



UNIVERSITY “FEHMI AGANI” OF GJAKOVA

**EVALUATION OF ACADEMIC STAFF
ADMINISTRATION AND SERVICES**

Prepared by:

Quality Assurance Office

Gjakovë, 2020

Contents

<i>Table Contents</i>	3
<i>Figure Contents</i>	3
ENTRY	4
The purpose of this research	4
Methodology	4
Administration and services.....	5
Is the dean opened for your remarks, suggestions and requests	5
Is the dean opened for your remarks, suggestions and requests	5
Is the vice dean opened for your remarks, suggestions and requests.....	6
.....	6
Is the branch chief in constant contact with your requirements.....	6
Do the faculty administration services respond to your requests.....	7
Do central administration services respond to your requests.....	7
Do internet services meet your requirements.....	8
Do MSU services meet your requirements?	9
Does the content of the academic unit's website meet your requirements?	9
Hygiene in facilities, offices and classrooms meets your needs	10
Hygiene in facilities, offices and classrooms meets your needs	10
Summary evaluation results by the academic staff for the administration and services of the university.....	11
CONCLUSION AND RECOMMENDATION	12

Table Contents

Table 1. Is the dean opened for your remarks, suggestions and requests	6
Table 2. Is the vice dean open for your remarks, suggestions and requests.....	6
Table 3. Is the head of the branch in constant contact with your requests'	7
Table 4. Do the faculty administration services respond to your requests.....	7
Table 5. Do central administration services respond to your requests.....	8
Table 6. Do internet services meet your requirements	9
Table 7. Do MSU services meet your requirements? Figure 7. Do MSU services meet your requirements?	9
Table 8. Does the content of the academic unit's website meet your requirements?	10
Table 9. Hygiene in facilities, offices and classrooms meets your needs	10

Figure Contents

Figure 1. Is the dean opened for your remarks, suggestions and requests	6
Figure 2. Is the vice dean open for your remarks, suggestions and requests	6
Figure 3. Is the head of the branch in constant contact with your requests'	7
Figure 4. Do the faculty administration services respond to your requests	8
Figure 5. Do central administration services respond to your requests	8
Figure 6. Do internet services meet your requirements	9
Table 7. Do MSU services meet your requirements? Figure 7. Do MSU services meet your requirements?	9
Figure 8. Does the content of the academic unit's website meet your requirements?	10
Figure 9. Hygiene in facilities, offices and classrooms meets your needs.....	11
Figure 10. Evaluation of the administration by the Academic Staff.....	11

ENTRY

Based on the Regulation of Quality Assurance and Evaluation at the University of Gjakova "Fehmi Agani" (Ref.nr.04 / 50 dated 10. 01. 2020) and the manual for evaluation of performance, quality and curriculum, the evaluation of the staff was performed. Academic in order to gather their views on all aspects related to their working conditions.

This questionnaire seeks to assist those preparing the Self-Assessment Report by seeking the views of all academic staff on the faculty, the UGJFA and the work environment.

As part of this, the online questionnaire was distributed to SEVC (Electronic Quality Assessment System). SEVC is an electronic system through which the evaluation of certain participants is constantly done, for whom certain questionnaires are created. This system offers the opportunity to create a questionnaire with different questions, which targets a certain group of users (management, professors, students, etc.) who have the opportunity to answer relevant questions, where then the system generates statistics based on answers provided.

To all the questions that each user answers the SEVC system takes care not to keep even a single trace. So all users are safe in whatever answer they provide, as we guarantee that the system is 100% anonymous and secure.

The purpose of this research

The primary purpose of this questionnaire is to gather the views of the academic staff of the faculty in order to evaluate all aspects of their work; especially the working conditions so their suggestions for eventual improvements help all those who deal with planning and quality improvement in the faculty and university.

This questionnaire seeks to assist those preparing the Self-Assessment Report by seeking the views of all academic staff on the faculty, UGJFA and work environment.

The more realistic are the suggestions of the academic staff for improving the existing situation presented during the completion of this questionnaire, the greater the opportunities for them to be used for the future strategic planning of the university.

Methodology

The academic staff of the University of Gjakova, from three faculties, were included in this research. 101 teachers from all faculties are involved.

