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"ANALYSIS OF PERFORMANCE OF NATIONAL SERVICE SCHEME (NSS) UNITS AT VARIOUS GRADUATION COLLEGES : QUALITY MANAGEMENT PERSPECTIVE"

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Dr. Swati Vijay, Ms. Chaitrali Esave, ANALYSIS OF PERFORMANCE OF NATIONAL SERVICE SCHEME (NSS) UNITS AT VARIOUS GRADUATION COLLEGES : QUALITY MANAGEMENT PERSPECTIVE, -- PalArch's Journal Of Archaeology Of Egypt/Egyptology 18(7). ISSN 1567-214x

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Abstract

The National Service Scheme (NSS) is a major activity intended to engage the youth of colleges and universities in community service on a voluntary basis for rural development. and to build the idea of social welfare in students. The objectives of this research work are to study various processes and activities carried out in NSS Units and to analyze the performance of NSS Units. The researchers have used Descriptive Research methodology and Convenience Sampling method to collect data student volunteers of NSS units of various colleges in Pune city and also from their beneficiaries. It is found out that there was no proper selection test, no trainings were given to student volunteers and they were completely unaware about the social problems before visiting for the camp location. Every activity is carried out as per own initiative and ideas of volunteers of the NSS camp. It is suggested that there should be strong selection process for student volunteers and training should be given to every student regarding NSS activities and social issues. Researchers have identified various aspects related to Performance of NSS Units and also tried to find out satisfaction level of beneficiaries who received their services.

1. Introduction

In India social issue is a problem that influences a considerable number of individuals within a society. There are many social issues such as Inequality, Poverty, Religious conflicts, Government accountability and transparency / corruption, Food and water security, Lack of education, Safety, security, wellbeing, Lack of economic opportunity and unemployment, Farmer problem etc. The National Service Scheme, is known as the N.S.S. NSS is a major activity intended to engage the youth of colleges and universities in community service on

a voluntary basis. The main aim of NSS program is to build the idea of social welfare in students. Also to provide service to society. NSS volunteers work to ensure that everyone who is in need gets help to enhance their standard of living and lead a life of dignity. NSS provides food, clothing and first aid to the disaster's victims to avoid man-made disasters. At national level, Ministry of Youth Affairs and Sports of India is the nodal authority, which works with state-level NSS cells. This research work is conducted to analyze the performance of NSS units of various colleges with the help of Staff And students volunteers perspectives.

NSS is a social activity program conducted by students and staff volunteer of various colleges and it is mainly conducted for rural development through various activities. As the study conducted by researcher to analyze the performance of NSS unit's researcher has collected data from staff and students' volunteers of various colleges regarding NSS activities and analyzed accordingly.

2. Objectives

1. To study various processes under NSS Units in Various colleges.
2. To understand activities carried out in NSS Camp and to identify the major problems faced by NSS Volunteers.
3. To analyze the performance of NSS Unit of various colleges.
4. To find the major suggestions and solutions for betterment of NSS Unit performance.

3. Literature review

(Alok Chantia, 2008)^[1] studied about the awareness level of volunteers regarding aims and objectives of NSS and its extension activities. Author also highlighted the constraints faced by NSS and suggested measures so that the energy of youth may be utilized in positive direction for building a strong and healthy nation. (Aya Okada, 2012)^[2] studied current state of education, skills development, and employment. (Deekshitha, 2016)^[3] identified the importance, aims and objectives of NSS in higher education which in turn create social responsibility among the students. Also studied the constraints faced by the NSS, and students in the system and also suggested measure to overcome in order to utilize future generation in positive direction. (Savio and Mon, 2018)^[4] analyzed emotional Maturity and Self-Concept of the NSS Volunteers, for this investigator through a survey method using and emotional maturity scale and self-concept inventory. Author observed that different psychological variables support that the different NSS activities help the volunteers to build their self-concept and emotional maturity.

