

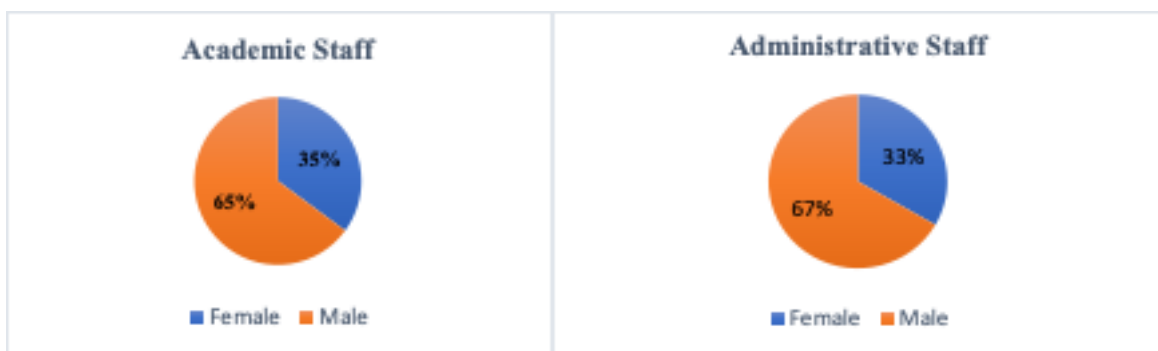
STAFF SATISFACTION SURVEY REPORT ABDULLAH GUL UNIVERSITY 2020

Context

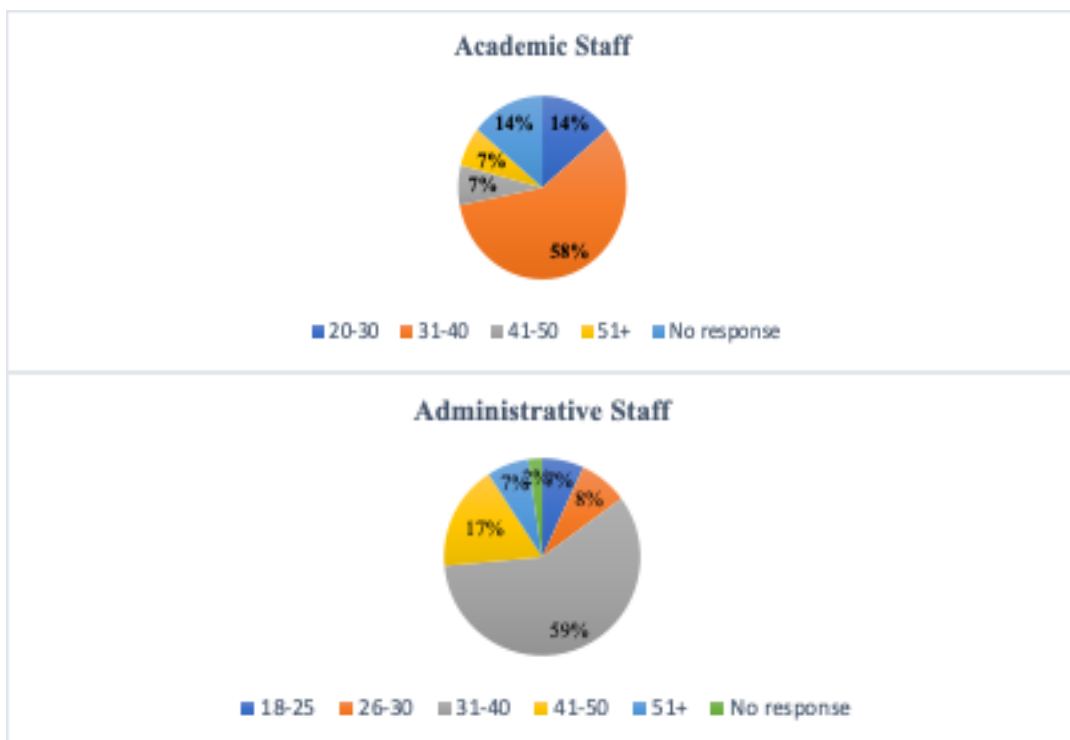
The university management conducted a survey (two sets of questionnaires) on both academic and administrative staff. 57 of the academic staff and 87 of the administrative staff participated in the survey (144 in total).

Three questions were asked for gathering demographic information. The related questions and the responses to these questions were as follows:

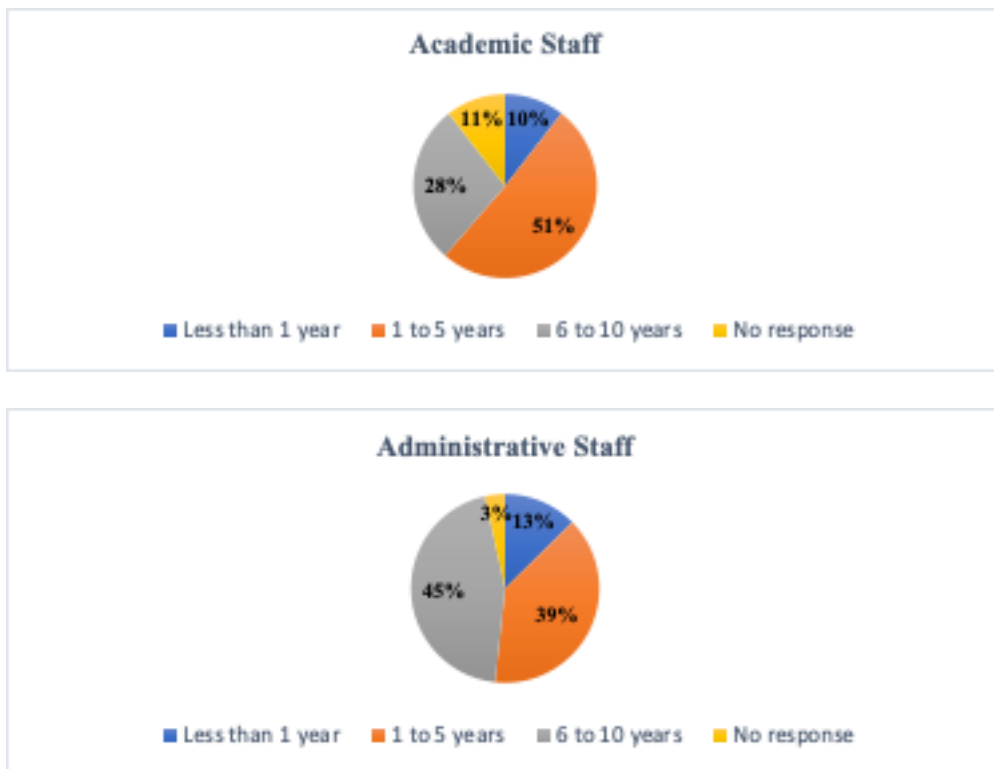
1) What is your gender?



2) What is your age?



3) How long have you been working for our university?



The satisfaction survey for academic staff included a total of 85 items measuring eight dimensions:

- Section 1: Management and Participation (16)
- Section 2: Education and Teaching (13)
- Section 3: Research (13)
- Section 4: Contribution to Society (4)
- Section 5: Quality Insurance System (9)
- Section 6: Infrastructure and Resources (18)
- Section 7: Communication (6)
- Section 8: Objective Setting and Performance (6)

The satisfaction survey for administrative staff included a total of 74 items measuring eight dimensions:

- Section 1: Management and Participation (20)
- Section 2: Education and Teaching (5)
- Section 3: Research (5)
- Section 4: Contribution to Society (3)
- Section 5: Quality Insurance System (10)
- Section 6: Infrastructure and Resources (14)
- Section 7: Communication (8)

Section 8: Objective Setting and Performance (9)

Research aims

The research aims of the survey were:

1. To measure the level of job satisfaction for both academic and administrative staff.
2. To see if there was anything we could learn from the perceptions of staff for helping to improve the work environment.

Method

Data was collected by means of two surveys which were prepared for academic and administrative staff separately. These two question sets, 85 questions for academic staff and 74 questions for administrative staff, were deliberately closed, with the aim of standardized quantitative statistical analysis. It was attempted to ascertain the level of the satisfaction of both academic and administrative staff with quantitative data. To encourage free expression, all responses were anonymous.

Survey Item Rankings

For each set of questions in Sections 1 to 7, both academic and administrative staff were asked to rate their satisfaction levels for every statement. The possible responses were as follows:

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Neutral	No idea	No response
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For the questions in Section 8, both academic and administrative staff were asked to rate their level of objective setting and performance of the university. The possible responses were as follows:

Very High	High	Low	Very Low	Neutral	No idea	No response
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Overview of Main Findings

1. The survey results showed that although 45.61% of the administrative staff were satisfied with the issues related to management and participation, only 29.24% of the academic staff were satisfied.
2. The survey results showed that although 52.63% of the administrative staff were satisfied with the issues related to communication, only 34.80% of the academic staff were satisfied.
3. There was some degree of mismatch between the responses from academic and administrative staff with the issues related to objective setting and performance. While 49.12% of the administrative staff had no idea about the level of objective setting and performance, the survey results indicated that according to the 35.19% of the academic staff the level of objective setting and performance were high.

