



# Analysis of Staff Satisfaction Survey

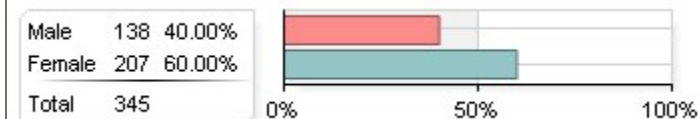
Deanship of Quality Assurance, Institutional Effectiveness and Accreditation

Academic Year 2018-2019

Raters	Staff
Responded	345
Invited	1297
Response Ratio	26.60%

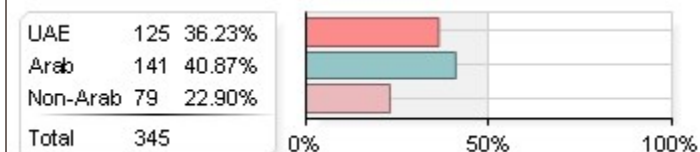
## Gender

### 1. Gender



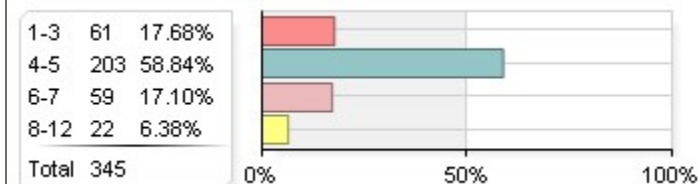
## Nationality

### 1. Nationality



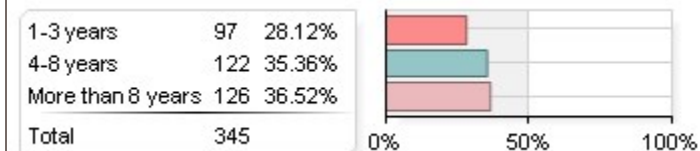
## Employee Rank

### 1. Employee Rank

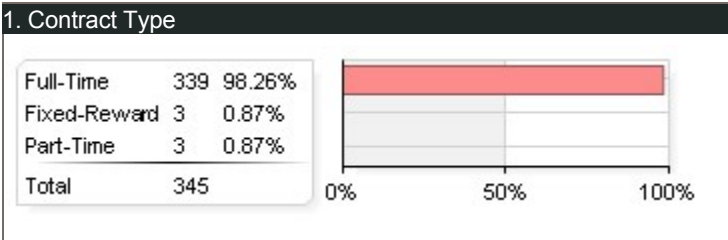


## Years of employment at UoS

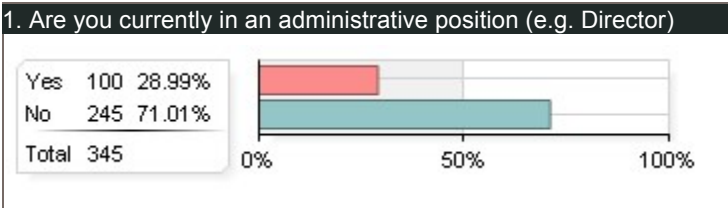
### 1. Years of employment at UoS



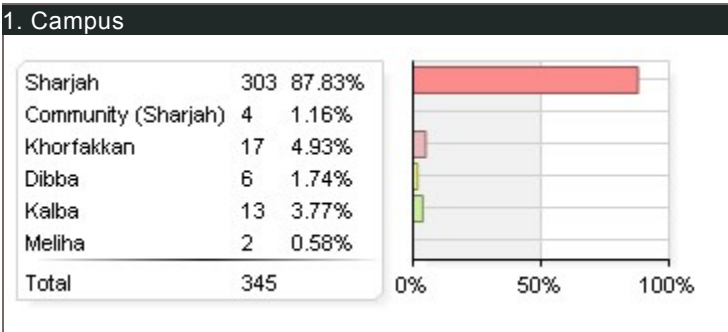
Contract Type



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

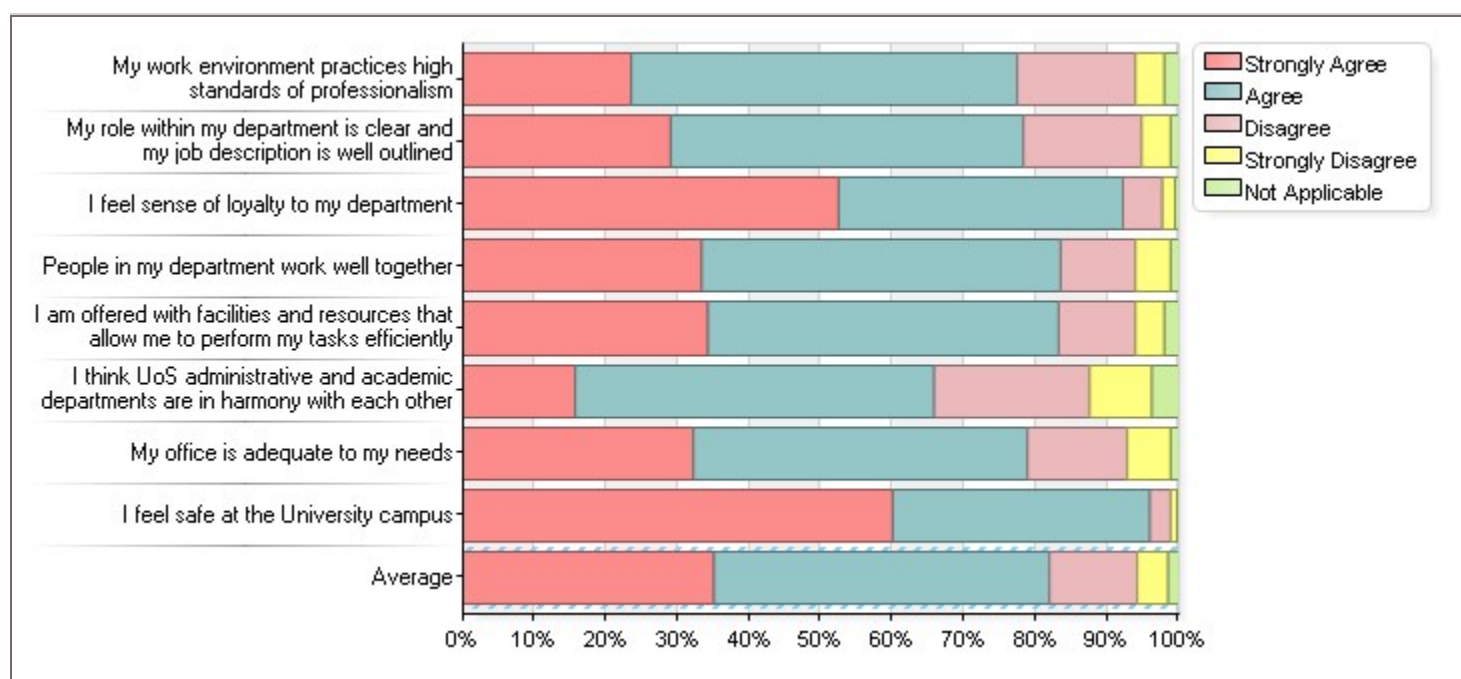


Campus



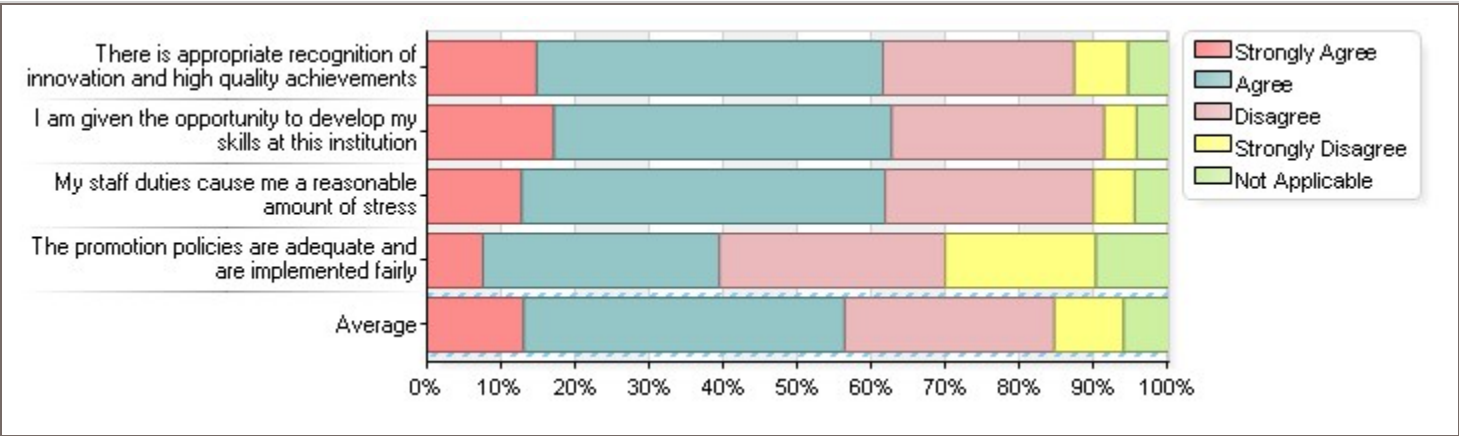
## WORK ENVIRONMENT

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
My work environment practices high standards of professionalism	23.48%	53.91%	16.52%	4.06%	2.03%
My role within my department is clear and my job description is well outlined	28.99%	49.28%	16.52%	4.06%	1.16%
I feel sense of loyalty to my department	52.46%	39.71%	5.51%	1.74%	0.58%
People in my department work well together	33.33%	50.14%	10.43%	4.93%	1.16%
I am offered with facilities and resources that allow me to perform my tasks efficiently	34.20%	48.99%	10.72%	4.06%	2.03%
I think UoS administrative and academic departments are in harmony with each other	15.65%	50.14%	21.74%	8.70%	3.77%
My office is adequate to my needs	32.17%	46.67%	13.91%	6.09%	1.16%
I feel safe at the University campus	60.00%	35.94%	2.90%	0.87%	0.29%



