

Bartësi Privat i Arsimit të Lartë  
Private Bearer of Higher Education



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## Staff Satisfaction Survey

Results of analysis

2020

## The Report Draft: Office for Quality Assurance

The Staff Satisfaction Survey is conducted with the regular staff of the College, once a year.

The survey includes staff satisfaction regarding these aspects of the academic workplace:

1. Personal and Demographic Information
2. State of the Institution
3. State of the Staff
4. College support services
5. Staff Governance
6. Job Satisfaction

Result report

Number of respondents: 200

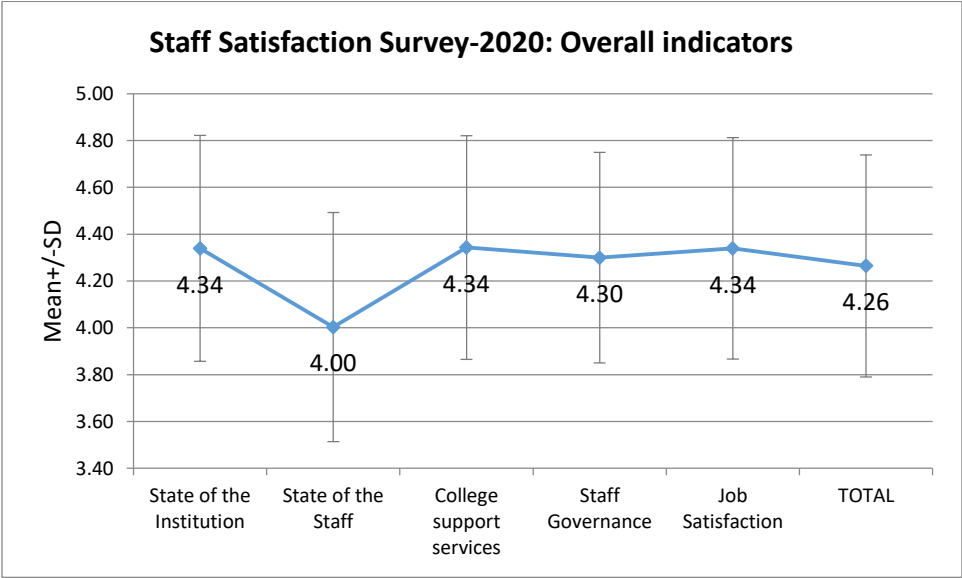
Percentage of total number of teachers: 70.9%

Method of realization: with the electronic questionnaire Staff Satisfaction Survey

Survey summary results report: [Staff Satisfaction Survey-2020](#) (200 participants): At the lowest average score (according to Likert score 1 to 5) is assessed the status of academic staff (4.0 +/- 0.49), while other categories of indicators have been at higher average values, from 4.3 to 4.34. However, our objective regarding the satisfaction of the academic staff for all indicators is intended to increase above 4.5.

Consolidated indicators of academic staff job satisfaction are high. In 2020, 93.5% of respondents do not express interest in employment in any other institution (metric indicator 3.2. State of the Staff). College staff members are of the opinion that incomes and promotions are equal (metric indicator 2.5) and everyone is satisfied with working conditions (100%, indicator 6.2).

Metrics	Overall indicators	Mean	SD
2	State of the Institution	4.34	0.48
3	State of the Staff	4.00	0.49
4	College support services	4.34	0.48
5	Staff Governance	4.30	0.45
6	Job Satisfaction	4.34	0.47
7	TOTAL	4.26	0.47



