

Analysis of the Survey Results Conducted with Administrative Staff at West Caspian University

The main objectives of the anonymous survey conducted by the Quality Assurance Center among the administrative staff (284 people) of West Caspian University were to obtain information about the university's support in the social life of the administrative staff, their participation activity in personnel-oriented policies, the means of communicating management decisions to the staff, the means of interaction among the administrative personnel, and the level of satisfaction with services such as the medical center, library, and cafeteria.

The survey included 1 yes/no question and 10 questions with a 4-point Likert scale (agree/disagree). Each participant answered all questions. The overall staff satisfaction indicator was 74%. Considering the high satisfaction levels in several variables, the overall satisfaction level can be considered satisfactory.

The vast majority of the administrative staff (96%) can easily obtain information about management decisions, indicating effective internal communication within the university.

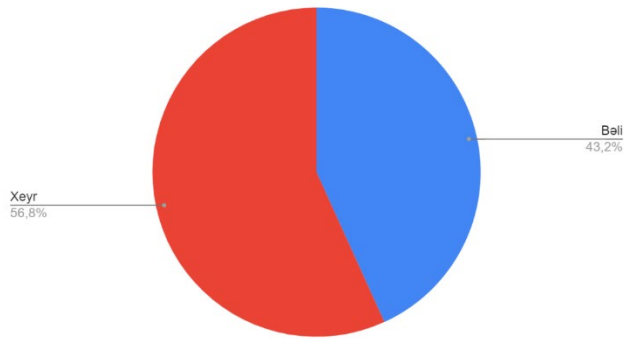
Can you learn the decisions?



The staff's activity level in social and sports events was rated negatively by 56.8%, meaning they responded "no." This indicates a lack of social and sports-related events within the university, insufficient encouragement of the administrative staff to participate in such events, or gaps in time management.

Do you participate in social and sporting activities?

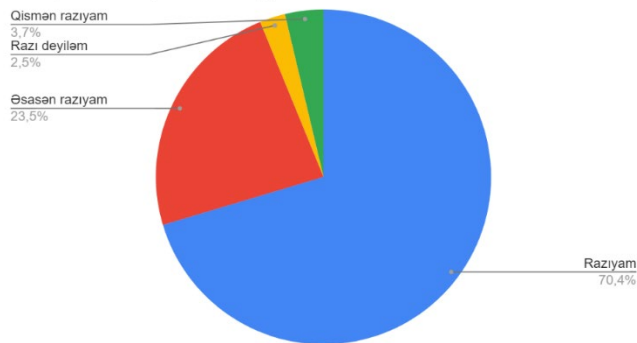
Sosial və İdman fəaliyyətlərində iştirak edirsinizmi ?



70% of employees agree that their opinions are considered during the discussion and decision-making process of personnel-oriented decisions. The majority of other responses fall under “partially agree” and “mostly agree.” These indicators suggest that the internal system for communicating decisions within the university is effective.

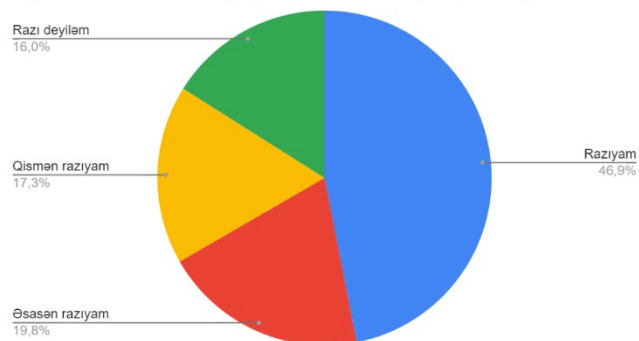
Employees’ opinions are taken into account in personnel-oriented decisions.

kadryönümlü qərarlarda işçilərin fikirləri nəzərə alınır.



