



**UNIVERSITETI I GJAKOVËS  
FEHMI AGANI  
UNIVERSITY OF GJAKOVA**

**SUMMARY REPORT ON THE ONLINE QUESTIONNAIRE DEVELOPED  
BY THE ADMINISTRATIVE AND SUPPORTING STAFF OF “FEHMI  
AGANI” UNIVERSITY IN GJAKOVA**



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## **Introduction**

The University forms administrative offices at the university level and for every academic and organizational unit. The Central Administration of the University is liable for professional, administrative, and technical issues related to:

- education, science research, and artistic work;
- administration of study recognition;
- personnel administration;
- legal aspects;
- the development plan of the university
- accounting and finance
- property maintenance and documentation
- files
- circulation of goods
- information system management
- central database
- other general aspects of University administration

All these tasks are coordinated by the Secretary-General.

The administrative offices of the academic and organizational units are liable for professional, administrative, and technical issues, the structure of which will be determined by the scope of the unit itself in correspondence with the provisions of this Statute. All these tasks are coordinated by the secretary of the academic or organizational unit.

The questionnaire was prepared for the administrative and support staff of UFAGJ who have evaluated the work of the Management, how much is estimated the contribution of the administrative staff, working conditions, and hygiene, its internet and services, the content of the University website it fills the staff requirements, training for administrative and support staff, the rapport with the academic staff as well as the relationship of the union with the administration, how satisfied they are with the monitoring by the supervisor, etc.

### **The purpose of the research**

The main purpose of this questionnaire is to collect the views of the administrative and support staff of the faculty in order to evaluate all aspects of their work, particularly their suggestions for eventual improvements.



### **Evaluation methodology**

The questionnaire is built into 13 categories, there are a total of 21 questions which were evaluated by the administrative and support staff based on 5 options: Always (5), Often (4), Sometimes (3), Rarely (2), and Never (1).

### **Questionnaire allocation methodology**

The questionnaire is created on Google Forms and allocated to administrative / support staff via email.

### **Questionnaire analysis methodology**

The analysis of the questionnaires will be done in several stages:

- General phase of preparing the questionnaire;
- Intermediate phase, completion of questionnaires;
- Final stage, data analysis.

### **Questionnaire outcomes**

The administrative / support staff had the task of assessing:

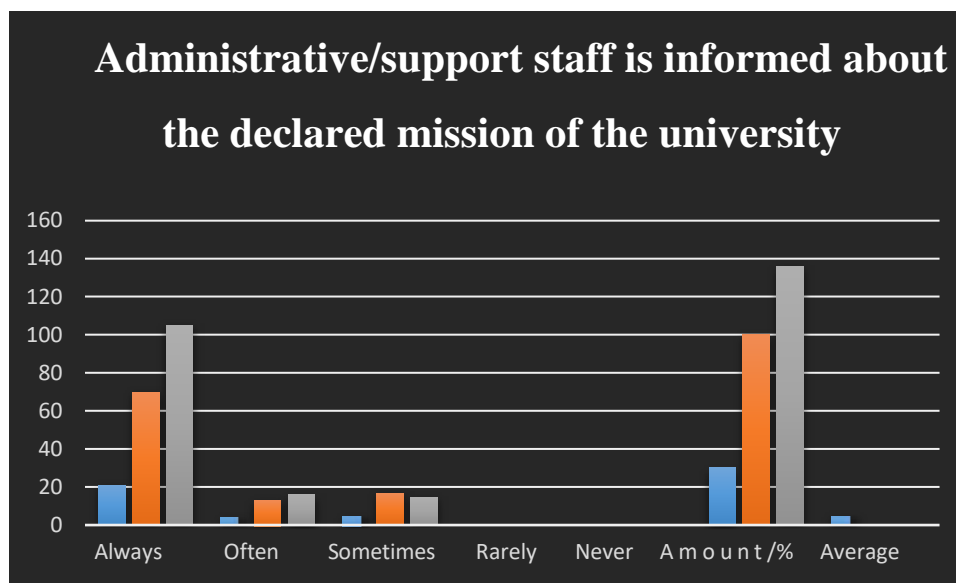
- Assessment of staff contribution
- Management work
- Staff informing, workload, and salaries
- Working conditions and the internet
- The rapport between administrative and academic staff
- Content and design of the University website
- The hygiene
- Financial stimulation
- The collaboration of the union with the administration
- Motivation for work
- Professional training and preparation
- Holding routine meetings of the Administration with the Management
- Monitoring by the supervisor

The results of this questionnaire are presented in the following tables and diagrams.

### 1. Assessment of staff contribution

In this category are two questions that have to do with evaluating the contribution of the administrative / support staff at the University and informing this staff about the stated mission of the University.

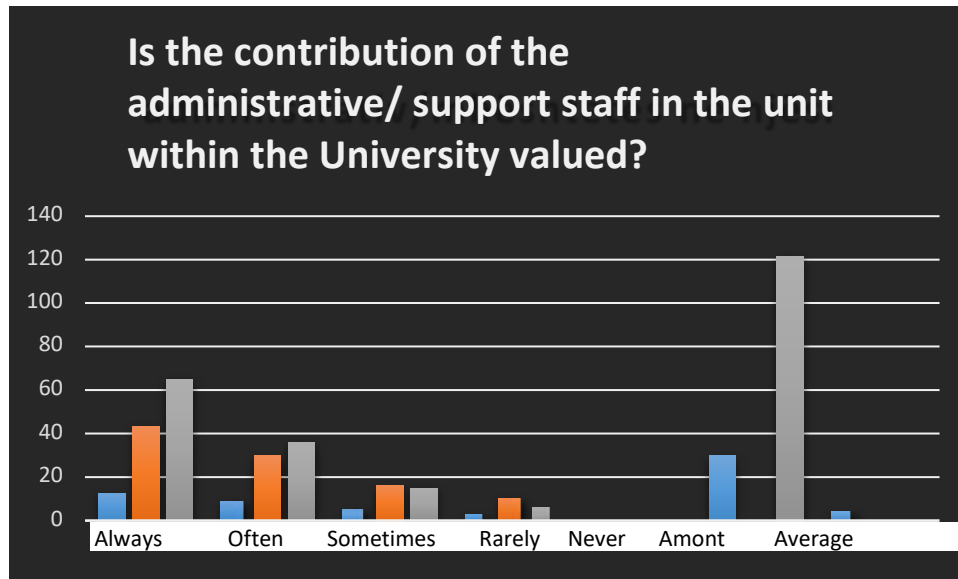
Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
<b>1</b>	<b>Administrative/support staff is informed about the declared mission of the university</b>	21	4	5	0	0	30	4.53
		70%	13.33%	16.67%	0	0	100%	
		105	16	15	0	0	136	



The 1<sup>st</sup> statement of the questionnaire for the administrative / support staff of UFAGJ provided the following answers: 21 respondents (70%) answered for the option "Always", 4 respondents (13.33%) answered for the option "Often", 5 respondents (16.67%) answered for the option "Sometimes" while for the options "Rarely" and "Never" 0 answers were given. The average of the first statement is 4.53. From this data, we notice that the administrative / support staff is always informed about the declared mission of the university and based on this mission also works during the year in order to increase the quality of the university