Overall indicators		Absolute Frequencies of answers						Relative Frequencies of answers					Abstention	Mean	Stdev
2	State of the Institution	1	2	3	4	5	Total	1	2	3	4	5			
2.1.	I know the vision, mission, and objectives of the college:	0	0	2	134	64	200	0.0	0.0	1.0	67.0	32.0	100.0	4.3	0.5
2.2.	College has clear long range plans	0	0	4	130	66	200	0.0	0.0	2.0	65.0	33.0	100.0	4.3	0.5
2.3.	College has strategies in place addressing campus sustainability	0	0	3	135	62	200	0.0	0.0	1.5	67.5	31.0	100.0	4.3	0.5
2.4.	College provides an engaging campus atmosphere	0	0	0	111	89	200	0.0	0.0	0.0	55.5	44.5	100.0	4.4	0.5
2.5.	Salaries and raises are equitable	0	0	4	145	51	200	0.0	0.0	2.0	72.5	25.5	100.0	4.2	0.5
2.6.	Administration effectively works with the staff employees to achieve common goals	0	0	7	148	45	200	0.0	0.0	3.5	74.0	22.5	100.0	4.2	0.5
2.7.	College has good computer systems to assist employees and students.	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0	4.4	0.5
2.8.	College promotes excellent employee-administration relationships	0	0	3	134	63	200	0.0	0.0	1.5	67.0	31.5	100.0	4.3	0.5
2.9.	Established standards and procedures define job expectations for employees	0	0	0	140	60	200	0.0	0.0	0.0	70.0	30.0	100.0	4.3	0.5
2.10.	Job responsibilities are communicated clearly to employees	0	0	0	84	116	200	0.0	0.0	0.0	42.0	58.0	100.0	4.6	0.5
2.11.	College analyzes complaints to determine appropriate remedial actions.	0	0	0	90	110	200	0.0	0.0	0.0	45.0	55.0	100.0	4.6	0.5
2.12.	Staff input is systematically monitored and measured as a basis for improvement	0	0	1	155	44	200	0.0	0.0	0.5	77.5	22.0	100.0	4.2	0.4
2.13.	College uses teams/committees to solve problems	0	0	8	150	42	200	0.0	0.0	4.0	75.0	21.0	100.0	4.2	0.5
2.14.	College analyzes all relevant data before making decisions	0	0	0	123	77	200	0.0	0.0	0.0	61.5	38.5	100.0	4.4	0.5
2.15.	College believes in continuous quality improvement.	0	0	0	109	91	200	0.0	0.0	0.0	54.5	45.5	100.0	4.5	0.5
2.16.	College provides adequate financial/budget support for departments/ work units	0	0	2	116	82	200	0.0	0.0	1.0	58.0	41.0	100.0	4.4	0.5
2.17.	College administration promotes academic excellence.	0	0	3	138	59	200	0.0	0.0	1.5	69.0	29.5	100.0	4.3	0.5

