



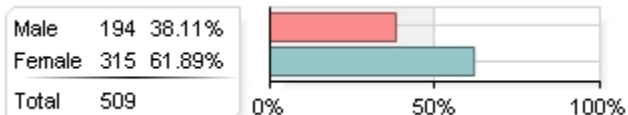
Analysis of Staff Satisfaction Survey

Deanship of Quality Assurance, Institutional Effectiveness and Accreditation

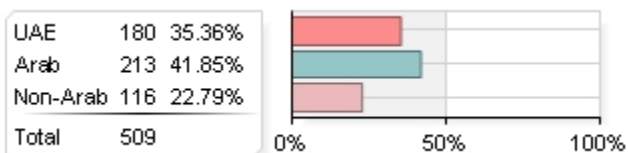
Academic Year 2017-2018

Raters	Staff
Responded	510
Invited	1158
Response Ratio	44.04%

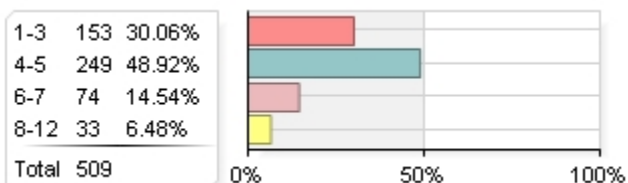
Gender



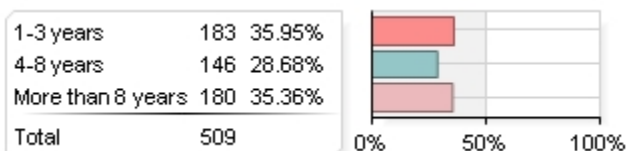
Nationality



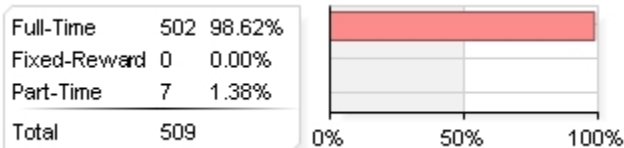
Employee Rank



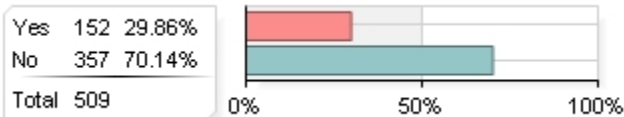
Years of employment at UoS



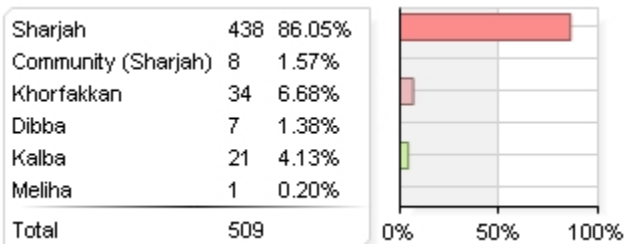
Contract Type



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

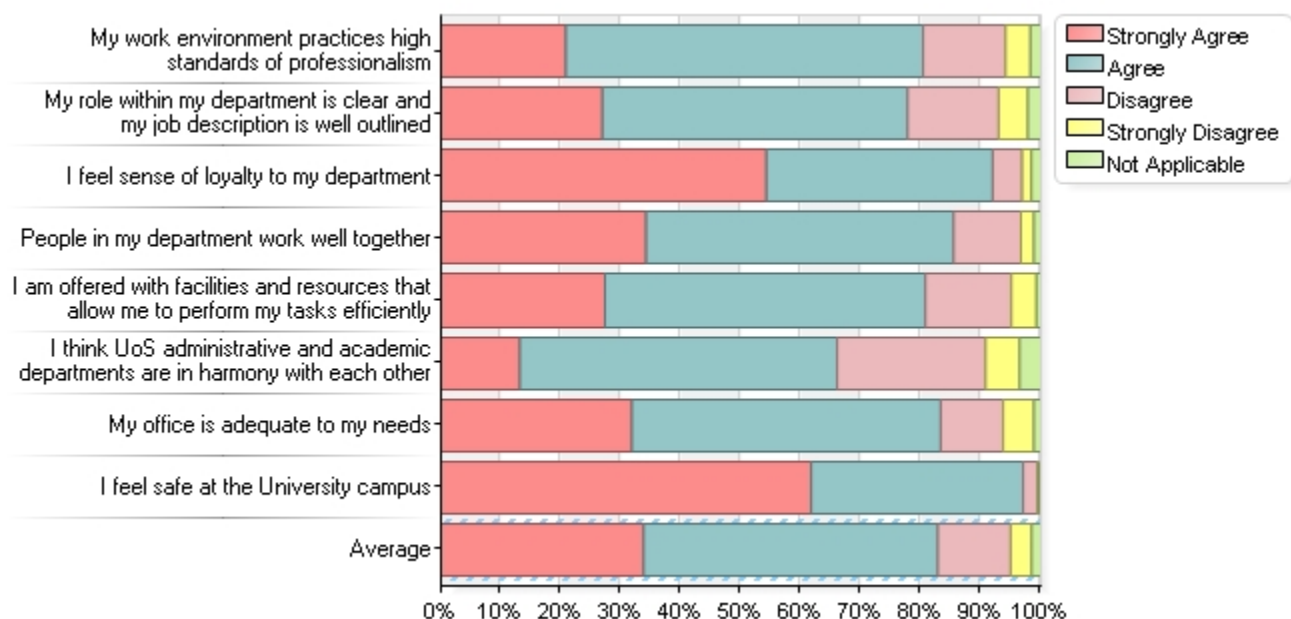


Campus



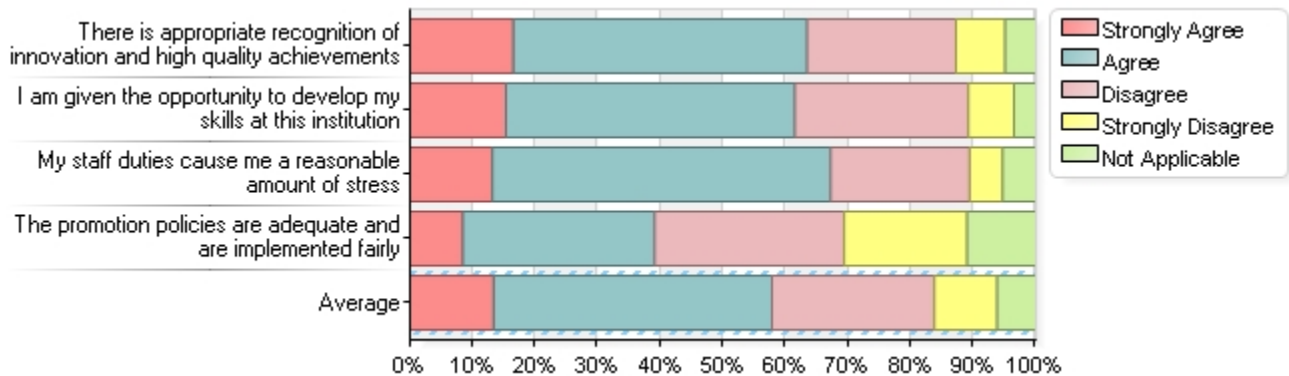
WORK ENVIRONMENT

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
My work environment practices high standards of professionalism	20.83%	59.53%	13.75%	4.13%	1.77%
My role within my department is clear and my job description is well outlined	26.92%	50.88%	15.13%	4.91%	2.16%
I feel sense of loyalty to my department	54.22%	37.72%	4.91%	1.57%	1.57%
People in my department work well together	34.18%	51.28%	11.20%	2.16%	1.18%
I am offered with facilities and resources that allow me to perform my tasks efficiently	27.31%	53.44%	14.34%	4.13%	0.79%
I think UoS administrative and academic departments are in harmony with each other	13.16%	52.85%	24.75%	5.70%	3.54%
My office is adequate to my needs	31.83%	51.47%	10.41%	5.11%	1.18%
I feel safe at the University campus	61.69%	35.36%	2.36%	0.39%	0.20%