4. The academic staff was most satisfied with education and teaching, and least satisfied with management and participation.
5. The administrative staff was most satisfied with communication, and least satisfied with contribution to society.

Details of findings

Section 1: Management and Participation

Table 1: Management and Participation:		
What is your response to the following questions?		
(Responses: No idea, Neutral, Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied)		
	for academic staff	for administrative staff
1	How satisfied are you with the decisions taken by our University Administration?	How satisfied are you with the decisions taken by our University Administration?
2	How satisfied are you with the opportunities provided to express your views in the Boards and Commissions of our university?	How satisfied are you with the regulatory compliance of decisions taken in the Boards and Commissions of our university?
3	How satisfied are you with the regulatory compliance of decisions taken in the Boards and Commissions of our university?	How satisfied are you with the consideration of administrative directors' views in the fields of administrative staff in the Boards and Commissions of our university?
4	How satisfied are you with the contributions of our University Appointment and Promotion Criteria for forming a qualified academic staff?	How satisfied are you with the pace of making and implementing decisions at the administrative levels of our university?
5	How satisfied are you with the criteria for academic staff to be elected and appointed to administrative positions?	How satisfied are you with the adequacy of the number of administrative staff working at the university?
6	How satisfied are you with the allocation of institutional workload within AGU?	How satisfied are you with the adequacy of the number of administrative staff in your unit?
7	How satisfied are you with the clarity of job descriptions for academic staff?	How satisfied are you with the competence of the unit chiefs you work with?
8	How satisfied are you with the encouragement and appreciation mechanisms given to academic staff related to their workload, responsibility and academic performance level?	How satisfied are you with the balanced and fair distribution of tasks within the unit you work in?
9	How satisfied are you with having sufficient and competent academic members in your unit?	How satisfied are you with the in-service training opportunities offered to administrative staff for the development of professional competence?
10	How satisfied are you with having sufficient and competent administrative members in your unit?	How satisfied are you with the opportunity for promotion?
11	How satisfied are you with the quality and pace of the administrative affairs in your unit?	How satisfied are you with the consideration of professional competence in promotion?
12	How satisfied are you with the resolution of the submitted complaints?	How satisfied are you with our university's rewarding mechanism for administrative staff?
13	How satisfied are you with the appreciation of accomplishments?	How satisfied are you with managers' setting an example for administrative staff regarding to their behavior and work discipline?
14	How satisfied are you with ensuring equal opportunities without discrimination?	How satisfied are you with the consideration of the dedication and performance on the tasks and activities?
15	How satisfied are you with the balanced distribution of tasks and activities?	How satisfied are you with the innovative approach and quality improvement effort of our university?
16	How satisfied are you with being able to convey your requests and complaints to the University Administration?	How satisfied are you with conveying your requests and complaints to the University Administration?
17		How satisfied are you with the resolution of complaints submitted to the University Administration?
18		How satisfied are you with ensuring equal opportunities without discrimination?
19		How satisfied are you with granting of personal rights on time?
20		How satisfied are you with the contribution level of your work to our university?

1.1. For academic staff:

In this section, 16 questions in Table 1 were asked to the academic staff to measure their satisfaction levels about management and participation. 57 people responded to the survey. The responses for the 16 questions were as follows:

For the question 1,

How satisfied are you with the decisions taken by the university administration?

25 responses for satisfied, 12 for dissatisfied, 7 for neutral, 4 for very satisfied, 3 for no response and 2 for no idea.

For the question 2,

How satisfied are you with the opportunities provided to express your views in the university boards and commissions?

21 responses for satisfied, 9 for very satisfied, 7 for dissatisfied, 7 for no idea, 6 for very dissatisfied, 4 for no response and 3 for neutral.

For the question 3,

How satisfied are you with the regulatory compliance of decisions taken in the university boards and commissions?

20 responses for satisfied, 20 for no idea, 6 for dissatisfied, 4 for very satisfied, 4 for neutral, 2 for no response and 1 for very dissatisfied.

For the question 4,

How satisfied are you with the contributions of the Academic Appointment and Promotion Criteria in forming a quality academic staff?

23 responses for satisfied, 8 for very satisfied, 8 for dissatisfied, 8 for very dissatisfied, 5 for neutral, 3 for no idea and 2 for no response.

For the question 5,

How satisfied are you with the criteria for academic staff to be elected and appointed to administrative positions?

16 responses for no idea, 15 for satisfied, 11 for very dissatisfied, 6 for dissatisfied, 5 for very satisfied, 3 for no response and 1 for neutral.

For the question 6,

How satisfied are you with the allocation of workload within AGU?

16 responses for satisfied, 15 for very dissatisfied, 14 for dissatisfied, 4 for neutral, 4 for no idea, 2 for very satisfied and 2 for no response

For the question 7,

How satisfied are you with the clarity of job descriptions for academic staff?

13 responses for satisfied, 13 for dissatisfied, 9 for very dissatisfied, 9 for no idea, 5 for very satisfied, 5 for no response and 3 for neutral.

For the question 8,

How satisfied are you with the encouragement and appreciation provided to academic staff with regard to their workloads, responsibilities and academic performance levels?

16 responses for dissatisfied, 13 for very dissatisfied, 10 for no idea, 8 for satisfied, 4 for neutral, 4 for no response and 2 for very satisfied.

For the question 9,

How satisfied are you with having sufficient and competent academic members in your unit?

16 responses for satisfied, 13 for very dissatisfied, 12 for dissatisfied, 11 for very satisfied, 2 for neutral, 2 for no idea and 2 for no response.

For the question 10,

How satisfied are you with having sufficient and competent administrative members in your unit?

15 responses for satisfied, 13 for dissatisfied, 10 for very dissatisfied, 7 for very satisfied, 6 for no response, 3 for neutral and 3 for no response.

For the question 11,

How satisfied are you with the quality and pace of the administrative affairs in your unit?

21 responses for satisfied, 10 for very dissatisfied, 8 for dissatisfied, 7 for no response, 5 for neutral, 4 for no very satisfied and 2 for no idea.

For the question 12,

How satisfied are you with the resolution of the submitted complaints?

16 responses for satisfied, 12 for very dissatisfied, 10 for dissatisfied, 8 for no idea, 4 for neutral, 4 for no response and 3 for very satisfied.

For the question 13,

How satisfied are you with the appreciation of accomplishments?

13 responses for satisfied, 13 for very dissatisfied, 10 for dissatisfied, 7 for no response, 6 for no idea, 5 for neutral and 3 for very satisfied

For the question 14,

How satisfied are you with ensuring equal opportunities without discrimination?

19 responses for very dissatisfied, 11 for satisfied, 8 for very satisfied, 6 for dissatisfied, 5 for no idea, 4 for neutral and 4 for no response.

For the question 15,

How satisfied are you with the balanced distribution of tasks and activities?

14 responses for satisfied, 14 for very dissatisfied, 11 for dissatisfied, 5 for neutral, 5 for no response, 4 for very satisfied and 4 for no idea.

For the question 16,

How satisfied are you with being able to convey your requests and complaints to the university administration?

20 responses for satisfied, 12 for very dissatisfied, 8 for very satisfied, 6 for dissatisfied, 4 for neutral, 4 for no idea and 3 for no response.

In summary, the results of the survey showed that 29.24% of academic staff were satisfied with the issues related to the management and participation and 18.62% were very dissatisfied.

Other results of the survey were as follows:

- 17.31% of the respondents were not satisfied.

- 11.39% of the respondents had no idea.
- 9.53% of the respondents were very satisfied.
- 6.90 % of the respondents were neutral.
- 6.01% of the participants did not have a response.

1.2. For administrative staff:

In this section, 20 questions in the Table 1 were asked to the administrative staff to measure their satisfaction levels about management and participation. 87 people responded to the survey. The responses for the 20 questions were as follows:

For the question 1,

How satisfied are you with the decisions taken by the university administration?

33 for satisfied, 14 for neutral, 9 for very satisfied, 9 for dissatisfied, 7 for no response and 7 for no idea and 5 for very dissatisfied

For the question 2,

How satisfied are you with the regulatory compliance of decisions taken in the university boards and commissions?

35 for satisfied, 13 for no response, 13 for no idea, 11 for very satisfied, 5 for very dissatisfied, 5 for dissatisfied and 5 for neutral.

For the question 3,

How satisfied are you with the consideration of administrative directors' views in the fields of administrative staff in the university boards and commissions?

39 for satisfied, 10 for neutral, 10 for no idea, 9 for no response, 7 for very satisfied, 7 for very dissatisfied and 5 for dissatisfied

For the question 4,

How satisfied are you with the pace of decision making and implementation at the administrative bodies of the university?

31 for satisfied, 13 for dissatisfied, 11 for neutral, 10 for no idea, 9 for very satisfied, 9 for no response and 4 for very dissatisfied

For the question 5,

How satisfied are you with the adequacy of the number of administrative staff working at the university?

31 for satisfied, 22 for dissatisfied, 10 for very dissatisfied, 8 for no response, 6 for very satisfied, 6 for no idea and 4 for neutral.

For the question 6,

How satisfied are you with the adequacy of the number of administrative staff in your unit?