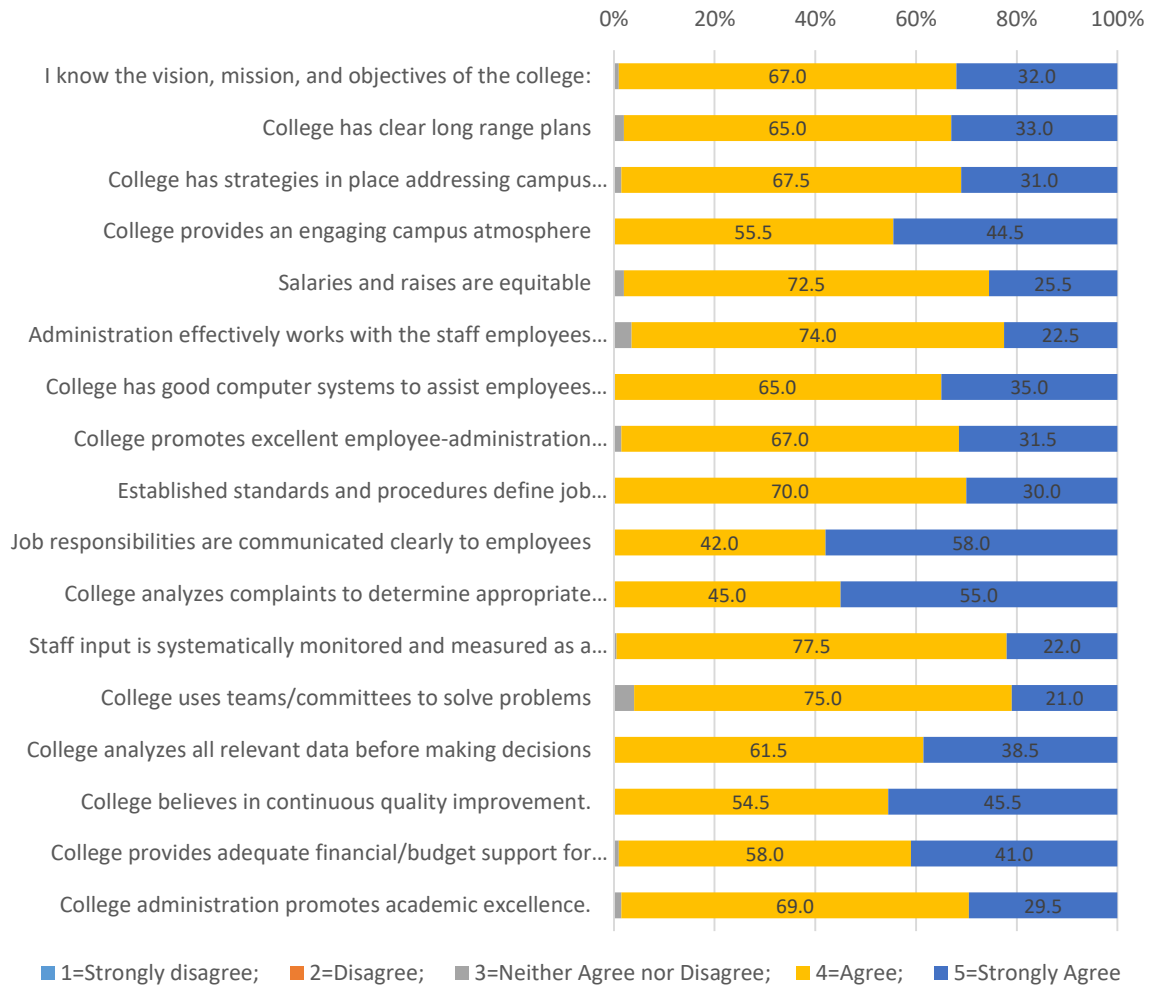
3	State of the Staff:	1	2	3	4	5	Total	1	2	3	4	5	Total	Abstention	Mean	Stdev
3.1.	College staff promote academic excellence	0	0	0	85	115	200	0.0	0.0	0.0	42.5	57.5	100.0	4.6	0.5	
3.2.	I am actively seeking employment at other institutions/organizations	65	122	13	0	0	200	32.5	61.0	6.5	0.0	0.0	100.0	1.7	0.6	
3.3.	I know what is expected of me	0	0	2	150	48	200	0.0	0.0	1.0	75.0	24.0	100.0	4.2	0.4	
3.4.	I am satisfied with the work of others around me	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0	4.4	0.5	
3.5.	I feel staff work well together	0	0	2	134	64	200	0.0	0.0	1.0	67.0	32.0	100.0	4.3	0.5	
3.6.	I feel staff and faculty work well together	0	0	0	140	60	200	0.0	0.0	0.0	70.0	30.0	100.0	4.3	0.5	
3.7.	My supervisor helps me improve my job performance	0	0	0	97	103	200	0.0	0.0	0.0	48.5	51.5	100.0	4.5	0.5	

4	College support services	1	2	3	4	5	Total	1	2	3	4	5	Total	Abstention	Mean	Stdev
4.1.	Department within my college	0	0	4	140	56	200	0.0	0.0	2.0	70.0	28.0	100.0	4.3	0.5	
4.2.	The Center for Extended Learning	0	0	2	135	63	200	0.0	0.0	1.0	67.5	31.5	100.0	4.3	0.5	
4.3.	Enrollment Services	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0	4.4	0.5	
4.4.	Office for Human Resources	0	0	0	80	120	200	0.0	0.0	0.0	40.0	60.0	100.0	4.6	0.5	
4.5.	Library	0	0	10	140	50	200	0.0	0.0	5.0	70.0	25.0	100.0	4.2	0.5	
4.6.	College Communications (Information Office)	0	0	0	160	40	200	0.0	0.0	0.0	80.0	20.0	100.0	4.2	0.4	
4.7.	IT Central	0	0	0	125	75	200	0.0	0.0	0.0	62.5	37.5	100.0	4.4	0.5	
4.8.	President's/Rector Office	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0	4.4	0.5	
4.9.	Management	0	0	0	110	90	200	0.0	0.0	0.0	55.0	45.0	100.0	4.5	0.5	