The questionnaires were conducted online in SEVC (Electronic Quality Assessment System). With closed-ended questions (optional).

The answers to the questionnaire were designed according to the Likert Scale, where the academic staff for each finding had to round up:

- 5 = always;
- 4 = often;
- 3 = sometimes;
- 2 = rarely;
- 1 = never.

The system generates statistics based on the answers provided. To all the questions that each user answers, the SEVC system takes care not to keep even a single trace. So all users are confident in whatever response they provide, as we guarantee that the system is 100% anonymous and secure.

Administration and services

In the questionnaire for the evaluation of the academic staff, in the third part is 'Administration and services'. In the section 'Administration and services' 10 closed-ended questions with choice (rounding) are asked.

Is the dean opened for your remarks, suggestions and requests

The following table will show the results of the 100 included in this questionnaire for the question 'Is the dean opened for your remarks, suggestions and requests':

Is the dean opened for your remarks, suggestions and requests?		
	Nr.	Percentage
Always	86	86%
Frequently	9	9%
Sometimes	4	4%
Rarely	1	1%
Never	0	0%
Total	100	100%

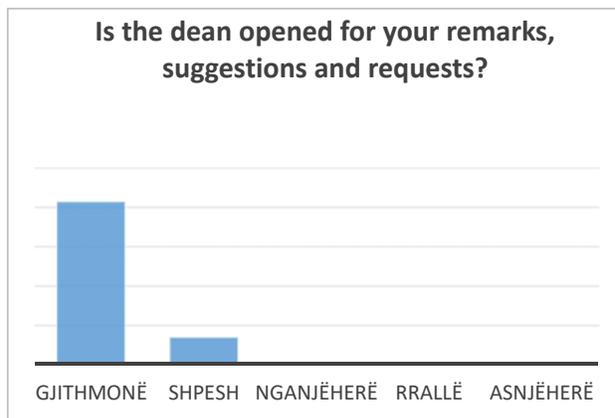


Table 1. Is the dean opened for your remarks, suggestions and requests

Figure 1. Is the dean opened for your remarks, suggestions and requests

In the table 1 to the question ‘Is the dean opened for your remarks, suggestions and requests’ out of the 100 teachers involved, we have 86 (86%) teachers who always think that the dean is open for their remarks, suggestions and requests. 9 (9%) teachers responded that their dean is often open to their remarks, suggestions and requests. 4 (4%) teachers think that sometimes the dean is open to their remarks, suggestions and requests. While 1 (1%) teachers think that their dean is rarely open to their remarks, suggestions and requests. No teacher has ever responded to me. The average of the first question is 4.80.

Is the vice dean opened for your remarks, suggestions and requests?

Is the vice dean opened for your remarks, suggestions and requests?		
	No.	Percentage
Always	83	83.00%
Frequently	14	14.00%
Sometimes	1	1.00%
Rarely	1	1.00%
Never	1	1.00%
Total	100	100%

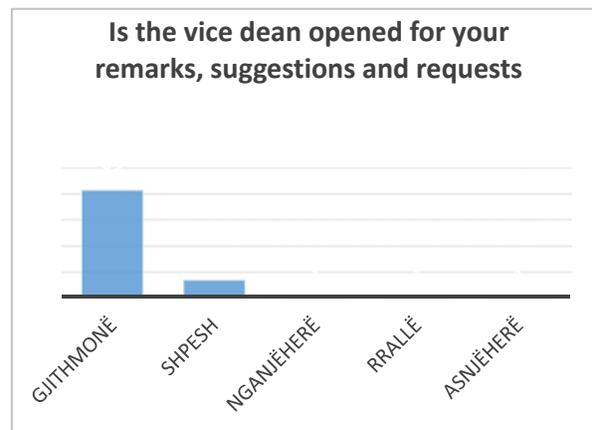


Table 2. Is the vice dean open for your remarks, suggestions and requests

Figure 2. Is the vice dean open for your remarks, suggestions and requests

In the table and figure 2 in the question ‘Is the vice dean opened for your remarks, suggestions and requests’ from the 100 teachers included in this questionnaire, 83 (83%) answered that the vice dean is always open for remarks, suggestions and requests. 14 (14%) teachers think that often the vice dean is open to their remarks, suggestions and requests. 1 (1%) teacher thinks that the vice dean is open to his remarks, suggestions and requests. 1 (1%) teachers stated that the vice dean is rarely open. Also 1 (1%) teachers are of the opinion that the vice dean is never open to his remarks, suggestions and requests. The average for the second question is 4.77.