36 for satisfied, 20 for dissatisfied, 13 for very satisfied, 10 for very dissatisfied, 5 for no response, 2 for no idea and 1 for neutral

For the question 7,

How satisfied are you with the competence of the unit chiefs you work with?

41 for satisfied, 28 for very satisfied, 5 for very dissatisfied, 4 for dissatisfied, 4 for no response, 3 for neutral and 2 for no idea

For the question 8,

How satisfied are you with the balanced and fair distribution of tasks within your work unit?

37 for satisfied, 19 for very satisfied, 13 for very dissatisfied, 7 for dissatisfied, 5 for neutral, 4 for no response and 2 for no idea

For the question 9,

How satisfied are you with the in-service training opportunities offered to administrative staff?

26 for dissatisfied, 22 for satisfied, 15 for very dissatisfied, 9 for neutral, 5 for very satisfied, 5 for no idea and 5 for no response

For the question 10,

How satisfied are you with the opportunities for promotion?

21 for satisfied, 19 for very dissatisfied, 14 for no idea, 12 for dissatisfied, 11 for neutral, 6 for no response and 4 for very satisfied

For the question 11,

How satisfied are you with the consideration of professional competence in promotion?

22 for satisfied, 19 for very dissatisfied, 17 for no idea, 12 for dissatisfied, 7 for no response, 6 for neutral and 4 for very satisfied

For the question 12,

How satisfied are you with our university's rewarding mechanisms for administrative staff?

24 for very dissatisfied, 18 for dissatisfied, 16 for no idea, 11 for satisfied, 10 for no response, 6 for neutral and 2 for very satisfied

For the question 13,

How satisfied are you with managers' setting an example for administrative staff regarding their behavior and work discipline?

47 for satisfied, 13 for very dissatisfied, 9 for very satisfied, 7 for neutral, 5 for dissatisfied, 5 for no response and 1 for no idea

For the question 14,

How satisfied are you with the consideration of the dedication and performance on the tasks and activities?

36 for satisfied, 17 for dissatisfied, 11 for very dissatisfied, 10 for neutral, 7 for very dissatisfied, 5 for no response and 1 for no idea

For the question 15,

How satisfied are you with the innovative approach and quality improvement effort of our university?

40 for satisfied, 11 for very satisfied, 9 for dissatisfied, 9 for neutral, 8 for no response, 5 for very dissatisfied and 5 for no idea

For the question 16,

How satisfied are you with conveying your requests and complaints to the University Administration?

31 for satisfied, 11 for neutral, 11 for dissatisfied, 10 for no response, 9 for no idea, 8 for very satisfied and 7 for dissatisfied

For the question 17,

How satisfied are you with the resolution of complaints submitted to the University Administration?

23 for satisfied, 13 for dissatisfied, 13 for no response, 11 for no idea, 10 for very dissatisfied, 9 for neutral and 8 for very satisfied

For the question 18,

How satisfied are you with ensuring equal opportunities without discrimination?

21 for satisfied, 20 for very dissatisfied, 13 for dissatisfied, 10 for no idea, 8 for neutral, 8 for no response and 7 for very satisfied

For the question 19,

How satisfied are you with granting of personal rights on time?

38 for satisfied, 14 for very satisfied, 13 for neutral, 10 for very dissatisfied, 5 for no idea, 4 for dissatisfied and 3 for no response

For the question 20,

How satisfied are you with the contribution level of your work to our university?

39 for satisfied, 30 for very satisfied, 7 for no response, 5 for dissatisfied, 3 for very dissatisfied, 2 for neutral and 1 for no idea

In summary, the results of the survey showed that 45.61% of administrative staff were satisfied with the issues related to the management and participation, although 15.79% were dissatisfied.

Other results of the survey were as follows:

- 12.28% of the participants did not have a response.

- 8.77% of the respondents had no idea.
- 8.77% of the respondents were neutral.
- 5.26 % of the respondents were very satisfied.
- 3.11% of the respondents were very dissatisfied.

Section 2: Education and Teaching

Table 2: Education and Teaching		
What is your response to the following questions?		
(Responses: No idea, Neutral, Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied)		
	for academic personnel	for administrative personnel
17	How satisfied are you with the number and quality of Undergraduate / Graduate programs?	
18	How satisfied are you with the qualification of students enrolled in Undergraduate / Graduate programs?	
19	How satisfied are you with the internationalization level in terms of students in Undergraduate / Graduate programs?	
20	How satisfied are you with the internationalization level of academic staff in Undergraduate / Graduate programs?	
21	How satisfied are you with the quality of education and teaching provided in Preparatory School?	How satisfied are you with the notification of academic units' educational support service needs on time?
22	How satisfied are you with the education and teaching staff of Preparatory School?	How satisfied are you with the appreciation of academic staff for the education support services provided?
23	How satisfied are you with the number and qualification of foreign lecturers in Preparatory School?	How satisfied are you with the importance given to the education and teaching at university?
24	How satisfied are you with the importance given to the education and teaching at our university?	How satisfied are you with the orientation given to the new administrative staff of our university regarding the operation of administrative affairs for education and teaching?
25	How satisfied are you with Academic Calendar of our university?	How satisfied are you with the support services offered for adaptation to developing conditions (Online, Distance, Synchronous, Asynchronous, Active Education)?
26	How satisfied are you with the number and variety of Minor / Double Major / Interdisciplinary Programs?	
27	How satisfied are you with the compliance of education and teaching with international standards?	
28	How satisfied are you with the orientation given to the new academic staff?	
29	How satisfied are you with the trainings offered to the current academic staff for adapting to developing conditions (Online, Distance, Synchronous, Asynchronous, Active Education)?	

2.1. For academic staff:

In this section, 13 questions in the Table 2 were asked to the academic staff to measure their satisfaction levels about education and teaching. 57 people responded to the survey. The responses for the 13 questions were as follows:

For the question 17,

How satisfied are you with the number and quality of Undergraduate / Graduate programs?

32 responses for satisfied, 7 for dissatisfied, 5 for neutral, 4 for very dissatisfied, 3 for no response and 2 for no idea.

For the question 18,

How satisfied are you with the qualification of students enrolled in Undergraduate /Graduate programs?

29 responses for satisfied, 8 for neutral, 7 for dissatisfied, 4 for no idea, 4 for no response, 3 for very. Dissatisfied and 2 for very satisfied.

For the question 19,

How satisfied are you with the internationalization level in terms of number of students in Undergraduate / Graduate programs?

23 responses for satisfied, 7 for very satisfied, 7 for no idea, 7 for no response, 6 for dissatisfied, 6 for neutral and 1 for very dissatisfied.

For the question 20,

How satisfied are you with the internationalization level of academic staff in Undergraduate / Graduate programs?

26 responses for satisfied, 9 for dissatisfied, 7 for no response, 5 for neutral, 5 for no response, 3 for very satisfied and 2 for very dissatisfied.

For the question 21,

How satisfied are you with the quality of education and teaching provided in the Preparatory School?

18 responses for satisfied, 16 for no idea, 9 for very satisfied, 6 for no response, 4 for dissatisfied, 4 for neutral and 0 for very dissatisfied.

For the question 22,

How satisfied are you with the education and teaching staff of Preparatory School?

26 responses for no idea, 15 for satisfied, 6 for no response, 5 for very satisfied, 3 for neutral, 1 for dissatisfied and 1 for very dissatisfied.

For the question 23,

How satisfied are you with the number and qualification of foreign lecturers in Preparatory School?

22 responses for no idea, 10 for dissatisfied, 9 for satisfied, 8 for no response, 3 for very satisfied, 3 for neutral, and 2 for very dissatisfied.

For the question 24,

How satisfied are you with the importance given to the education and teaching at our university?

28 responses for satisfied, 14 for very satisfied, 5 for no response, 4 for dissatisfied, 3 for very dissatisfied, 2 for neutral and 1 for no idea.

For the question 25,

How satisfied are you with the Academic Calendar of our university?

38 for satisfied, 8 for very satisfied, 4 for no response, 3 for no idea, 2 for dissatisfied, 2 for neutral and 0 for very dissatisfied.

For the question 26,

How satisfied are you with the number and variety of Minor / Double Major / Interdisciplinary Programs?

21 responses for no idea, 19 for satisfied, 5 dissatisfied, 5 for no response, 4 very satisfied, 2 for neutral and 1 for very dissatisfied.

For the question 27,

How satisfied are you with the number and variety of Minor / Double Major / Interdisciplinary Programs?

29 responses for satisfied, 8 for no idea, 6 for very satisfied, 6 for dissatisfied, 5 for no response, 3 for neutral and 0 for very dissatisfied.

For the question 28,

How satisfied are you with the orientation given to the new academic staff?

23 responses for satisfied, 12 for no idea, 6 for dissatisfied, 5 for satisfied, 5 for very dissatisfied, 3 for neutral and 3 for no response.

For the question 29,

How satisfied are you with the trainings offered to the current academic staff for adapting to developing conditions (Online, Distance, Synchronous, Asynchronous, Active Education)?

28 responses for satisfied, 14 for very satisfied, 5 for no idea, 3 for very dissatisfied, 3 for neutral, 2 for dissatisfied and 2 for no response.