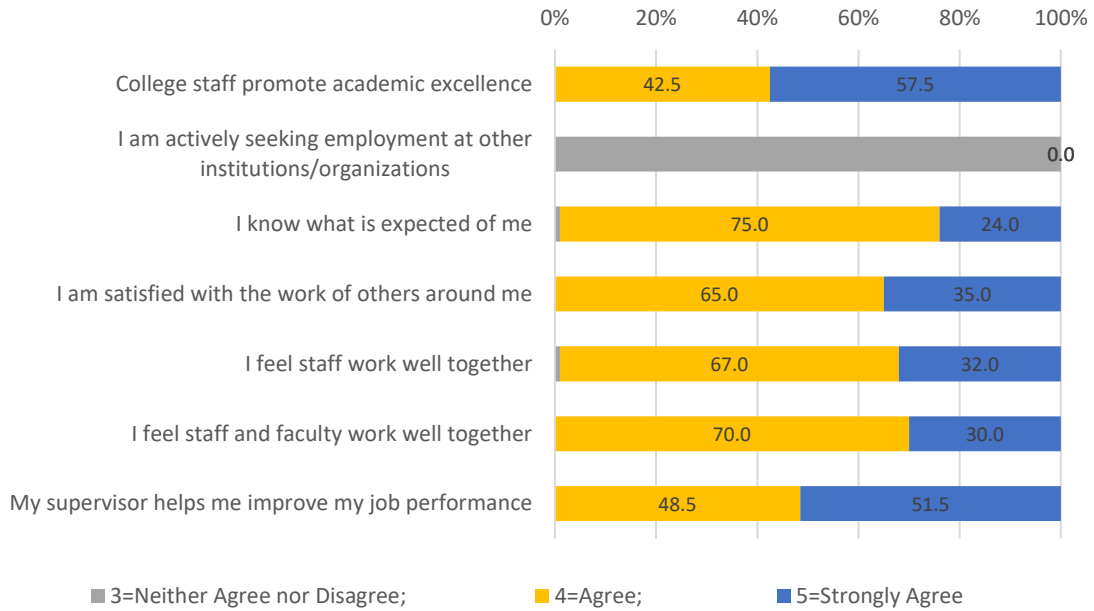
5	Staff Governance	1	2	3	4	5	Total	1	2	3	4	5	Total	Abstention	Mean	Stdev
5.1.	I am satisfied with the overall effectiveness of staff governance at College	0	0	0	104	96	200	0.0	0.0	0.0	52.0	48.0	100.0	4.5	0.5	
5.2.	The Senate's role at College is clear	0	0	0	170	30	200	0.0	0.0	0.0	85.0	15.0	100.0	4.2	0.4	
5.3.	I am aware of Senate activities	0	0	0	170	30	200	0.0	0.0	0.0	85.0	15.0	100.0	4.2	0.4	
5.4.	The administration takes Senate decisions seriously	0	0	0	120	80	200	0.0	0.0	0.0	60.0	40.0	100.0	4.4	0.5	
5.5.	Administrators treat employees well	0	0	2	130	68	200	0.0	0.0	1.0	65.0	34.0	100.0	4.3	0.5	
5.6.	Administrators cultivate positive relationships with students	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0	4.4	0.5	
5.7.	Administrators are committed to providing quality service	0	0	0	170	30	200	0.0	0.0	0.0	85.0	15.0	100.0	4.2	0.4	
5.8.	Administrators set examples if quality service in their day-to-day performance.	0	0	0	150	50	200	0.0	0.0	0.0	75.0	25.0	100.0	4.3	0.4	
5.9.	Administrators recognize staff employees when they do a good job	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0	4.4	0.5	
5.10.	Administrators pay attention to my opinions	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0	4.4	0.5	
5.11.	Administrators have confidence and trust in me	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0	4.4	0.5	
5.12.	Administrators share information regularly with staff employees	0	0	0	140	60	200	0.0	0.0	0.0	70.0	30.0	100.0	4.3	0.5	
5.13.	Employees receive special training in improving customer service	0	0	0	110	90	200	0.0	0.0	0.0	55.0	45.0	100.0	4.5	0.5	
5.14.	Employees are involved in the development and improvement of performance measures	0	0	2	160	38	200	0.0	0.0	1.0	80.0	19.0	100.0	4.2	0.4	
5.15.	Employees suggestions are used to improve our institution	0	0	5	140	55	200	0.0	0.0	2.5	70.0	27.5	100.0	4.3	0.5	

