

Bartësi Privat i Arsimit të Lartë
Private Bearer of Higher Education



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Staff Satisfaction Survey

Results of analysis

2022

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: 110

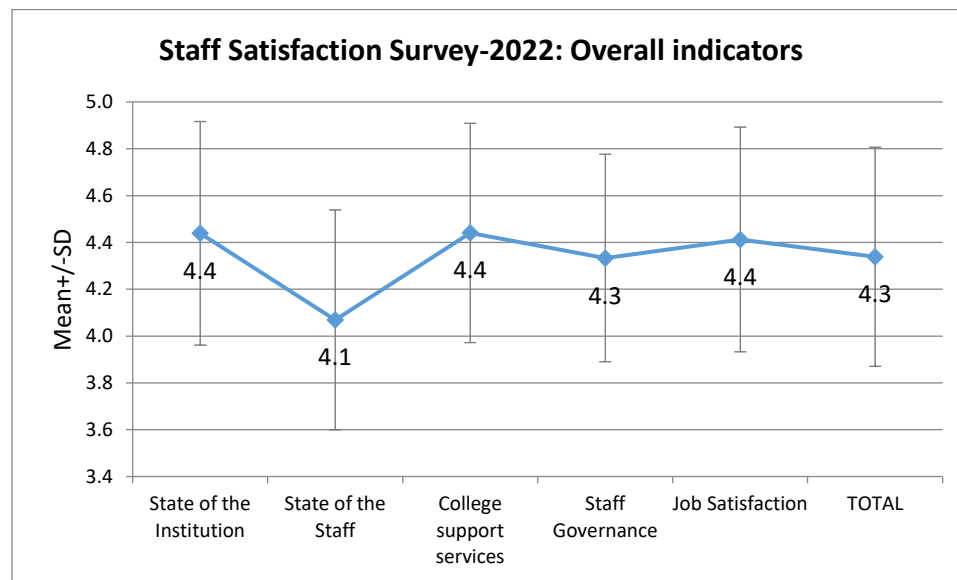
Percentage of total number of teachers: 41.8%

Method of realization: with the electronic questionnaire Staff Satisfaction Survey

Survey summary report: **Staff Satisfaction Survey-2022:** The lowest average score (according to Likert score 1 to 5) was assessed for Academic Staff Status (4.1 +/- 0.5), while other categories of indicators were in values higher averages, from 4.3 to 4.4. 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 2022, 95.5% 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 (98.2%, 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	4.4	0.5
3	State of the Staff	4.1	0.5
4	College support services	4.4	0.5
5	Staff Governance	4.3	0.4
6	Job Satisfaction	4.4	0.5
7	TOTAL	4.3	0.5



Metrics	Overall indicators	Absolute Frequencies of answers						Relative Frequencies of answers					
2	State of the Institution	1	2	3	4	5	Total	1	2	3	4	5	Total
2.1.	I know the vision, mission, and objectives of the college:	0	0	1	65	44	110	0.0	0.0	0.9	59.1	40.0	100.0
2.2.	College has clear long range plans	0	0	3	62	45	110	0.0	0.0	2.7	56.4	40.9	100.0
2.3.	College has strategies in place addressing campus sustainability	0	0	3	67	40	110	0.0	0.0	2.7	60.9	36.4	100.0
2.4.	College provides an engaging campus atmosphere	0	0	0	43	67	110	0.0	0.0	0.0	39.1	60.9	100.0
2.5.	Salaries and raises are equitable	0	0	2	78	30	110	0.0	0.0	1.8	70.9	27.3	100.0
2.6.	Administration effectively works with the staff employees to achieve common goals	0	0	6	79	25	110	0.0	0.0	5.5	71.8	22.7	100.0
2.7.	College has good computer systems to assist employees and students.	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
2.8.	College promotes excellent employee-administration relationships	0	0	2	65	43	110	0.0	0.0	1.8	59.1	39.1	100.0
2.9.	Established standards and procedures define job expectations for employees	0	0	0	70	40	110	0.0	0.0	0.0	63.6	36.4	100.0
2.10.	Job responsibilities are communicated clearly to employees	0	0	0	10	100	110	0.0	0.0	0.0	9.1	90.9	100.0
2.11.	College analyzes complaints to determine appropriate remedial actions.	0	0	0	20	90	110	0.0	0.0	0.0	18.2	81.8	100.0
2.12.	Staff input is systematically monitored and measured as a basis for improvement	0	0	0	86	24	110	0.0	0.0	0.0	78.2	21.8	100.0
2.13.	College uses teams/committees to solve problems	0	0	6	82	22	110	0.0	0.0	5.5	74.5	20.0	100.0
2.14.	College analyzes all relevant data before making decisions	0	0	0	53	57	110	0.0	0.0	0.0	48.2	51.8	100.0
2.15.	College believes in continuous quality improvement.	0	0	0	40	70	110	0.0	0.0	0.0	36.4	63.6	100.0
2.16.	College provides adequate financial/budget support for departments/ work units	0	0	1	49	60	110	0.0	0.0	0.9	44.5	54.5	100.0
2.17.	College administration promotes academic excellence.	0	0	2	68	40	110	0.0	0.0	1.8	61.8	36.4	100.0