In summary, the results of the survey showed that 42.78% of academic staff were satisfied with the issues related to the education and teaching.

Other results of the survey were as follows:

- 17.95% of the respondents had no idea.
- 11.20% of the respondents were very satisfied.
- 9.31% of the respondents were dissatisfied.
- 8.77 % of the participants did not have a response.
- 6.61% of the respondents were neutral.
- 3.37% of the participants were very dissatisfied.

2.2. For administrative staff:

In this section, 5 questions in Table 2 were asked to the administrative staff to measure their satisfaction levels about education and teaching. 87 people responded to the survey. The responses for the 5 questions were as follows:

For the question 21,

How satisfied are you with the notification of academic units' educational support service needs on time?

29 for satisfied, 19 for no response, 15 for no idea, 8 for dissatisfied, 7 for very dissatisfied, 6 for neutral and 3 for very satisfied

For the question 22,

How satisfied are you with the appreciation of academic staff for the education support services provided?

28 for satisfied, 20 for no response, 16 for no idea, 7 for dissatisfied, 7 for very dissatisfied, 6 for neutral and 3 for very satisfied

For the question 23,

How satisfied are you with the importance given to the education and teaching at university?

40 for satisfied, 22 for very satisfied, 17 for no response, 4 for neutral, 2 for no idea, 1 for dissatisfied and 1 for very dissatisfied

For the question 24,

How satisfied are you with the orientation given to the new administrative staff of our university regarding the operation of administrative affairs for education and teaching?

28 for satisfied, 19 for no response, 13 for no idea, 9 for dissatisfied, 8 for neutral, 5 for very satisfied and 5 for very dissatisfied

For the question 25,

How satisfied are you with the support services offered for adaptation to developing conditions (Online, Distance, Synchronous, Asynchronous, Active Education)?

36 for satisfied, 18 for no response, 13 for no idea, 10 for very satisfied, 5 for very dissatisfied, 5 for neutral and 0 for dissatisfied

In summary, the results of the survey showed that 36.84% of administrative staff had no idea.

Other results of the survey were as follows:

- 33.33% of the respondents were satisfied.
- 8.77% of the participants did not have a response.
- 8.77% of the respondents were dissatisfied.
- 7.02 % of the respondents were very satisfied.
- 3.51% of the respondents were neutral.
- 1.75% of the respondents were very dissatisfied.

Section 3: Research

Table 3: Research		
What is your response to the following questions?		
(Responses: No idea, Neutral, Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied)		
	for academic personnel	for administrative personnel
26		How satisfied are you with the notification of academic units' support service needs for research activities on time?
27		How satisfied are you with the academic staff's appreciation of the support services for the research activities provided?
28		How satisfied are you with the importance given to research and development at our university?
29		How satisfied are you with the orientation given for research support services to new administrative staff?
30	How satisfied are you with the support given to the research?	How satisfied are you with the quality and competency of support services for research activities in line with developing conditions such as pandemic, mask, distance, hygiene?
31	How satisfied are you with the number and quality of the research studies?	
32	How satisfied are you with the support given to Scientific Research Projects (SRP)?	
33	How satisfied are you with the adequacy of the location, machinery, supplies and other supports provided for research?	
34	How satisfied are you with the adequacy of the incentives and supports provided for participation in national and international scientific meetings and congresses?	
35	How satisfied are you with the adequacy of the laboratory conditions for research?	
36	How satisfied are you with the competence of the Research and Application Centers in terms of facilities and personnel?	
37	How satisfied are you with the support provided in solving the problems encountered in purchasing services in projects at our university?	
38	How satisfied are you with TUBITAK and similar national project supports and the rate of utilization of our institution?	
39	How satisfied are you with international collaborative project support and the rate of utilization of our institution?	
40	How satisfied are you with the support provided in the implementation of outsourced projects at our university?	
41	How satisfied are you with the support of the Technology Transfer Office for Project Writing, Development, Patenting and Licensing?	
42	How satisfied are you with the support provided by the Technology Transfer Office for cooperation with the Business and Industry World?	

3.1. For academic staff:

In this section, 13 questions in Table 3 were asked to the academic staff to measure their satisfaction levels about research issues of the university. 57 people responded to the survey. The responses for the 13 questions were as follows:

For the question 30,

How satisfied are you with the support given to the research?

16 responses for very dissatisfied, 15 for satisfied, 9 for very satisfied, 9 for no idea, 3 for neutral, 3 for no response and 2 for very satisfied

For the question 31,

How satisfied are you with the number and quality of the research studies?

18 responses for satisfied, 12 for no idea, 8 for dissatisfied, 6 for neutral, 5 for very dissatisfied, 5 for no response and 3 for very satisfied.

For the question 32,

How satisfied are you with the support given to Scientific Research Projects (SRP)?

19 responses for no idea, 16 for very dissatisfied, 8 for dissatisfied, 5 for no response, 4 for satisfied, 4 for neutral and 1 for very satisfied.

For the question 33,

How satisfied are you with the adequacy of the location, machinery, supplies and other supports provided for research?

18 responses for satisfied, 11 for very dissatisfied, 10 for no idea, 7 for dissatisfied, 6 for no response, 4 for very satisfied and 1 for neutral.

For the question 34,

How satisfied are you with the adequacy of the incentives and supports provided for participation in national and international scientific meetings and congresses?

17 responses for very dissatisfied, 15 for dissatisfied, 13 for no idea, 6 for satisfied, 4 for no response, 2 for neutral and 0 for very satisfied.

For the question 35,

How satisfied are you with the adequacy of the incentives and supports provided for participation in national and international scientific meetings and congresses?

21 responses for satisfied, 13 for no idea, 8 for very dissatisfied, 8 for no response, 4 for very dissatisfied, 3 for neutral and 0 for very satisfied.

For the question 36,

How satisfied are you with the adequacy of the incentives and supports provided for participation in national and international scientific meetings and congresses?

15 responses for no idea, 13 for satisfied, 9 for very dissatisfied, 8 for no response, 7 for dissatisfied, 4 for neutral, and 1 for very satisfied.

For the question 37,

How satisfied are you with the adequacy of the incentives and supports provided for participation in national and international scientific meetings and congresses?

24 responses for no idea, 9 for satisfied, 8 for no response, 7 for very dissatisfied, 6 for dissatisfied, 2 for very satisfied and 1 for neutral.

For the question 38,

How satisfied are you with TUBITAK and similar national project supports and the rate of utilization of our institution?

20 for satisfied, 14 for no idea, 8 for very dissatisfied, 6 for no response, 5 for dissatisfied, 2 for very satisfied and 2 for neutral.

For the question 39,

How satisfied are you with international collaborative project support and the rate of utilization of our institution?

19 responses for no idea, 10 for satisfied, 10 dissatisfied, 8 for very dissatisfied, 5 for no response, 3 for neutral and 2 for very satisfied.

For the question 40,

How satisfied are you with the support provided in the implementation of outsourced projects at our university?

23 responses for no idea, 9 for dissatisfied, 8 for satisfied, 6 for very dissatisfied, 6 for no response, 3 for neutral and 2 for very satisfied.

For the question 41,

How satisfied are you with the support of the Technology Transfer Office for Project Writing, Development, Patenting and Licensing?

26 responses for no idea, 8 for satisfied, 6 for dissatisfied, 6 for no response, 5 for very dissatisfied, 3 for very satisfied and 3 for neutral.

For the question 42,

How satisfied are you with the support provided by the Technology Transfer Office for cooperation with the Business and Industry World?

26 responses for no idea, 11 for satisfied, 6 for no response, 5 for very dissatisfied, 3 for very satisfied, 3 for dissatisfied and 3 for neutral.

In summary, the results of the survey showed that 30.09% of academic staff had no idea with research issues. Although 21,73% of the respondents were satisfied with the related issues, 15.33% of the respondents were very dissatisfied.

Other results of the survey were as follows:

- 13.09% of the respondents were dissatisfied.
- 10.26% of the participants did not have a response.
- 5.13% of the respondents were neutral.

- 3.37% of the respondents were very satisfied.

3.2. For administrative staff:

In this section, 5 questions in Table 3 were asked to the administrative staff to measure their satisfaction levels about research issues. 87 people responded to the survey. The responses for the 5 questions were as follows:

For the question 26,

How satisfied are you with the notification of academic units' support service needs for research activities in time?

24 for no idea, 23 for satisfied, 16 for no response, 8 for dissatisfied, 7 for very dissatisfied, 6 for neutral and 3 for very satisfied

For the question 27,

How satisfied are you with the academic staff's appreciation of the support services for the research activities provided?

26 for no idea, 22 for satisfied, 16 for no response, 10 for neutral, 7 for very dissatisfied, 3 for very satisfied and 3 for dissatisfied

For the question 28,

How satisfied are you with the importance given to research and development at our university?

43 for satisfied, 16 for no response, 11 for no idea, 9 for very satisfied, 4 for neutral, 2 for dissatisfied and 2 for very dissatisfied

For the question 29,

How satisfied are you with the orientation given for research support services to new administrative staff?