<b>6</b>	<b>Job Satisfaction</b>	0	0	12	2354	1234	3600	0.0	0.0	0.3	65.4	34.3	100.0		4.3	0.5
6.1.	Opportunity to implement new ideas	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0		4.4	0.5
6.2.	Working conditions (hours, location, equipment's, etc).	0	0	0	135	65	200	0.0	0.0	0.0	67.5	32.5	100.0		4.3	0.5
6.3.	Autonomy and Independence	0	0	0	120	80	200	0.0	0.0	0.0	60.0	40.0	100.0		4.4	0.5
6.4.	Professional relationships with other staff employees	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0		4.4	0.5
6.5.	Social relationships with other staff	0	0	1	167	32	200	0.0	0.0	0.5	83.5	16.0	100.0		4.2	0.4
6.6.	Competence of colleagues	0	0	0	140	60	200	0.0	0.0	0.0	70.0	30.0	100.0		4.3	0.5
6.7.	Recruiting of students	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0		4.4	0.5
6.8.	Relationship with administration	0	0	1	134	65	200	0.0	0.0	0.5	67.0	32.5	100.0		4.3	0.5
6.9.	I feel secure in my job	0	0	0	112	88	200	0.0	0.0	0.0	56.0	44.0	100.0		4.4	0.5
6.10.	College listens to its employees	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0		4.4	0.5
6.11.	College involves its employees in planning for the future	0	0	0	140	60	200	0.0	0.0	0.0	70.0	30.0	100.0		4.3	0.5
6.12.	College regularly conducts surveys to evaluate the quality of its programs and services	0	0	0	105	95	200	0.0	0.0	0.0	52.5	47.5	100.0		4.5	0.5
6.13.	Each department or work unit has written, up-to-date service expectations	0	0	0	153	47	200	0.0	0.0	0.0	76.5	23.5	100.0		4.2	0.4
6.14.	Processes for selecting, orientating, training, empowering and recognizing employees are carefully planned.	0	0	0	150	50	200	0.0	0.0	0.0	75.0	25.0	100.0		4.3	0.4
6.15.	Employees are empowered to resolve problems quickly	0	0	0	130	70	200	0.0	0.0	0.0	65.0	35.0	100.0		4.4	0.5
6.16.	Employees are rewarded for outstanding job performance	0	0	10	110	80	200	0.0	0.0	5.0	55.0	40.0	100.0		4.4	0.6
6.17.	Employees are encouraged to provide suggestions on ways to improve work flow	0	0	0	135	65	200	0.0	0.0	0.0	67.5	32.5	100.0		4.3	0.5
6.18.	Overall job satisfaction	0	0	0	103	97	200	0.0	0.0	0.0	51.5	48.5	100.0		4.5	0.5

