

## **Assessment Of Skill of Non-Teaching Staff of Colleges: A Case Study in Nagaon District, India**

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### **ABSTRACT**

Skill is referred as the practical and theoretical knowledge required to do a specific work. The Skill assessment helps to compare the actual performance of a skill with the specified standard for performance of that skill under the circumstances specified by the standard. The organisation needs to improve the skill set of the employees so as to perform their job effectively. The workers have to develop their skill set.

In this context, a study has been taken firstly to identify the factors that influence the skill set of the employees, secondly to analyse the skill of the non-teaching employees of the colleges of Nagaon District, India and lastly, to give some measures to develop the skill of the non-teaching employees.

**Keywords:** Skill, Ability and Knowledge

### **INTRODUCTION**

The capacity to perform a task with predetermined results, frequently in a set amount of time and effort, is referred to as a skill. Skills are the knowledge required to do an activity or employment. These are the skills that a person has. For all governments, developing workers' skills has always been a top priority. To meet lifestyle and industrial needs, the nation's citizens need possess the appropriate skill set. Time management, teamwork, leadership, self-motivation, and other broad abilities are examples of domain-specific skills, which are those that are specifically relevant for a given job. Life skills support an individual through daily duties, whereas work skills enable an individual to perform a specific profession. Skill is the capacity to apply knowledge quickly and successfully in action or performance.

This study will aid in improving the employees' understanding of the abilities required by the non-teaching staff members of institutions. This study will assist in determining the employees' soft talents. It will improve one's ability to handle challenges and comprehend working methods.

### **REVIEW OF LITERATURE**

Some of the existing literatures are reviewed for the study. These are described below:

- Yasmeen Bano and V. Shanmugam (Jan 2020)<sup>1</sup> carried a research study on "Review on Strategies for Bridging the Employability Skill Gap in Higher Education". With the aim of discovering the ways or strategies to address the employability skill gap in higher education, the researchers conducted

the study. They defined employability as a person's capacity to acquire and hold onto the employment they achieved as a result of their skills. They discovered that the education system and skill development initiatives operate independently in India, which will ultimately lead to skills gap and youth unemployment. In order to connect the two parallel streams, the researcher had advised the businesses to use a variety of already-existing technologies to build a bridge. The goal of educational institutions should be to encourage students to broaden their skill sets.

- A study on the effects of skill development at entry-level job candidates in India was undertaken by Furtado, H. (2018)<sup>2</sup>. The study's goals were to comprehend the discrepancy between a job applicant's performance level and expectations for the position at various periods of life as well as the employability of applicants for entry-level positions. The study concluded that the conversion rate should be considered before providing any initiative for the development of the human potential. The researcher also recommended that candidates for entry-level positions be given access to various development programs that help shape the next generation's capacity to lead.

- John, J (2009)<sup>3</sup> conducted a study on the topic "Study on the Nature of Impact of Soft Skills Training Programme on the Soft Skills Development of Management Students". To determine the nature of the impact of soft skills training on the soft skill levels of management students, the researcher performed an empirical study. The soft skills elements that can be enhanced following the delivery of soft skills training are also noted. The researchers recommended that students regularly participate in soft skills training sessions to develop their soft skills and ultimately increase their employability. They should have a well-designed and uniformed soft skill training session from management colleges.

## **OBJECTIVES OF THE STUDY**

The study has been undertaken in respect of the following objectives:

- i. To study the factors that affect the skill of the employees; and
- ii. To analyse the level of skill of the employees.

## **METHODOLOGY OF THE STUDY**

The research design in this study of skill of non teaching employees of colleges of Nagaon district, India is descriptive and is related to surveys and fact-finding enquires. For this study, thirteen (13) colleges within the Nagaon District are selected based on multi-stage sampling. One hundred and forty-eight (148) samples are considered for analysis by using the stratified random sampling method. The data relating to the skill of the non-teaching employees that have been collected with the help of a self-designed questionnaire of five (5) points Likert scale containing 20 statements, personal discussion with the respondents and observation by the researchers. The collected data have been tabulated and analysed with the help of applying the vital statistics like percentages and average. The values of level of skill of employees have been calculated by applying weighted average.

## **ANALYSIS AND INTERPRETATION**

The study's primary goal is to evaluate the non-teaching staff members of the institutions in Nagaon District. Therefore, at first, attempt has been made to find the dimensions that influence the skills of the non-teaching employees of the colleges of Nagaon District. Then, the skills of employees of each of the select colleges are assessed.

### Identification of Factors

According to Dictionary of Merriam Webster, skill is the “ability to use one's knowledge effectively and readily in execution or performance; dexterity or coordination especially in the execution of learned physical tasks: a learned power of doing something competently”<sup>4</sup>. There are several categories of skills, including hard skills, life skills, people skills, social skills, and soft skills. Hard skills are those that are related to a particular work or circumstance. They are also known as technical skills. It requires knowledge of and competence in a particular activity including methods, processes, procedures, or techniques. These abilities are simple to measure. The ability and capacity to carry out complicated activities or job functions involving concepts (cognitive skills), things (technical skills), and/or people (interpersonal skills) are referred to as "life skills" and are developed via purposeful, methodical, and persistent effort. Understanding and controlling the responses, speaking clearly and empathetically, and establishing bonds of mutual respect and trust are all examples of people skills. Although less extensive than life skills, the people skill encompasses both social and psychological talents. Any ability that makes it easier to engage and communicate with others is a social skill. Interpersonal people skills, social skills, communication skills, character characteristics, attitudes, career attributes, and emotional intelligence quotient (EQ), among other things, are all considered soft skills.

