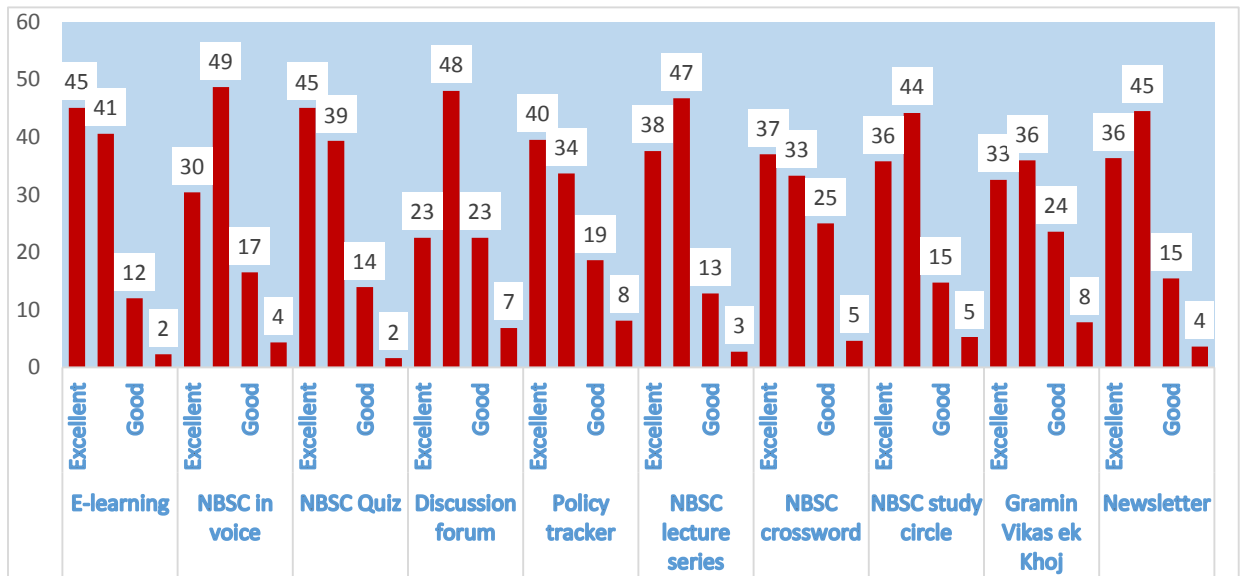




National Bank Staff College- Survey Report on recent initiatives

1/1/2021

Rating of new initiatives of NBSC in %



National Bank Staff College, Lucknow
Shaping Minds to Excel

1) **Introduction:**

NBSC has initiated a large number of academic and non-academic initiatives to make NBSC a “Centre of Excellence” in learning for our officers. Our initiatives encompass areas relating to leveraging of technology, academics, capacity building in new and emerging areas, introduction of new teaching methodology and pedagogical tools, conduct of studies/ research, modernization/ development of training infrastructure as per details given below:

a) **Initiatives leveraging technology:**

- i) Quick migration to on-line training system to meet the challenges of the pandemic
- ii) On-line TNA for a demand-based training paradigm
- iii) Launching of NabScholar, a multifunctional learning management system
- iv) Launching of NBSC-in-Voice leveraging the telegram app
- v) Conducting MOOC on generic thematic areas
- vi) Launching of app for anywhere & anytime asynchronous learning
- vii) Compilation of training data and use of analytics.
- viii) We are presently working to come out with an online training DASHBOARD to serve as a real time MIS on training of NABARD officers.

b) **Academic initiatives:**

- i) Putting in place an incentive-based self-paced e-learning system with 65 e-lessons for Grade A/B/C officers in collaboration with HRMD, HO. We are now working to increase the bouquet of e-lessons to 250 over the next two to three years.
- ii) Launching of a series of micro-learning products like policy tracker, panel-discussion, NBSC lecture series, NBSC discussion forum, online in-house journal (“Gramin Vikas–Ek Khoj”) and Newsletter
- iii) Coming out with fun-based micro-learning products like quiz, crossword and Jigyasa-the knowledge quest