**1.2 Is the contribution of the administrative / support staff in the unit within the University valued?**

Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
2	Is the contribution of the administrative / support staff in the unit within the University valued?	13	9	5	3	0	30	4.07
		43.33%	30.00%	16.67%	10.00%	0	100%	
		65	36	15	6	0	122	



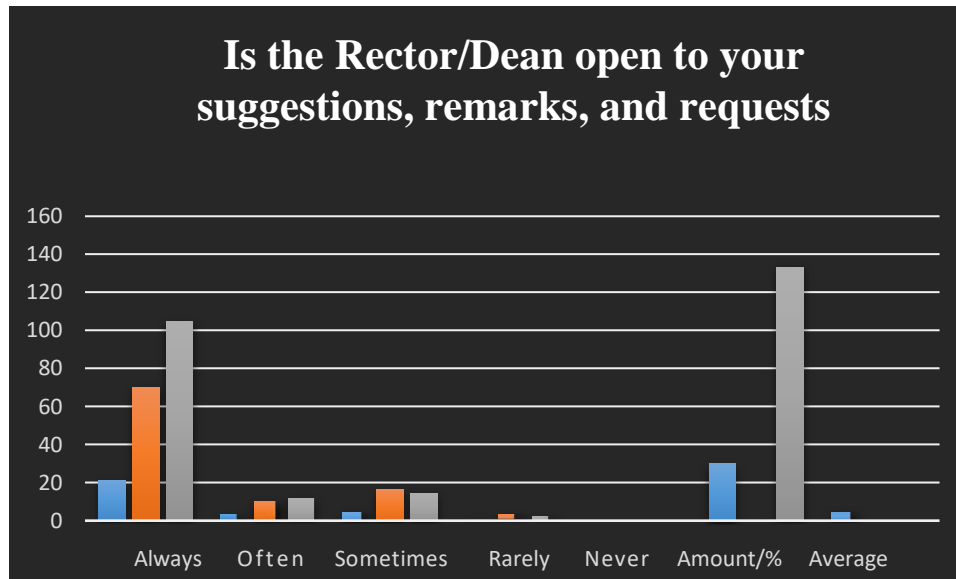
In the 2<sup>nd</sup> question, the respondents gave the following answers: 13 respondents (43.33%) answered in the option "Always", 9 respondents (30%) answered in the option "Often", 5 respondents (16.67%) answered in the option "Sometimes", 3 respondents (10%) answered in the option "Rarely" and for the option "Never" 0 answers were given. The average of the second question is 4.07. From this data, we see that the largest percentage conform from the “Always” option which means that the contribution of the administrative / support staff is valued in units within the university. The contribution of the administrative / support staff should be continuously evaluated as they are the backbone of the university and their hard work should be rewarded.

**2. Managements work**

In this category are the questions for the UFAGJ Management regarding how straightforward the Management is to the Administration about the remarks, suggestions, and requests that may be submitted by the Administration for the Management of the Rectorate and the Faculties

**2.1. Is the rector/dean open to your suggestions, remarks, and requests?**

Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
3	<b>Is the Rector/Dean open to your suggestions, remarks, and requests</b>	21	3	5	1	0	30	4.47
		70.00%	10.00%	16.67%	3.33%	0	100%	
		105	12	15	2	0	134	

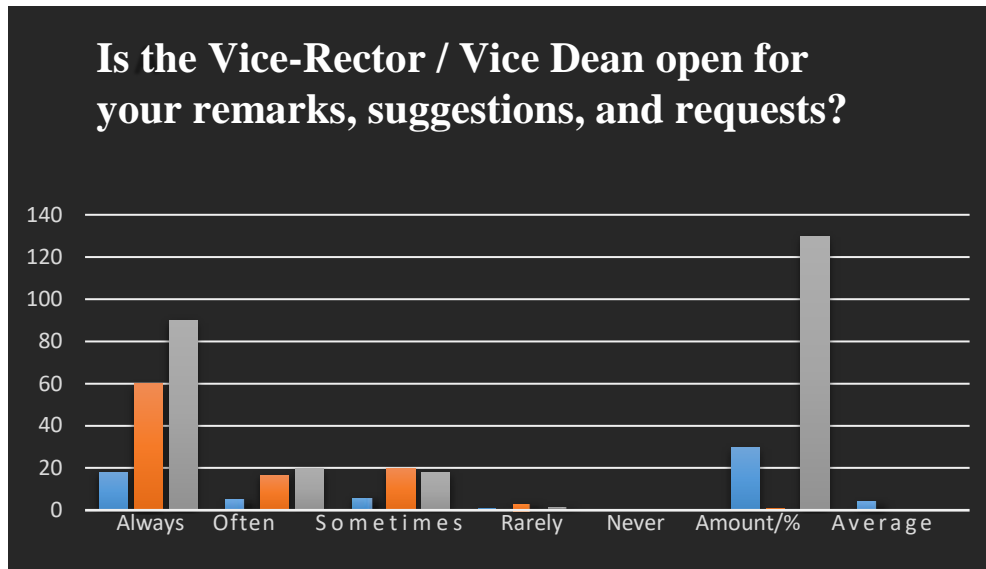


The 3<sup>rd</sup> question was answered as follows: 21 respondents (70%) answered for the option "Always", 3 respondents (10%) answered for the option "Often", 5 respondents (16.67%) answered for the option "Sometimes", 1 respondent (3.33%) answered in the option "Rarely" and in the option "Never" gave 0 answers. The average answer to this question is 4.47. From the data on this question, we see that the Rector for Central Administration and the Dean for Administration in the Faculties are always open to remarks, suggestions, and requests that the administrative / support staff directs to them.



**2.2. Is the Vice-Rector / Vice Dean open for your remarks, suggestions, and requests?**

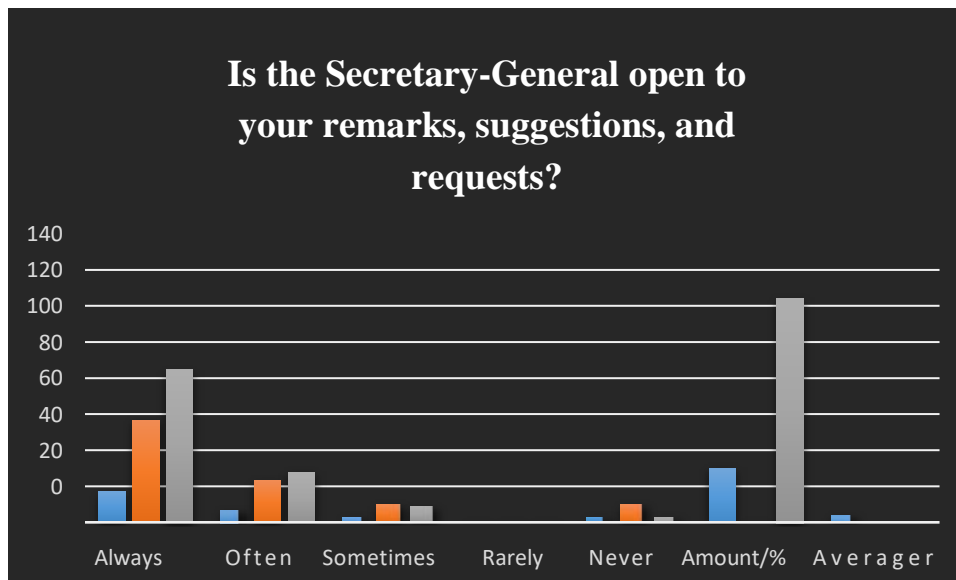
Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
<b>4</b>	<b>Is the Vice-Rector / Vice Dean open for your remarks, suggestions, and requests?</b>	18	5	6	1	0	30	4.33
		60.00%	16.67%	20.00%	3.33%	0	100%	
		90	20	18	2	0	130	