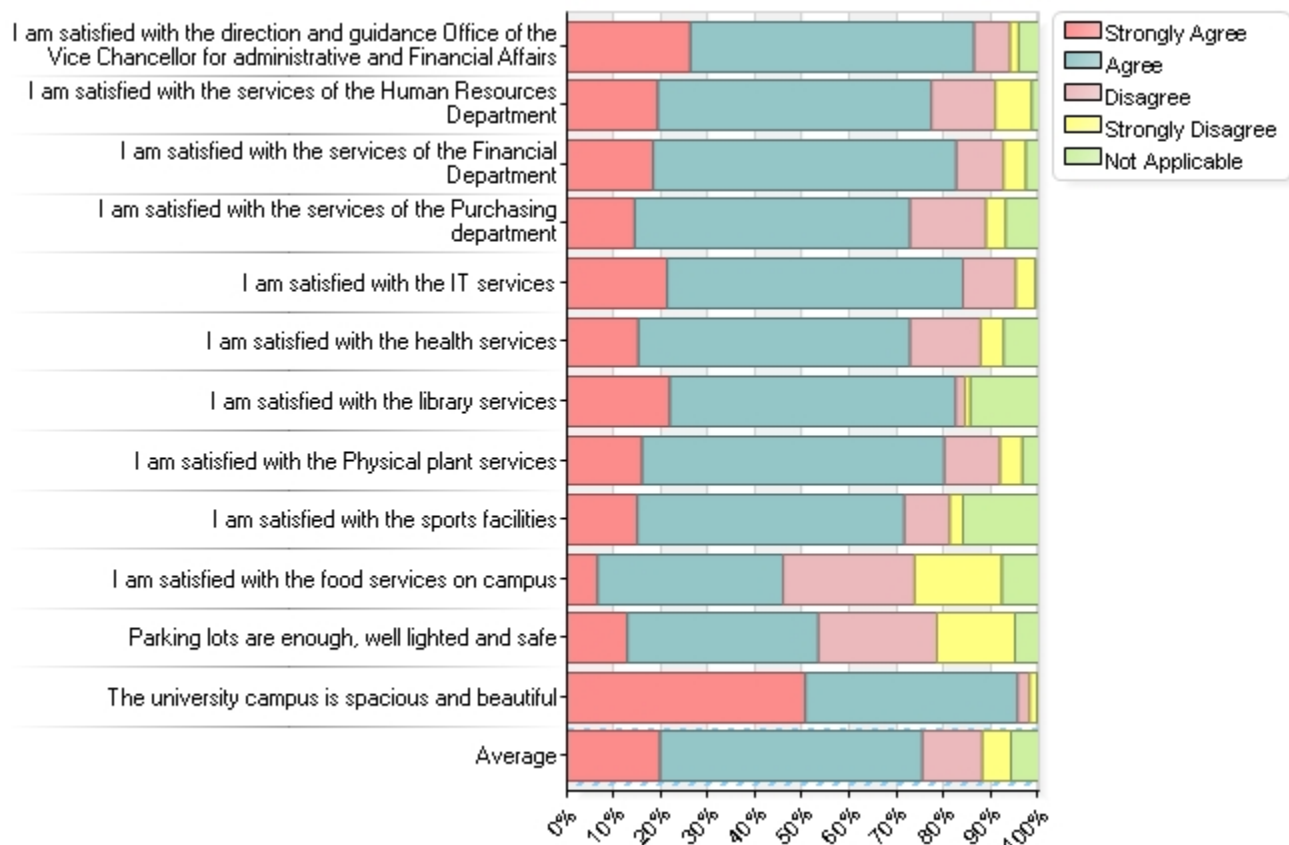
CAREER

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
There is appropriate recognition of innovation and high quality achievements	16.50%	46.95%	23.77%	7.86%	4.91%
I am given the opportunity to develop my skills at this institution	15.32%	46.17%	27.70%	7.27%	3.54%
My staff duties cause me a reasonable amount of stress	13.16%	54.03%	22.20%	5.30%	5.30%
The promotion policies are adequate and are implemented fairly	8.45%	30.65%	30.26%	19.65%	11.00%