- c) **Initiatives for capacity building in emerging areas :**
- i) To meet the capacity building requirements of our officers in a variety of new and emerging areas of relevance to NABARD, NBSC has been collaborating with Institutes of repute and excellence like RBI, CAFRAL, IIMs, Deloitte, NCDEX, IICA(MOCA), IIBF, IDRBT, CRIDA, IIFSR, IRMA, etc.
- d) **Introduction of new pedagogical tools:**
- i) To improve the productivity and effectiveness of training, we have introduced a number of new pedagogical tools and methods like:
 - ii) Write-shops for DOS programmes
 - iii) NBSC@ RO, highly demand-based customised and tailor-made programmes for capacity building of RO officers
 - iv) Break-out sessions
 - v) Flipped classrooms
 - vi) Gurukul patterned open-air classes under the Banyan tree (to be tried out when physical training at NBSC is permitted)
 - vii) Case-based teaching: Apart from 48 number of case studies/exercises developed by NBSC, we are purchasing in the first phase of about a dozen Harvard Business Review case studies for giving a fillip to the case-study based learning more suited for andragogy. We have already started cases from BCBS papers and articles from Harvard Business Review.
- e) **Studies, research and survey:**
- NBSC has also planned greater forays into the domain of research and studies. Apart from studies on general thematic areas, we conducted two important on-line studies and one users' survey on:
- i) Impact assessment of Basic DoS programmes
 - ii) Studies on on-line training programmes and need for improvisation.
 - iii) NBSC feedback survey

2) Objectives of the Survey

Obtaining honest and realistic users' feedback is a sine-qua-non for making improvements in new products and processes. Accordingly, a survey to solicit feedback on the "New Initiatives of NBSC" was commissioned using the e-LMS portal-"NabScholar". The objective of the survey is to assess the user preferences and obtain feedback on the new initiatives of NBSC with respect to their content coverage & quality, delivery and use of appropriate tools, user interface and ease of learning, etc. The user feedback is anticipated to help NBSC to redefine and make improvements in the learning pedagogy, products and processes in tune with requirements and expectations of our officers

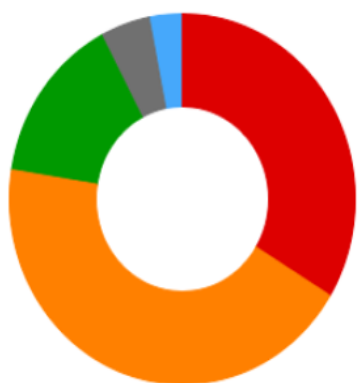
3) Methodology and sample size

A special questionnaire consisting of 56 questions was designed for getting feedback on various initiatives of NBSC and the same was administered to all the NABARD officers through the e-LMS platform. A total of 260 officers have submitted their response, making the sample size at about 10% of the total officers in NABARD, which is fairly representative. Based on data analytics the survey data was analyzed conclusion are drawn.

4) Major findings

The major findings of the survey are briefly presented below:

a) Overall rating for the initiatives of NBSC:



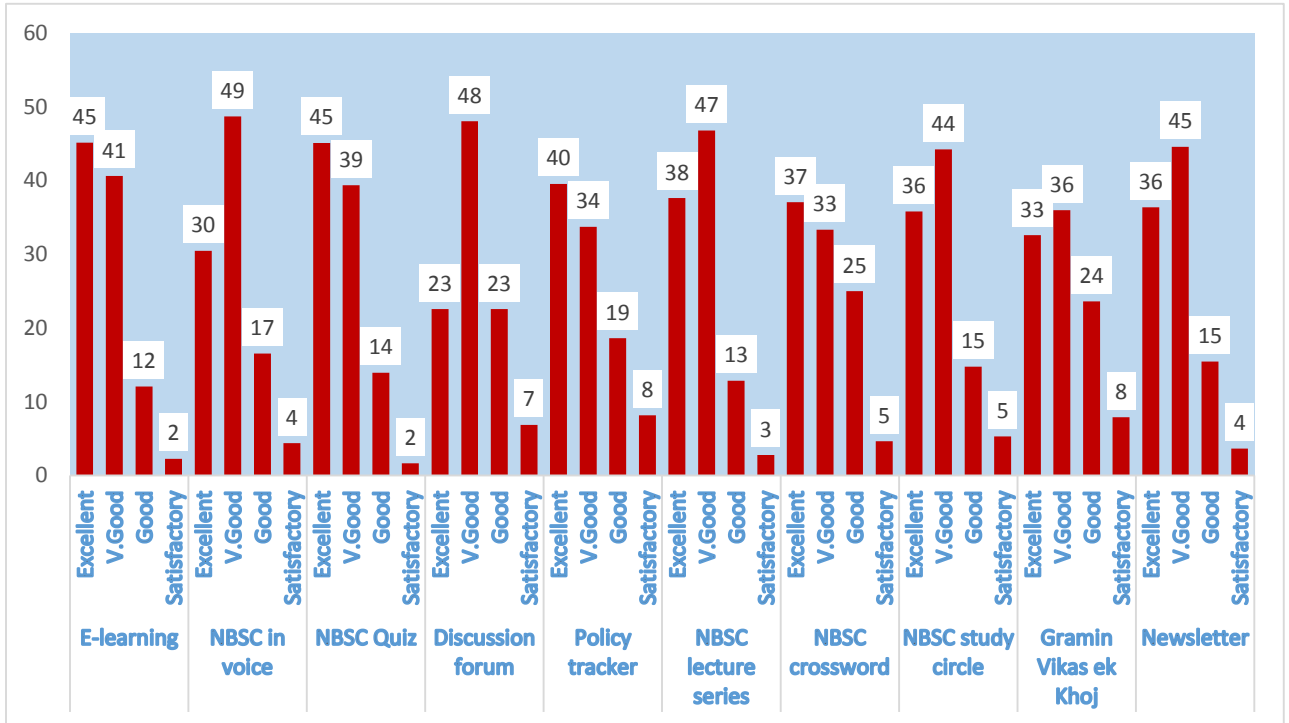
Option	Percent
Excellent	33.72
Very Good	43.8
Good	14.73
Satisfactory	4.65
Not utilized	3.1

- i) A total of 77.5% of the responding officers had rated the initiatives as very good to excellent

ii) Almost a similar rating was obtained for ease of learning in respect of the initiatives.

b) Product-wise rating:

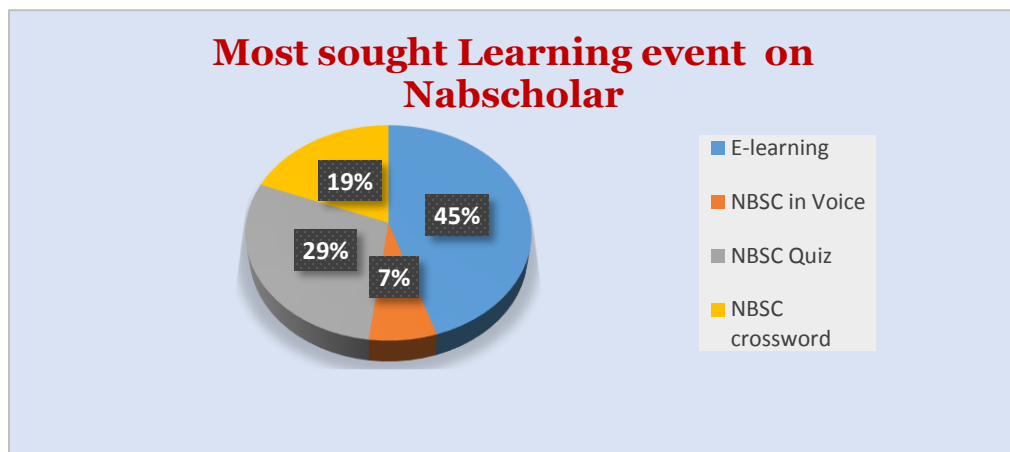
All the products were rated very good to excellent by majority of the responding officers.