In the 4<sup>th</sup> question, the respondents gave the following answers: 18 respondents (60%) answered in the option "Always", 5 respondents (16.67%) answered in the option "Often", 6 respondents (20%) answered in the option "Sometimes", 1 respondent (3.33%) answered in the option "Rarely" and in the option "Never" 0 answers were given. The average answer to this question is 4.33. From these data we see that the largest percentage confrom from the option "Always" which means that the Vice-Rectors and Vice-Deans are open to any remarks, suggestions, or requests that the administrative / support staff can submit to them whenever necessary.

**2.3 Is the Secretary-General open to your remarks, suggestions, and requests?**

Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
5	Is the Secretary-General open to your remarks, suggestions, and requests?	17	7	3	0	3	30	4.17
		56.67%	23.33%	10.00%	0.00%	10%	100%	
		85	28	9	0	3	125	



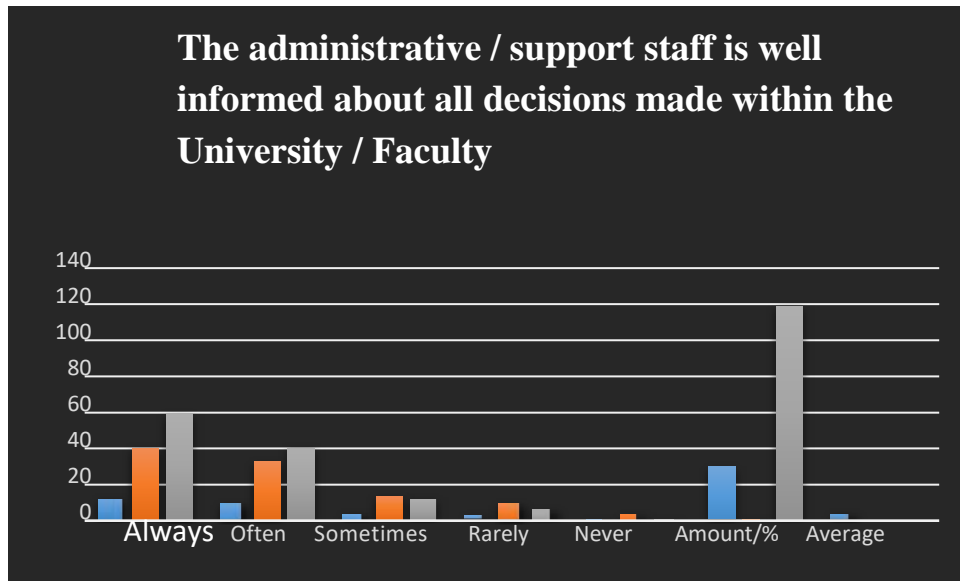
In the 5<sup>th</sup> question, the respondents gave the following answers: 17 respondents (56.67%) answered in the option "Always", 7 respondents (23.33%) answered in the option "Often", 3 respondents (10%) answered in the option "Sometimes", 0 answers were given for the option "Rarely" and 3 respondents (10%) answered in the option "Never". The average answer to this question is 4.17. From these data we see that the largest percentage conform from the option "Always" which means that the Secretary-General is always open to remarks, suggestions, and requests that the administrative / support staff can make according to the circumstances and need.

**3. Staff informing, workload and salaries**

This category includes questions related to informing the administrative / support staff about all the decisions made at the university, about the workload they have depending on the tasks given to them, and the salaries they receive do they motivate them to achieve good results in work.

**3.1 The administrative / support staff is well informed about all decisions made within the University / Faculty**

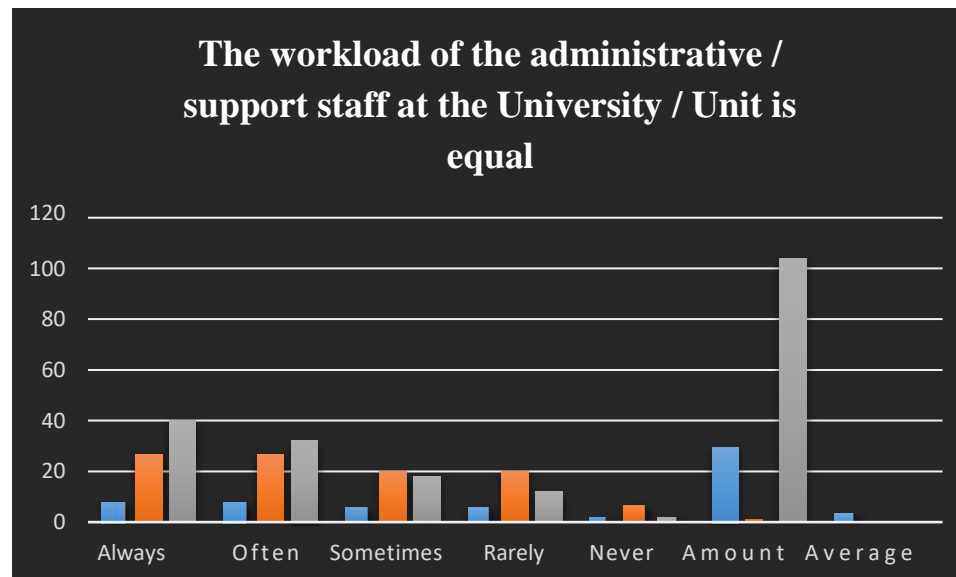
Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
6	<b>The administrative / support staff is well informed about all decisions made within the University / Faculty</b>	12	10	4	3	1	30	3.97
		40.00%	33.33%	13.33%	10.00%	3.33%	100%	
		60	40	12	6	1	119	



To the 6<sup>th</sup> question the respondents answered in this form: 12 respondents (40%) answered in the option “Always”, 10 respondents (33.33%) answered in the option “Often”, 4 respondents (13.33%) are answered in the option "Sometimes", 3 respondents (10%) answered in the option "Rarely" and 1 respondent (3.33%) answered in the option "Never". The average answer to this question is 3.97. From the data, we see that a difference of two answers dominates the option "Always" from the option "Often" which means that the administrative / support staff is always informed about all decisions made within the university/faculty.

