

Bartësi Privat i Arsimit të Lartë
Private Bearer of Higher Education



ALMA MATER EUROPAEA
CAMPUS COLLEGE "REZONANCA"

Tel.+383 38 544-754
Fax: +383 38 544-756

URL: <http://www.rezonanca-rks.com>

Employer's Satisfaction with the Graduates' Skills and Competencies

Results of analysis - 2024

MSc Pharmacy Program

The Report Draft: Office for Quality Assurance

The Employer's Satisfaction with the Graduates' Skills and Competencies is conducted with the graduated in MSc Pharmacy program, once a year.

Result report

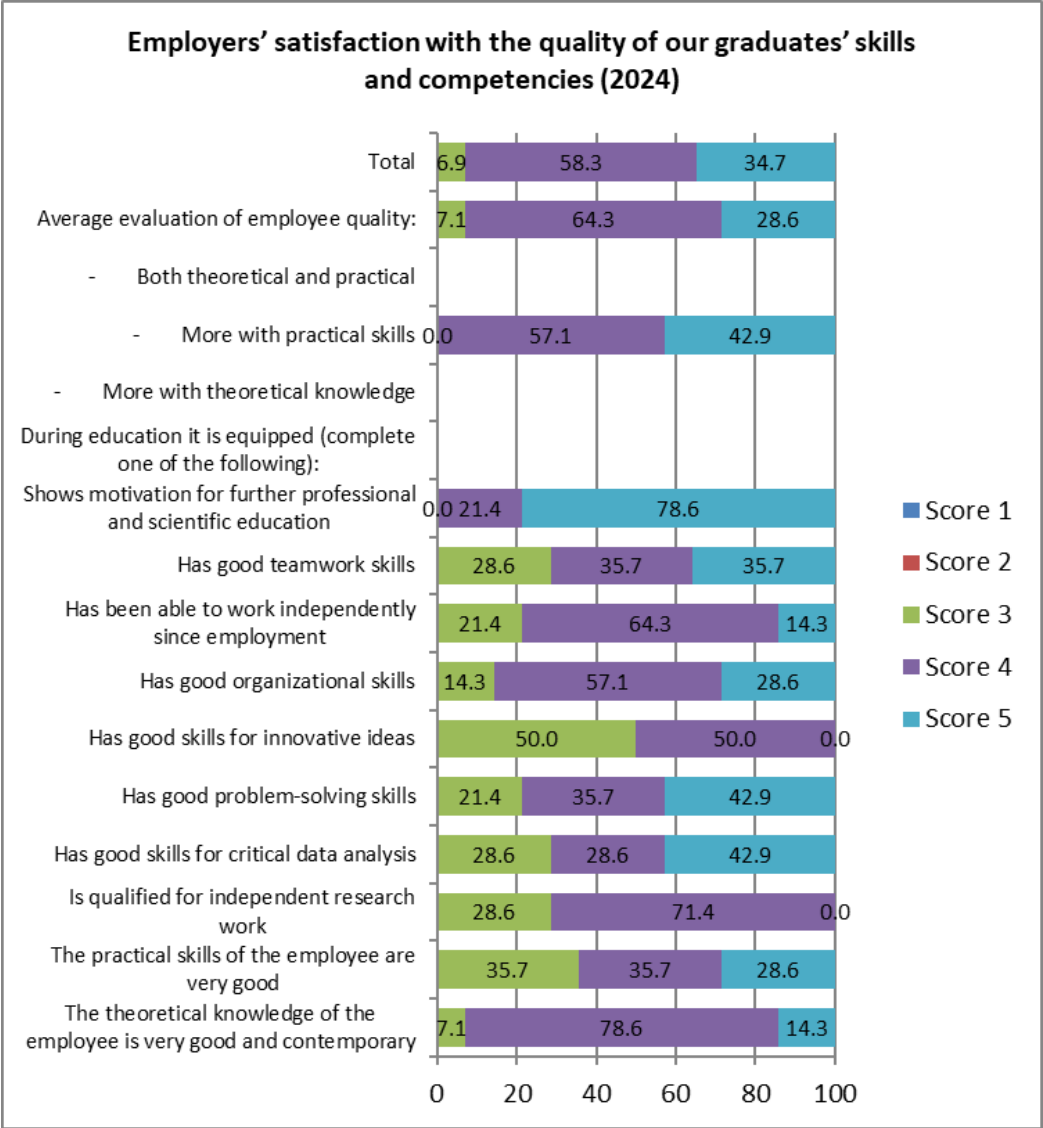
No. of employers interviewed: 6

No. of graduates evaluated: 14

Method of realization: with the Questionnaire for Employer's Satisfaction with the Graduates' Skills and Competencies