c) NabScholar platform- Usage

Nabscholar is a multifunctional platform. Of the total officers who responded to the survey:

i) 93% reported to have visited the portal for using different learning events



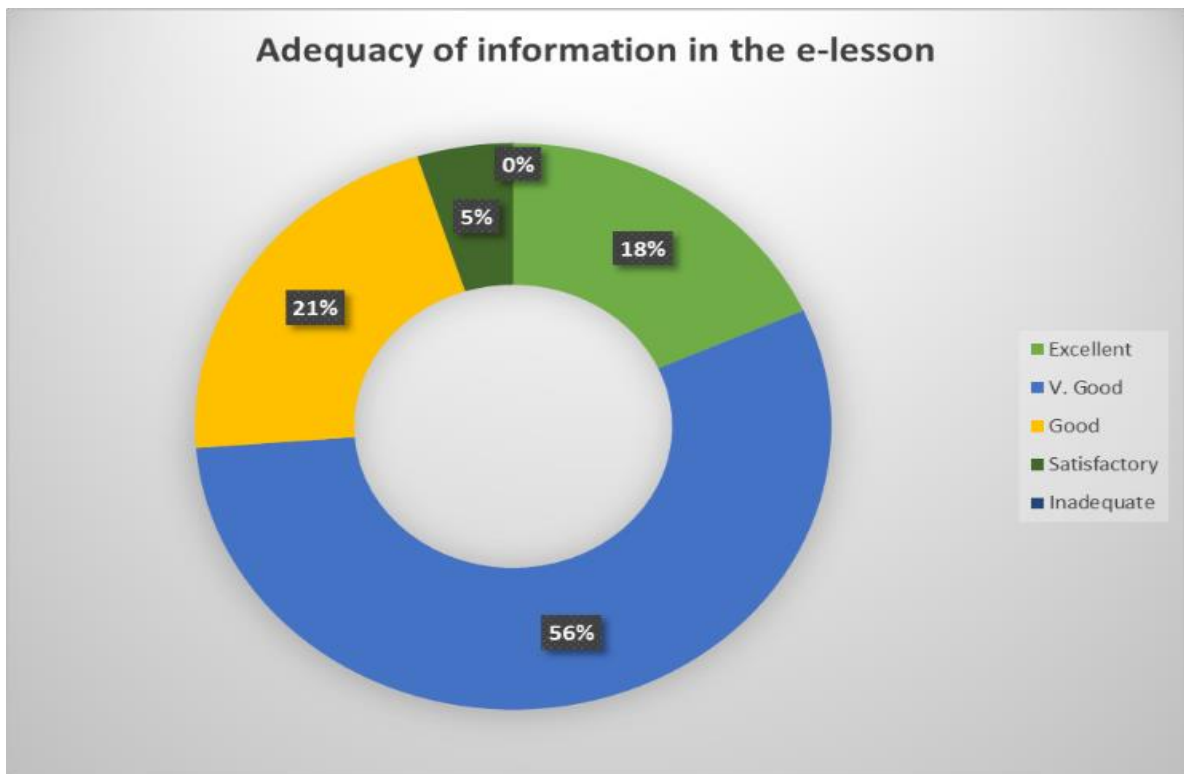
- ii) 82% of the officers found it convenient to log into the portal indicating high ease in accessing.
- iii) The e-learning initiative was the most frequently used initiatives by the respondents followed by NBSC Quiz and Crossword.

d) **e-Learning**

i) **General**

Of the total officers who visited NabScholar portal:

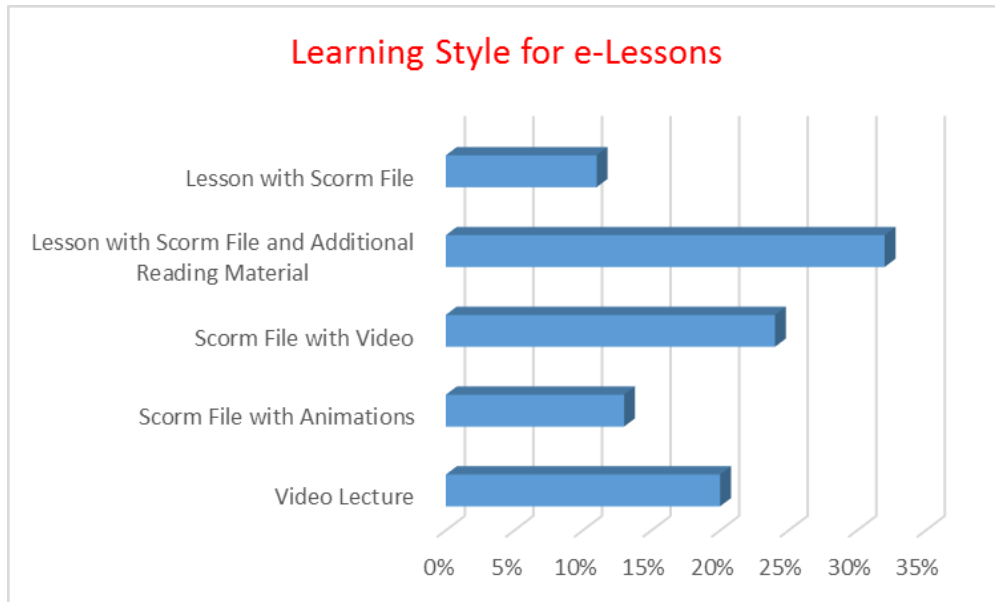
- (1) 70% found the learning experience to be excellent or very good.
- (2) 74% found information to be of immense utility.



- (3) 68% used e-learning module for satiating their knowledge.
- (4) 80% assessed the e- lesson after office hours.
- (5) 93% indicated their comfort level with the additional reading material.

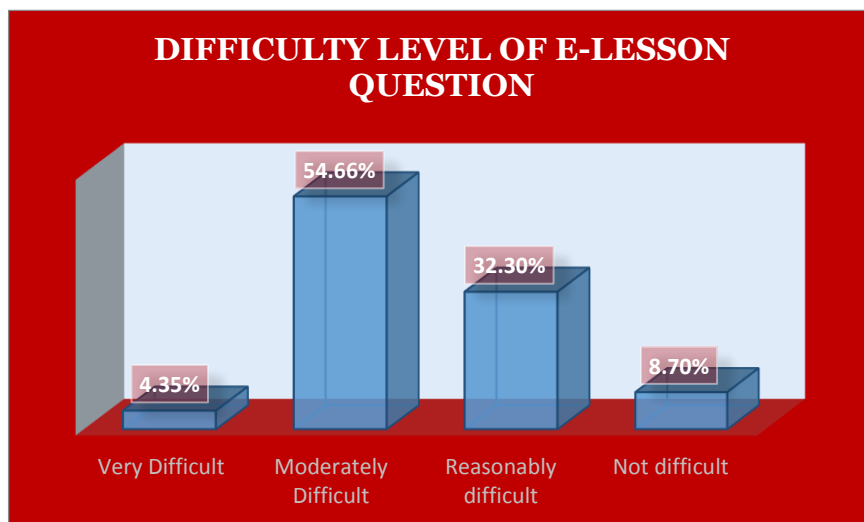
ii) Learning Style preference:

The respondent preference of e-lessons from reading & learning perspective is presented graphically. The graph indicates skewed preference of the officers towards SCROM (Sharable Content Object Reference Model) files with video/ additional reading material.



iii) Difficulty level of questions:

The respondents who have indicated questions to be 'very difficult' have also indicated the following reasons for the same.



(1) Reading material very exhaustive for timely completing one single course.

