**Needs Assessment Assignment**Part A: Person Analysis   
MGMT 4486

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**Person Analysis:** The person analysis is one of the 3 main components of a need’s analysis process. This component defines the desired performance, determines the gap between desired and actual performance, and identifies any obstacles (Saks, & Haccoun, 2016). For this paper, the person analysis is based on a survey of thirty-one Saint Mary’s University (SMU) students on the topic of cultural awareness. The person analysis provides circuital information about what current level of awareness is amongst students. The results will help to identify who needs training and to determined if training is the correct approach to closing the gap (Saks, & Haccoun, 2016).

**Results:** A total of thirty-one SMU students were surveyed. Most of our sample are in their 4th year of study, however their field of study varied. The results are as followed: 49% domestic students, and 51% international students. According to our findings, 76% of the students interviewed deemed multicultural awareness as extremely important in school. Furthermore, 71% of them claimed Saint Mary’s had prepared them to be successful in a multicultural environment. However, 84% wished to have further training on said subject.

**Define the Desired Performance:** Saint Mary’s University aims to teach and prepare students to be successful in a multicultural work environment as well as make then feel welcome and connected on a diverse campus. They are attempting to achieve this goal by offering a variety of societies to all students including: Aboriginal Society, African Student Society, Caribbean Society, Chinese Student Society, Korean Students Society, Latin America Society, Muslim Society, and Saudi Students (Saint Mary’s University 2019., p 1).

**Determine the gap between desired and actual performance:** According to our survey SMU has done a wonderful job promoting multicultural awareness. Students claimed they had gained skills such as teamwork, communication, culture and global awareness, open mindedness, as well as tolerance. However, students believe there is more that the university can do to prepare them and teach them better. Suggestions included promoting more encounters between students of different backgrounds, more multiculturalism events and workshops. Furthermore, training professors on awareness as well as having them talk about multiculturalism in class. Our findings suggested that although SMU is on the right path, there are still numerous things it could be doing to narrow the gap of cultural awareness.

**Identified obstacles:** Some obstacles were identified at different levels of the process. During the survey design, the questions were created to identify the gap between the student’s current skill set and the skills they needed to become successful in a multicultural environment. However, some students participating in the survey might not be fully aware of their own skill set or might be biased when answering the questions. Distributing the survey to a large enough sample also proved to be difficult under the limited time frame.

**Conclusion:** Considering Saint Mary’s University desired performance, they face multiple berries when attempting to promote cultural awareness on their campus. These berries include the numerous backgrounds of students as it would be difficult to raise awareness all of their various cultures; and resistance as the process of becoming better multiculturally aware involves the possibility of being uncomfortable. Therefore, not everyone will welcome the process in the same way. Students will need more open mindedness and the will and want to learn. If those qualities are not present, Saint Mary’s will have a difficult time implementing their desired standard in preparing and training their students to be successful in a multicultural environment.

**Sample Survey**

1. Are you domestic or international student?

1. Domestic
2. International

2. What is your field of study? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. What year are you in? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. How important do you think it is to have multicultural awareness in school? (Insert scale)

5.  What skills do you think will make you successful in a multicultural workplace?

6. What skills have you acquired in your studies at SMU that you think will be beneficial in a multicultural workplace?

7. Do you think Saint Mary’s University has prepared you to be successful in a multicultural environment?

1. Yes
2. Not sure
3. No

8. If yes, what are some ways SMU has prepared you?

9. What more do you think SMU can do to help to improve awareness of multiculturalism?

10. What obstacles have you faced working in a multicultural environment? (Think about your group work, performance and more)

11. Do you hope to have more training on how to be successful in a multicultural work environment?

**Results:**

https://www.surveymonkey.com/stories/SM-ZDNS6HPL/

**References**

Saint Mary’s University (2019)., *Saint Mary’s University | clubs & societies.* Retrieved from smu.ca/campus-life/clubs-and-societies.html

Saks, A. M., & Haccoun, R. R. (2016). *Managing performance through training and development*. Toronto: Thomson Nelson.