According to (Lal, 2015)^[5] NSS Volunteer often set up interest foray and discussion groups to exchange ideas and inspire each other to take action in their respective communities. As per the (Jonathan and Mbogo, 2016)^[6] the equipment available should be properly maintained and installation for nonexistent ones done according to the health and safety policies. (Gita, Iyer, Gorge, 2016)^[7] stated that the subject of health equity is a complex one with multiple determinants and various levels and dimensions. (Nejati, et al. 2011)^[8] discussed that the growing importance and significance of CSR is being driven by owners, investors, managers, customers, and even employees. As per the author human rights and labor practices, all the universities provide ample resources on employment benefits, compensation, and

learning and development.

(Ng Kim-Soon,2012)^[9] pointed out that quality is interpreted differently by different people. The business always benefit most if focused on key processes and customer services. (Esin & Hilal,2014)^[10] mentioned that TQM practices significantly affect different performance outcomes. (Alaa Garad, 2007)^[11] Listed down qualities of managers and leaders for best outcome and results and highlights key responsibilities of quality leaders

4.Limitations

- The data is analyzed on the basis of responses of respondents. The sample drawn for this survey was from the Pune city. Therefore, the results hereby obtained may not be applicable to a wider population.
- The Survey held in just Pune city colleges only and the opinion of respondents are based on their own NSS Units for their own colleges.

5. Research Design and Methodology

The descriptive research design was used for the study. The Study was conducted in Pune city by selecting randomly 150 respondents. The questionnaire for the same is prepared.

5.1 Sampling Design

Population and Sampling Size

Population and sample size of the Colleges , Students Volunteers and Staff Volunteer is shown below.

Table 1: Population and Sample Size of Colleges In Pune City.

Sr. No.	Criteria	Population	Sample Size
1.	Total Colleges Registered for NSS in Pune City	117	10

Table 2: Population and Sample Size of Staff Volunteers and Students Volunteers.

Sr. No.	Criteria	Population	Sample Size
1.	Total number of Student Volunteers approximately	800	150
2.	Total Number of staff volunteers approximately.	25	12
	Total	942	172

This research work has used Convenience Sampling Technique. Primary data was collected through the questionnaire and Secondary data was collected through research papers, internet, magazines, journals, etc.

6. Data Analysis and Interpretation

The researchers have used Percentage Analysis, Graphical Analysis-pie charts, bar diagrams and Tabular Analysis. The analysis is divided in to two parts: Analysis of students who have attended camps and Analysis of students who have not attended any camp.

6.1 Analysis of students who have not attended the NSS Camp

Researcher has analyzed the data collected by student who have not attended the NSS Camp as below.

6.1.1 Reasons for not attending the NSS Camp:

Table 3: Reasons for not attending the NSS Camp by No camp students perspective.

Reason	No of Students(%)	Reason	No of Students(%)
Family Issue (safety, Heath, No permission, staying Issue)	61.90	Staff coordinators has not allowed/ Not Selected.	9.52
Not Interested	7.14	Other	21.43

It is observed that many of the students have not attended the NSS Camp because of the various family issues. Whereas some of them were not interested for the NSS Camp and few students were not allowed by NSS Staff members.

6.1.2 Selection Test Conducted For NSS Volunteer and Attending the activities other than NSS Camp

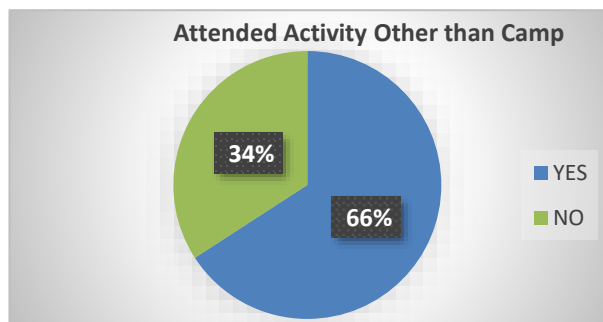
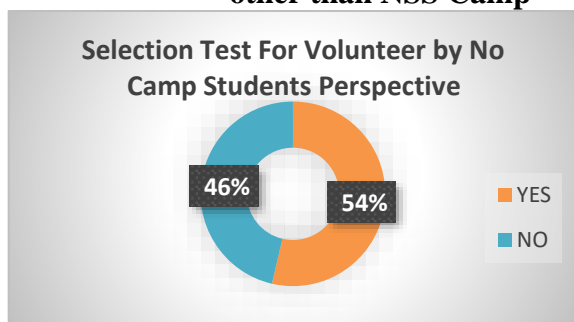