28 for satisfied, 18 for no idea, 15 for no response, 9 for very dissatisfied, 8 for dissatisfied, 5 for very satisfied and 4 for neutral

For the question 30,

How satisfied are you with the quality and competency of support services for research activities in line with developing conditions such as pandemic, mask, distance, hygiene?

40 for satisfied, 21 for very satisfied, 9 for no response, 8 for dissatisfied, 6 for no idea, 2 for neutral and 1 for very dissatisfied

In summary, the results of the survey showed that 31.58% of administrative staff were satisfied.

Other results of the survey were as follows:

- 21.05% of the respondents had no idea.
- 14.04% of the respondents were dissatisfied.
- 10.53% of the respondents were neutral.

- 8.77% of the participants did not have a response.
- 8.77% of the respondents were very dissatisfied.
- 5.26 % of the respondents were very satisfied.

Section 4: Contribution to Society

Table 4: Contribution to Society		
What is your response to the following questions?		
(Responses: No idea, Neutral, Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied)		
	for academic personnel	for administrative personnel
31		How satisfied are you with the importance given to the activities for contribution to society at our university?
32		How satisfied are you with the orientation given to the new administrative staff of our university regarding the support services for contribution to society?
33		How satisfied are you with the quality and competency of support services for activities contributed to society in line with developing conditions such as pandemic, mask, distance, hygiene?
43	How satisfied are you with the quality and competency of the activities carried out in your unit for contribution to society?	
44	How satisfied are you with the academic supports provided to the activities carried out in your unit for contribution to society?	
45	How satisfied are you with the administrative supports given to the activities carried out in your unit for contribution to society?	
46	How satisfied are you with the importance given to the activities for contribution to society at our university?	

4.1. For academic staff:

In this section, 4 questions in Table 4 were asked to the academic staff to measure their satisfaction levels about university's contribution to society. 57 people responded to the survey. The responses for the 4 questions were as follows:

For the question 43,

How satisfied are you with the quality and competency of the activities carried out in your unit for contribution to society?

22 responses for satisfied, 16 for no idea, 8 for no response, 3 for very satisfied, 3 for dissatisfied, 3 for neutral and 2 for very dissatisfied.

For the question 44,

How satisfied are you with the academic supports provided to the activities carried out in your unit for contribution to society?

18 responses for no idea, 17 for satisfied, 8 for no response, 5 for neutral, 4 for very dissatisfied, 3 for dissatisfied and 2 for very satisfied.

For the question 45,

How satisfied are you with the administrative supports given to the activities carried out in your unit for contribution to society?

18 responses for no idea, 14 for satisfied, 8 for no response, 6 for dissatisfied, 4 for very dissatisfied, 4 for neutral and 3 for very satisfied.

For the question 46,

How satisfied are you with the importance given to the activities for contribution to society at our university?

25 responses for satisfied, 12 for no idea, 7 for very satisfied, 6 for no response, 3 for neutral, 2 for dissatisfied and 2 for very dissatisfied.

In summary, the results of the survey showed that 34.21% of academic staff were satisfied with the issues related to the university's contribution to society.

Other results of the survey were as follows:

- 28.07% of the respondents had no idea.
- 13.16% of the participants did not have a response.
- 6.58% of the respondents were very satisfied.
- 6.58% of the respondents were neutral.
- 6.14% of the respondents were dissatisfied.
- 5.26% of the respondents were very dissatisfied.

4.2. For administrative staff:

In this section, 3 questions in the Table 4 were asked to the administrative staff of the university to measure their satisfaction levels about contribution to society issues of the university. 87 people responded to the survey. The responses for the 3 questions were as follows:

For the question 31,

How satisfied are you with the importance given to the activities for contribution to society at our university?

36 for satisfied, 12 for no idea, 11 for very satisfied, 9 for neutral, 9 for no response, 7 for dissatisfied and 3 for very dissatisfied

For the question 32,

How satisfied are you with the orientation given to the new administrative staff of our university regarding the support services for contribution to society?

26 for satisfied, 20 for no idea, 11 for dissatisfied, 11 for no response, 8 for very dissatisfied, 6 for neutral and 5 for very satisfied

For the question 33,

How satisfied are you with the quality and competency of support services for activities contributed to society in line with developing conditions such as pandemic, mask, distance, hygiene?

35 for satisfied, 15 for very satisfied, 11 for no idea, 10 for no response, 6 for dissatisfied, 5 for very dissatisfied and 5 for neutral

In summary, the results of the survey showed that 36.84% of administrative staff were satisfied with the issues related to the university's contribution to society.

Other results of the survey were as follows:

- 22.81% of the respondents had no idea.
- 14.04% of the respondents were very dissatisfied.
- 14.04% of the participants did not have a response.
- 7.02% of the respondents were dissatisfied.
- 5.26% of the respondents were neutral.
- 0% of the respondents were very satisfied.

Section 5: Quality Assurance System

Table 5: Quality Assurance System		
What is your response to the following questions?		
(Responses: No idea, Neutral, Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied)		
	for academic personnel	for administrative personnel
34		How satisfied are you with the adequacy of the description of the administrative procedures carried out by your unit?
35		How satisfied are you with the adequacy of the work flow processes of the administrative procedures carried out by your unit?
36		How satisfied are you with the definitive job descriptions level of the personnel working in your unit?
37		How satisfied are you with the level of competency of the personnel working within your unit to perform operations related to your unit outside of their field of duty?
38		How satisfied are you with the competency of education given to the personnel working within your unit for them to be able to perform operations related to your unit outside of their field of duty?
39		How satisfied are you with the level of having personnel with sufficient competency to carry out transactions without disruption of works in case of Leave, dismissal, etc. within your unit?
40		How satisfied are you with the level of operation of the Quality Assurance System in your unit?
41		How satisfied are you with the Plan-Apply-Check-Take Action (PACT) Quality cycle operation level within your unit?
42		How satisfied are you with the level of existency of Written Quality Assurance Systematic Rules within your unit?
43		How satisfied are you with the level of having the necessary elements (work flow process / diagrams, etc.) to easily adapt to the work and operations when a new staff member joins your unit?
47	How satisfied are you with the adequacy of the description of academic and administrative procedures carried out by your unit?	
48	How satisfied are you with the adequacy of the description of the work flow processes of the academic and administrative procedures carried out by your unit?	
49	How satisfied are you with the definitive job descriptions level of the academic and administrative staff working in your unit?	
50	How satisfied are you with the compatibility level of the job descriptions and titles of the academic and administrative staff working in your unit?	
51	How satisfied are you with the level of competency of the academic and administrative staff working in your unit to carry out operations related to your unit outside of their field of duty?	
52	How satisfied are you with the competency of education given to the academic and administrative staff working within your unit for them to be able to do the procedures related to your unit outside of their field of duty?	
53	How satisfied are you with the level of having personnel with sufficient competency to carry out transactions without disruption of works in case of Leave, dismissal, etc. within your unit?	
54	How satisfied are you with the level of existency of Written Quality Assurance Systematic Rules within your unit?	
55	How satisfied are you with the level of having the necessary elements (work flow process / diagrams, etc.) to easily adapt to the work and operations when a new staff member joins your unit?	

5.1. For academic staff:

In this section, 9 questions in the Table 5 were asked to the academic staff of the university to measure their satisfaction levels about university's quality assurance system. 57 people responded to the survey. The responses for the 9 questions were as follows:

For the question 47,

How satisfied are you with the adequacy of the description of academic and administrative procedures carried out by your unit?

24 responses for satisfied, 9 for very dissatisfied, 8 for dissatisfied, 7 for no idea, 5 for no response, 2 for very satisfied idea and 2 for neutral.

For the question 48,

How satisfied are you with the adequacy of the description of the work flow processes of the academic and administrative procedures carried out by your unit?

22 responses for satisfied, 11 for dissatisfied, 8 for no idea, 6 for very dissatisfied, 4 for no response, 3 for very satisfied and 3 for neutral.

For the question 49,

How satisfied are you with the definitive job descriptions level of the academic and administrative staff working in your unit?

20 responses for satisfied, 11 for very dissatisfied, 8 for dissatisfied, 6 for no idea, 4 for very satisfied, 4 for neutral and 4 for no response.

For the question 50,

How satisfied are you with the compatibility level of the job descriptions and titles of the academic and administrative staff working in your unit?

21 responses for satisfied, 12 for very dissatisfied, 9 for dissatisfied, 5 for very satisfied, 5 for no idea, 4 for no response and 1 for neutral.

For the question 51,

How satisfied are you with the level of competency of the academic and administrative staff working in your unit to carry out operations related to your unit outside of their field of duty?

19 responses for satisfied, 12 for no idea, 8 for no response, 7 for very satisfied, 5 for dissatisfied, 4 for very dissatisfied and 2 for neutral.

For the question 52,

How satisfied are you with the competency of education given to the academic and administrative staff working within your unit for them to be able to do the procedures related to your unit outside of their field of duty?

16 responses for no idea, 10 for satisfied, 9 for dissatisfied, 7 for very dissatisfied, 7 for no response, 6 for neutral and 2 for very satisfied.

For the question 53,

How satisfied are you with the level of having personnel with sufficient competency to carry out transactions without disruption of works in case of Leave, dismissal, etc. within your unit?