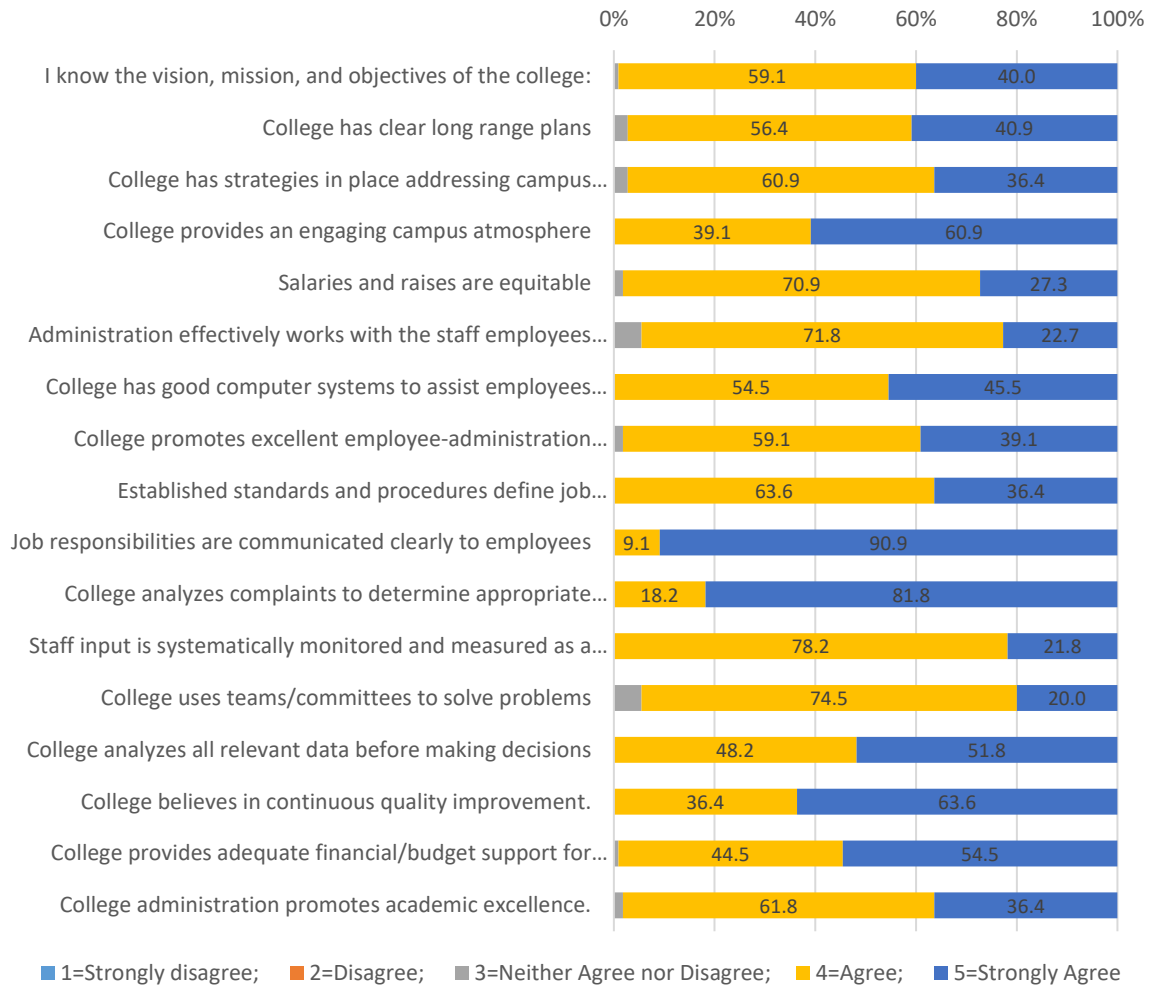
3	State of the Staff:												
3.1.	College staff promote academic excellence	0	0	0	25	85	110	0.0	0.0	0.0	22.7	77.3	100.0
3.2.	I am actively seeking employment at other institutions/organizations	40	65	5	0	0	110	36.4	59.1	4.5	0.0	0.0	100.0
3.3.	I know what is expected of me	0	0	1	81	28	110	0.0	0.0	0.9	73.6	25.5	100.0
3.4.	I am satisfied with the work of others around me	0	0	0	80	30	110	0.0	0.0	0.0	72.7	27.3	100.0
3.5.	I feel staff work well together	0	0	1	65	44	110	0.0	0.0	0.9	59.1	40.0	100.0
3.6.	I feel staff and faculty work well together	0	0	0	70	40	110	0.0	0.0	0.0	63.6	36.4	100.0
3.7.	My supervisor helps me improve my job performance	0	0	0	27	83	110	0.0	0.0	0.0	24.5	75.5	100.0