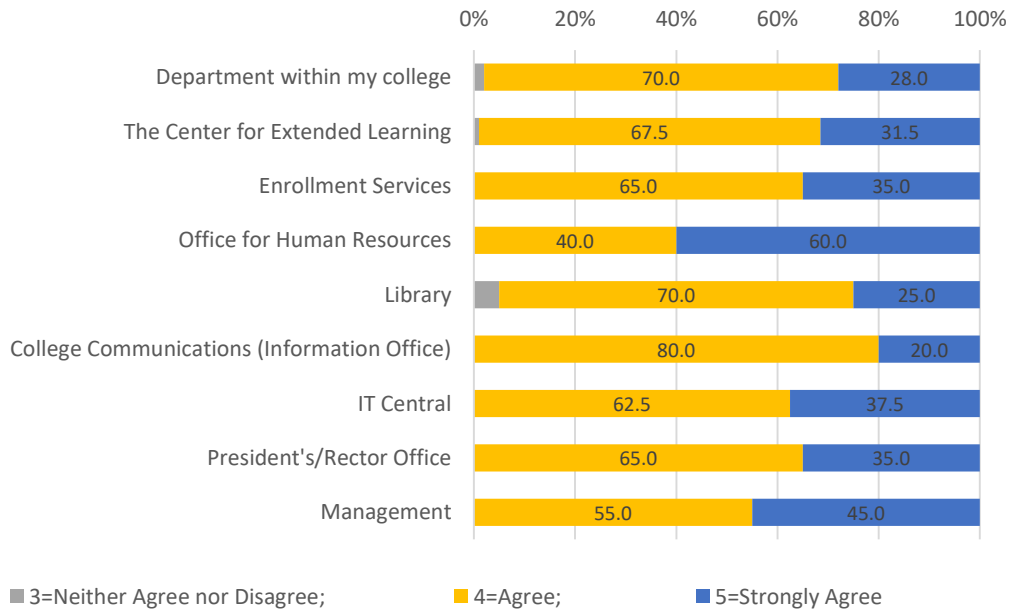
### State of the Institution



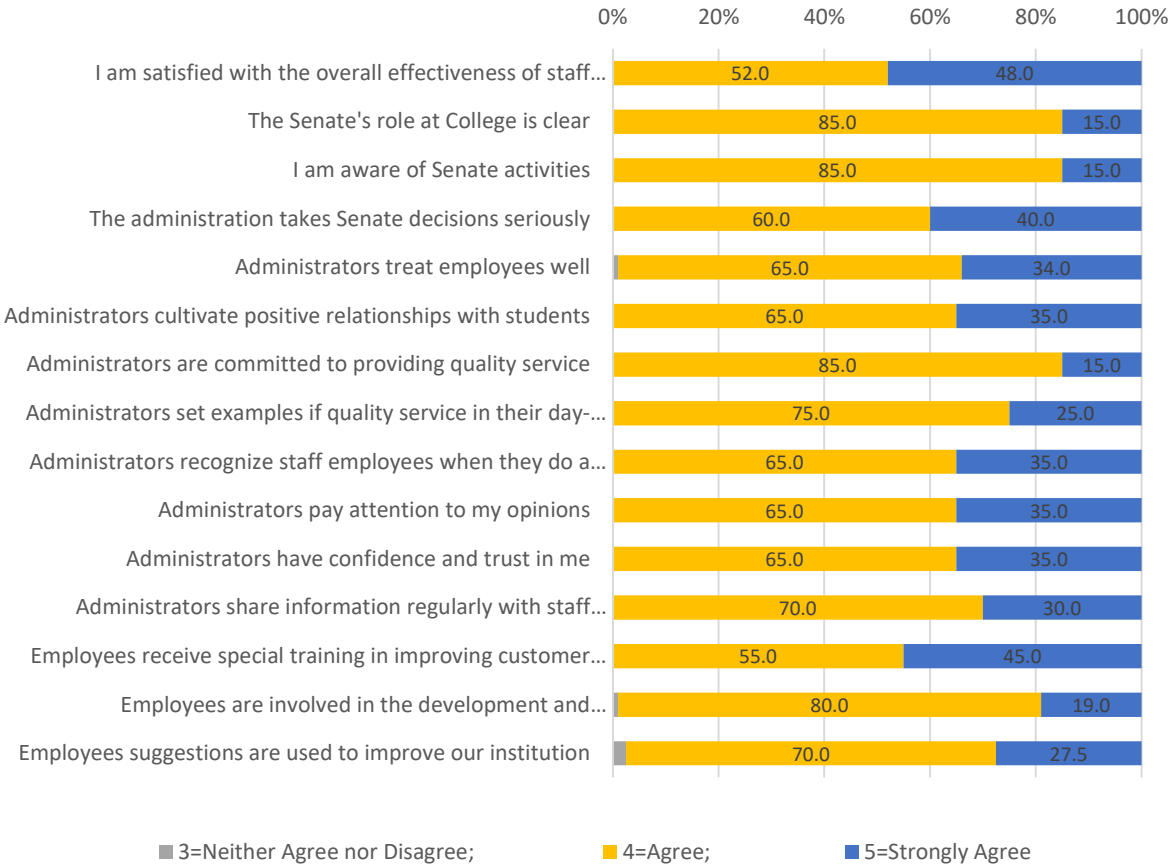
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### College support services

