



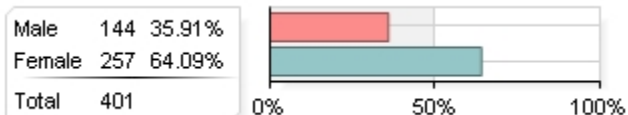
Analysis of Staff Satisfaction Survey

Deanship of Quality Assurance, Institutional Effectiveness and Accreditation

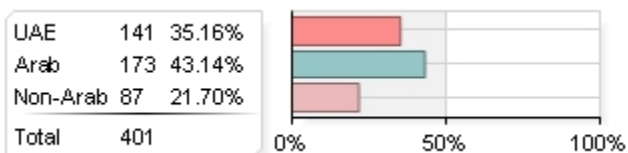
Academic Year 2016-2017

Raters	Staff
Responded	401
Invited	1101
Response Ratio	36.42%

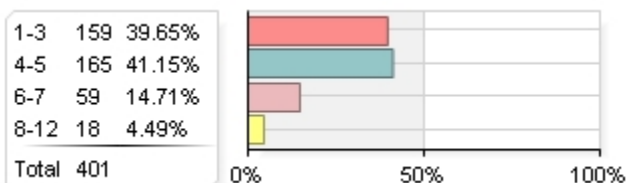
Gender



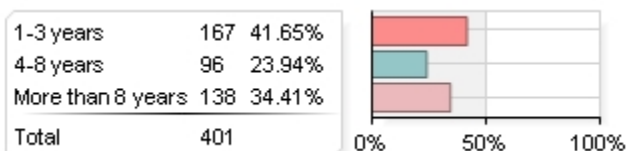
Nationality



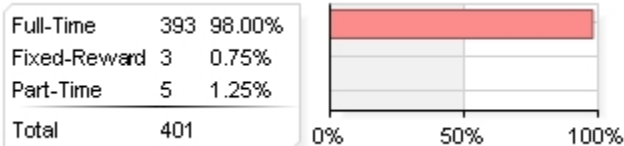
Employee Rank



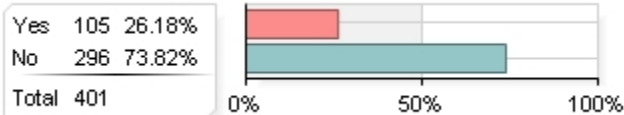
Years of employment at UoS



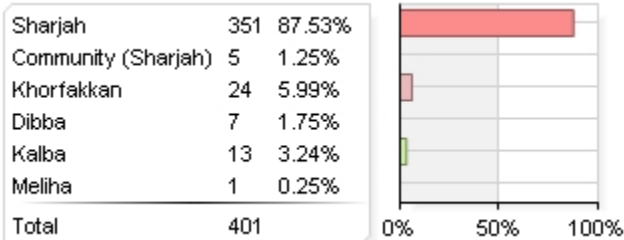
Contract Type



Are you currently in an administrative position (e.g. Director)