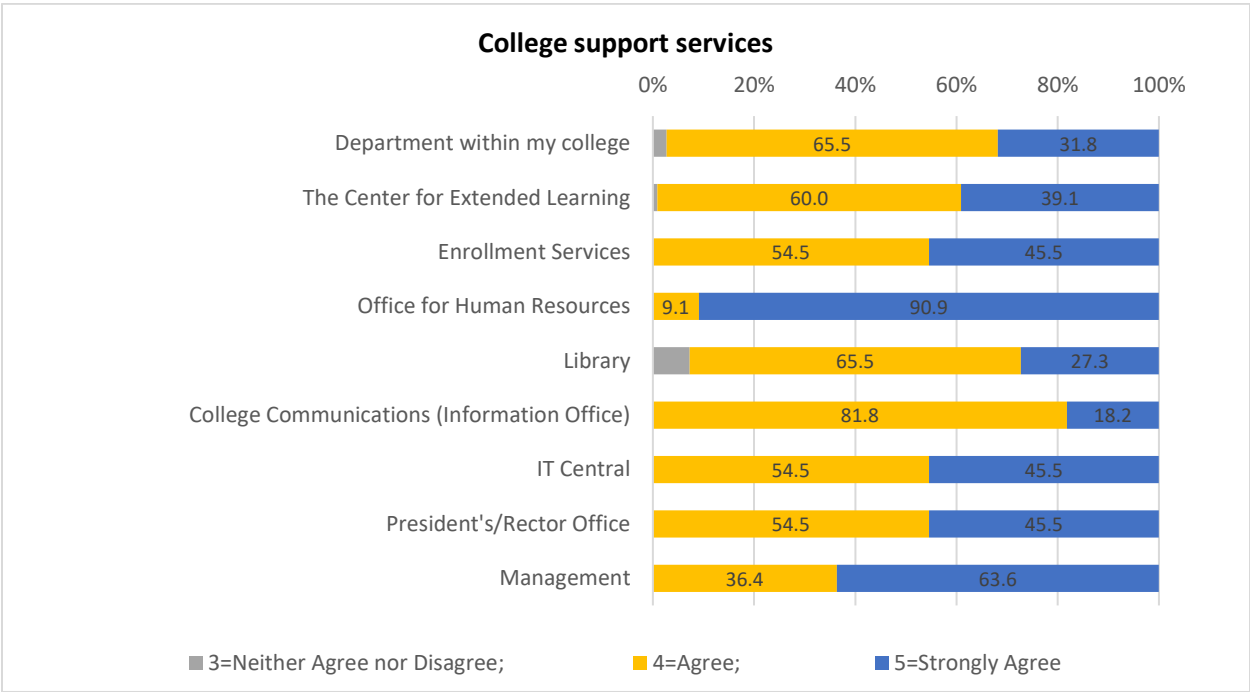
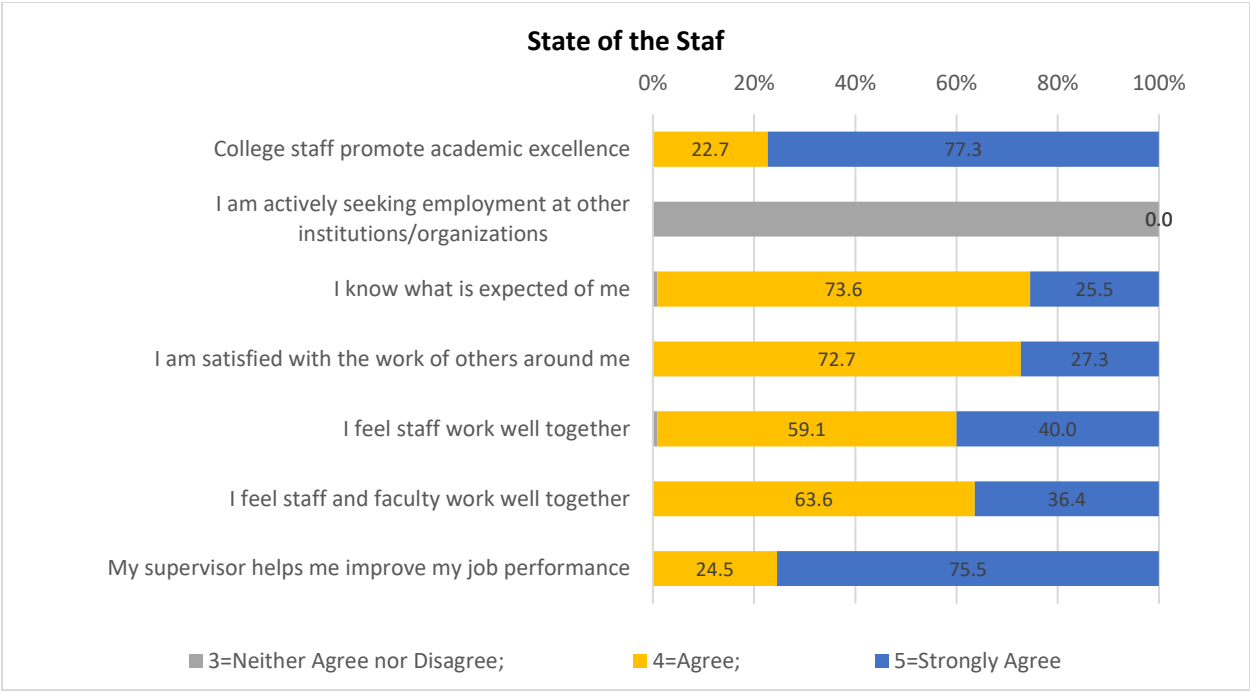
4	College support services												
4.1.	Department within my college	0	0	3	72	35	110	0.0	0.0	2.7	65.5	31.8	100.0
4.2.	The Center for Extended Learning	0	0	1	66	43	110	0.0	0.0	0.9	60.0	39.1	100.0
4.3.	Enrollment Services	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
4.4.	Office for Human Resources	0	0	0	10	100	110	0.0	0.0	0.0	9.1	90.9	100.0
4.5.	Library	0	0	8	72	30	110	0.0	0.0	7.3	65.5	27.3	100.0
4.6.	College Communications (Information Office)	0	0	0	90	20	110	0.0	0.0	0.0	81.8	18.2	100.0
4.7.	IT Central	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
4.8.	President's/Rector Office	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
4.9.	Management	0	0	0	40	70	110	0.0	0.0	0.0	36.4	63.6	100.0