Fig.1: Selection Test For Volunteer By Fig.2: Attending the activities other than NSS Camp.

It is observed that many students are agreed that there is no selection test for selection of NSS volunteer and many students who have not attended the NSS Camp are not attending the other NSS activities.

6.1.3 Pre -Awareness About The Activities to be Performed:

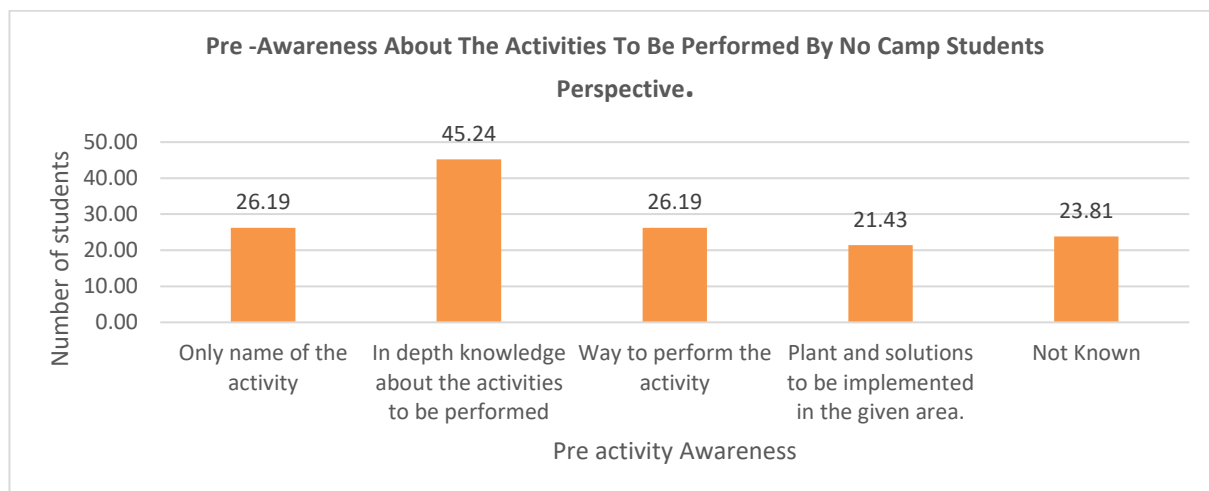


Fig.3:Pre -Awareness About the Activities to Be Performed by No Camp Students Perspective.

It is observed that every student is not completely aware about the activities to be performed before performing the activities.

6.1.4 Awareness about the Social Issues:

Table 4: Awareness About The Social Issues By No Camp Students Perspective.

Social Issues	Rating 1(%)	Rating 2(%)	Rating 3(%)	Rating4(%)
Pollution Control Measures	4.88	58.54	26.83	9.76
Waste Management Process.	19.51	43.90	19.51	17.07
Swachh Bharat Abhiyan	2.44	24.39	31.71	41.46
Woman Empowerment	7.32	36.59	29.27	24.39
Health and Safety Measures	7.32	34.15	41.46	14.63
Environmental Cause and Effect	17.07	29.27	14.63	39.02
Social Laws	46.34	43.90	9.76	0.00