The evaluation of the graduates from the survey of employers-2024 shows that the general satisfaction of the employers with the quality of the skills and competences achieved by the graduates was evaluated with an average grade of 4.2+/-0.6. We would like to increase our target which should be (5.0) and work towards its achievement with the cooperation of the staff and administration of the College.

| 1 = Totally disagree; 2 = Disagree; 3 = Neither agree nor disagree; 4 = Agree; 5 = Totally agree | | | | | | | | | |
|--|---------|---------|---------|---------|---------|-------|------------|------------|----------------------------|
| Statements | Score 1 | Score 2 | Score 3 | Score 4 | Score 5 | Total | Mean | SD | Answers with score 4 and 5 |
| The theoretical knowledge of the employee is very good and contemporary | 0.0 | 0.0 | 7.1 | 78.6 | 14.3 | 100.0 | 4.1 | 0.5 | 92.9 |
| The practical skills of the employee are very good | 0.0 | 0.0 | 35.7 | 35.7 | 28.6 | 100.0 | 3.9 | 0.8 | 64.3 |
| Is qualified for independent research work | 0.0 | 0.0 | 28.6 | 71.4 | 0.0 | 100.0 | 3.7 | 0.5 | 71.4 |
| Has good skills for critical data analysis | 0.0 | 0.0 | 28.6 | 28.6 | 42.9 | 100.0 | 4.1 | 0.9 | 71.4 |
| Has good problem-solving skills | 0.0 | 0.0 | 21.4 | 35.7 | 42.9 | 100.0 | 4.2 | 0.8 | 78.6 |
| Has good skills for innovative ideas | 0.0 | 0.0 | 50.0 | 50.0 | 0.0 | 100.0 | 3.5 | 0.5 | 50.0 |
| Has good organizational skills | 0.0 | 0.0 | 14.3 | 57.1 | 28.6 | 100.0 | 4.1 | 0.7 | 85.7 |
| Has been able to work independently since employment | 0.0 | 0.0 | 21.4 | 64.3 | 14.3 | 100.0 | 3.9 | 0.6 | 78.6 |
| Has good teamwork skills | 0.0 | 0.0 | 28.6 | 35.7 | 35.7 | 100.0 | 4.1 | 0.8 | 71.4 |
| Shows motivation for further professional and scientific education | 0.0 | 0.0 | 0.0 | 21.4 | 78.6 | 100.0 | 4.8 | 0.4 | 100.0 |
| During education it is equipped (complete one of the following): | | | | | | | | | |
| - More with theoretical knowledge | | | | | | | | | |
| - More with practical skills | 0.0 | 0.0 | 0.0 | 57.1 | 42.9 | 100.0 | 4.4 | 0.5 | 100.0 |
| - Both theoretical and practical | | | | | | | | | |
| Average evaluation of employee quality: | 0.0 | 0.0 | 7.1 | 64.3 | 28.6 | 100.0 | 4.2 | 0.6 | 92.9 |
| Total | 0.0 | 0.0 | 6.9 | 58.3 | 34.7 | 100.0 | | | 93.1 |



Comments on the Evaluation Results:

The evaluation results provide a detailed insight into the employee performance and quality assessment. Below are the key observations, strengths, and areas for improvement based on the data:

Key Strengths:

1. **Motivation for Professional Development:**
 - The highest-rated category (Mean = 4.8, SD = 0.4), with 100% of responses in scores 4 and 5.
 - Indicates that employees are highly motivated to continue their professional and scientific education, which is a critical asset for organizational growth.
2. **Practical Skills:**
 - Employees are equipped with practical skills (Mean = 4.4, SD = 0.5, 100% scores 4 and 5).
 - This suggests a strong foundation in hands-on capabilities, essential for job performance.
3. **Organizational Skills:**
 - Scored high with a Mean = 4.1, SD = 0.7, and 85.7% of responses in scores 4 and 5.

- Highlights employees' ability to effectively manage tasks and responsibilities.
- 4. **Problem-Solving Skills:**
 - Strong performance with a Mean = 4.2, SD = 0.8, and 78.6% of responses in the top categories.
 - Reflects employees' ability to tackle challenges effectively.
- 5. **Overall Employee Quality:**
 - The overall mean score for employee quality is 4.2 (SD = 0.6), with 92.9% scoring in the top categories.
 - This is a solid indicator of the high caliber of employees.