Is the branch chief in constant contact with your requirements?

The question ‘Is the head of the branch in constant contact with your requests’ includes 100 teachers, and from them we have the following results:

Is the branch chief in constant contact with your requirements?		
	No.	Percentage
Always	65	65%
Frequently	26	26%
Sometimes	7	7%
Rarely	0	0%
Never	2	2%
Total	100	100%

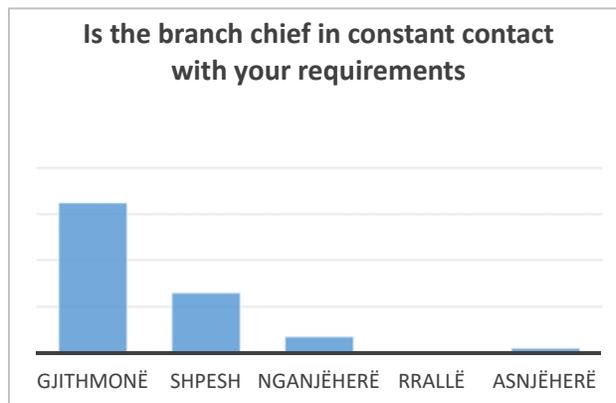


Table 3. Is the head of the branch in constant contact with your requests’

Figure 3. Is the head of the branch in constant contact with your requests’

The table and figure 3 show the results of the question ‘Is the branch manager in constant contact with your requirements’. Out of 100 teachers involved in this research, 65 (65%) answered that the head of the branch is always in constant contact with their requests. 26 (26%) teachers answered that often their branch manager is in contact with their requests. 7 (7%) teachers answered that sometimes the head of their branch is in contact with their requests. While 2 (25) teachers responded that the head of the branch is never in contact with their requests. The average of the third question is 4.52

Do the faculty administration services respond to your requests?

In the question ‘Do the faculty administration services respond to your requests’ from the 100 teachers involved, we have:

Do the faculty administration services respond to your requests?		
	No.	Percentage
Always	84	84%
Frequently	13	13%
Sometimes	3	3%
Rarely	0	0%
Never	0	0%
Total	100	100%

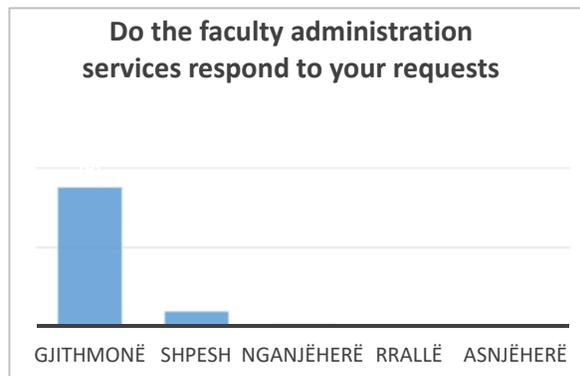


Table 4. Do the faculty administration services respond to your requests

Figure 4. Do the faculty administration services respond to your requests

In the table and figure 4, to the question ‘Do the faculty administration services respond to your requests’ out of 100 teachers involved, 84 (84%) teachers answered that the faculty administration services always respond to their requests. 13 (13%) teachers responded that administration services often respond to their requests. While only 3 (3%) teachers responded that sometimes the services of the faculty administration respond to their requests. No teacher has answered ‘rarely’ and ‘never’, which means that the faculty administration services are always at the service of the academic staff and respond to them in the best possible way. The average of the fourth question is 4.81

Do central administration services respond to your requests?