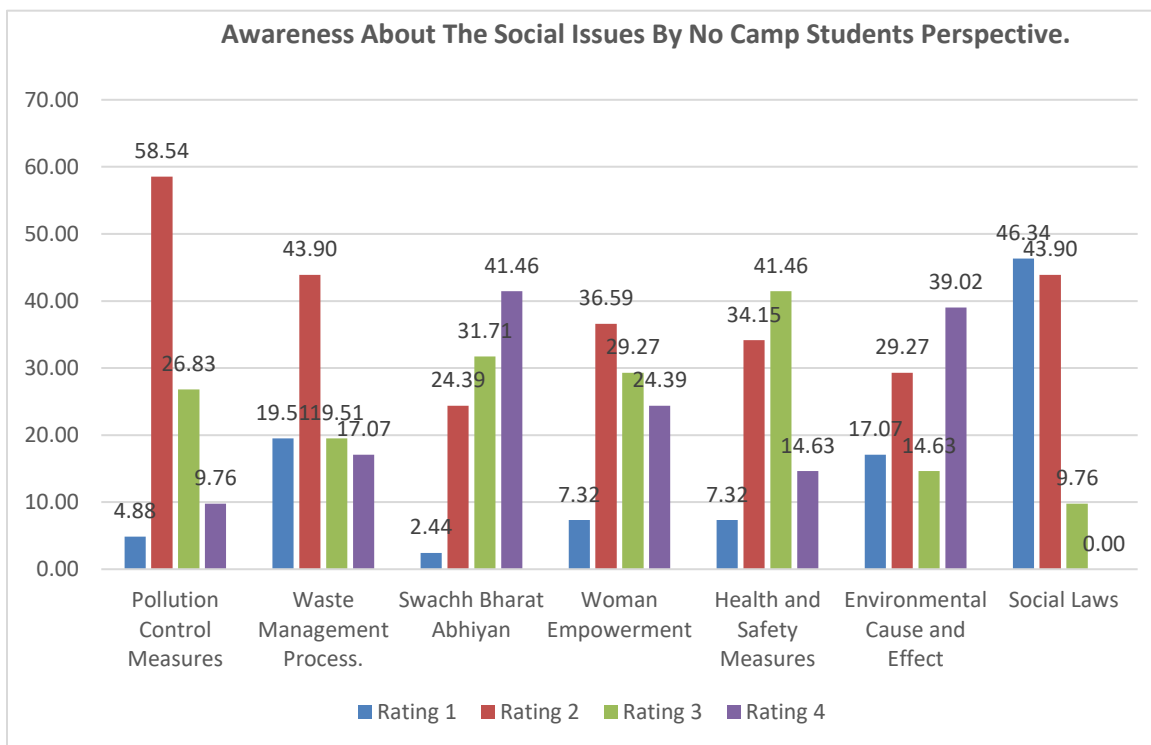


Fig4: Awareness About The Social Issues By No Camp Students Perspective.

As per the data analyzed by the researcher and the ratings given on various social issues the majority of students are aware about Health and Safety Measures, Swachh Bharat Abhiyan Environmental Causes and Effects and Woman Empowerment. Whereas students are moderately known to the social issues such as Pollution Control measures and Waste Managements Process. Very few students are known to the Social Laws.

It is observed that many students are unaware about the various social issues and problems in the society and environment.

6.2 Analysis of Students Who Have Attended The NSS Camp of the NSS Unit:

Researcher has analyzed the data collected by student who have attended the NSS Camp as below.