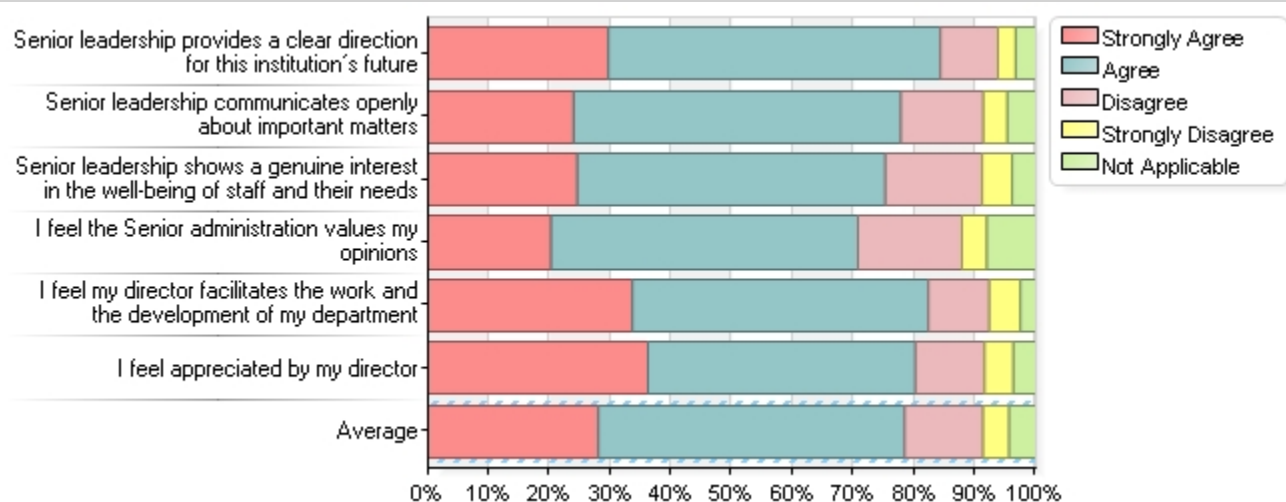
ADMINISTRATIVE SERVICES

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	26.13%	60.12%	7.66%	1.77%	4.32%
I am satisfied with the services of the Human Resources Department	19.25%	57.96%	13.56%	7.66%	1.57%
I am satisfied with the services of the Financial Department	18.27%	64.24%	10.02%	4.72%	2.75%
I am satisfied with the services of the Purchasing department	14.34%	58.35%	16.11%	4.13%	7.07%
I am satisfied with the IT services	21.22%	62.67%	11.20%	4.13%	0.79%
I am satisfied with the health services	15.13%	57.56%	14.93%	4.91%	7.47%
I am satisfied with the library services	21.81%	60.51%	1.96%	1.18%	14.54%
I am satisfied with the Physical plant services	15.91%	64.05%	11.79%	4.72%	3.54%
I am satisfied with the sports facilities	14.93%	56.58%	9.63%	2.75%	16.11%
I am satisfied with the food services on campus	6.48%	39.29%	27.90%	18.47%	7.86%
Parking lots are enough, well lighted and safe	12.77%	40.47%	25.15%	16.50%	5.11%
The university campus is spacious and beautiful	50.49%	44.99%	2.55%	1.57%	0.39%



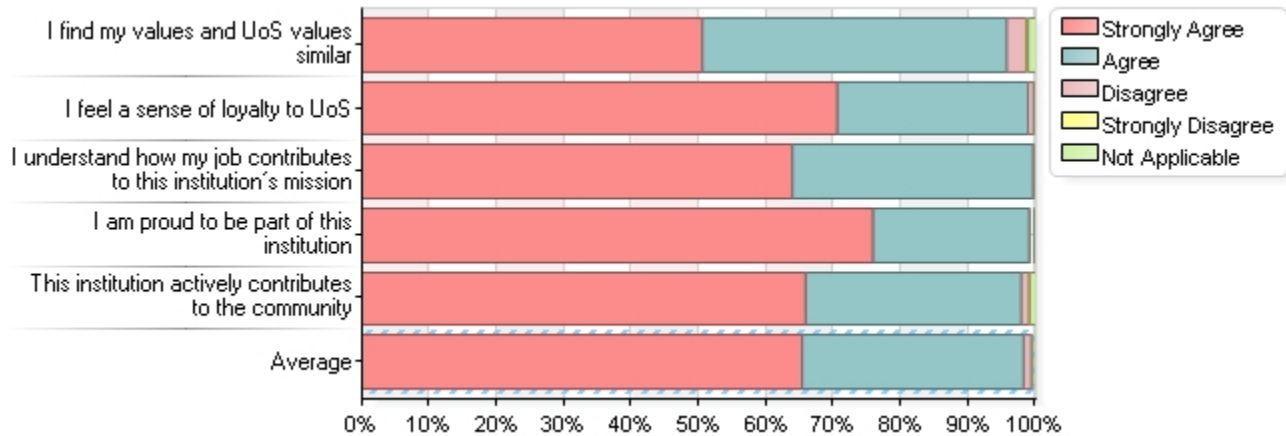
ADMINISTRATION AND LEADERSHIP

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Senior leadership provides a clear direction for this institution's future	29.67%	54.62%	9.43%	2.95%	3.34%
Senior leadership communicates openly about important matters	23.97%	53.83%	13.56%	3.93%	4.72%
Senior leadership shows a genuine interest in the well-being of staff and their needs	24.56%	50.69%	15.91%	4.91%	3.93%
I feel the Senior administration values my opinions	20.24%	50.49%	17.09%	4.13%	8.06%
I feel my director facilitates the work and the development of my department	33.60%	48.72%	10.02%	5.11%	2.55%
I feel appreciated by my director	36.15%	44.01%	11.39%	4.72%	3.73%