(2) Links ignored to keep pace with e- lesson reading.

iv) **Adequacy of information and preferred mode of content delivery in the e-lessons:**

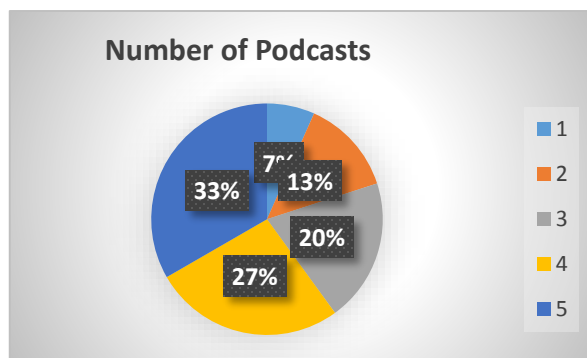
Information provided in the e-lessons have been rated as good to excellent by more than 95% of the responding officers.

Option	Responses
Excellent	30
V. Good	91
Good	35
Satisfactory	8
Inadequate	0

The e-LMS platform has been found to be most suitable for delivery of e-content, with 77% respondents preferring it while other 23% have suggested for mobile based app.

e) **NBSC in-Voice:**

i) **Usage of podcasts:**



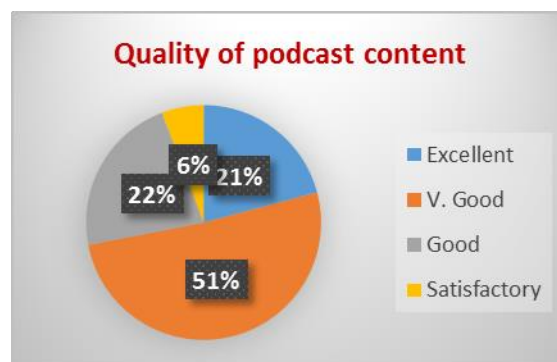
(1) A total 58% of the respondents have listened to the podcast. The frequency of listening to the podcast is variable and inversely related to number of podcasts.

(2) Acceptability of the podcast as a learning tool is slowly picking up.

ii) **Quality of podcasts:**

(1) A total of 34% participants have indicated that the topics for podcast were innovative and 55% have termed it as contemporary.

(2) The rating given by the respondents on quality of podcast is graphically presented.

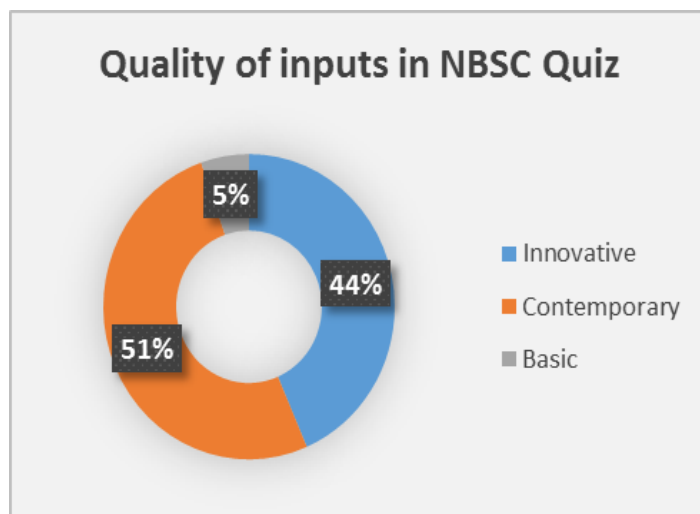


f) **NBSC quiz:**

i) General :

(1) Of the total 241 respondents who have logged into the Nabscholar portal, 46% have attempted NBSC quiz.

(2) 90% of the officers who have attempted the NBSC quiz have found the topics to be relevant to their learning requirements.



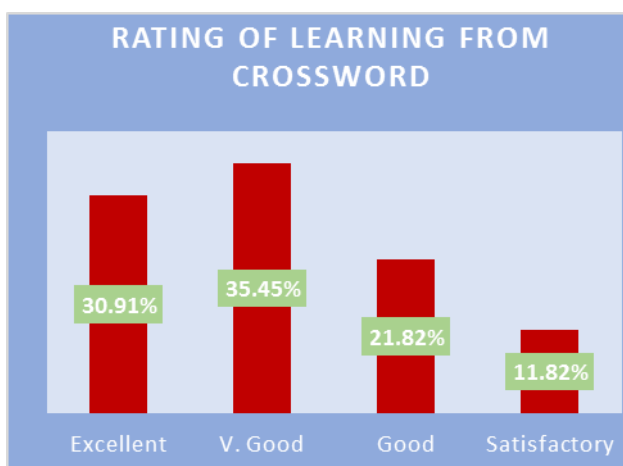
(3) The pie chart indicates that the themes of NBSC quiz are more focused on Innovative and Contemporary areas.