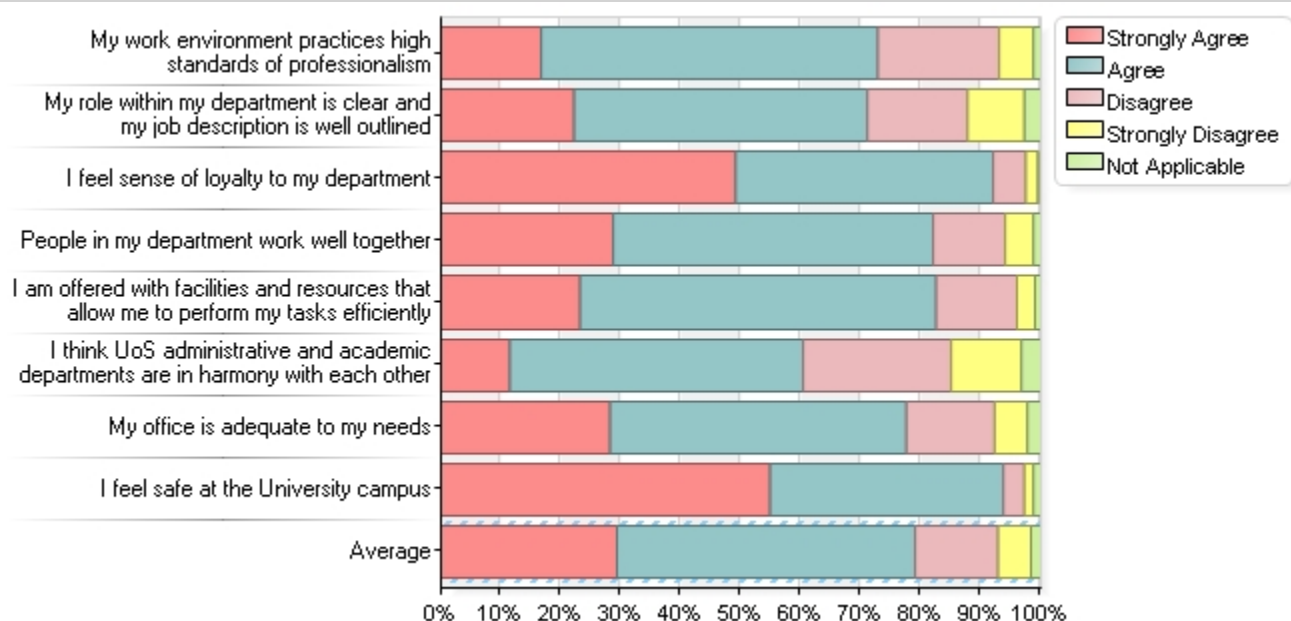


Campus



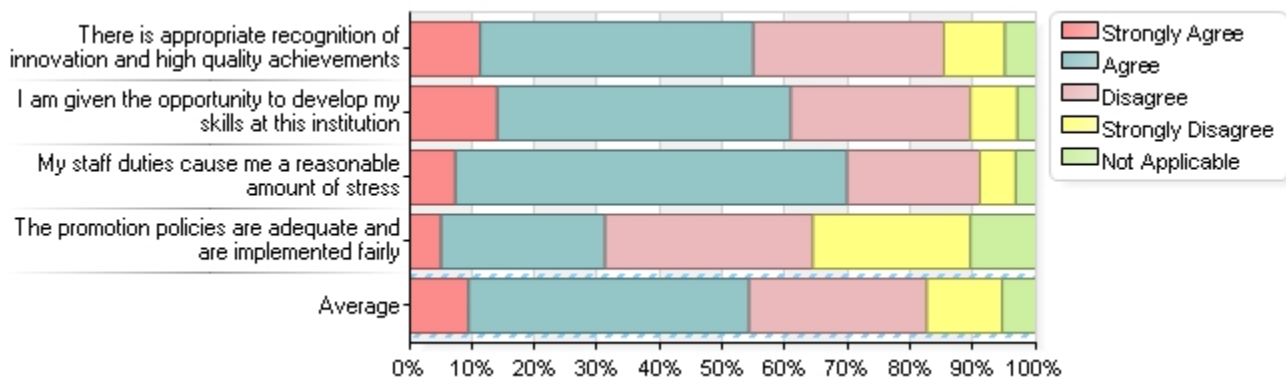
WORK ENVIRONMENT

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
My work environment practices high standards of professionalism	16.71%	56.11%	20.20%	5.74%	1.25%
My role within my department is clear and my job description is well outlined	22.19%	48.88%	16.71%	9.48%	2.74%
I feel sense of loyalty to my department	49.13%	42.89%	5.49%	2.00%	0.50%
People in my department work well together	28.68%	53.37%	11.97%	4.74%	1.25%
I am offered with facilities and resources that allow me to perform my tasks efficiently	23.19%	59.35%	13.47%	2.99%	1.00%
I think UoS administrative and academic departments are in harmony with each other	11.47%	48.88%	24.69%	11.72%	3.24%
My office is adequate to my needs	28.18%	49.38%	14.71%	5.49%	2.24%
I feel safe at the University campus	54.86%	38.90%	3.49%	1.50%	1.25%



