

WESTERN BALKANS UNIVERSITY
QUESTIONNAIRE FOR THE EVALUATION OF THE INSTITUTION BY MEMBERS
OF THE ADMINISTRATIVE STAFF

This questionnaire is made in the end of each academic year with members of the administrative staff of “Western Balkans University”. Its purpose is to evaluate the level of satisfaction of the administrative staff to help in their professional improvement, as well as to understand the evaluation of each of them and to further develop the quality of the institution's management.

Please read each question carefully and give the answer that you think is most correct for you. The information provided will remain confidential.

Thank you for your dedicated time!

POSITION

A. Fill in _____

Gender

- A. Female
- B. Male

Work experience

- A. 1-5
- B. 6-10
- C. 11-15
- D. 16-20
- E. Over 20

Rate the following statements on a scale from 1 to 5, where 1 is the minimum rating and 5 the maximum, respectively from “I do not agree at all” to “I strongly agree”.

No.	The statement	ASSESSMENT				
		1	2	3	4	5
1	The space I have at the workplace is sufficient and motivating	1	2	3	4	5
2	The institution provides a technological system that meets my needs	1	2	3	4	5
3	The cleanliness of common areas (toilets, corridors, classrooms, offices) is within the standards	1	2	3	4	5
4	The institution provides lunch service inside the building in comfortable good conditions	1	2	3	4	5
5	I am satisfied with the security system provided by the institution	1	2	3	4	5
6	I am satisfied with the medical services at this institution	1	2	3	4	5
8	I am aware of my rights and responsibilities	1	2	3	4	5

9	I am informed about the job description I have to do	1	2	3	4	5
10	We can easily forward complaints to higher bodies	1	2	3	4	5
	Administration leaders take our opinion into account					
11	As administrative personnel we can freely express our opinions and beliefs	1	2	3	4	5
12	The institution attaches importance to participation in the decision-making process	1	2	3	4	5
13	The work I do fits my field of education	1	2	3	4	5
14	The institution respects the conditions agreed at the beginning regarding my commitment	1	2	3	4	5
15	The number of administrative personnel of the institution is sufficient	1	2	3	4	5
16	I am satisfied with the cooperation between the administrative offices of the respective units	1	2	3	4	5
17	Within the institution, I am offered administrative support in cases where it is necessary	1	2	3	4	5
18	The institution offers security and stability at work	1	2	3	4	5
19	I am satisfied with the general atmosphere in the institution	1	2	3	4	5
20	I am satisfied with the cooperation with the academic staff of the institution	1	2	3	4	5
21	The institution values and properly uses the professional experience of the administrative staff	1	2	3	4	5
22	The institution encourages and supports the participation of personnel in professional training	1	2	3	4	5
23	The institution offers sufficient training opportunities for the institutional development of administrative personnel	1	2	3	4	5
<i>The mission, vision and direction of the institution</i>						
31	I am aware of the vision and mission of the institution	1	2	3	4	5
32	The institution is managed in a dignified manner	1	2	3	4	5
33	Importance is given to the national and international presentation of the institution	1	2	3	4	5
34	I consider WBU as the place where I can develop my professional career	1	2	3	4	5
35	I think of WBU as the place where I can stay until I retire	1	2	3	4	5
36	I suggest WBU as one of the best choices	1	2	3	4	5
37	I am satisfied with the financial conditions offered by the institution	1	2	3	4	5

1. Give your suggestions on what we can do differently for better administration of WBU
