

## QUESTIONNAIRE FOR UNIVERSITY ADMINISTRATIVE AND SUPPORT STAFF

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ADMINISTRATION AND SERVICES		Always	Often	Sometimes	Rarely	Never
1	Administrative/support staff is informed about the declared mission of the university					
2	Is the contribution of the administrative / support staff in the unit within the University valued?					
3	Is the Rector/Dean open to your suggestions, remarks, and requests					
4	Is the Vice-Rector / Vice Dean open for your remarks, suggestions, and requests?					
5	Is the Secretary-General open to your remarks, suggestions, and requests??					
6	The administrative / support staff is well informed about all decisions made within the University / Faculty					
7	The workload of the administrative / support staff at the University / Unit is equal					
8	Salaries of administrative / support staff are motivating for results at work					
9	The supportive conditions in the work environment offered by the University are satisfactory					
10	Do Internet services fill your requirements?					
11	Rapports between administrative / support staff and academics are good					
12	Does the content and design of the University website and the content of the academic unit pages complete your requirements?					
13	Does the hygiene in the facilities, office and classroom complete your requirements?					
14	Do you have financial incentives for extra work?					

15	How much does the union cooperate with the administration and how much do you have this support so far?					
16	How much does your job evaluation affect your motivation for work?					
17	Are you satisfied with the training provided by the employer?					
18	Do you need additional professional training?					
19	Are you satisfied with keeping regular meetings with the Management?					
20	Do you suggest keeping more frequent meetings for division of duties and coordination of tasks?					
21	Are you satisfied with the supervisor who monitoring your work process?					