CAREER

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
There is appropriate recognition of innovation and high quality achievements	11.22%	43.64%	30.42%	9.73%	4.99%
I am given the opportunity to develop my skills at this institution	13.97%	46.88%	28.68%	7.48%	2.99%
My staff duties cause me a reasonable amount of stress	7.23%	62.59%	21.20%	5.74%	3.24%
The promotion policies are adequate and are implemented fairly	4.99%	26.18%	33.17%	25.19%	10.47%



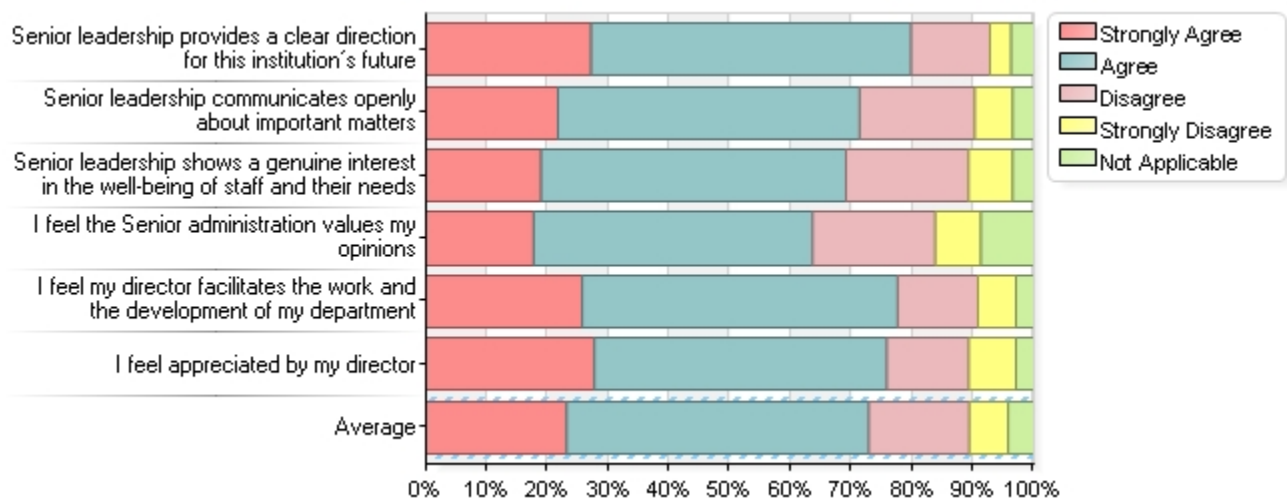
ADMINISTRATIVE SERVICES

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I am satisfied with the direction and guidance Office of the Vice Chancellor for administrative and Financial Affairs	19.20%	56.11%	13.72%	3.49%	7.48%
I am satisfied with the services of the Human Resources Department	17.21%	52.62%	21.20%	7.48%	1.50%
I am satisfied with the services of the Financial Department	15.96%	60.60%	14.96%	2.24%	6.23%
I am satisfied with the services of the Purchasing department	12.97%	50.37%	20.70%	7.23%	8.73%
I am satisfied with the IT services	21.45%	64.59%	9.98%	2.49%	1.50%
I am satisfied with the health services	15.96%	55.61%	15.71%	3.24%	9.48%
I am satisfied with the library services	25.19%	58.10%	2.24%	0.25%	14.21%
I am satisfied with the Physical plant services	14.46%	59.35%	16.46%	5.74%	3.99%
I am satisfied with the sports facilities	15.71%	52.37%	8.23%	4.74%	18.95%
I am satisfied with the food services on campus	6.23%	39.65%	27.43%	19.45%	7.23%
Parking lots are enough, well lighted and safe	9.48%	45.64%	24.94%	14.96%	4.99%
The university campus is spacious and beautiful	55.61%	41.40%	1.50%	1.00%	0.50%