Employees have varied opinions regarding the state of interpersonal relations. Overall, about 30% of staff either disagree or partially agree that internal relationships within the university are good. However, the majority (over approximately 65%) believe that

İşçilər arasında olan qarşılıqlı münasibət yaxşı səviyyədədir.



interpersonal relations are posit

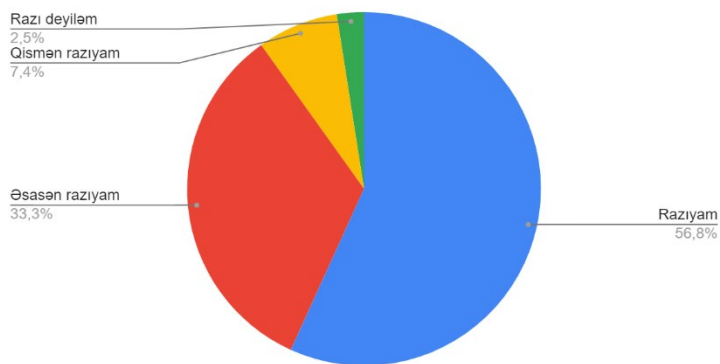
ive.

The participation rate in sports, social, and artistic activities does not differ significantly; in all three categories, more than 65% of the staff report active involvement. The administrative staff has a positive attitude toward university-wide social and cultural events.

İdman fəaliyyətləri yaxşıdır.	Sosial tədbirlərin sayı qanədici səviyyədədir.	Bədii fəaliyyətlər sayı qanədici səviyyədədir.
Razıyam - 42%	Razıyam - 51,9%	Razıyam - 45,1%
Əsasən razıyam - 24,7%	Əsasən razıyam - 33,3%	Əsasən razıyam - 22,8%
Qismən razıyam - 29,6%	Qismən razıyam - 9,9%	Qismən razıyam - 24,7%
Razıyam Deyiləm - 3,7%	Razıyam Deyiləm - 4,9%	Razıyam Deyiləm - 7,4%

About 91% of the respondents are satisfied with the quality of service at the medical center. However, opinions regarding the cafeteria's operations are more varied. Compared to other questions, the cafeteria received a higher proportion of negative feedback. A review of the cafeteria services is deemed necessary.

Yemərxananın fəaliyyəti (yeməklərin dadı, təmizliyi, görünüşü)
qanədici səviyyədədir.



Satisfaction levels regarding electronic library services and auditorium cleanliness are very high, with over 75% of participants expressing approval in both areas.

Overall, the analysis of administrative staff satisfaction across various domains reveals no significant complaints or concerns. However, survey feedback has identified certain gaps that could be addressed to further enhance services. Based on this, the following recommendations are proposed:

Review and improve the quality and conditions of cafeteria services.

Increase the organization and promotion of social and sports activities, and implement additional measures to encourage staff participation.

Enhance communication channels to strengthen mutual relations and cooperation among administrative personnel.

Ensure more active inclusion of employees' opinions in decision-making processes related to personnel management.

Implementing these recommendations will contribute to improving university management quality, as well as boosting staff job satisfaction and motivation. Mövcud boşluqlar üzrə təkliflər listi:

Cafeteria Cleanliness: Concerns about cafeteria hygiene were emphasized twice, highlighting the importance of stricter supervision and adherence to hygiene standards.

Convenient Meals for Faculty: The suggestion to provide convenient food and beverages for faculty at the Inner City campus underscores the importance of addressing university staff needs.

Weak Interdepartmental Communication: Identification of poor communication between departments and a proposal to build teams aims to strengthen internal collaboration.

Faculty Participation in Decision-Making: The desire for faculty involvement in formulating new regulations reflects increased engagement and cooperation in decision-making processes.

Social Media Management: The proposal that involving a social media manager and marketer could enhance effectiveness demonstrates recognition of the role of efficient communication in university promotion.

Effective Time Management: The recommendation to organize time more efficiently is aimed at improving work-life balance for university staff.

Access to Electronic Databases: Along with satisfaction with library services, there is a desire for broader access to fully open scientific databases in the future, indicating continued interest in academic resources.

Strengthening Technical Support: The need to enhance technical support emphasizes the importance of maintaining and improving the university's technology infrastructure.

Head of Quality Assurance Center: Wonda Grobbelaar