**3.2 The workload of the administrative / support staff at the University / Unit is equal**

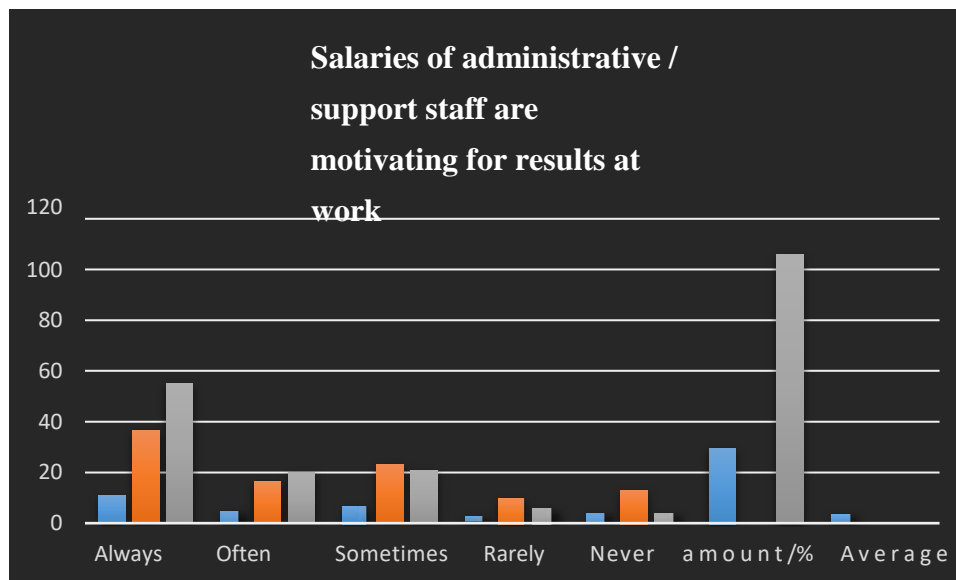
Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount	Average
7	The workload of the administrative / support staff at the University / Unit is equal	8	8	6	6	2	30	3.47
		26.67%	26.67%	20.00%	20.00%	6.67%	100%	
		40	32	18	12	2	104	



To the 7<sup>th</sup> question the respondents answered in this form: 8 respondents (26.67%) answered in the option "Always", 8 respondents (26.67%) answered in the option "Often", 6 respondents (20%) are answered in the option "Sometimes", 6 respondents (20%) answered in the option "Rarely" and 2 respondents (6.67%) answered in the option "Never". The average answer to this question is 3.47. From the data, we see that we have an equal number of answers for the options "Always" and "Often" with 8 answers and the options "Sometimes" and "Rarely" with 6 answers.

**3.3 Salaries of administrative / support staff are motivating for results at work**

Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
8	Salaries of administrative / support staff are motivating for results at work	11	5	7	3	4	30	3.53
		36.67%	16.67%	23.33%	10.00%	13.33%	100%	
		55	20	21	6	4	106	



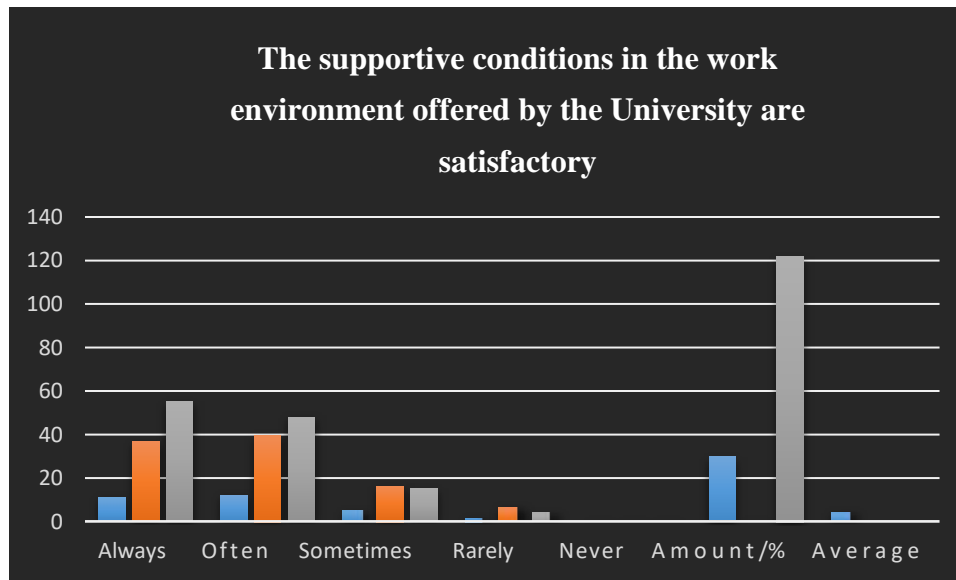
To the 8<sup>th</sup> question respondents answered in this form: 11 respondents (36.67%) answered in the option "Always", 5 respondents (16.67%) answered in the option "Often", 7 respondents (23.33%) are answered in the option “Sometimes”, 3 respondents (10%) answered in the option “Rarely” and 4 respondents (13.33%) answered in the option “Never”. The average answer to this question is 3.53. From the data we see a not so sufficient percentage in terms of salaries because less than half of the respondents out of the total number of respondents answered in the option "Always" which means that the staff needs to be stimulated financially due to their contribution to the University and the Faculty.

**4. Working conditions and the internet**

In this category are included questions related to working conditions and the internet and its services. Here the administrative / support staff has evaluated these two factors and below are the results of these questions.

**4.1. The supportive conditions in the work environment offered by the University are satisfactory**

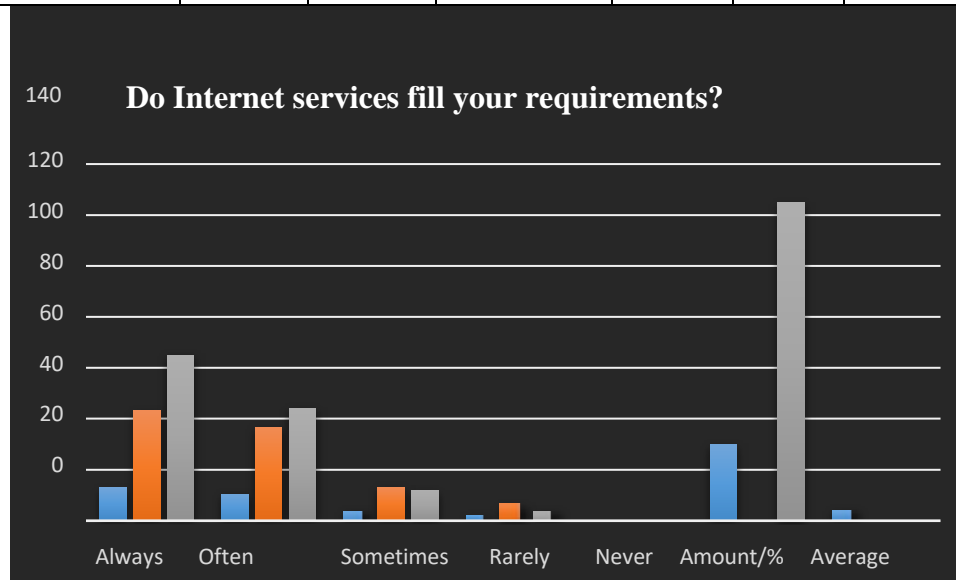
Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
9	The supportive conditions in the work environment offered by the University are satisfactory	11	12	5	2	0	30	4.07
		36.67%	40.00%	16.67%	6.67%	0%	100%	
		55	48	15	4	0	122	



To the 9<sup>th</sup> question, the respondents gave the following answers: 11 respondents (36.67%) answered in the option "Always", 12 respondents (40%) answered in the option "Often", 5 respondents (16.67%) answered in the option "Sometimes", 2 respondents (6.67%) answered in the option "Rarely" and 0 answers were given in the option "Never". The average answer to this question is 4.07. From the data we see that the largest percentage leans towards the option "Often" with 12 answers which means that according to the administrative /support staff the conditions offered in the workplace by the University are often satisfactory.