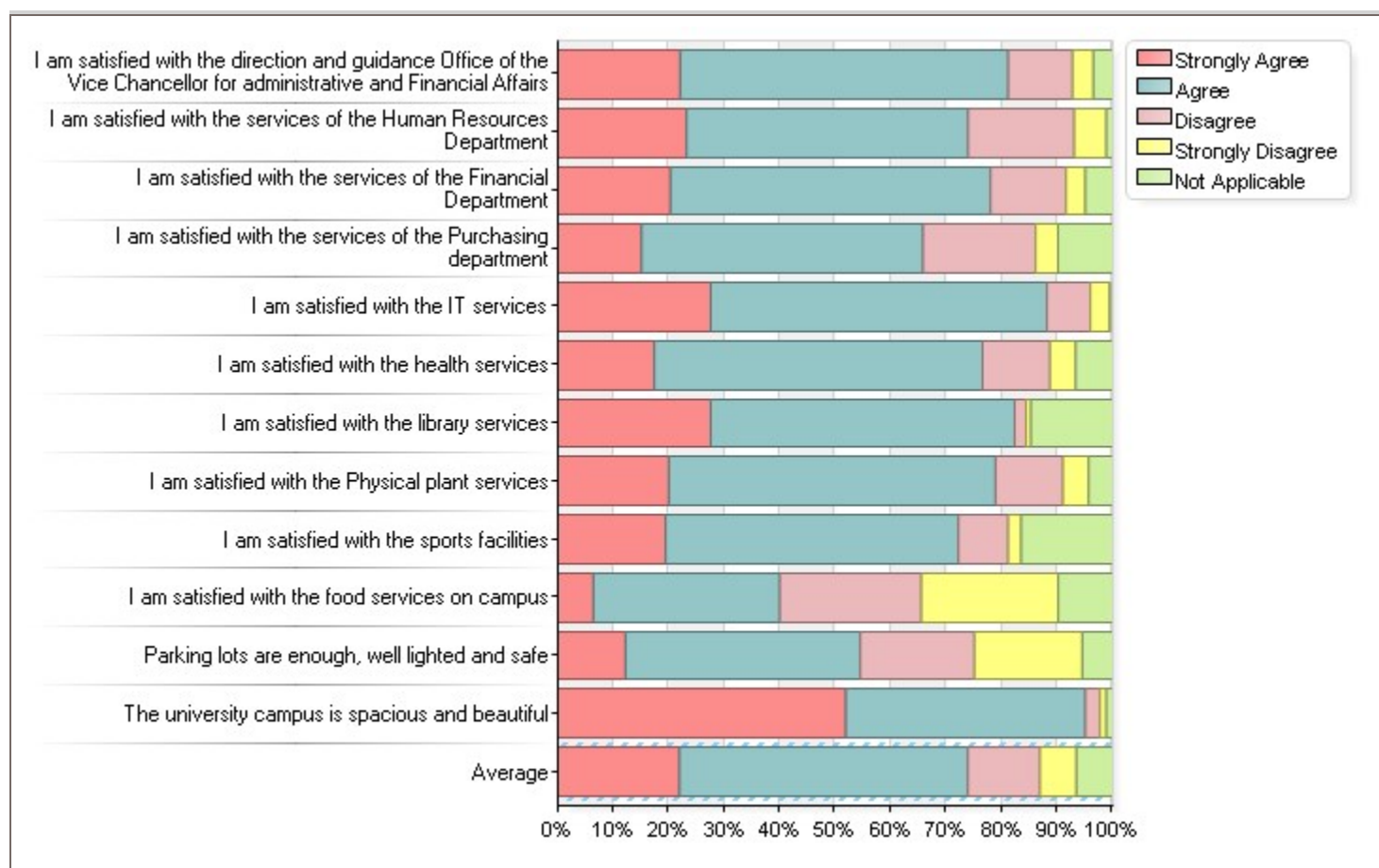
CAREER

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
There is appropriate recognition of innovation and high quality achievements	14.78%	46.67%	25.80%	7.25%	5.51%
I am given the opportunity to develop my skills at this institution	17.10%	45.51%	28.70%	4.35%	4.35%
My staff duties cause me a reasonable amount of stress	12.75%	48.99%	28.12%	5.51%	4.64%
The promotion policies are adequate and are implemented fairly	7.54%	31.88%	30.43%	20.29%	9.86%