5	Staff Governance												
5.1.	I am satisfied with the overall effectiveness of staff governance at College	0	0	0	34	76	110	0.0	0.0	0.0	30.9	69.1	100.0
5.2.	The Senate's role at College is clear	0	0	0	100	10	110	0.0	0.0	0.0	90.9	9.1	100.0
5.3.	I am aware of Senate activities	0	0	0	95	15	110	0.0	0.0	0.0	86.4	13.6	100.0
5.4.	The administration takes Senate decisions seriously	0	0	0	50	60	110	0.0	0.0	0.0	45.5	54.5	100.0
5.5.	Administrators treat employees well	0	0	1	64	45	110	0.0	0.0	0.9	58.2	40.9	100.0
5.6.	Administrators cultivate positive relationships with students	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
5.7.	Administrators are committed to providing quality service	0	0	0	100	10	110	0.0	0.0	0.0	90.9	9.1	100.0
5.8.	Administrators set examples if quality service in their day-to-day performance.	0	0	0	80	30	110	0.0	0.0	0.0	72.7	27.3	100.0
5.9.	Administrators recognize staff employees when they do a good job	0	0	0	70	40	110	0.0	0.0	0.0	63.6	36.4	100.0
5.10.	Administrators pay attention to my opinions	0	0	0	80	30	110	0.0	0.0	0.0	72.7	27.3	100.0
5.11.	Administrators have confidence and trust in me	0	0	0	65	45	110	0.0	0.0	0.0	59.1	40.9	100.0
5.12.	Administrators share information regularly with staff employees	0	0	0	70	40	110	0.0	0.0	0.0	63.6	36.4	100.0
5.13.	Employees receive special training in improving customer service	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
5.14.	Employees are involved in the development and improvement of performance measures	0	0	1	89	20	110	0.0	0.0	0.9	80.9	18.2	100.0
5.15.	Employees suggestions are used to improve our institution	0	0	4	71	35	110	0.0	0.0	3.6	64.5	31.8	100.0