However, for the analysis of the first objectives, twenty (20) attributes that influences the skill set of the non-teaching employees are identified for this study based on the job content of the employees of the colleges. These selected attributes have been codified as A<sub>1</sub> to A<sub>20</sub>. The factors are shown in the Table-1

**Table-1: Table showing the factors that influences the skill set of the employees**

Code of Attributes	Description
A <sub>1</sub>	Knowledge about different courses of the college
A <sub>2</sub>	Knowledge about educational schemes of the government
A <sub>3</sub>	Knowledge about different vocational programs in the college
A <sub>4</sub>	Decision making skill
A <sub>5</sub>	Skill to operate Computer
A <sub>6</sub>	Effective communicational skill
A <sub>7</sub>	Ability to learn from others
A <sub>8</sub>	Ability to take decision on time
A <sub>9</sub>	Ability to co-operate with the team
A <sub>10</sub>	Ability to resolve conflicts
A <sub>11</sub>	Ability to tolerate stress
A <sub>12</sub>	Ability to influence others
A <sub>13</sub>	Ability to council the students
A <sub>14</sub>	Ability to deal with the complain
A <sub>15</sub>	Effective communicational skill
A <sub>16</sub>	Ability to maintain files
A <sub>17</sub>	Ability to perform numerical analysis
A <sub>18</sub>	Ability to write letters ,papers and proposals
A <sub>19</sub>	Ability to improve existing conditions
A <sub>20</sub>	Ability to collect and analysis the information statistically

### Assessment of the level of skills

In respect to the second objectives, the levels of the skills of the non-teaching employees of all the thirteen (13) colleges are assessed attribute-wise. The attributes having highest and lowest score for each of the colleges has been identified. The weighted average score of each of the colleges have been calculated. These are shown in the Table-2.

**Table-2: Table showing the assessment of the level of skills**

Sl. No.	Name of the Colleges	No. Of Respondents	Weighted Average Score
1.	Nowgong College	21	2.71
2.	Nagaon GNDG Commerce College	09	6.50
3.	BKB College	06	8.97
4.	Nowgong Girls College	09	6.80
5.	Nonoi College	12	5.03
6.	Sikhan Mahavidyalaya	08	13.08
7.	Nagaon Law College	12	4.95
8.	Nowgong Polytechnic	12	4.95
9.	ADP College	12	4.06
10.	Khagarijan College	06	9.83
11.	Samaguri College	07	8.02
12.	Dhing College	12	5.00
13.	ITI College	25	2.60

In the table-2, ITI College, Nagaon is found to have the lowest average mean score for the level of skills of the employees of the non-teaching level. However, the non-teaching employees of Sikhan Mahavidyalaya have the highest average mean score in regards to the level of skills in the employees.

### FINDINGS

The findings have emerged from the analysis of the collected data. The findings are shown below

- i. In the analysis of Nowgong College, it is found that the employees are highly skilled in maintaining the files but they have low skill in performing the numerical analysis. On the other

hand, the employees of Nagaon GNDG College have highest ability in tolerating stress and possess least ability of learning from others and performing numerical analysis.

- ii. The non-teaching employees of BKB College are highly skilled in tolerating the stress and have low ability to about knowledge about different vocational programs in the college. In the analysis of ITI College, it is found that the employees are highly skilled to maintain files and low skill on knowledge about different vocational programs in the colleges.
- iii. The employees of Nowgong Girls College employees are highly skilled to collect and analysis the information statistically and has low ability to co-operate with the team.
- iv. It was found that the employees of Nonoi College are having high effective listening skill and low knowledge about different courses of the college.
- v. The employees of Sikshan Mahavidyalaya have high skilled to influence others and possess less knowledge about the educational schemes of the government and ability to counsel students.
- vi. The employees of Nagaon Law College are highly skilled in writing letters, papers and proposals and low skilled in maintaining the files.
- vii. The non-teaching employees of Nowgong Polytechnique are highly skilled in tolerating the stress and have less ability in improving the existing conditions.
- viii. In respect to ADP College, the employees have high skill on building co-operation with the team and have low skill on the ability to improve existing conditions.
- ix. The employees of Khagarijan College are highly skilled on effective communicational skill and possess less skill on having and gathering knowledge about educational schemes of the government.
- x. The non-teaching employees of Samaguri College are highly skilled on co-operating with the team and tolerating the stress knowledge and possess low skill on improving the existing conditions. In respect of Dhing College, the employees are highly skilled on performing numerical analysis and have low skill on resolving conflict.
- xi. ITI College, Nagaon is found to have the lowest average mean score for the level of skills of the employees of the non-teaching level. However, the non-teaching employees of Sikhan Mahavidyalaya have the highest average mean score in regards to the level of skills in the employees.

## **SUGGESTIONS**

- i. Training Programme for the non-teaching employees should be imparted. The Pre-posting training should be conducted.
- ii. The government should arrange orientation programme for the non-teaching employees of the college.
- iii. The organisations should also concentrate to develop the soft skill of their employees but not only on developing the hard skill.

## **CONCLUSIONS**

From the study, it is now obvious that the employees need to develop their skills. There is a lack of technical skill among all the employees. There are gaps in the capacity and quality of training infrastructure. Thus, the organisations should arrange the vocational training programme to develop the skill of the employees. The skill development programme should be organised innovatively so as to benefit all the non-teaching employees of the organisation.

## REFERENCES

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