**4.2. Do Internet services fill your requirements?**

Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
10	Do Internet services fill your requirements?	13	11	4	2	0	30	4.17
		43.33%	36.67%	13.33%	6.67%	0%	100%	
		65	44	12	4	0	125	



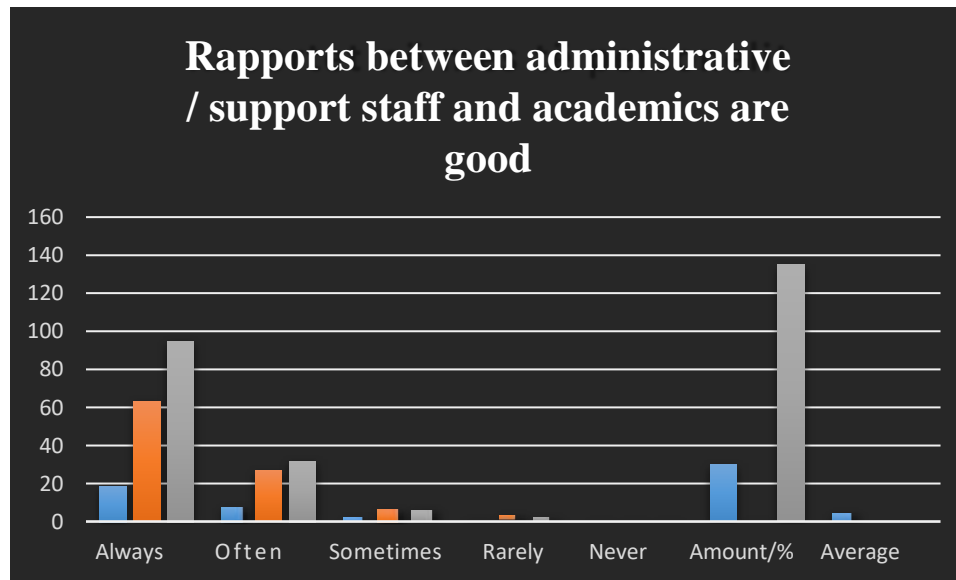
To the 10<sup>th</sup> question, the respondents gave the following answers: 13 respondents (43.33%) answered in the option "Always", 11 respondents (36.67%) answered in the option "Often", 4 respondents (13.33%) answered in the option "Sometimes", 2 respondents (6.67%) answered in the option "Rarely" and 0 answers were given in the option "Never". The average answer to this question is 4.17. From the data, we see that the internet services always respond to the requests of the administrative / support staff of UFAGJ.

**5. The rapport between administrative and academic staff**

The rapport between the academic and administrative staff within a University is very important because their communication and cooperation enable the University to have quality both academically and administratively.

**5.1. Rapports between administrative / support staff and academics are good**

Number	Questions/statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
11	Rapports between administrative / support staff and academics are good	19	8	2	1	0	<b>30</b>	4.50
		63.33%	26.67%	6.67%	3.33%	0%	100%	
		95	32	6	2	0	135	



In this statement the respondents gave the following answers: 19 respondents (63.33%) answered in the option "Always", 8 respondents (26.67%) answered in the option "Often", 2 respondents (6.67%) answered in the option "Sometimes", 1 respondent (3.33%) answered in the option "Rarely" and 0 answers were given in the option "Never". The average answer to this question is 4.5. From the data, we see that the relations between the administrative / support staff and the academic ones are very good

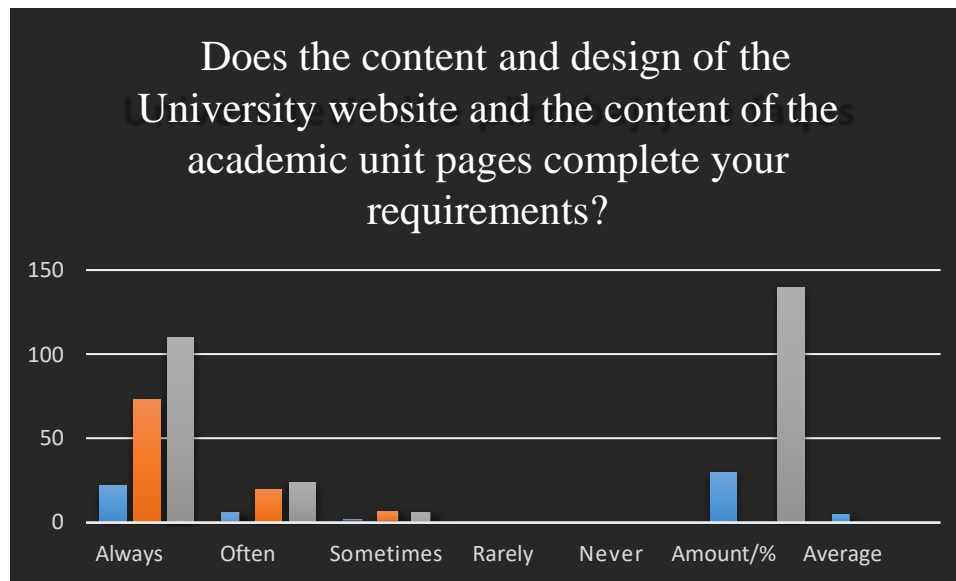


## 6. Content and design of the University website

The website of a University is very important because it contains all the announcements, events, necessary information for each office contained in the University, international projects, various documents (regulations, decisions, newsletters, magazines, reports, etc.). The website is maintained by the University IT.

### 6.1. Does the content and design of the University website and the content of the academic unit pages complete your requirements?