In the question ‘Do the central administration services respond to your requests’ from the 101 teachers involved, we have:

Do central administration services respond to your requests		
	No.	Percentage
Always	88	88%
Frequently	10	10%
Sometimes	2	2%
Rarely	0	0%
Never	0	0%
Total	100	100%

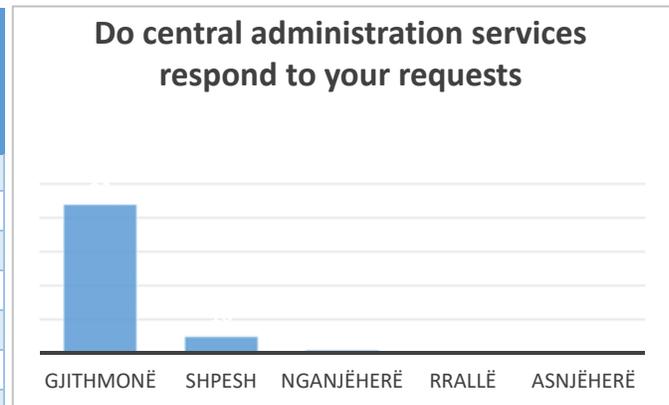


Table 5. Do central administration services respond to your requests

Figure 5. Do central administration services respond to your requests

In Table 5 to the question ‘Does the central administration services respond to your requests’ from those included in this questionnaire, 88 (88%) teachers answered that the central administration services always respond to their requests. 10 (10%) teachers answered that often the central administration responds to their requests. 2 (2%) teachers responded that sometimes the central administration responded to them in services. While ‘rarely’ and ‘never’ no teacher answered. The average of the fifth question is 4.86

Do internet services meet your requirements?

In the question ‘Do internet services respond to your requests’ from 100 teachers from the academic staff involved, we have:

Do internet services meet your requirements		
	Nr.	Percentage
Always	56	56.0%
Frequently	37	37.0%
Sometimes	5	5.0%
Rarely	2	2.0%
Never	0	0.0%
Total	100	100%

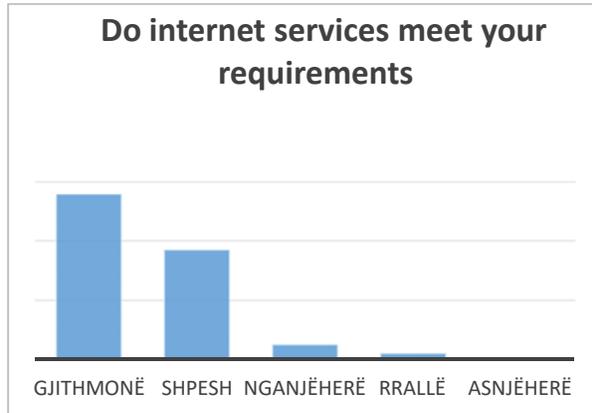


Table 6. Do internet services meet your requirements

Figure 6. Do internet services meet your requirements

In the table above in the question ‘Do internet services meet your requirements’ we have answers from the 100 teachers involved. 56 (56%) answered that internet services always respond to their requests. 37 (37%) teachers answered that often the internet service responds to their requests. 5 (5%) teachers answered that sometimes internet services respond to their requests. 2 (2%) teachers responded that internet services rarely responded to their requests. No teacher has ever responded with. The average of the sixth question is 4.47

Do MSU services meet your requirements?

To the question ‘Do MSU services meet your requirements’ 100 teachers involved answered

Do MSU services meet your requirements?		
	Nr.	Percentage
Always	86	86%
Frequently	14	14%
Sometimes	0	0%
Rarely	0	0%
Never	0	0%
Total	100	100%

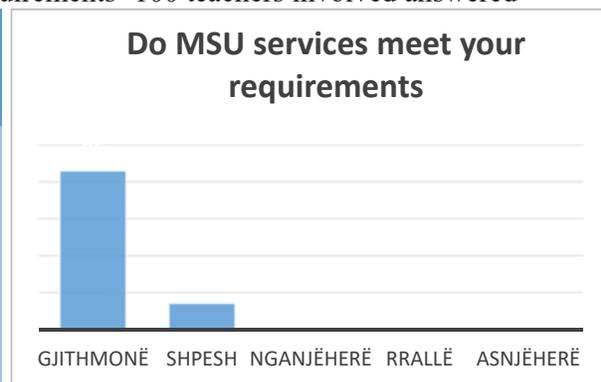


Table 7. Do MSU services meet your requirements?