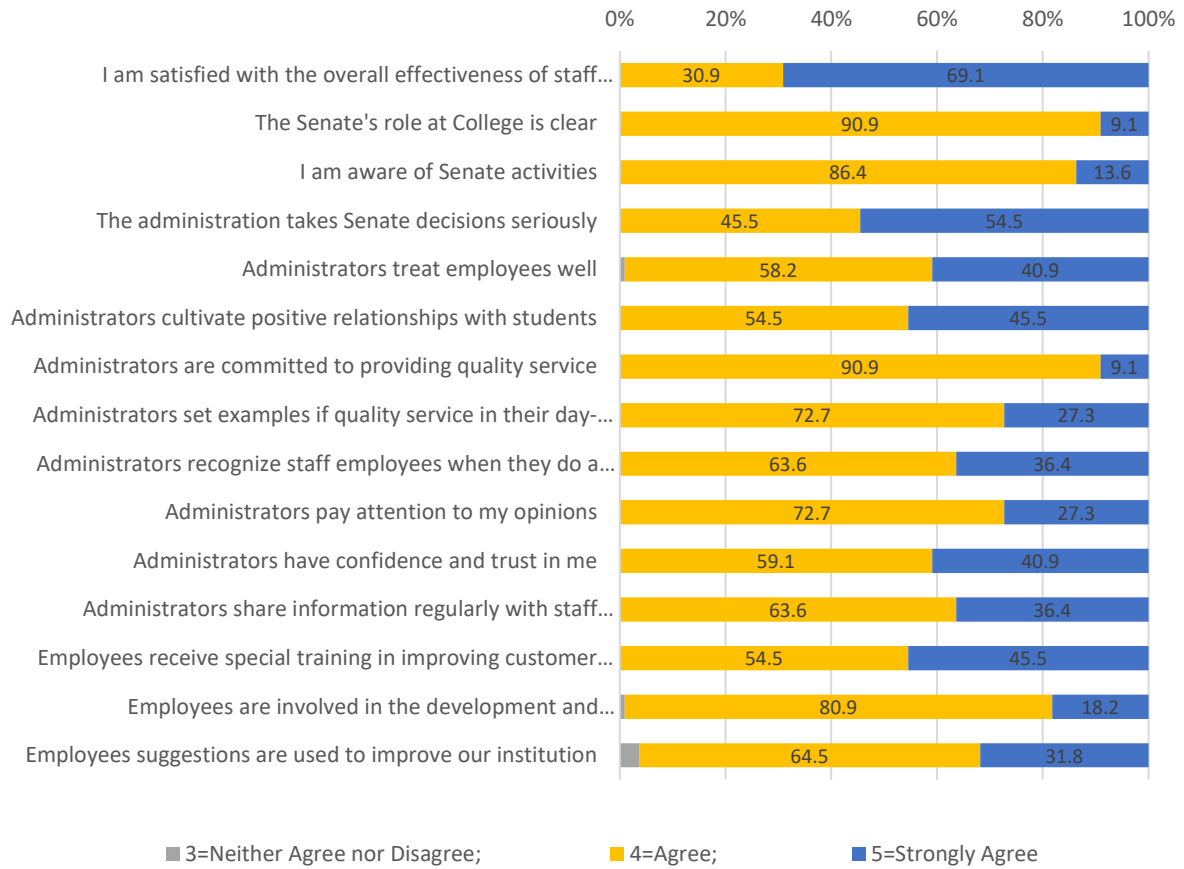
6	Job Satisfaction												
6.1.	Opportunity to implement new ideas	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
6.2.	Working conditions (hours, location, equipment's, etc).	0	0	0	70	40	110	0.0	0.0	0.0	63.6	36.4	100.0
6.3.	Autonomy and Independence	0	0	0	50	60	110	0.0	0.0	0.0	45.5	54.5	100.0
6.4.	Professional relationships with other staff employees	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
6.5.	Social relationships with other staff	0	0	1	89	20	110	0.0	0.0	0.9	80.9	18.2	100.0
6.6.	Competence of colleagues	0	0	0	70	40	110	0.0	0.0	0.0	63.6	36.4	100.0
6.7.	Recruiting of students	0	0	0	80	30	110	0.0	0.0	0.0	72.7	27.3	100.0
6.8.	Relationship with administration	0	0	0	75	35	110	0.0	0.0	0.0	68.2	31.8	100.0
6.9.	I feel secure in my job	0	0	0	45	65	110	0.0	0.0	0.0	40.9	59.1	100.0
6.10.	College listens to its employees	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
6.11.	College involves its employees in planning for the future	0	0	0	70	40	110	0.0	0.0	0.0	63.6	36.4	100.0
6.12.	College regularly conducts surveys to evaluate the quality of its programs and services	0	0	0	50	60	110	0.0	0.0	0.0	45.5	54.5	100.0
6.13.	Each department or work unit has written, up-to-date service expectations	0	0	0	80	30	110	0.0	0.0	0.0	72.7	27.3	100.0
6.14.	Processes for selecting, orientating, training, empowering and recognizing employees are carefully planned.	0	0	0	90	20	110	0.0	0.0	0.0	81.8	18.2	100.0
6.15.	Employees are empowered to resolve problems quickly	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
6.16.	Employees are rewarded for outstanding job performance	0	0	7	43	60	110	0.0	0.0	6.4	39.1	54.5	100.0
6.17.	Employees are encouraged to provide suggestions on ways to improve work flow	0	0	0	60	50	110	0.0	0.0	0.0	54.5	45.5	100.0
6.18.	Overall job satisfaction	0	0	0	35	75	110	0.0	0.0	0.0	31.8	68.2	100.0

State of the Institution





Staff Governance



Job Satisfaction