6.2.1 Pre Awareness About The Activities to be Performed During Camp By Camp Students Perspective

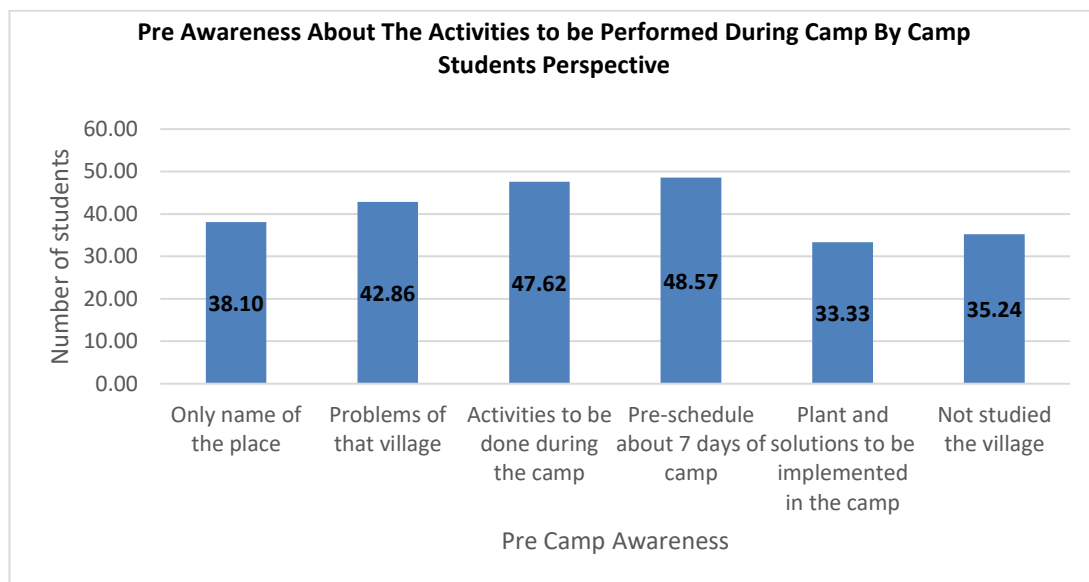


Fig.5: Pre-Awareness About the Activities to be Performed During Camp by Camp Students Perspective

It is observed that there is no proper pre planning and visiting the camp location. Also village study is not done by students before camp.

6.3 Comparative Analysis for the NSS Unit

Researchers have done comparative analysis of the students who have attended and not attended the NSS Camp. .

6.3.1 Comparative Analysis of Camp Students and No Camp Students For Previewing and auditing of the Activities performed:

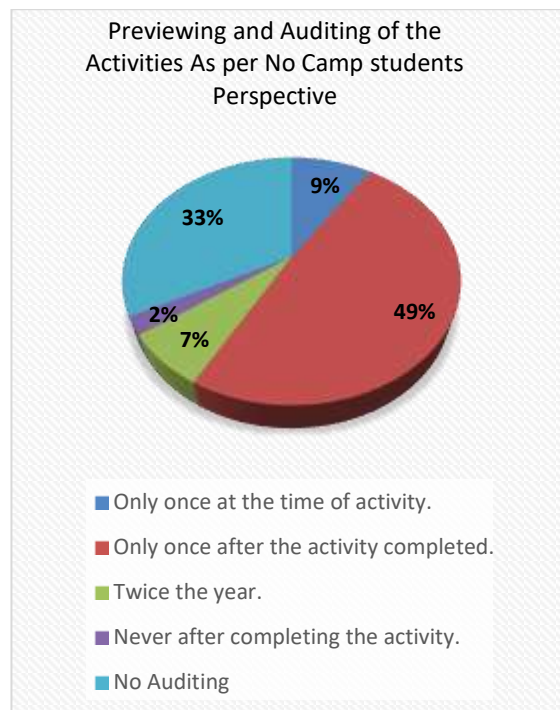


Fig. 6: No Camp Students Perspectives

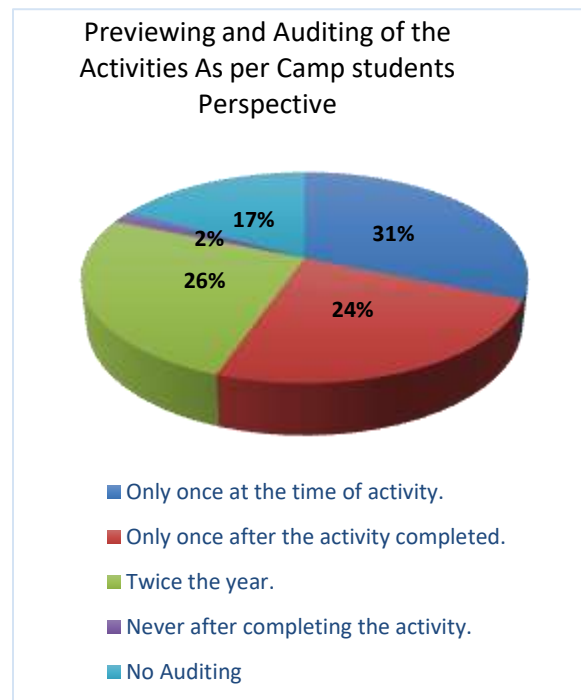


Fig.7: Camp Students

Perspectives

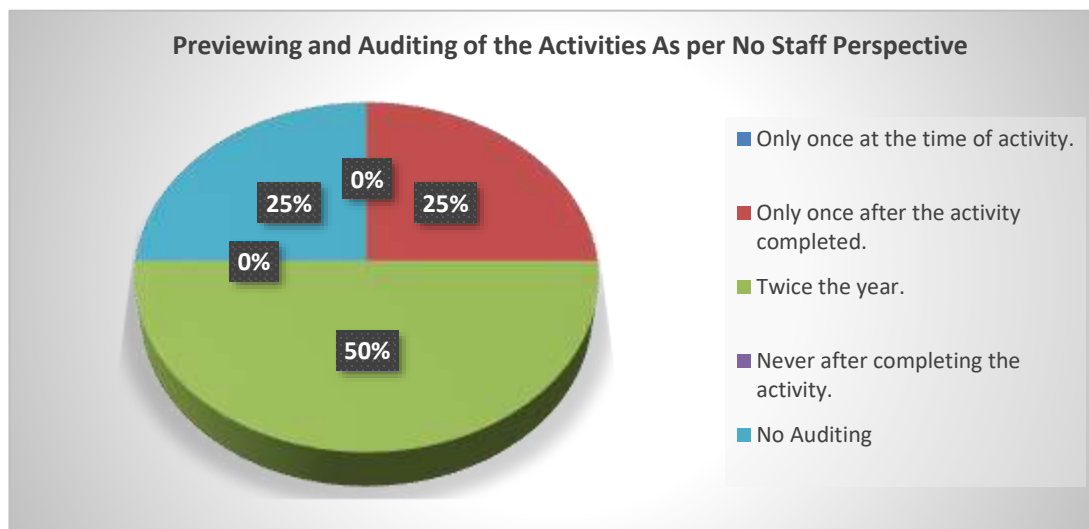


Fig.8: Staff Perspectives

It is observed that 9% No Camp students, 31% Camp students and 0% Staff are agreed that previewing and auditing of the activities are done only once at the time of the activity. Whereas 49% No Camp students, 24% Camp students and 25% Staff are agreed that previewing and auditing of the activities are done only once after the completion of the activity. Whereas 7% No Camp students, 26% Camp students and 50% Staff are agreed that previewing and auditing of the activities are done twice the year after completion of the activity. Whereas 2% No Camp students, 2% Camp students and 0% Staff are agreed that previewing and auditing of the activities are never done after completion of the activity. Whereas 33% No Camp students, 17% Camp students and 25% Staff are agreed that no previewing and auditing of the activities are done after completion of the activity.

There is no proper previewing and auditing of the activities done after completion of the activity.