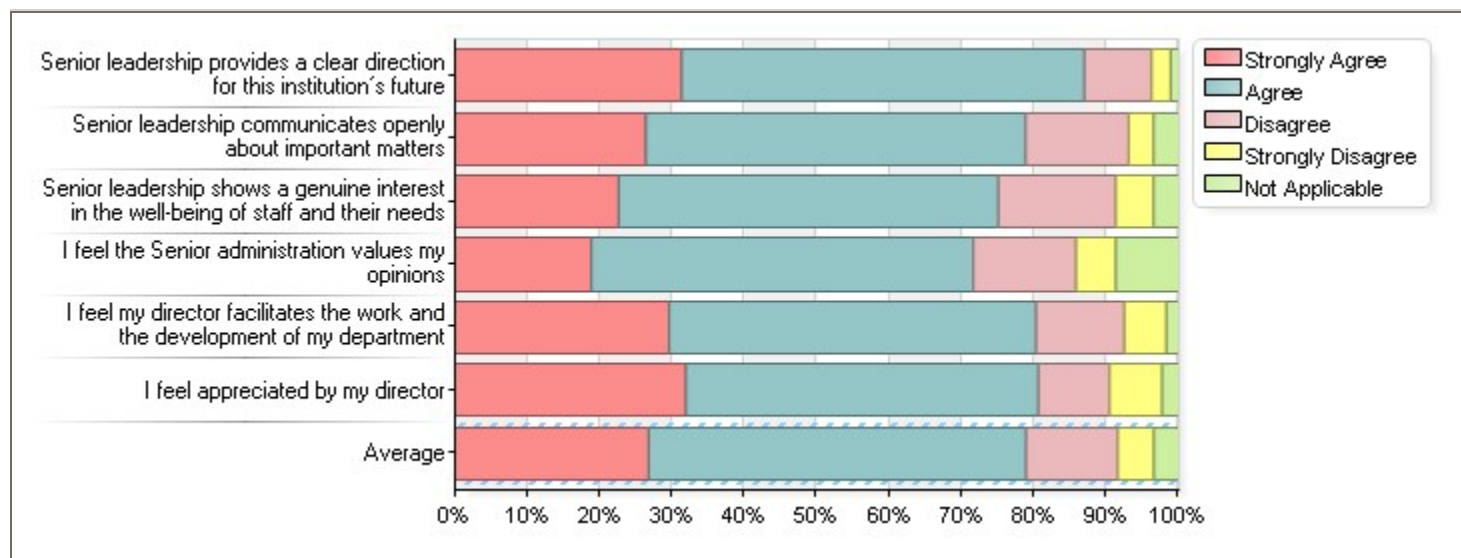
## ADMINISTRATIVE SERVICES

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	22.03%	59.13%	11.59%	3.77%	3.48%
I am satisfied with the services of the Human Resources Department	23.19%	50.72%	19.13%	5.80%	1.16%
I am satisfied with the services of the Financial Department	20.29%	57.68%	13.62%	3.48%	4.93%
I am satisfied with the services of the Purchasing department	15.07%	50.72%	20.29%	4.06%	9.86%
I am satisfied with the IT services	27.54%	60.58%	7.83%	3.48%	0.58%
I am satisfied with the health services	17.39%	59.13%	12.17%	4.64%	6.67%
I am satisfied with the library services	27.54%	54.78%	2.03%	0.87%	14.78%
I am satisfied with the Physical plant services	20.00%	58.84%	12.17%	4.64%	4.35%
I am satisfied with the sports facilities	19.42%	52.75%	8.99%	2.32%	16.52%
I am satisfied with the food services on campus	6.38%	33.62%	25.51%	24.64%	9.86%
Parking lots are enough, well lighted and safe	12.17%	42.32%	20.58%	19.42%	5.51%
The university campus is spacious and beautiful	51.88%	43.19%	2.61%	1.16%	1.16%