21 responses for satisfied, 10 for no idea, 8 for dissatisfied, 7 for very dissatisfied, 4 for very satisfied, 4 for no response and 3 for neutral.

For the question 54,

How satisfied are you with the level of existency of Written Quality Assurance Systematic Rules within your unit?

27 responses for no idea, 10 for no response, 7 for satisfied, 6 for dissatisfied, 5 for very dissatisfied, 1 for very satisfied and 1 for neutral.

For the question 55,

How satisfied are you with the level of having the necessary elements (work flow process / diagrams, etc.) to easily adapt to the work and operations when a new staff member joins your unit?

13 responses for no idea, 12 for satisfied, 9 for dissatisfied, 9 for very dissatisfied, 7 for no response, 6 for neutral and 1 for very satisfied.

In summary, the results of the survey showed that 30.41% of academic staff were satisfied with the university's quality assurance system.

Other results of the survey were as follows:

- 20.27% of the respondents had no idea.
- 14.23% of the respondents were dissatisfied.
- 13.65% of the respondents were very dissatisfied.
- 10.33% of the participants did not have a response.
- 5.65% of the respondents were very satisfied.
- 5.46% of the respondents were neutral.

5.2. For administrative staff:

In this section, 10 questions in Table 5 were asked to the administrative staff to measure their satisfaction levels about quality assurance system issues. 87 people responded to the survey. The responses for the 10 questions were as follows:

For the question 34,

How satisfied are you with the adequacy of the description of the administrative procedures carried out by your unit?

48 for satisfied, 18 for very satisfied, 7 for very dissatisfied, 6 for dissatisfied, 3 for no idea, 3 for no response and 2 for neutral

For the question 35,

How satisfied are you with the adequacy of the work flow processes of the administrative procedures carried out by your unit?

48 for satisfied, 18 for very satisfied, 8 for dissatisfied, 5 for very dissatisfied, 4 for no response, 3 for neutral and 1 for no idea

For the question 36,

How satisfied are you with the definitive job descriptions level of the personnel working in your unit?

42 for satisfied, 20 for very satisfied, 8 for very dissatisfied, 6 for dissatisfied, 5 for neutral, 5 for no response and 1 for no idea

For the question 37,

How satisfied are you with the level of competency of the personnel working within your unit to perform operations related to your unit outside of their field of duty?

35 for satisfied, 18 for very satisfied, 8 for dissatisfied, 8 for no response, 7 for neutral, 7 for no idea and 4 for very dissatisfied

For the question 38,

How satisfied are you with the competency of education given to the personnel working within your unit for them to be able to perform operations related to your unit outside of their field of duty?

25 for satisfied, 12 for very satisfied, 12 for dissatisfied, 11 for neutral, 10 for no response, 9 for no idea and 8 for very dissatisfied

For the question 39,

How satisfied are you with the level of having personnel with sufficient competency to carry out transactions without disruption of works in case of Leave, dismissal, etc. within your unit?

37 for satisfied, 17 for very satisfied, 11 for very dissatisfied, 9 for dissatisfied, 8 for no response, 5 for neutral and 0 for no idea

For the question 40,

How satisfied are you with the level of operation of the Quality Assurance System in your unit?

34 for satisfied, 18 for very satisfied, 13 for no response, 9 for no idea, 5 for dissatisfied, 4 for very dissatisfied and 4 for neutral

For the question 41,

How satisfied are you with the Plan-Apply-Check-Take Action (PACT) Quality cycle operation level within your unit?

41 for satisfied, 12 for very satisfied, 12 for no response, 6 for neutral, 6 for no idea, 5 for dissatisfied and 5 for very dissatisfied

For the question 42,

How satisfied are you with the level of existency of Written Quality Assurance Systematic Rules within our unit?

32 for satisfied, 14 for very satisfied, 14 for no response, 13 for no idea, 5 for dissatisfied, 5 for neutral and 4 for very dissatisfied

For the question 43,

How satisfied are you with the level of having the necessary elements (work flow process / diagrams, etc.) easily adapt to the work and operations when a new staff member joins your unit?

39 for satisfied, 17 for very satisfied, 9 for no response, 7 for very dissatisfied, 6 for dissatisfied, 5 for neutral and 4 for no idea

In summary, the results of the survey showed that 31.58% of administrative staff had no idea.

Other results of the survey were as follows:

- 24.56% of the respondents were satisfied.
- 14.04% of the participants did not have a response.
- 10.53% of the respondents were dissatisfied.
- 7.02% of the respondents were very dissatisfied.
- 7.02% of the respondents were neutral.
- 5.26% of the respondents were very satisfied.

Table 6: Infrastructure and Resources		
What is your response to the following questions?		
(Responses: No idea, Neutral, Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied)		
	for academic personnel	for administrative personnel
44		How satisfied are you with the level of adequacy of physical conditions of the university campus?
45		How satisfied are you with the level of adequacy of physical conditions of your unit?
46		How satisfied are you with the level of adequacy of the health services provided?
47		How satisfied are you with the opportunities for benefiting the services of housing / guesthouse / nursery etc??
48		How satisfied are you with the level of adequacy of IT services and support provided?
49		How satisfied are you with the adequacy level of our university website?
50		How satisfied are you with the adequacy level of the library and documentation services?
51		How satisfied are you with the level of adequacy of cleaning services?
52		How satisfied are you with the level of adequacy of security services?
53		How satisfied are you with the adequacy of the number of offices and facilities?
54		How satisfied are you with the level of adequacy of the number of conference halls and meeting rooms?
55	How satisfied are you with the level of adequacy of construction-repair, heating-cooling services?	
56	How satisfied are you with the level of adequacy of physical conditions of the university campus?	How satisfied are you with the adequacy level of dining hall, canteen and cafeteria services?
57	How satisfied are you with the level of adequacy of physical conditions of your unit?	How satisfied are you with the level of adequacy of transportation services?
58	How satisfied are you with the level of adequacy of the health services provided?	
59	How satisfied are you with the the level of adequacy of services of housing / guesthouse / nursery etc?	
60	How satisfied are you with the level of adequacy of IT services and support provided?	
61	How satisfied are you with the qualification level of Faculty / Institute / Collage purchasing affairs?	
62	How satisfied are you with the qualification level of purchasing transactions of Administrative Financial Affairs?	
63	How satisfied are you with the adequacy level of our university website?	
64	How satisfied are you with the adequacy level of the library and documentation services?	
65	How satisfied are you with the level of adequacy of cleaning services?	
66	How satisfied are you with the level of adequacy of security services?	
67	How satisfied are you with the the adequacy level of secretarial services?	
68	How satisfied are you with the adequacy of the number of offices and facilities?	
69	How satisfied are you with the level of adequacy of the number of classrooms?	
70	How satisfied are you with the level of adequacy of the number of conference halls and meeting rooms?	
71	How satisfied are you with the level of adequacy of construction-repair, heating-cooling services?	
72	How satisfied are you with the adequacy level of dining hall, canteen and cafeteria services?	
73	How satisfied are you with the level of adequacy of transportation services?	

6.1. For academic staff:

In this section, 18 questions in Table 6 were asked to the academic staff to measure their satisfaction levels about infrastructure and resources. 57 people responded to the survey. The responses for the 18 questions were as follows:

For the question 56,

How satisfied are you with the level of adequacy of physical conditions of the university campus?

23 responses for satisfied, 12 for very dissatisfied, 10 for dissatisfied, 5 for very satisfied, 4 for neutral, 2 for no response and 1 for no idea.

For the question 57,

How satisfied are you with the level of adequacy of physical conditions of your unit?

19 responses for dissatisfied, 14 for satisfied, 14 for very dissatisfied, 4 for very satisfied, 3 for neutral, 2 for no response and 1 for no idea.

For the question 58,

How satisfied are you with the level of adequacy of the health services provided?

24 responses for satisfied, 14 for no idea, 6 for very dissatisfied, 5 for dissatisfied, 4 for neutral, 4 for no response and 0 for very satisfied.

For the question 59,

How satisfied are you with the the level of adequacy of services of housing / guesthouse / nursery etc?

14 responses for no idea, 13 for very dissatisfied, 10 for dissatisfied, 6 for satisfied, 6 for no response, 4 for very satisfied and 4 for neutral.

For the question 60,

How satisfied are you with the level of adequacy of IT services and support provided?

27 responses for satisfied, 9 for dissatisfied, 8 for very dissatisfied, 5 for no response, 4 for very satisfied, 2 for neutral and 2 for no idea.

For the question 61,

How satisfied are you with the qualification level of Faculty / Institute / Collage purchasing affairs?

22 responses for no idea, 16 for satisfied, 6 for dissatisfied, 5 for no response, 3 for very satisfied, 3 for very dissatisfied and 2 for neutral.

For the question 62,

How satisfied are you with the qualification level of purchasing transactions of Administrative Financial Affairs?

26 responses for no idea, 13 for satisfied, 6 for no response, 4 for very satisfied, 3 for dissatisfied, 3 for very dissatisfied, and 2 for neutral.

For the question 63,

How satisfied are you with the adequacy level of our university website?

30 responses for satisfied, 11 for dissatisfied, 5 for neutral, 5 for no response, 2 for very satisfied, 2 for very dissatisfied and 2 for no idea.