ii) Timings and scheduling: Quiz is kept open for 30 minutes each in two slots on any Wednesday of the month. A set of 50 questions is posed in the quiz. The two slots allocated for quiz are 13.30 – 14.00 and 20.30-21.00 hrs. As regards the adequacy of the time for attempted Quiz, 81% of the officers are satisfied with the quiz interval and timings. The suggestions received from the balance 19% of the officers are given in the box here.

Suggestions

- To allocate a time limit of 40-45 mts for the quiz.
- To allocate 40-60 sec per question as time limit.
- Quiz to be open during Saturday or Sunday
- Keep the quiz accessible beyond the scheduled time without counting the attempt there after towards the quiz results so as to enable the officer to go through the entire set of questions.

g) NBSC Crossword:



- (1) A total of 28% respondents have attempted the crossword
- (2) 86% have found it to be a good to excellent learning event
- (3) Almost all the respondents who attempted the crossword have found the topic selected for crossword to be useful.

h) NBSC Discussion Forum

- (1) Discussion forum has been visited by 30% of the respondent officers
- (2) Only 4.5% have contributed to the discussions.
- (3) Lack of subject knowledge, issue with privacy and time has been attributed as main causes for not contributing to the discussion forum.

i) Gramin Vikas Ek Khoj

- (1) A total of 26% of the officers have read the journal
- (2) 66% of them have found articles to be informative and interesting.
- (3) Majority of the officers (62%) who have read the journal, have expressed their desire to contribute articles to the journal.

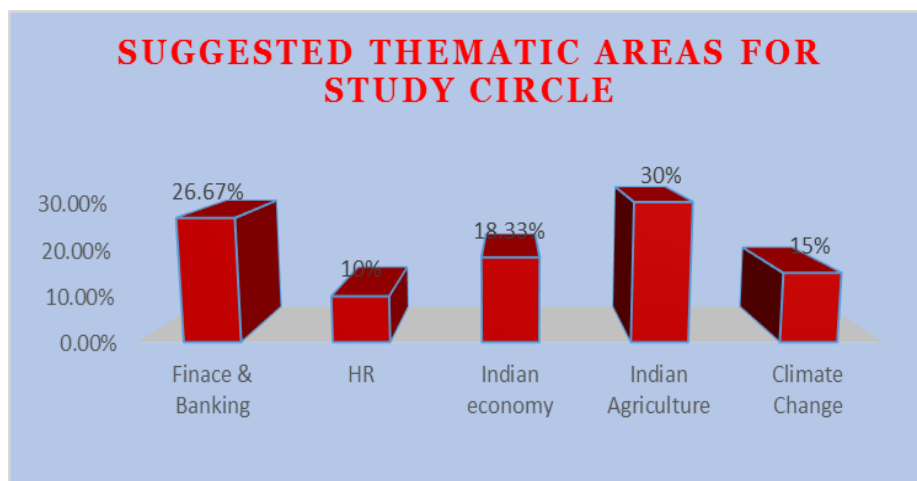
j) NBSC Newsletter

- (1) NBSC newsletter has been read by 37% of the respondent officers, of which 82% found the newsletter informative.

k) Policy tracker

This is a bimonthly document providing a gist of the latest circulars issued by GoI and RBI related to finance, agriculture and rural development.