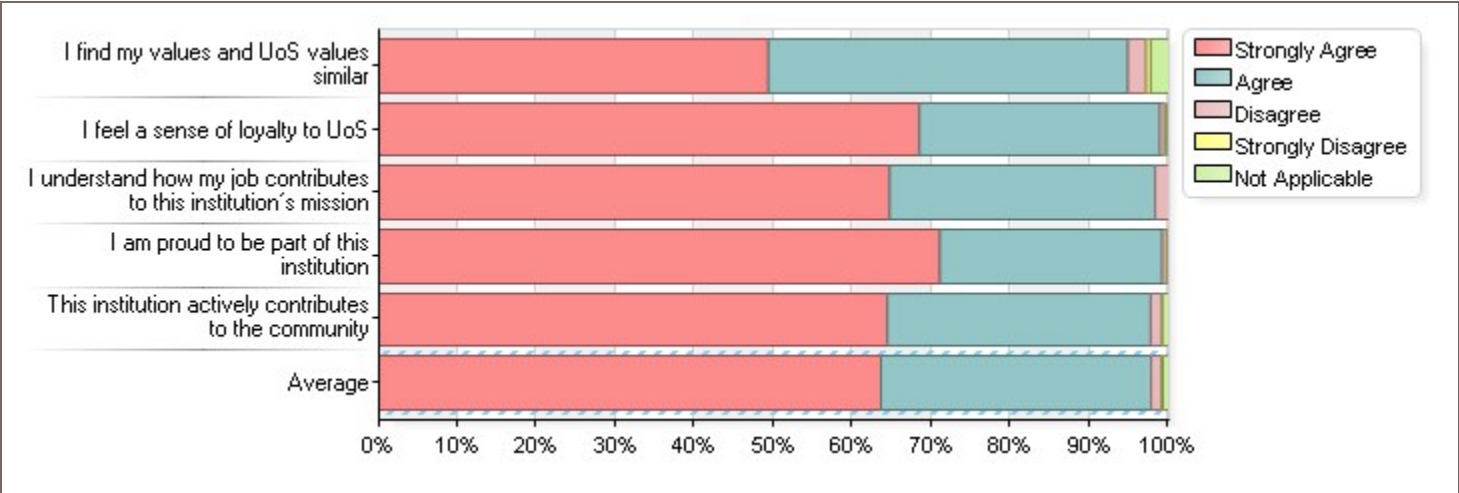
## ADMINISTRATION AND LEADERSHIP

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Senior leadership provides a clear direction for this institution's future	31.30%	55.65%	9.28%	2.61%	1.16%
Senior leadership communicates openly about important matters	26.38%	52.46%	14.20%	3.48%	3.48%
Senior leadership shows a genuine interest in the well-being of staff and their needs	22.61%	52.46%	16.23%	5.22%	3.48%
I feel the Senior administration values my opinions	18.84%	52.75%	14.20%	5.51%	8.70%
I feel my director facilitates the work and the development of my department	29.57%	50.72%	12.17%	5.80%	1.74%
I feel appreciated by my director	31.88%	48.70%	9.86%	7.25%	2.32%