6.3.2 Comparative Analysis of Camp Students, No Camp Students and Staff For Overall NSS Experience:

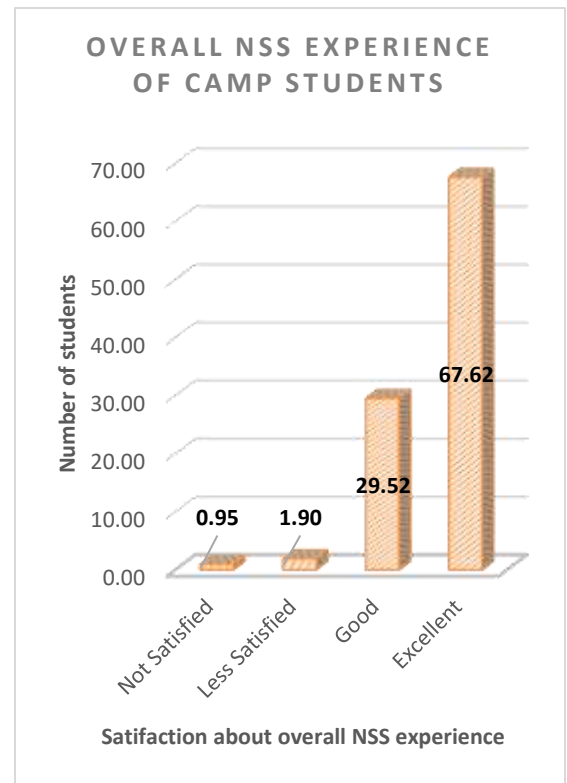
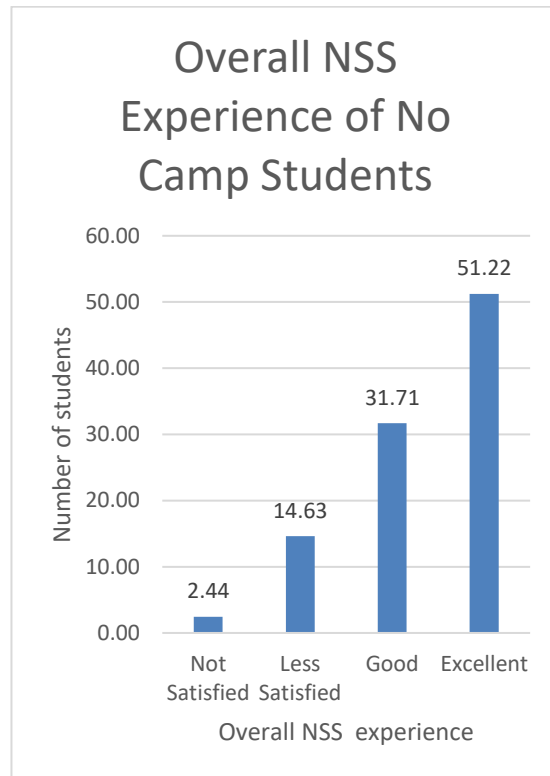


Fig.9: No Camp Students Perspectives Fig. 10: Camp Students Perspectives

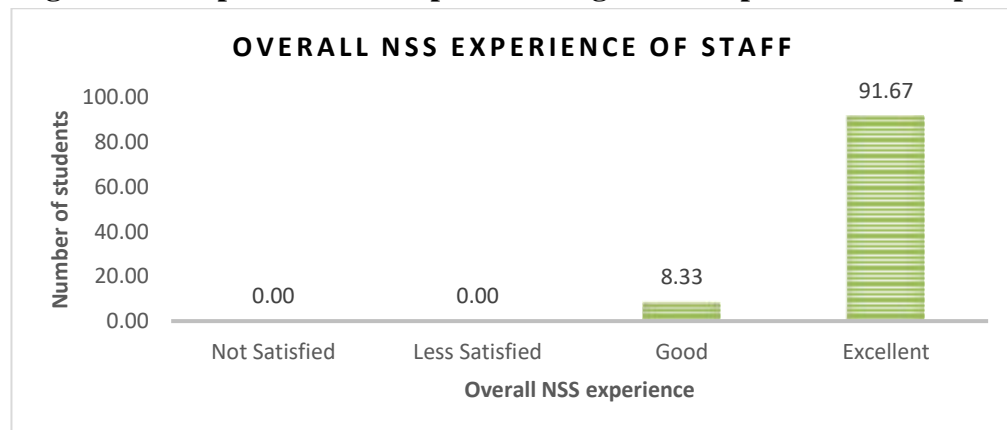


Fig. 11: Staff Perspectives

It is observed that 51% No Camp students, 68% Camp students and 92% Staff are having excellent experience with the NSS. 32% No Camp students, 30% Camp students and 8% Staff are having good experience with the NSS. 15% No Camp students, 2% Camp students and 0% Staff are less satisfied with the NSS experience. 2% No Camp students, 1% Camp students and 0% Staff are not satisfied with the NSS.