For the question 64,

How satisfied are you with the adequacy level of the library and documentation services?

30 for satisfied, 11 for very satisfied, 7 for no response, 4 for no idea, 2 for dissatisfied, 2 for neutral and 1 for very dissatisfied.

For the question 65,

How satisfied are you with the level of adequacy of cleaning services?

26 responses for satisfied, 12 for dissatisfied, 7 very satisfied, 5 for no response, 3 very dissatisfied, 2 for neutral and 2 for no idea.

For the question 66,

How satisfied are you with the level of adequacy of security services?

30 responses for satisfied, 13 for very satisfied, 6 for no response, 3 for neutral, 3 for no idea, 2 for dissatisfied and 0 for very dissatisfied.

For the question 67,

How satisfied are you with the the adequacy level of secretarial services? to the new academic staff?

30 responses for satisfied, 7 for no idea, 6 for no response, 5 for dissatisfied, 4 for very satisfied, 3 for neutral and 2 for very dissatisfied.

For the question 68,

How satisfied are you with the adequacy of the number of offices and facilities?

22 responses for very dissatisfied, 18 for dissatisfied, 7 for satisfied, 4 for no response, 3 for neutral, 3 for no idea and 0 for very satisfied.

For the question 69,

How satisfied are you with the level of adequacy of the number of classrooms?

19 responses for very dissatisfied, 14 for dissatisfied, 10 for satisfied, 7 for no idea, 4 for no response, 3 for neutral and 0 for very satisfied.

For the question 70,

How satisfied are you with the level of adequacy of the number of conference halls and meeting rooms?

18 responses for satisfied, 14 for dissatisfied, 10 for very dissatisfied, 7 for no idea, 7 for no response, 1 for neutral and 0 for very satisfied.

For the question 71,

How satisfied are you with the level of adequacy of construction-repair, heating-cooling services?

19 responses for satisfied, 19 for very dissatisfied, 8 for dissatisfied, 4 for no idea, 3 for neutral, 3 for no response and 1 for very satisfied.

For the question 72,

How satisfied are you with the adequacy level of dining hall, canteen and cafeteria services?

21 responses for dissatisfied, 14 for very dissatisfied, 10 for satisfied, 6 for no idea, 4 for no response, 2 for neutral and 0 for very satisfied.

For the question 73,

How satisfied are you with the level of adequacy of transportation services?

30 responses for no idea, 11 for satisfied, 7 for no response, 3 for dissatisfied, 2 for very satisfied, 2 for very dissatisfied and 2 for neutral.

In summary, the results of the survey showed that 33.53% of academic staff were satisfied with the infrastructure and resources of the university, although 16.76% were dissatisfied.

Other results of the survey were as follows:

- 15.11% of the respondents had no idea.
- 14.91% of the respondents were very dissatisfied.
- 8.58% of the participants did not have a response.
- 6.24% of the respondents were very satisfied.
- 4.87% of the respondents were neutral.

6.2. For administrative staff:

In this section, 14 questions in Table 6 were asked to the administrative staff to measure their satisfaction levels about infrastructure and resource issues of the university. 87 people responded to the survey. The responses for the 14 questions were as follows:

For the question 44,

How satisfied are you with the level of adequacy of physical conditions of the university campus?

42 for satisfied, 18 for very satisfied, 13 for dissatisfied, 6 for no response, 4 for very dissatisfied, 3 for neutral and 1 for no idea

For the question 45,

How satisfied are you with the level of adequacy of physical conditions of your unit?

32 for satisfied, 21 for very satisfied, 18 for satisfied, 9 for very dissatisfied, 6 for no response, 1 for no idea and 0 for neutral

For the question 46,

How satisfied are you with the level of adequacy of the health services provided?

39 for satisfied, 11 for very satisfied, 11 for no response, 10 for dissatisfied, 8 for neutral, 5 for no idea and 3 for very dissatisfied

For the question 47,

How satisfied are you with the opportunities for benefiting the services of housing / guesthouse / nursery c?

32 for very dissatisfied, 17 for dissatisfied, 12 for no idea, 11 for satisfied, 6 for satisfied, 5 for no response and 4 for neutral

For the question 48,

How satisfied are you with the level of adequacy of IT services and support provided?

41 for satisfied, 14 for dissatisfied, 11 for very dissatisfied, 9 for very satisfied, 6 for no response, 4 for neutral and 2 for no idea

For the question 49,

How satisfied are you with the adequacy level of our university website?

44 for satisfied, 14 for dissatisfied, 8 for very dissatisfied, 7 for very satisfied, 7 for no response, 5 for neutral and 2 for no idea

For the question 50,

How satisfied are you with the adequacy level of the library and documentation services?

52 for satisfied, 10 for very satisfied, 8 for no idea, 6 for no response, 5 for very dissatisfied, 4 for dissatisfied and 2 for neutral

For the question 51,

How satisfied are you with the level of adequacy of cleaning services?

41 for satisfied, 13 for very dissatisfied, 12 for dissatisfied, 11 for very satisfied, 7 for no response, 3 for neutral and 0 for no idea

For the question 52,

How satisfied are you with the level of adequacy of security services?

51 for satisfied, 17 for very satisfied, 7 for no response, 4 for very dissatisfied, 4 for neutral, 2 for dissatisfied and 2 for no idea

For the question 53,

How satisfied are you with the adequacy of the number of offices and facilities?

30 for satisfied, 19 for dissatisfied, 17 for very dissatisfied, 7 for no response, 6 for very satisfied, 6 for neutral and 2 for no idea

For the question 54,

How satisfied are you with the level of adequacy of the number of conference halls and meeting rooms?

42 for satisfied, 10 for no idea, 9 for very satisfied, 9 for no response, 6 for dissatisfied, 6 for very dissatisfied and 5 for neutral

For the question 55,

How satisfied are you with the level of adequacy of construction-repair, heating-cooling services?

35 for satisfied, 16 for very satisfied, 14 for dissatisfied, 12 for very dissatisfied, 4 for no idea, 4 for no response and 2 for neutral

For the question 56,

How satisfied are you with the adequacy level of dining hall, canteen and cafeteria services?

31 for satisfied, 23 for very dissatisfied, 11 for dissatisfied, 7 for neutral, 6 for very satisfied, 6 for no response and 3 for no idea

For the question 57,

How satisfied are you with the level of adequacy of transportation services?

40 for satisfied, 16 for very satisfied, 11 for no idea, 8 for no response, 5 for very dissatisfied, 4 for neutral and 3 for dissatisfied

In summary, the results of the survey showed that 42.11% of administrative staff were satisfied with the infrastructure and resources of the university.

Other results of the survey were as follows:

- 24.56% of the respondents had no idea.
- 10.52% of the respondents were very dissatisfied.
- 8.77% of the respondents were dissatisfied.
- 7.02% of the respondents were neutral.
- 7.02% of the participants did not have a response.
- 0% of the respondents were very satisfied.

Section 7: Communication

Table 7: Communication		
What is your response to the following questions?		
(Responses: No idea, Neutral, Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied)		
	for academic personnel	for administrative personnel
58		How satisfied are you with the level of adequacy of communication with the heads of departments and staff of our administrative units affiliated to the General Secretariat and the General Secretariat?
59		How satisfied are you with the effectiveness of internal communication / coordination?
60		How satisfied are you with the level of adequacy of our university's communication with other institutions?
61		How satisfied are you with the level of adequacy of our university's communication with non-governmental organizations?
62		How satisfied are you with the level of adequacy of our university's promotion at national level?
63		How satisfied are you with the level of adequacy of our university's promotion at international level?
64		How satisfied are you with the level of adequacy of communication between our university staff (academic, administrative, permanent worker)?
65		How satisfied are you with the usability level of internal / external communication tools?
74	How satisfied are you with the adequacy level of communication with the Head of Department, Dean / Institute Director, Vice Rectors and the Rector?	
75	How satisfied are you with the adequacy level of communication with academic staff in our academic units such as permanent/temporary lecturers, research assistants, specialists, etc.?	
76	How satisfied are you with the level of adequacy of our university's communication with other institutions?	
77	How satisfied are you with the level of adequacy of our university's communication with non-governmental organizations?	
78	How satisfied are you with the level of adequacy of our university's promotion at national level?	
79	How satisfied are you with the level of adequacy of our university's promotion at international level?	

7.1 For academic staff:

In this section, 6 questions in Table 7 were asked to the academic staff to measure their satisfaction levels about internal communication. 57 people responded to the survey. The responses for the 6 questions were as follows:

For the question 74,

How satisfied are you with the trainings offered to the current academic staff for adapting to developing conditions (Online, Distance, Synchronous, Asynchronous, Active Education)?

24 responses for satisfied, 12 for very satisfied, 7 for very dissatisfied, 5 for very dissatisfied, 4 for neutral, 3 for no response and 2 for no idea.

For the question 75,

How satisfied are you with the adequacy level of communication with academic staff in our academic units such as permanent/temporary lecturers, research assistants, specialists, etc.?

28 responses for satisfied, 10 for very satisfied, 6 for dissatisfied, 4 for very dissatisfied, 4 for neutral, 4 for no response and 1 for no idea.