Number	Question/ statements	Always	Often	Sometimes	Rarely	Never	Amount /%	Average
12	Does the content and design of the University website and the content of the academic unit pages complete your requirements?	2	6	2	0	0	30	4.67
		73.33%	20.00%	6.67%	0.00%	0.00	100%	
		110	24	6	0	0	140	



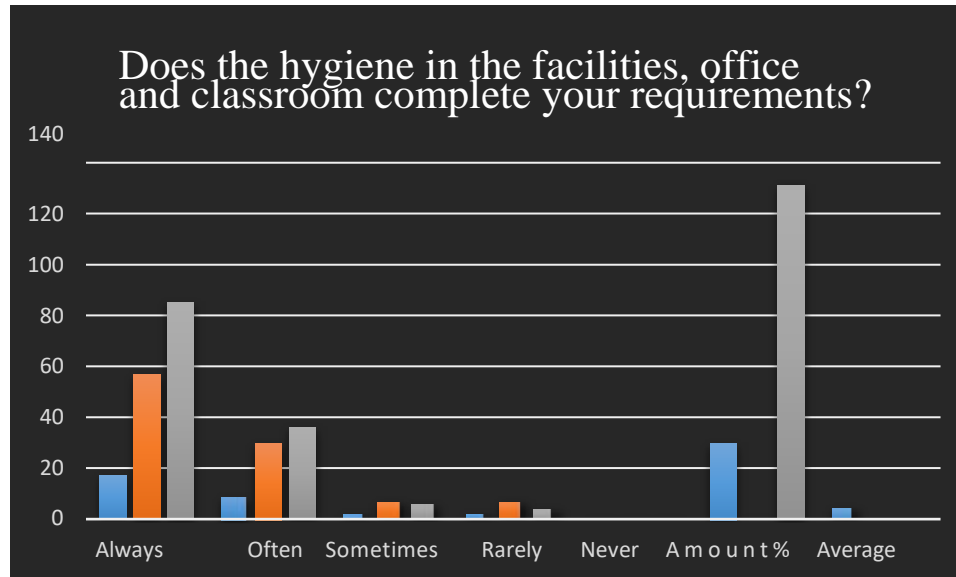
To the 12th question, the respondents gave the following answers: 22 respondent (73.33%) answered in the option "Always", 6 respondent (20%) answered in the option in "Often", 2 respondent (6, 67%) are answered in the option "Sometimes" and for the option "Rarely" and "Never" 0 answers were given. The average answer to this question is 4.67. From the data we see that most of the respondents are satisfied with the content of the University websites and that complete their requirements.

**7. Hygiene**

Hygiene is one of the most important factors to have good health and every institution should have hygiene a primary concern.

**7.1 Does the hygiene in the facilities, office and classroom complete your requirements?**

Number	Question/ statements	Always	Often	Sometimes	Rarely	Never	Amount /%	Average
13	Does the hygiene in the facilities, office and classroom complete your requirements?	1	9	2	2	0	30	4.37
		56.67	30.00	6.67%	6.67%	0.00	100%	
		85	36	6	4	0	131	



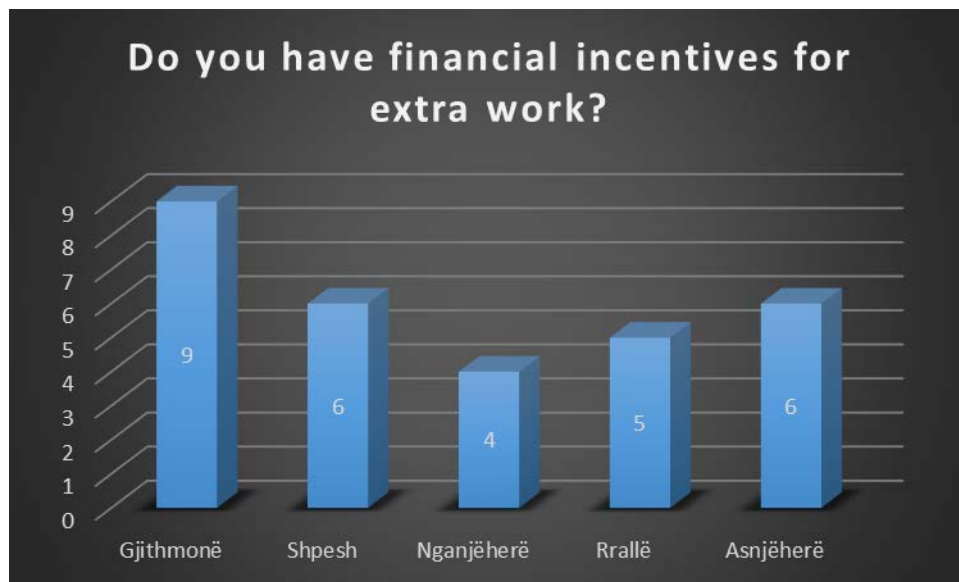
To the 13th question, the respondents gave the following answers: 17 respondents (56.67%) answered in the option "Always", 9 respondents (30%) answered in the option "Often", 2 respondents (6.67%) answered in the option "Sometimes", 2 respondents (6.67%) answered in the option "Rarely" and 0 answers were given the option "Never". The average to this question is 4.37. From the data we see that the hygiene in the facilities, office and classroom always complete the requirements of the administrative / support staff of UFAGJ.

**8. Financial incentives**

Financial incentives are a motivating factor that rewards the effort of administrative / support staff for the work they do with a lot of desire and pleasure.

**8.1 Do you have financial incentives for extra work?**

Number	Question/ Statements	Always	Often	Sometimes	Rarely	Never	Amount /%	Average
14	Do you have financial incentives for extra work?	9	6	4	5	6	30	3.23
		30%	30.00%	20.00%	13.33%	16.67%	100%	
		45	24	12	10	6	45	



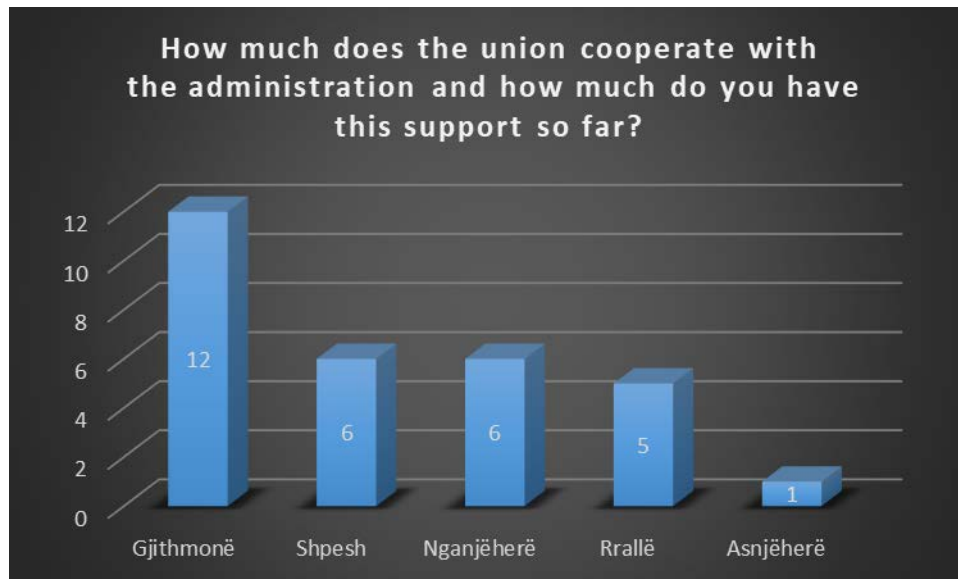
To the 14th question, the respondents gave the following answers: 2 respondents (6.67%) answered in the option "Always", 5 respondents (16.67%) answered in the option "Often", 4 respondents (13.33%) answered in the option "Sometimes", 6 respondents (20%) answered in the option "Rarely" and 13 respondents (43.33%) answered in the option "Never". The average answer to this question is 2.23. From the data we see that the administrative / support staff never receives financial incentives for additional work and this should be reflected by the University Management.

**9. Cooperation of the union with the administration**

In this category are presented the data for the relationship that the union has with the administration seen from the point of view of the administration.