Areas for Improvement:

1. **Innovative Ideas:**
 - The lowest-scoring category (Mean = 3.5, SD = 0.5, with only 50% of responses in scores 4 and 5).
 - This indicates a need for initiatives to foster creativity and innovation within the team. Workshops, brainstorming sessions, or innovation labs could be introduced.
2. **Independent Research Skills:**
 - Scored relatively lower (Mean = 3.7, SD = 0.5, 71.4% scores 4 and 5).
 - Opportunities for research projects or mentorship could help improve this area.
3. **Critical Data Analysis:**
 - Although the mean score is relatively high (Mean = 4.1), only 71.4% rated this in the top categories.
 - Additional training in data analysis techniques or advanced software tools may enhance skills in this area.
4. **Practical Skills for Employees:**
 - The practical skills score (Mean = 3.9, SD = 0.8, 64.3% scores 4 and 5) shows a discrepancy compared to the overall practical preparedness.
 - This may suggest variability in skill application, which can be addressed through targeted skill development programs.
5. **Teamwork Skills:**
 - While teamwork scored decently (Mean = 4.1, SD = 0.8, 71.4% scores 4 and 5), there is room to improve collaboration and synergy among employees.

Summary Recommendations:

1. **Foster Innovation:**
 - Introduce creativity-enhancing workshops, and encourage employees to present innovative ideas during team meetings or innovation challenges.
2. **Enhance Research Capabilities:**
 - Provide employees with resources and training to conduct independent research, and foster mentorship opportunities.
3. **Develop Advanced Data Analysis Skills:**
 - Offer training sessions focused on advanced data analysis methods and tools.
4. **Boost Practical Skills:**
 - Conduct role-specific skill development sessions to bridge gaps in practical application.
5. **Encourage Teamwork:**
 - Organize team-building exercises and cross-departmental collaboration opportunities to enhance teamwork.
6. **Sustain High Motivation:**

- Recognize and reward employees' efforts to maintain their high motivation for professional development.

P1. The theoretical knowledge of the employee is very good and contemporary

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 1 | 7.1 | 7.1 | 7.1 |
| Agree | 11 | 78.6 | 78.6 | 85.7 |
| Totally agree | 2 | 14.3 | 14.3 | 100.0 |
| Total | 14 | 100.0 | 100.0 | |

P2. The practical skills of the employee are very good

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 5 | 35.7 | 35.7 | 35.7 |
| Agree | 5 | 35.7 | 35.7 | 71.4 |
| Totally agree | 4 | 28.6 | 28.6 | 100.0 |
| Total | 14 | 100.0 | 100.0 | |

P3. Is qualified for independent research work

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 4 | 28.6 | 28.6 | 28.6 |
| Agree | 10 | 71.4 | 71.4 | 100.0 |
| Total | 14 | 100.0 | 100.0 | |

P4. Has good skills for critical data analysis

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 4 | 28.6 | 28.6 | 28.6 |
| Agree | 4 | 28.6 | 28.6 | 57.1 |
| Totally agree | 6 | 42.9 | 42.9 | 100.0 |
| Total | 14 | 100.0 | 100.0 | |

P5. Has good problem-solving skills

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 3 | 21.4 | 21.4 | 21.4 |
| Agree | 5 | 35.7 | 35.7 | 57.1 |
| Totally agree | 6 | 42.9 | 42.9 | 100.0 |
| Total | 14 | 100.0 | 100.0 | |

P6. Has good skills for innovative ideas

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 7 | 50.0 | 50.0 | 50.0 |
| Agree | 7 | 50.0 | 50.0 | 100.0 |
| Total | 14 | 100.0 | 100.0 | |

P7. Has good organizational skills

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 2 | 14.3 | 14.3 | 14.3 |
| Valid Agree | 8 | 57.1 | 57.1 | 71.4 |
| Valid Totally agree | 4 | 28.6 | 28.6 | 100.0 |
| Valid Total | 14 | 100.0 | 100.0 | |

P8. Has been able to work independently since employment

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 3 | 21.4 | 21.4 | 21.4 |
| Valid Agree | 9 | 64.3 | 64.3 | 85.7 |
| Valid Totally agree | 2 | 14.3 | 14.3 | 100.0 |
| Valid Total | 14 | 100.0 | 100.0 | |

