



## ADMINISTRATIVE STAFF SATISFACTION SURVEY

This survey was developed by Department of Strategy and Development at Halıç University. The application, analysis and evaluation of the survey will be carried out by the unit mentioned above. The purpose of the survey is to discover the opinions and thoughts of our administrative staff in order to use the feedback in quality improvement processes. The questionnaire contains questions about your personal information and your assessment of quality processes. Do not provide any identity information. There is a 5-point Likert scale at each survey item for you to reflect your ratings. Please mark the items according to your satisfaction level. In the last section, you can express your opinions and suggestions.

The protection of personal privacy is essential in the survey.  
Thank you for your participation.

Department of Strategy and Development

| SECTION 1: Personal Information (The information in this section will be used for statistical purposes only.)  |   |                    |                   |                 |                      |                       |                     |               |
|--|---|--------------------|-------------------|-----------------|----------------------|-----------------------|---------------------|---------------|
| 1. Gender  | :   | Female ( )         | Male ( )          |                 |                      |                       |                     |               |
| 2. Age   | :   | (Please select...) |                   |                 |                      |                       |                     |               |
| 3. Total Occupation (Years)  | :   | (Please select...) |                   |                 |                      |                       |                     |               |
| 4. Total occupation at Halıç University (Years)  | :   | (Please select...) |                   |                 |                      |                       |                     |               |
| 5. Education Status:   |   | Primary School ( ) | Middle School ( ) | High School ( ) | Associate Degree ( ) | Bachelor's Degree ( ) | Master's Degree ( ) | Doctorate ( ) |
| <i>You can choose between 1 (Strongly Disagree) and 5 (Strongly Agree). If you are neutral about an item, you can check the "Indecisive" option.</i> |   |                    |                   |                 |                      |                       |                     |               |
| SECTION 2: Satisfaction Assessment Criteria  |   | 1                  | 2                 | 3               | 4                    | 5                     |                     |               |
| THE STATE OF ADMINISTRATION  |   | Strongly Disagree  | Disagree          | Partially Agree | Agree                | Strongly Agree        | Indecisive          |               |
| 1  | I am satisfied with the functioning of administrative services.   |                    |                   |                 |                      |                       |                     |               |
| 2  | I am satisfied with the performance evaluation system at our university.  |                    |                   |                 |                      |                       |                     |               |
| 3  | The opportunities of our university for vocational education, career development and self-development are sufficient. |                    |                   |                 |                      |                       |                     |               |
| 4  | I can easily contact my supervisors if and when it is necessary.  |                    |                   |                 |                      |                       |                     |               |
| 5  | I can easily share problems related to my work with my supervisors.   |                    |                   |                 |                      |                       |                     |               |
| 6  | My supervisors guide me in decisions directly related to my work.   |                    |                   |                 |                      |                       |                     |               |
| 7  | My supervisors take into account my suggestions about improving the quality of the work.                              |                    |                   |                 |                      |                       |                     |               |
| 8  | My supervisors support new ideas.   |                    |                   |                 |                      |                       |                     |               |
| 9  | The number of administrative staff in our unit is sufficient.   |                    |                   |                 |                      |                       |                     |               |
| 10   | Definitions of my duties, authority and responsibilities are clearly defined.   |                    |                   |                 |                      |                       |                     |               |
| SATISFACTION ABOUT SERVICES  |   |                    |                   |                 |                      |                       |                     |               |
| 11   | I am pleased with the cleaning services at our university.  |                    |                   |                 |                      |                       |                     |               |



|  |   |   |          |                 |       |                |            |
|--|---|---|----------|-----------------|-------|----------------|------------|
| 12   | I am pleased with the variety of food offered at the dining hall at our university.   |   |          |                 |       |                |            |
| 13   | I am pleased with the taste of the food offered at the dining hall at our university.   |   |          |                 |       |                |            |
| SATISFACTION ABOUT SERVICES                    |   | You can choose between 1 (Strongly Disagree) and 5 (Strongly Agree). If you are neutral about an item, you can check the "Indecisive" option. |          |                 |       |                |            |
|  |   | 1   | 2        | 3               | 4     | 5              |            |
|  |   | Strongly Disagree   | Disagree | Partially Agree | Agree | Strongly Agree | Indecisive |
| 14   | I am satisfied with the hygiene of cafeteria services at our university.  |   |          |                 |       |                |            |
| 15   | I am pleased with the beverage and catering services at our university.   |   |          |                 |       |                |            |
| 16   | The physical workplace at our university is highly compatible (in terms of ergonomics) with the pandemic conditions.                  |   |          |                 |       |                |            |
| 17   | I find the health services provided by Medipol health group sufficient.   |   |          |                 |       |                |            |
| 18   | I am satisfied with the security services at our university.  |   |          |                 |       |                |            |
| 19   | I am satisfied with the disaster management services at our university (fire, earthquake, pandemic, etc.).                            |   |          |                 |       |                |            |
| 20   | I am satisfied with the transportation services at our university.  |   |          |                 |       |                |            |
| 21   | I am satisfied with the transportation services (the means of transportation allocated for meetings, events, etc.) at our university. |   |          |                 |       |                |            |
| 22   | I am satisfied with the vehicle and parking arrangements at our university.   |   |          |                 |       |                |            |
| 23   | I think it is necessary to provide kindergarten and nursery services at our university.   |   |          |                 |       |                |            |
| 24   | I am satisfied with the communication facilities (e-mail, announcements, boards, etc.) at our university.                             |   |          |                 |       |                |            |
| 25   | I am satisfied with the salary policies at our university.  |   |          |                 |       |                |            |
| 26   | I am pleased with the social opportunities at our university.   |   |          |                 |       |                |            |
| 27   | I am pleased with the services provided by Department of Health, Culture and Sports at our university.                                |   |          |                 |       |                |            |
| 28   | I am pleased with the opportunities provided by Continuing Education Research and Application Center at our University.               |   |          |                 |       |                |            |
| 29   | I am pleased with the services provided by Department of Press and Publication at our University.                                     |   |          |                 |       |                |            |
| 30   | I am satisfied with the technical support services at university.   |   |          |                 |       |                |            |
| 31   | I am pleased with the efforts of Quality Commission at our university.  |   |          |                 |       |                |            |
| CORPORATE AFFILIATION AND ENVIRONMENTAL IMPACT |   |   |          |                 |       |                |            |
| 32   | I am not worried about losing my job.   |   |          |                 |       |                |            |



|    |  |  |  |  |  |  |  |
|----|--|--|--|--|--|--|--|
| 33 | My performance and achievements are highly appreciated by my supervisors.  |  |  |  |  |  |  |
| 34 | The level of cooperation in teamwork is high.  |  |  |  |  |  |  |
| 35 | Our university ensures the necessary efforts for the environment and the preservation of the ecological balance. |  |  |  |  |  |  |
| 36 | Our university contributes to the development and progress of our country.                                       |  |  |  |  |  |  |
| 37 | Our university follows policies in line with the ethical and social values.                                      |  |  |  |  |  |  |
| 38 | I am pleased to be an employee at our university.  |  |  |  |  |  |  |

SECTION 3: You may express your opinions further below.

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