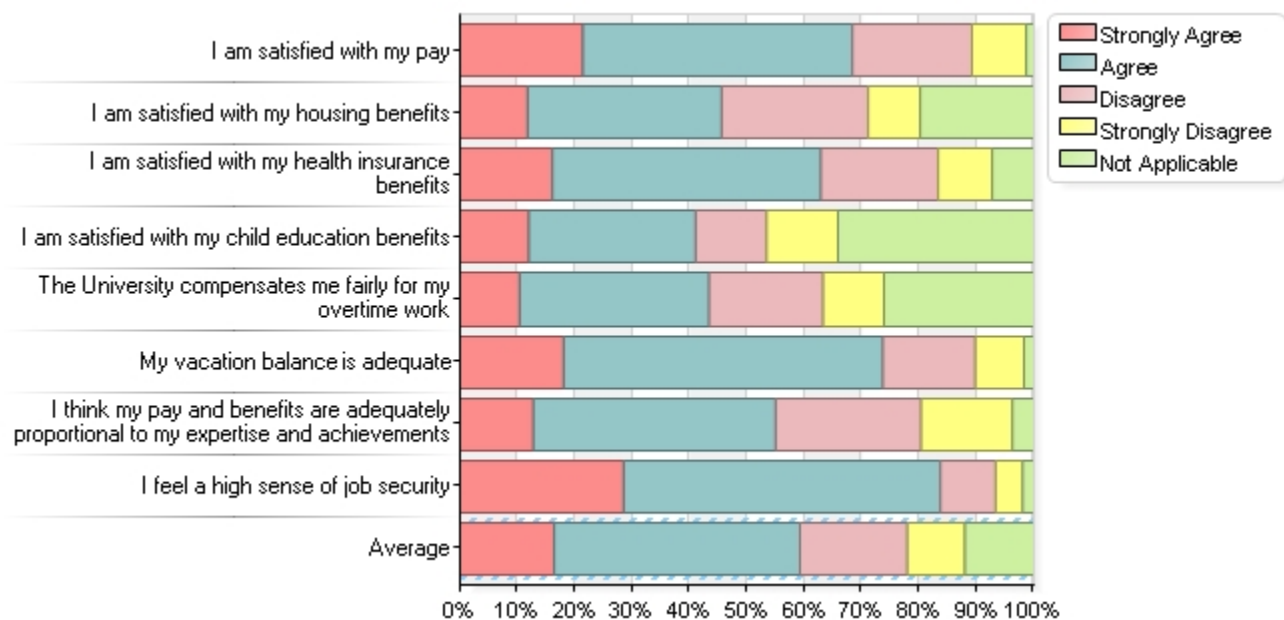
ENGAGEMENT & PRIDE

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I find my values and UoS values similar	50.49%	45.19%	2.95%	0.20%	1.18%
I feel a sense of loyalty to UoS	70.53%	28.29%	0.79%	0.20%	0.20%
I understand how my job contributes to this institution's mission	63.85%	35.76%	0.00%	0.39%	0.00%
I am proud to be part of this institution	75.83%	23.18%	0.59%	0.20%	0.20%
This institution actively contributes to the community	65.82%	32.02%	1.18%	0.00%	0.98%



COMPENSATION & BENEFITS

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I am satisfied with my pay	21.41%	46.95%	20.83%	9.43%	1.38%
I am satisfied with my housing benefits	11.79%	33.79%	25.54%	9.04%	19.84%
I am satisfied with my health insurance benefits	16.11%	46.76%	20.43%	9.43%	7.27%
I am satisfied with my child education benefits	11.98%	29.08%	12.38%	12.38%	34.18%
The University compensates me fairly for my overtime work	10.41%	33.01%	19.84%	10.61%	26.13%
My vacation balance is adequate	18.07%	55.60%	16.11%	8.45%	1.77%
I think my pay and benefits are adequately proportional to my expertise and achievements	12.77%	42.24%	25.34%	15.91%	3.73%
I feel a high sense of job security	28.49%	55.21%	9.63%	4.72%	1.96%



GENERAL

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I feel all staff members are treated fairly in this institution	14.54%	43.03%	27.31%	12.18%	2.95%
Overall, I am satisfied with the University of Sharjah	45.19%	48.72%	4.13%	0.20%	1.77%

