites and reports.

2.5.3 Sampling Method: Convenience sampling method was used for selecting the sample respondents from the population.

2.6 LIMITATIONS OF THE STUDY

Even though attempts were made to make the study perfect it is not free from limitations. Due to resource and time constraint, the respondents were approached only once to collect the required data. The staffs who were unavailable during initial visit were not approached again.

3. FINDINGS AND DISCUSSION

Table no: 3.1

Results of KMO and Barlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.794
Bartlett's test of sphericity	Approx. Chi-Squared	570.095
	df	45
	Sig.	.000

*Source:
Primary*

Data

From the table it can be examined the KMO value of 0.794,significance value of 0.000 at 99% level of confidence and chi-square value of 570.095 is accurate . Factors having more than one as Eigen value are taken as reduced factors which are used as new factors for further analysis. Principal Component analysis was used for extraction purpose and varimax rotation is used as the standard rotation. 88.63 % of the total variance has been explained by ten factor solution. A Varimax rotation was performed with the initial factor solution. The rotated component matrix which showing the factors and their loadings has been presented below.

Table no: 3.2
Rotated Component Matrix

Factors	Component		
	1	2	3
Security	.523		
Guidance	.848		
Opportunity	.779		
Interpersonal relationship		.905	
Recognition		.561	
Promotion		.622	
Salary		.961	
Premier institution			.924
Social service			.532
Student friendly			.530

Extraction Method: Principal Component Analysis

Rotation Method: Varimax with Kaiser Normalization

Factors having loadings greater than 0.5 and close to 0.5 are considered. Three factors emerged which are grouped as Work culture, Rewards, Goodwill.

Work culture factor includes security, guidance and opportunity elements

Rewards factor includes interpersonal relationship, recognition, promotion and salary elements.

Goodwill factor includes premier institution, social service and student friendly programmes.

3.3 CONTRIBUTIONS OF NON-TEACHING STAFF TO BANGALORE UNIVERSITY

Five main contributions from employees towards university were identified

1. Honest, dedicated and sincerity to work
2. Consistently representing to Government and higher authorities in the University to disburse the scholarship on time
3. Help their subordinates to do their job effectively by teaching them the process to do job
4. Recommend others to join University either to study or work
5. Suggesting higher authority for the betterment of University.

4. CONCLUSION

After personally interviewing the employees it is seen that employees are satisfied with working for University .They strongly recommend others to be a part of University. Even though they are discriminated on different grounds, they are honest and sincere at work. There is improvement needed for basic to higher level needs of employees. Majority of nonteaching staff feel they want frequent training and meetings.

SUGGESTIONS

In light of the above findings following suggestions were made:

- Transparency in appointments, transfers and promotion.
- Conduct regular meetings by higher authority with staff and discuss matters affecting University functioning
- To take feedback from employees and incorporate the same in decision making
- The University has to take necessary steps to get grants and funds from UGC and Government for up gradation of infrastructure facilities in terms of technology in appropriate fields
- Adopt technology to speed up the process concerning students.

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