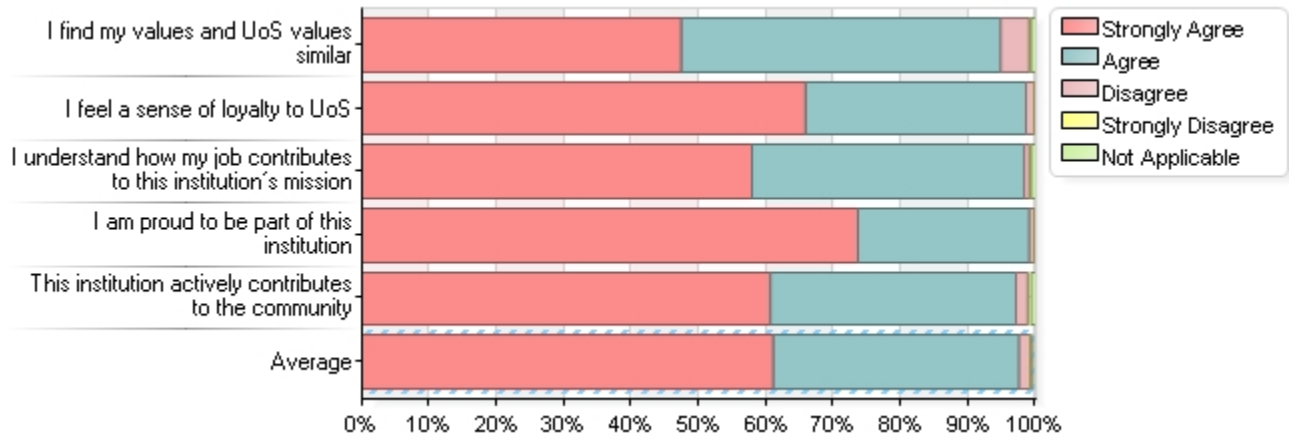
ADMINISTRATION AND LEADERSHIP

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Senior leadership provides a clear direction for this institution's future	27.18%	52.62%	12.97%	3.49%	3.74%
Senior leadership communicates openly about important matters	21.70%	49.63%	18.95%	6.23%	3.49%
Senior leadership shows a genuine interest in the well-being of staff and their needs	18.95%	50.12%	20.20%	7.23%	3.49%
I feel the Senior administration values my opinions	17.71%	45.89%	20.20%	7.48%	8.73%
I feel my director facilitates the work and the development of my department	25.69%	51.87%	13.22%	6.23%	2.99%
I feel appreciated by my director	27.68%	48.13%	13.47%	7.73%	2.99%