- (1) Only 22% of the respondents have read the document



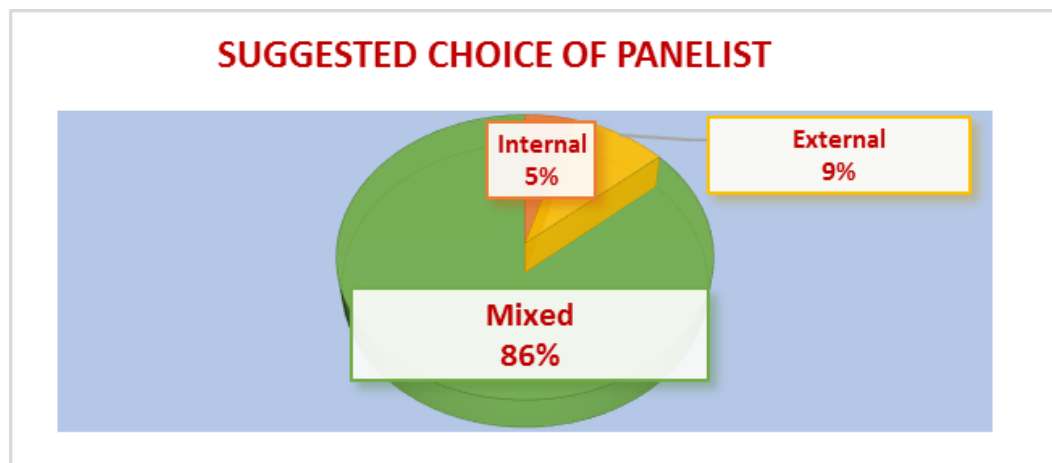
(2) 62% found it useful for day to day functioning and also as inputs for different meetings and workshops.

D) NBSC study circle presentation:

Study circle presentations are on contemporary theme based analytics and forward looking presentations which provide inferences based on review of literature and data. Study circle could elicit response from 27% of the respondents in the survey. The suggested thematic areas for study circle by the active respondents are presented graphically below:

m) **Panel discussion:** NBSC has conducted two panel discussions on the emergent issues related to farm sector reforms and infrastructure requirements in agriculture. Experts, both in-house and from outside, having domain knowledge participate in the discussions. The discussion is being webcasted to all the units.

i) Only 14% of the respondents have listened to the panel discussions. This may be primarily be due to the fact that these discussions are being conducted during office hours.



- ii) Nevertheless, 48% of the respondent who attended the panel discussions found it informative and useful. The respondent preferences for experts are presented graphically on previous page.

5) Suggested measures for improvements:

Sr. No.	Suggestions by participants in brief	Response by NBSC
1.	Development of mobile app for e-LMS would be helpful for asynchronous learning especially for DDMs	This has already been developed by NBSC and operationalized
2.	Improvements in the crossword input method as writing with mouse is difficult.	This is a fun activity combined with learning. Participants can download the cross-word and fill it up by pen and compare later on with the solution when uploaded by NBSC. Meanwhile NBSC will look for a technical solution to solving the cross-word online.
3.	Journal should include articles on subsidiaries.	We will definitely publish any good articles on subsidiaries. We solicit such articles from our officers presently posted in NABARD Subsidiaries.
4.	NBSC podcast need to be followed up with write-up for future references	NBSC will provide write up in NBSC corner for all future podcast.
5.	Podcast can include articles related to Agri and fintech start-ups	We will certainly publish articles on agri and fintech start-ups as and when we receive good articles.
6.	Increase in the quiz time from presently 30 minutes	This is being examined.

Sr. No.	Suggestions by participants in brief	Response by NBSC
7.	Accessibility of the quiz questions to the officers even after the closure of the stipulated attempt window	Question –wise correct answer and analytics will be uploaded in future at the time of declaring winners/results.

6) Conclusion:

It is heartening to know that most of the new initiatives have been rated excellent/very good by the participants of the survey. The acceptance/ popularity of the new initiatives is expected to pick up further with the passage of time as the awareness and usefulness of these micro-learning initiatives to our officers increases. NBSC on its part will continue to innovate to come out with fresh set of initiatives and will also make refinement/s in the existing products by obtaining feedback from our Officers. We request all our officers to give us feedback/suggestions any time and in any form and also inform us about any new learning innovation that NBSC can adopt for shaping your minds to excel. NBSC requests feedback to serve you better.