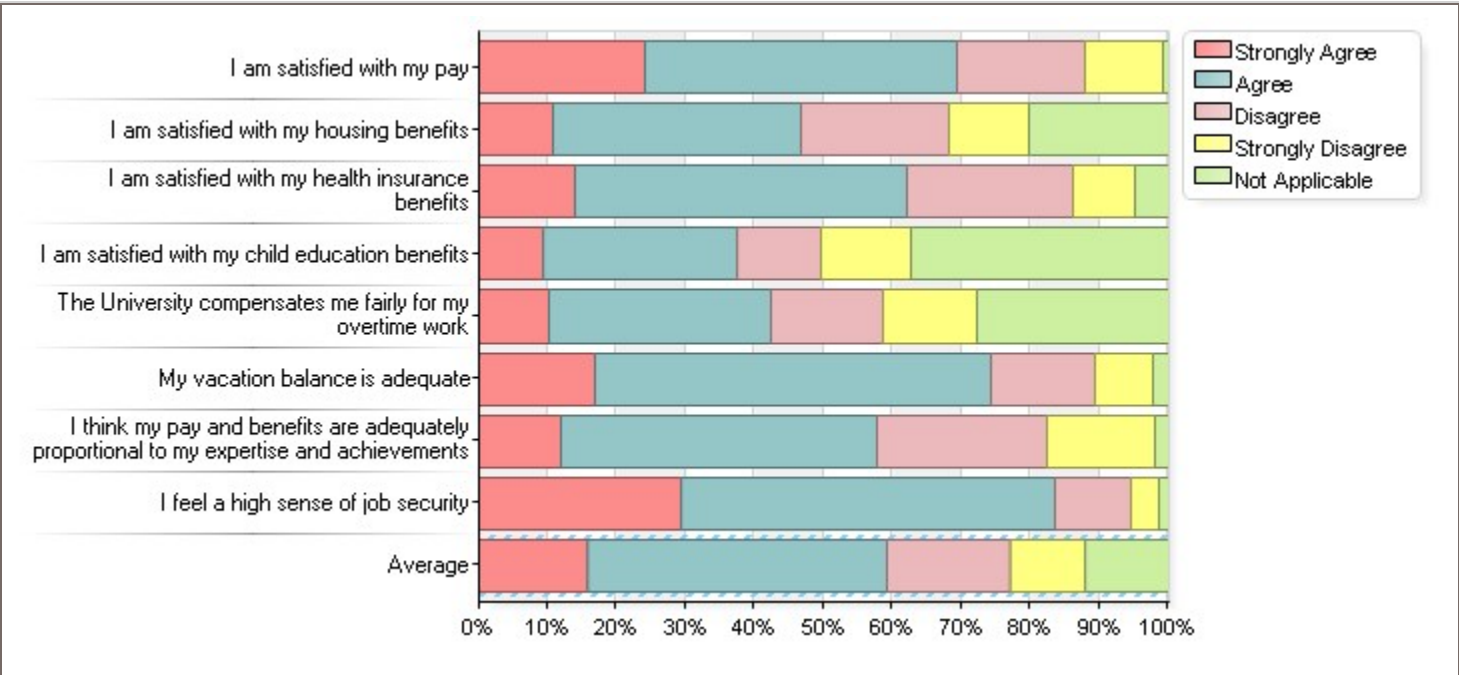
ENGAGEMENT & PRIDE

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I find my values and UoS values similar	49.28%	45.51%	2.32%	0.58%	2.32%
I feel a sense of loyalty to UoS	68.41%	30.43%	0.58%	0.29%	0.29%
I understand how my job contributes to this institution's mission	64.64%	33.62%	1.74%	0.00%	0.00%
I am proud to be part of this institution	71.01%	28.12%	0.58%	0.00%	0.29%
This institution actively contributes to the community	64.35%	33.33%	1.45%	0.00%	0.87%



COMPENSATION & BENEFITS

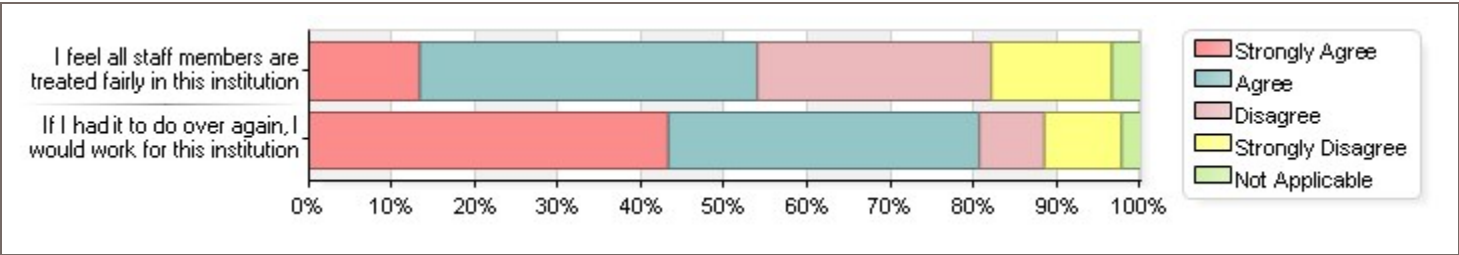
Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I am satisfied with my pay	24.06%	45.22%	18.55%	11.30%	0.87%
I am satisfied with my housing benefits	10.72%	35.94%	21.45%	11.59%	20.29%
I am satisfied with my health insurance benefits	13.91%	48.12%	24.06%	8.99%	4.93%
I am satisfied with my child education benefits	9.28%	28.12%	12.17%	13.04%	37.39%
The University compensates me fairly for my overtime work	10.14%	32.17%	16.23%	13.62%	27.83%
My vacation balance is adequate	16.81%	57.39%	15.07%	8.41%	2.32%
I think my pay and benefits are adequately proportional to my expertise and achievements	11.88%	45.80%	24.64%	15.65%	2.03%
I feel a high sense of job security	29.28%	54.20%	11.01%	4.06%	1.45%





General

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I feel all staff members are treated fairly in this institution	13.33%	40.58%	28.12%	14.49%	3.48%
If I had it to do over again, I would work for this institution	43.19%	37.39%	7.83%	9.28%	2.32%



Overall

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Overall, I am satisfied with the University of Sharjah	48.70%	44.64%	4.06%	1.16%	1.45%

Copy of Overall