Figure 7. Do MSU services meet your requirements?

In Table and Figure 7, to the question ‘Does MSU services meet your requirements’ out of 100 teachers involved, 86 (86%) teachers answered that MSU services have always responded to their requirements. 14 (14%) teachers often responded. No teacher answered 'sometimes', 'rarely', or 'Never'. The average for questions asked is 4.86

Does the content of the academic unit's website meet your requirements?

To the question ‘Does the content of the academic unit's website meet your requirements’ the teachers involved have the following answers:

Does the content of the academic unit's website meet your requirements?		
	Nr.	Percentage
Always	62	62%
Frequently	32	32%
Sometimes	5	5%
Rarely	1	1%
Never	0	0%
Total	100	100%

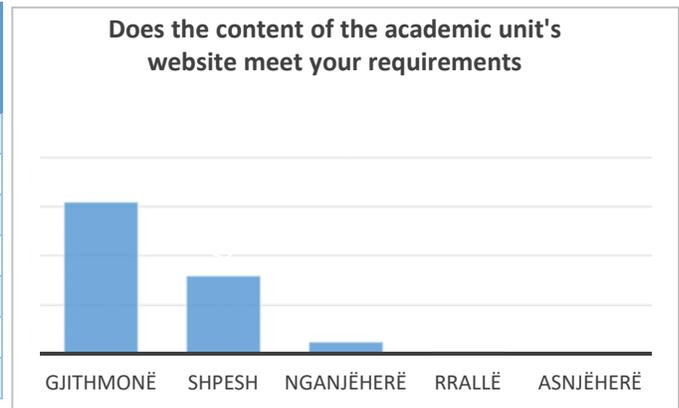


Table 8. Does the content of the academic unit's website meet your requirements?

Figure 8. Does the content of the academic unit's website meet your requirements?

In Table 8 to the question ‘Does the content of the academic unit website meet your requirements’ 100 teachers involved answered: 62 (62%) teacher that the content of the academic unit website always meets their requirements. 32 (32%) teachers responded that the content of the academic unit page often meets their requirements. 5 (5%) teachers think that sometimes the website of the academic unit meets their requirements. 1 (1%) teacher thinks that this site rarely meets his requirements. No teacher answered 'never'. The average of the eighth question is 4.55.

Hygiene in facilities, offices and classrooms meets your needs?

In the question 'Does hygiene in facilities, offices and classrooms meet your requirements' from the 100 teachers involved we have:

Hygiene in facilities, offices and classrooms meets your needs?		
	Nr.	Percentage
Always	75	75%
Frequently	18	18%
Sometimes	7	7%
Rarely	0	0%
Never	0	0%
Total	100	100%

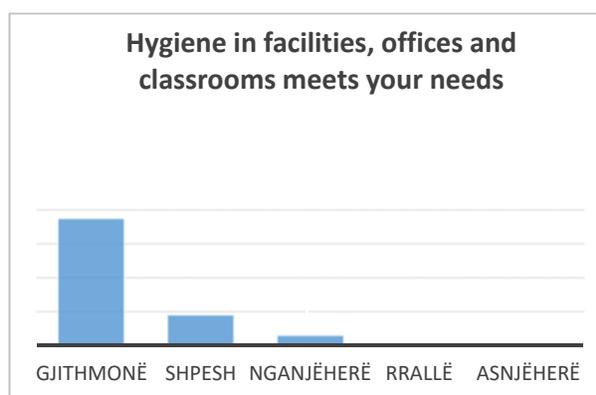


Table 9. Hygiene in facilities, offices and classrooms meets your needs

Figure 9. Hygiene in facilities, offices and classrooms meets your needs

Hygiene in facilities, offices and classrooms meets your needs

Table and figure 9 provide the results for the question 'Hygiene in facilities, offices and classrooms meets your requirements' in which out of 100 teachers involved 75 (75%) answered that hygiene in facilities, offices and classrooms always meets the requirements. 18 (18%) teachers answered that hygiene in facilities, offices and classrooms often meets their requirements. While 7 (7%) teachers think that sometimes hygiene in facilities, offices and classrooms meets their requirements. 'Rarely' or 'Never' have any teachers responded. The average of the ninth question is 4.70.