For the question 76,

How satisfied are you with the level of adequacy of our university's communication with other institutions?

17 responses for no idea, 16 for satisfied, 7 for very dissatisfied, 6 for dissatisfied, 4 for neutral, 4 for no response and 3 for very satisfied.

For the question 77,

How satisfied are you with the level of adequacy of our university's communication with non-governmental organizations?

28 responses for no idea, 10 for satisfied, 6 for dissatisfied, 5 for no response, 3 for very dissatisfied, 3 for neutral and 2 for very satisfied.

For the question 78,

How satisfied are you with the level of adequacy of our university's promotion at national level?

24 responses for satisfied, 7 for dissatisfied, 6 for neutral, 6 for no response, 5 for very satisfied, 5 for no idea and 4 for very dissatisfied.

For the question 79,

How satisfied are you with the level of adequacy of our university's promotion at international level?

17 responses for satisfied, 14 for no idea, 7 for dissatisfied, 6 for no response, 5 for very satisfied, 5 for very dissatisfied and 3 for neutral.

In summary, the results of the survey showed that 34.80% of academic staff were satisfied with the communication issues.

Other results of the survey were as follows:

- 19.59% of the respondents had no idea.
- 10.82% of the respondents were very satisfied.
- 10.82% of the respondents were dissatisfied.
- 8.77% of the respondents were very dissatisfied.
- 8.19% of the participants did not have a response.
- 7.02% of the respondents were neutral.

7.2. For administrative staff:

In this section, 8 questions in Table 7 were asked to the administrative staff to measure their satisfaction levels about communication issues. 87 people responded to the survey. The responses for the 8 questions were as follows:

For the question 58,

How satisfied are you with the level of adequacy of communication with the heads of departments and aff of our administrative units affiliated to the General Secretariat and the General Secretariat?

37 for satisfied, 16 for very satisfied, 9 for very dissatisfied, 9 for no response, 7 for neutral, 6 for dissatisfied and 3 for no idea

For the question 59,

How satisfied are you with the effectiveness of internal communication / coordination?

39 for satisfied, 10 for very satisfied, 10 for very dissatisfied, 9 for neutral, 9 for no response, 8 for dissatisfied and 2 for no idea

For the question 60,

How satisfied are you with the level of adequacy of our university's communication with other stitutions?

33 for satisfied, 21 for no idea, 12 for no response, 8 for neutral, 7 for very satisfied, 5 for dissatisfied and 1 for very dissatisfied

For the question 61,

How satisfied are you with the level of adequacy of our university's communication with non-governmental organizations

28 for satisfied, 24 for no idea, 13 for no response, 9 for neutral, 6 for very satisfied, 4 for very dissatisfied and 3 for dissatisfied

For the question 62,

How satisfied are you with the level of adequacy of our university's promotion at national level?

36 for satisfied, 13 for no response, 12 for no idea, 9 for very satisfied, 8 for dissatisfied, 7 for neutral and 2 for very dissatisfied

For the question 63,

How satisfied are you with the level of adequacy of our university's promotion at international level?

29 for satisfied, 24 for no idea, 13 for no response, 8 for neutral, 7 for very satisfied, 4 for dissatisfied and 2 for very dissatisfied

For the question 64,

How satisfied are you with the level of adequacy of communication between our university staff (academic, administrative, permanent worker)?

41 for satisfied, 13 for very dissatisfied, 9 for dissatisfied, 8 for no response, 7 for very satisfied, 7 for neutral and 2 for no idea

For the question 65,

How satisfied are you with the usability level of internal / external communication tools?

42 for satisfied, 14 for no response, 11 for neutral, 9 for very satisfied, 6 for no idea, 4 for dissatisfied and 1 for very dissatisfied

In summary, the results of the survey showed that 52.63% of administrative staff were satisfied with communication issues.

Other results of the survey were as follows:

- 12.28% of the respondents had no idea.
- 10.53% of the participants did not have a response.
- 8.77% of the respondents were dissatisfied.
- 7.02% of the respondents were very satisfied.
- 5.26% of the respondents were neutral.
- 3.51% of the respondents were very dissatisfied.

Section 8: Objective Setting and Performance

Table 8: Objective Setting and Performance		
What is your response to the following questions?		
(Responses: No idea, Neutral, Very Low, Low, High, Very High)		
	for academic personnel	for administrative personnel
66		What is your level of satisfaction with the vision and mission of our university?
67		What is your overall level of satisfaction with our university?
68		What is your satisfaction level with our university as being an administrative personnel?
69		What is your willingness level for pursuing your career at our university?
70		What is your level of belonging to our university?
71		What is your level of satisfaction with the adequacy of our university's contribution to your professional development?
72		What is the level of our university for meeting your expectations?
73		What is the level of your willingness to do your job at our university?
74		What is your willingness level to recommend our university to your community in the scope of the working opportunities and services provided?
80	What is your level of satisfaction with the vision and mission of our university?	
81	What is your satisfaction level with our university as being an academic personnel?	
82	What is your willingness level for pursuing your academic career at our university?	
83	What is your level of belonging to our university?	
84	What is the level of our university for meeting your expectations?	
85	What is your willingness level to recommend our university to your community?	

8.1 For academic staff:

In this section, 6 questions in Table 8 were asked to the academic staff for measuring the level of university's objective setting and performance. 57 people responded to the survey. The responses for the 6 questions were as follows:

For the question 80,

What is your level of satisfaction with the vision and mission of our university?

30 responses for high, 11 for low, 8 for very high, 3 for no idea, 3 for no response, 2 for neutral and 0 for very low.

For the question 81,

What is your satisfaction level with our university as being an academic personnel?

20 responses for high, 12 for low, 9 for very high, 9 for very low, 4 for neutral, 3 for no response and 0 for no idea.

For the question 82,

What is your willingness level for pursuing your academic career at our university?

18 responses for high, 13 for low, 9 for neutral, 8 for very high, 7 for very low, 1 for no idea and 1 for no response.

For the question 83,

What is your level of belonging to our university?

26 responses for high, 9 for very low, 8 for very high, 7 for low, 3 for neutral, 2 for no idea and 2 for no response.

For the question 84,

What is the level of our university for meeting your expectations?

21 responses for high, 13 for low, 10 for very low, 6 for neutral, 3 for very high, 3 for no idea and 2 for no response.

For the question 85,

What is your willingness level to recommend our university to your community?

19 responses for high, 10 for very high, 10 for low, 6 for neutral, 5 for very low, 5 for no response and 2 for no idea.

In summary, the results of the survey showed that the university's objective setting and performance level was high according to the 35.19% of academic staff. The survey results indicated that the university's objective setting and performance level was low for 17.46% of the respondents; very high for 12.17% of the respondents and very low for 10.58% of the respondents.

Other results of the survey were as follows:

- 17.46% of the respondents were neutral
- 4.23% of the participants did not have a response.
- 2.91% of the respondents had no idea.

8.2. For administrative staff:

In this section, 9 questions in Table 8 were asked to the administrative staff to measure their satisfaction levels about objective setting and performance issues. 87 people responded to the survey. The responses for the 9 questions were as follows:

For the question 66,

What is your level of satisfaction with the vision and mission of our university?

38 for high, 12 for very high, 11 for no response, 9 for low, 9 for neutral, 5 for no idea and 3 for very low

For the question 67,

What is your overall level of satisfaction with our university?

39 for high, 17 for low, 11 for very high, 7 for very low, 7 for no response, 4 for neutral and 2 for no idea

For the question 68,

What is your satisfaction level with our university as being an administrative personnel?

36 for high, 16 for very high, 12 for low, 9 for very low, 8 for no response, 4 for neutral and 2 for no idea

For the question 69,

What is your willingness level for pursuing your career at our university?

31 for high, 20 for very high, 12 for low, 9 for very low, 8 for no response, 4 for no idea and 3 for neutral

For the question 70,

What is your level of belonging to our university?

26 for high, 25 for very high, 10 for very low, 9 for low, 9 for no response, 5 for no idea and 3 for neutral

For the question 71,

What is your level of satisfaction with the adequacy of our university's contribution to your professional development?

22 for high, 21 for low, 14 for very high, 12 for very low, 9 for no response, 6 for neutral and 3 for no idea

For the question 72,

What is the level of our university for meeting your expectations?

29 for high, 18 for low, 13 for very low, 10 for very high, 10 for no response, 4 for neutral and 3 for no idea

For the question 73,

What is the level of your willingness to do your job at our university?

30 for high, 26 for very high, 10 for no response, 8 for low, 8 for very low, 4 for neutral and 1 for no idea

For the question 74,

What is your willingness level to recommend our university to your community in the scope of the working opportunities and services provided?

28 for high, 18 for very high, 13 for no response, 13 for very low, 10 for low, 5 for neutral and 0 for no idea

In summary, the results of the survey showed that 49.12% of the administrative staff had no idea. The university's objective setting and performance level was high according to the 17.54% of the respondents. The survey results indicated that the university's objective setting and performance level was low for 10.53% of the respondents; very low for 5.26% of the respondents and very high for 3.51% of the respondents.

Other results of the survey were as follows:

- 8.77% of the participants did not have a response.
- 5.26% of the respondents were neutral.