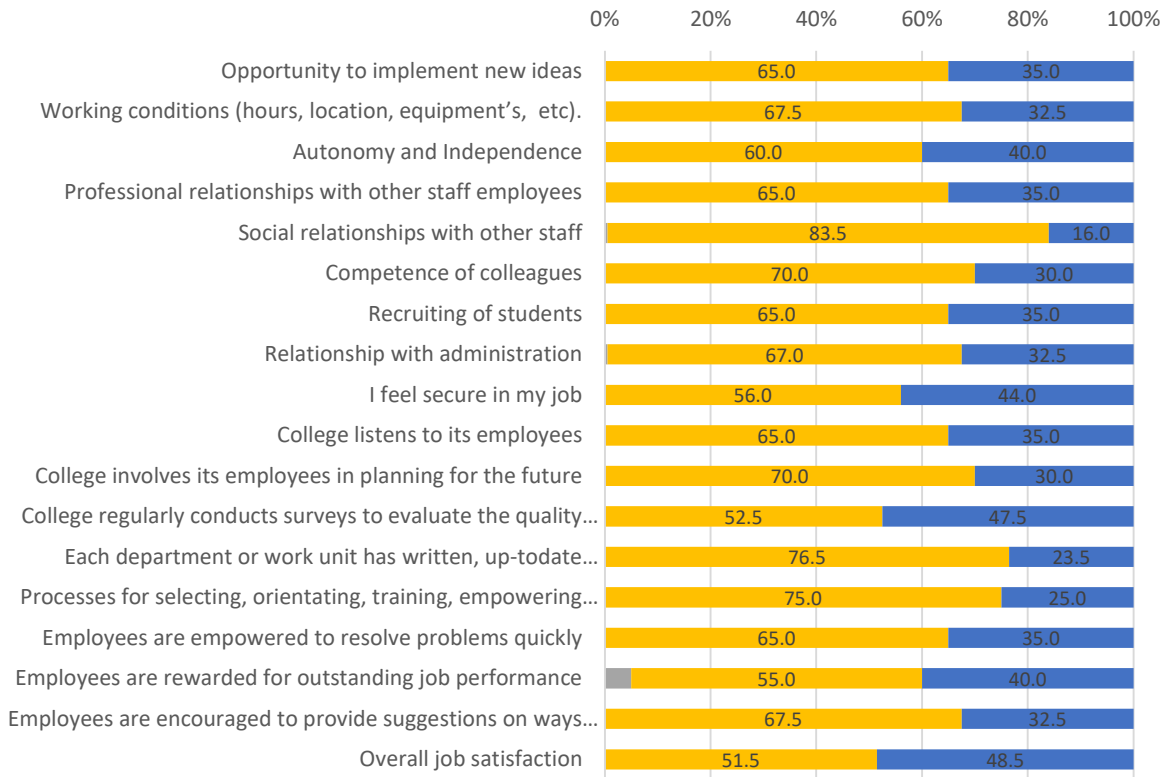


### Staff Governance





## Job Satisfaction



■ 3=Neither Agree nor Disagree;

■ 4=Agree;

■ 5=Strongly Agree