It is observed that many of the students and staff are having good and excellent experience with NSS and very few are less satisfied and dissatisfied with NSS experience.

7. Hypothesis

7.1 Pre awareness about the NSS camp.

Chi-Square Test

H₀:Pre-awareness about all aspect of the NSS Camp Location is equally important.

H₁: Pre-awareness about all aspect of the NSS Camp Location is not equally important.

Awareness

	Observed N	Expected N	Residual
Only name of the place	40	43.0	-3.0
Problems of that village	45	43.0	2.0
Activities to be done during nSS Camp	50	43.0	7.0
Pre scheduling of the Camp	51	43.0	8.0
Plant and solutions to be implemented	35	43.0	-8.0
village not studies	37	43.0	-6.0
Total	258		

	Awareness
Chi-Square	5.256 ^a
Df	5
Asymp. Sig.	.385

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 43.0.

Findings

From the above table it can be observed that significant value of Chi Square is more than 0.05 i.e $p > 0.05$ therefore

Null hypothesis will be selected, as the outcome of chi-square test is greater than the level of significance i.e 5%.

Interpretation

As the value is greater than the level of significance so null hypothesis will be selected. So it can be concluded that Pre-awareness about all aspect of the NSS Camp Location is equally important.

7.2 Selection test conducted for selection of student leader.

Chi-Square Test

H₀: All selection tests are equally important.

H₁: All selection tests are not equally important.

Test

	Observed N	Expected N	Residual
Selection test	37	28.7	8.3
Voting system	33	28.7	4.3
Random Selection	21	28.7	-7.7
Favorite	4	28.7	-24.7

Previous Performance	74	28.7	45.3
Bsed			
None	3	28.7	-25.7
Total	172		

	Test
Chi-Square	121.023 ^a
Df	5
Asymp. Sig.	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 28.7.

Findings

It can be observed that significant value of Chi Square is less than 0.05 i.e $p < 0.05$ therefore Null hypothesis will be rejected, as the outcome of chi-square test is smaller than the level of significance i.e 5%.

Interpretation

Here the obtained value is smaller than the level of significance so null hypothesis will be rejected. So it can be concluded that all selection test are not equally important.

8. Findings

1. There was no training given to NSS Volunteers regarding NSS Activities. Also Every student is not completely aware about the activities to be performed before performing the activities.
2. There is no proper pre planning and pre-awareness about NSS Camp before visiting the camp location. Also village study is not done by students before camp. Also Many students are unaware about the various social issues and problems in the society and environment.
3. Many students join NSS because of having interest in social work ,some students join NSS to Know about NSS, some students join NSS just for experience and few of them join NSS for Certification and for gaining 10 marks from university.
4. There is no proper previewing and auditing of the activities done after completion of the activity. There were no sufficient funds for carrying out the NSS activities.

9. Suggestions

1. There should be strong selection test conducted while selecting the students volunteer for the NSS Camp and also the parents meet regarding Importance of NSS activities should be conducted for the parents of NSS volunteers.
2. Pre awareness program about the activities to be performed, social and environmental issues should be conducted before performing the activities also Pre

NSS Camp should be conducted and students should study the village problems before visiting the NSS Camp.

3. Sufficient fund should be given by higher authority for successful conduction of the activities and University person should visit the camp location during 7 days of camp for auditing. Also university should give a feedback on the survey report submitted by the colleges.

10. Conclusion

The researcher has successfully completed the analysis of performance of NSS units of various colleges under Pune City. Researcher understood the process of NSS Units and also identified the problems faced by the colleges while performing the NSS activities. Researcher has also suggested various ways for improvement of performance of NSS units.

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