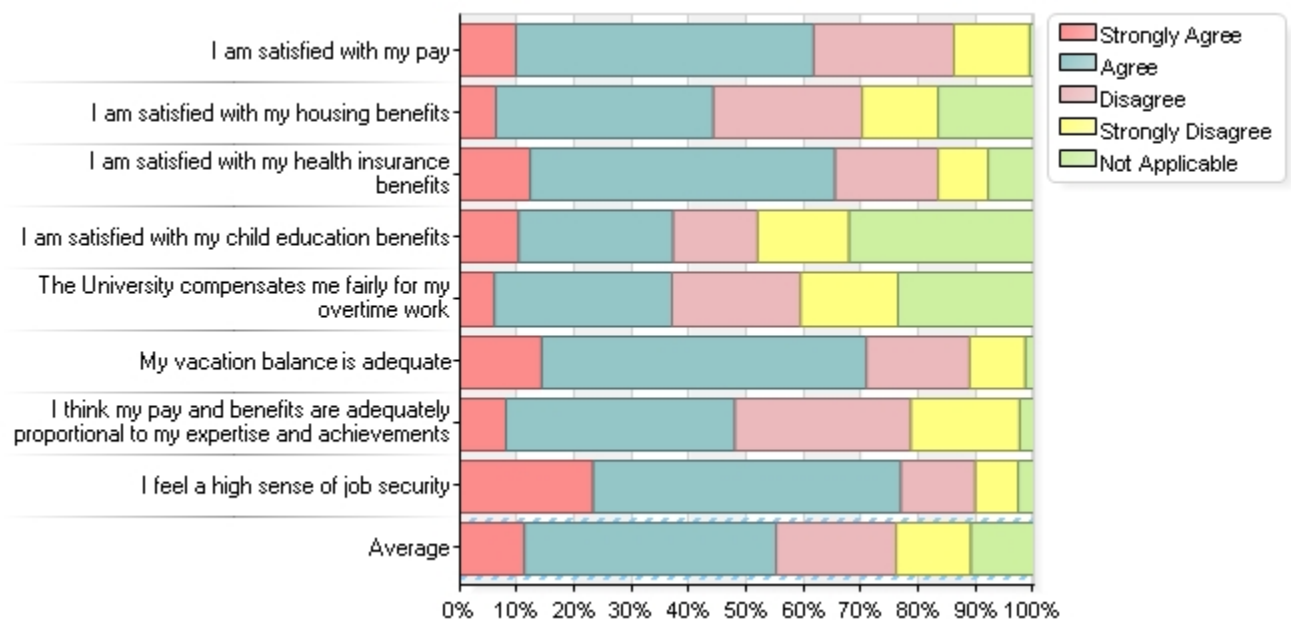
ENGAGEMENT & PRIDE

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I find my values and UoS values similar	47.38%	47.38%	4.24%	0.25%	0.75%
I feel a sense of loyalty to UoS	65.84%	32.67%	1.25%	0.00%	0.25%
I understand how my job contributes to this institution's mission	57.86%	40.40%	0.75%	0.25%	0.75%
I am proud to be part of this institution	73.57%	25.44%	0.75%	0.00%	0.25%
This institution actively contributes to the community	60.60%	36.41%	1.75%	0.50%	0.75%



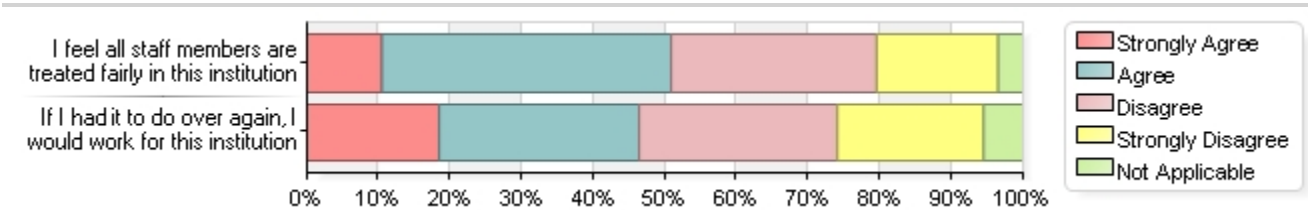
COMPENSATION & BENEFITS

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I am satisfied with my pay	9.73%	51.87%	24.44%	13.22%	0.75%
I am satisfied with my housing benefits	6.23%	37.91%	25.94%	13.22%	16.71%
I am satisfied with my health insurance benefits	12.22%	53.12%	17.96%	8.73%	7.98%
I am satisfied with my child education benefits	10.22%	26.93%	14.71%	15.96%	32.17%
The University compensates me fairly for my overtime work	5.99%	30.92%	22.44%	16.96%	23.69%
My vacation balance is adequate	14.21%	56.61%	17.96%	9.73%	1.50%
I think my pay and benefits are adequately proportional to my expertise and achievements	7.98%	39.90%	30.67%	18.95%	2.49%
I feel a high sense of job security	23.19%	53.62%	12.97%	7.48%	2.74%



GENERAL

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I feel all staff members are treated fairly in this institution	10.47%	40.40%	28.68%	16.96%	3.49%
If I had it to do over again, I would work for this institution	18.45%	27.93%	27.68%	20.45%	5.49%



OVERALL

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Overall, I am satisfied with the University of Sharjah	39.40%	51.12%	5.99%	2.00%	1.50%