Summary evaluation results by the academic staff for the administration and services of the university

In order to have the clearest possible perspective of the evaluation results by the academic staff on working conditions, we have presented the summarized results in Figure 10.

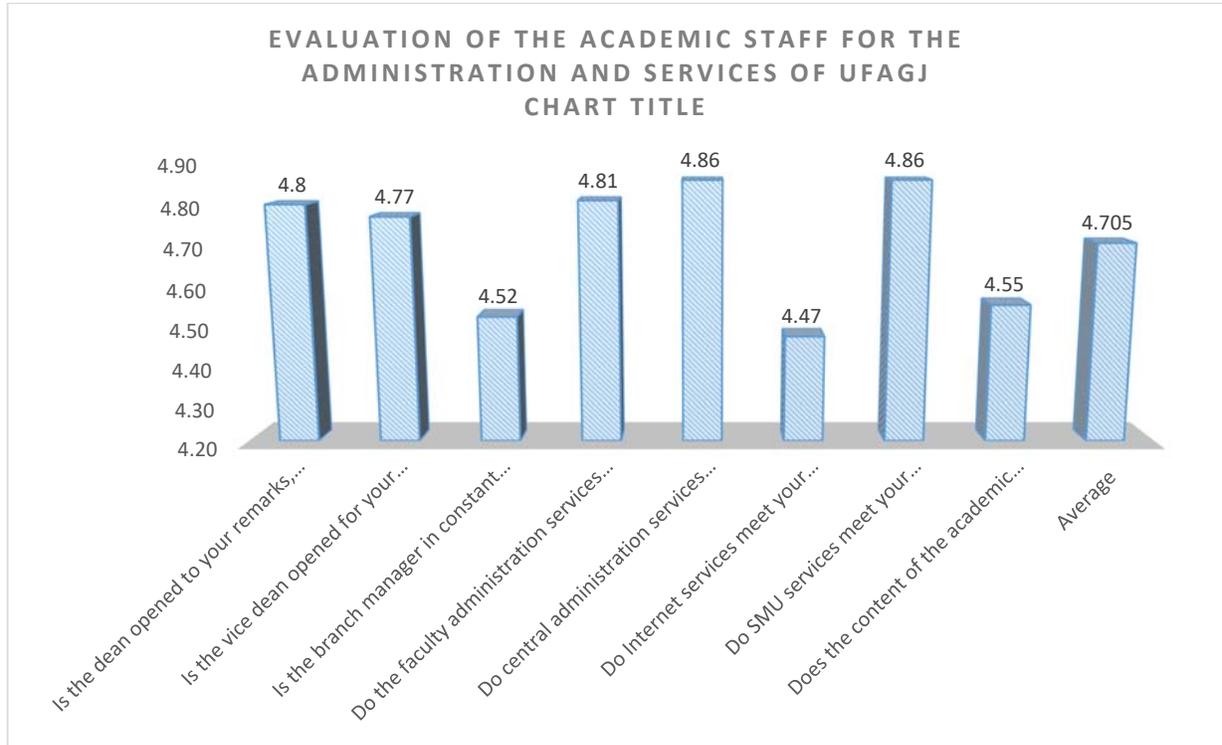


Figure 10. Evaluation of the administration by the Academic Staff

The results show that the questions have the highest average:

- Do central administration services respond to your requirements - 4.68
- Do MSU services respond to your requirements? - 4.86.
- Do the faculty administration services respond to your requests. - 4.81
- Is the dean open for your remarks, suggestions and requests - 4.80
- Is the vice dean open for your remarks, suggestions and requests - 4.77
- Does hygiene in facilities, offices and classrooms meet your requirements - 4.70
- Does the content of the academic unit's website meet your requirements -4.55.
- Is the branch manager in constant contact with your requirements - 4.52
- Do internet services meet your requirements - 4.47