**9.1 How much does the union cooperate with the administration and how much do you have this support so far?**

Number	Question/ statements	Always	Often	Sometimes	Rarely	Never	Amount /%	Average
15	How much does the union cooperate with the administration and how much do you have this support so far?	12	6	6	5	1	30	3.77
		40.00%	20.00%	20.00%	16.67%	3.33%	100%	
		60	24	18	10	1	113	



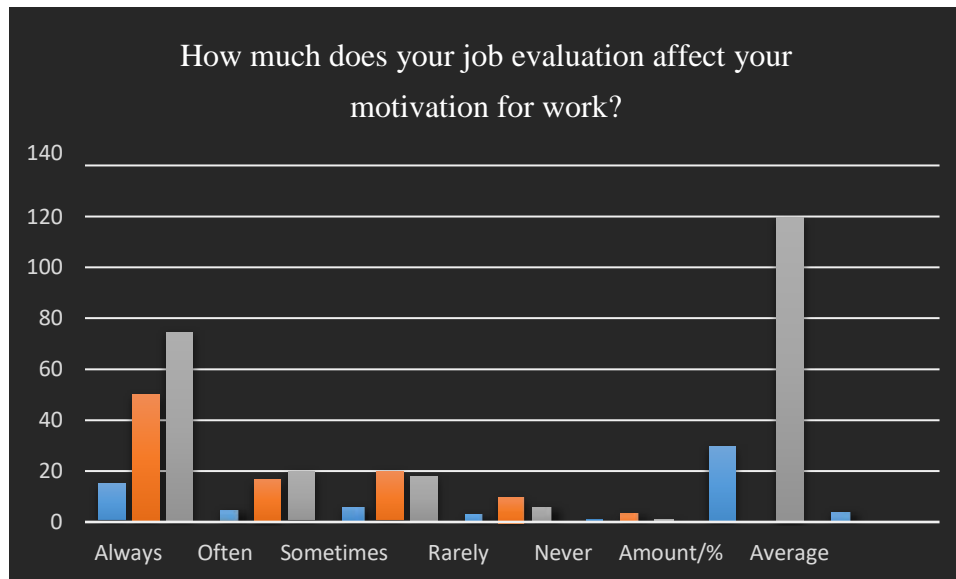
To the 15th question, the respondents gave the following answers: 3 respondents (10%) answered in the option "Always", 5 respondents (16.67%) answered in the option "Often", 8 respondents (26.67%) answered in the option "Sometimes", 10 respondents (33.33%) answered in the option "Rarely" and 4 respondents (13.33%) answered in the option "Never". The average answer to this question is 2.77. From the data we see that the union rarely cooperates with the administration, which should be reflected by the union leaders.

### 10.Motivation for work

Motivation at work makes us productive in results. It is good for the leaders of the institutions to be educated on how to get advice to motivate their employees and this is achieved through praise, gratitude, financial incentives for additional work, investment in their professional development, etc.

#### 10.1 How much does your job evaluation affect your motivation for work?

Number	Question/ statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
16	How much does your job evaluation affect your motivation for work?	1	5	6	3	1	30	4.00
		50.00%	16.67%	20.00%	10.00%	3.33%	100%	
		75	20	18	6	1	120	



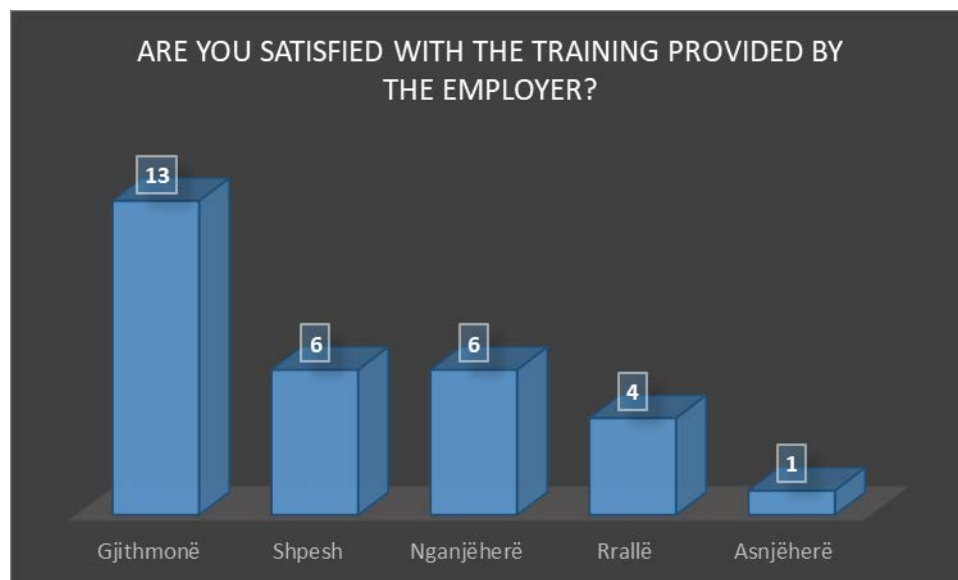
To the 16th question, the respondents gave the following answers: 15 respondents (50%) answered in the option "Always", 5 respondents (16.67%) answered in the option "Often", 6 respondents (20%) answered in the option "Sometimes", 3 respondents (10%) answered in the option "Rarely" and 1 respondent (3.33%) answered in the option "Never". The average answer to this question is 4.00. From the data we see that 50% affects the evaluation of the work of the administrative / support staff in their motivation for work, therefore their work should be constantly evaluated by the leaders so that they feel motivated to work.

### 11. Professional training and preparation

Training and professional development are very important in an individual's career. They are made to be up to date with the latest news in our professions and what is taught in training is also applied in the profession. The administrative / support staff at UFAGJ has shortcomings in this regard as leaders do not provide training for this staff, which should be reflected by the Management.

#### 11.1 Are you satisfied with the training provided by the employer?

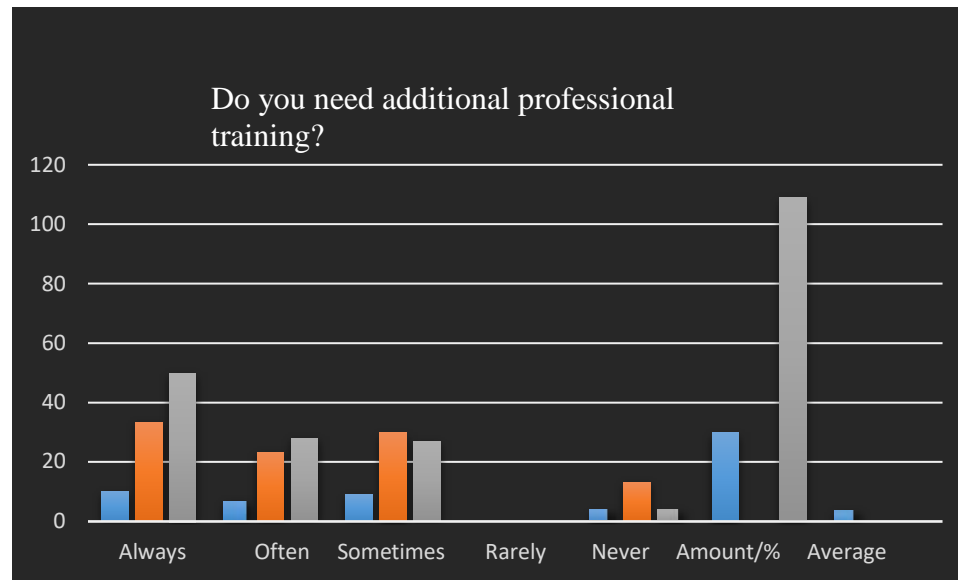
Number	Question/ Statements	Always	Often	Sometimes	Rarely	Never	Amount/	Average
17	Are you satisfied with the training provided by the employer?	13	6	6	4	1	13	3.87
		43.33%	20.00%	20.00%	13.33%	3.33%	43.33%	
		65	24	18	8	1	65	