P9. Has good teamwork skills

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------------|-----------|---------|---------------|--------------------|
| Valid Neither agree nor disagree | 4 | 28.6 | 28.6 | 28.6 |
| Valid Agree | 5 | 35.7 | 35.7 | 64.3 |
| Valid Totally agree | 5 | 35.7 | 35.7 | 100.0 |
| Valid Total | 14 | 100.0 | 100.0 | |

P10. Shows motivation for further professional and scientific education

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------------------|-----------|---------|---------------|--------------------|
| Valid Agree | 3 | 21.4 | 21.4 | 21.4 |
| Valid Totally agree | 11 | 78.6 | 78.6 | 100.0 |
| Valid Total | 14 | 100.0 | 100.0 | |

P11.1. During education it is equipped (complete one of the following): More with theoretical knowledge

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid .00 | 14 | 100.0 | 100.0 | 100.0 |

P11.2. During education it is equipped (complete one of the following): More with practical skills

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------------------|-----------|---------|---------------|--------------------|
| Valid Agree | 8 | 57.1 | 57.1 | 57.1 |
| Valid Totally agree | 6 | 42.9 | 42.9 | 100.0 |
| Valid Total | 14 | 100.0 | 100.0 | |

P11.3. During education it is equipped (complete one of the following): Both theoretical and practical

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid .00 | 14 | 100.0 | 100.0 | 100.0 |

P12. Average evaluation of employee quality:

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|-----------|---------|---------------|--------------------|
|--|-----------|---------|---------------|--------------------|

| | | | | | |
|-------|----------------------------|----|-------|-------|-------|
| Valid | Neither agree nor disagree | 1 | 7.1 | 7.1 | 7.1 |
| | Agree | 9 | 64.3 | 64.3 | 71.4 |
| | Totally agree | 4 | 28.6 | 28.6 | 100.0 |
| | Total | 14 | 100.0 | 100.0 | |

P13. The knowledge and skills he needs for work, which he did not acquire during his studies:

| | Frequency | Percent | Valid Percent | Cumulative Percent | |
|-------|--|---------|---------------|--------------------|-------|
| Valid | Decision-Making | 2 | 14.3 | 14.3 | 14.3 |
| | Industry-specific legal requirements | 1 | 7.1 | 7.1 | 21.4 |
| | Industry-Specific Tools and Software | 1 | 7.1 | 7.1 | 28.6 |
| | Lacked hands-on experience | 1 | 7.1 | 7.1 | 35.7 |
| | Limited practice in drafting professional documents | 1 | 7.1 | 7.1 | 42.9 |
| | Practical Application of Theoretical Knowledge | 4 | 28.6 | 28.6 | 71.4 |
| | Providing professional service in high-pressure situations | 1 | 7.1 | 7.1 | 78.6 |
| | Time Management | 1 | 7.1 | 7.1 | 85.7 |
| | Use of industry-specific software were not covered | 1 | 7.1 | 7.1 | 92.9 |
| | Workplace Efficiency | 1 | 7.1 | 7.1 | 100.0 |
| | Total | 14 | 100.0 | 100.0 | |

The table P13. highlights the knowledge and skills employees perceive as lacking in their work environment, which were not acquired during their studies.

Key Findings:

1. **Practical Application of Theoretical Knowledge (28.6%)**
 - The most frequently mentioned gap, indicating a significant disconnect between theoretical education and real-world applications. This suggests a need for more experiential learning opportunities, such as internships, case studies, or project-based learning.
2. **Decision-Making (14.3%)**
 - A notable percentage of respondents feel unprepared for decision-making tasks. This highlights the importance of incorporating critical thinking and decision-making training into the curriculum to prepare students for leadership roles.

Cumulative Percent Analysis:

- **First 71.4%:** Focus on the core gaps, including practical knowledge application, decision-making, and industry-specific needs.
- **Last 28.6%:** Covers skills that, while important, may be less critical but still relevant for improving overall workplace readiness, such as time management and efficiency.

Implications for Curriculum Development:

1. **Introduce Experiential Learning Opportunities:**

- Practical training, case studies, and internships can bridge the gap between theory and practice.
- 2. **Integrate Industry-Specific Training:**
 - Courses focusing on legal requirements, tools, and software specific to the industry should be introduced.
- 3. **Enhance Soft Skills Development:**
 - Training in decision-making, time management, and workplace efficiency should be prioritized.
- 4. **Focus on Professional Communication:**
 - Courses on technical writing, professional document drafting, and workplace communication should be emphasized.