CONCLUSION AND RECOMMENDATION

- To the question ‘Is the dean opened for your remarks, suggestions and requests’ out of the 100 teachers involved, we have 86 (86%) teachers who always think that the dean is opened for their remarks, suggestions and requests. 9 (9%) teachers responded that their dean is often open to their remarks, suggestions and requests.
Therefore, from the results we notice that the deans of the faculties are open to the remarks, suggestions and requests of their staff. However, this relationship between the dean and the academic staff must be progressed and more work must be done to improve it.
- To the question ‘Is the vice dean opened for your remarks, suggestions and requests’ out of 100 teachers included in this questionnaire, 83 (83%) answered that the vice dean is always opened for remarks, suggestions and requests. 14 (14%) teachers think that often the vice dean is opened to their remarks, suggestions and requests.
From the results of this question we notice that the vice deans of the faculties are also opened to the academic staff, for their remarks, suggestions and requests. Also this vice-dean-academic staff relationship needs to be maintained and improved.
- In the results of the question ‘Is the branch head in constant contact with your requests’. Out of 100 teachers included in this research, 65 (65%) answered that the head of the branch is always in constant contact with their requests. 26 (26%) teachers answered that often their branch manager is in contact with their requests. 7 (7%) teachers responded that sometimes their branch manager is in contact with their requests. While 2 (2%) teachers answered that the head of the branch is never in contact with their requests.
We must keep in mind that although small in number, we have 2 teachers who are dissatisfied with how the branch chief never has contact with the demands of the academic staff.
- To the question ‘Do the faculty administration services respond to your requests’ out of 100 teachers involved, 84 (84%) teachers answered that the faculty administration services always respond to their requests. 13 (13%) teachers responded that administration services often respond to their requests. While only 3 (3%) teachers responded that sometimes the services of the faculty administration respond to their requests.
No teacher has answered ‘rarely’ and ‘never’, which means that the faculty administration services are always at the service of the academic staff and respond to them in the best possible way.
- In the question ‘Does the central administration services respond to your requests’ from those included in this questionnaire, 88 (88%) teachers answered that the central administration services always respond to their requests. 10 (10%) teachers answered that often the central administration responds to their requests. 2 (2%) teachers responded that sometimes the central administration responded to them in services.
Also in the central administration services, the academic staff responded while with ‘rarely’ and ‘never’ no teachers responded.

- In 'Does the internet service respond to your requirements' we have answers from the 100 teachers involved. 56 (56%) answered that internet services always respond to their requests. 37 (37%) teachers answered that often the internet service responds to their requests. 5 (5%) teachers answered that sometimes internet services respond to their requests. 2 (2%) teachers responded that internet services rarely responded to their requests.
Therefore, the academic staff are generally satisfied with the internet services which are provided.

- To the question 'Do MSU (Managing System University) services meet your requirements' out of 100 teachers involved, 86 (86%) teachers answered that MSU services have always responded to their requirements. 14 (14%) teachers often responded. No teacher answered 'sometimes', 'rarely', or 'Never'.
From this we notice that MSU services are advanced and have always responded to the requests of the academic staff.

- To the question 'Does the content of the academic unit website meet your requirements' 100 teachers involved answered: 62 (62%) teacher that the content of the academic unit website always meets their requirements. 32 (32%) teachers responded that the content of the academic unit page often meets their requirements. 5 (5%) teachers think that sometimes the website of the academic unit meets their requirements. 1 (1%) teacher thinks that this site rarely meets his requirements.
In the results of this question we notice that the website of the academic units meets the requirements of the academic staff. But it always remains to work, improve and update the data on the pages of academic units.

- In the results for the question 'Does hygiene in facilities, offices and classrooms meet your requirements' in which out of 100 teachers involved 75 (75%) answered that hygiene in facilities, offices and classrooms always meets their requirements. 18 (18%) teachers answered that hygiene in facilities, offices and classrooms often meets their requirements. While 7 (7%) teachers think that sometimes hygiene in facilities, offices and classrooms meets their requirements. 'Rarely' or 'Never' have any teachers responded.
In the results of this question we notice that hygiene in the building, office and classrooms meets their requirements. Care should be taken even with the small number who have expressed the opinion that sometimes hygiene meets the conditions. So it remains to take care of hygiene in facilities, offices and classrooms more.