To the 17th question, the respondents gave the following answers: 8 respondents (26.67%) answered in the option "Always", 5 respondents (16.67%) answered in the option "Often", 2 respondents (6.67%) answered in the option "Sometimes", 5 respondents (16.67%) answered in the option "Rarely" and 10 respondents (33.33%) answered in the option "Never". The average answer to this question is 2.87. From the data we see that the administrative / support staff is not at all satisfied with the training provided by the employer, training should be provided based on the position that officials have and should be training based on the skills of the officer.

### 11.2 Do you need additional professional training?

Number	Question/Statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
18	Do you need additional professional training?	1	7	9	0	4	30	3.63
		33.33%	23.33%	30.00%	0.00%	13.33%	100%	
		50	28	27	0	4	109	



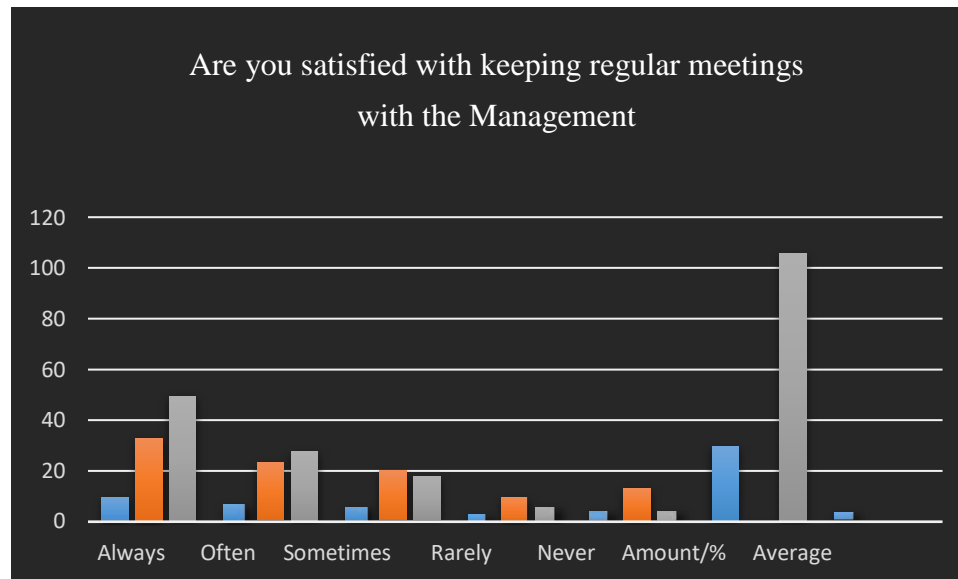
To the 18th question, the respondents gave the following answers: 10 respondents (33.33%) answered in the option "Always", 7 respondents (23.33%) answered in the option "Often", 9 respondents (30%) answered in the option "Sometimes", 0 answers were given in the option "Rarely" and 4 respondents (13.33%) answered in the option "Never". The average answer to this question is 3.63. From the data we see that the administrative / support staff always needs additional professional training which should be taken into consideration by their employer.

## 12. Keeping regular meetings of the Management with the Administration

Management-Administration cooperation is essential for an institution to work properly. Meetings should be held depending on the needs and requirements of both parties and there should be constant constructive criticism from both the Management to the Administration and vice versa

### 12.1 Are you satisfied with keeping regular meetings with the Management?

Number	Question/ Statements	Always	Often	Sometimes	Rarely	Never	Amount/	Average
19	Are you satisfied with keeping regular meetings with the Management?	1	7	6	3	4	30	3.53
		33.33%	23.33%	20.00%	10.00%	13.33%	100 %	
		50	28	18	6	4	106	

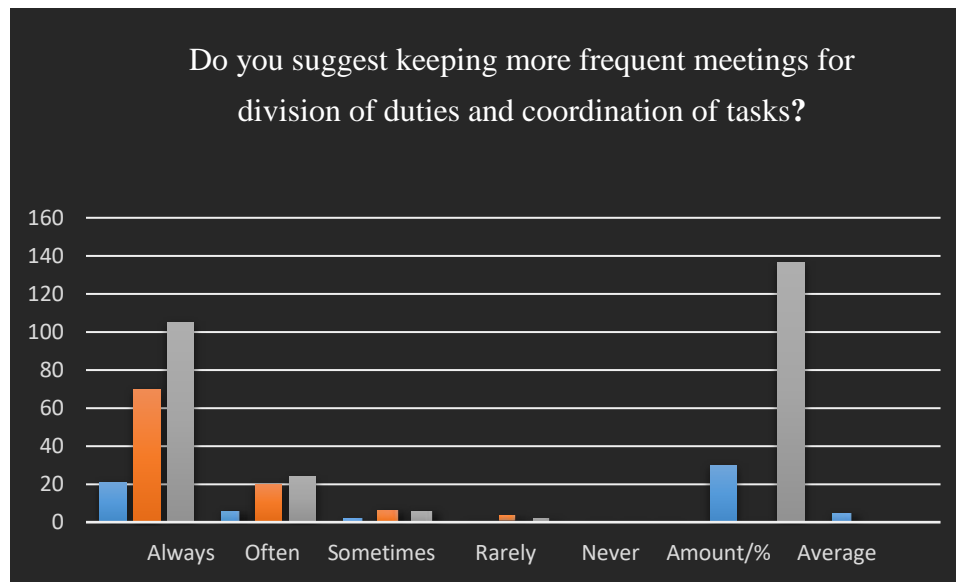


To the 19th question, the respondents gave the following answers: 10 respondents (33.33%) answered in the option "Always", 7 respondents (23.33%) answered in the option "Often", 6 respondents (20%) answered in the option "Sometimes", 3 respondents (10%) answered in the option "Rarely" and 4 respondents (13.33%) answered in the option "Never". The average answer to this question is 3.53. From the data we see that less than half of the respondents said that regular meetings of the Management with the Administration are always held.



**12.2 Do you suggest keeping more frequent meetings for division of duties and coordination of tasks?**

Nr.	Question/Statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
20	Do you suggest keeping more frequent meetings for division of duties and coordination of tasks?	2	6	2	1	0	30	4.57
		70.00%	20.00%	6.67%	3.33%	0.00%	100 %	
		105	24	6	2	0	137	



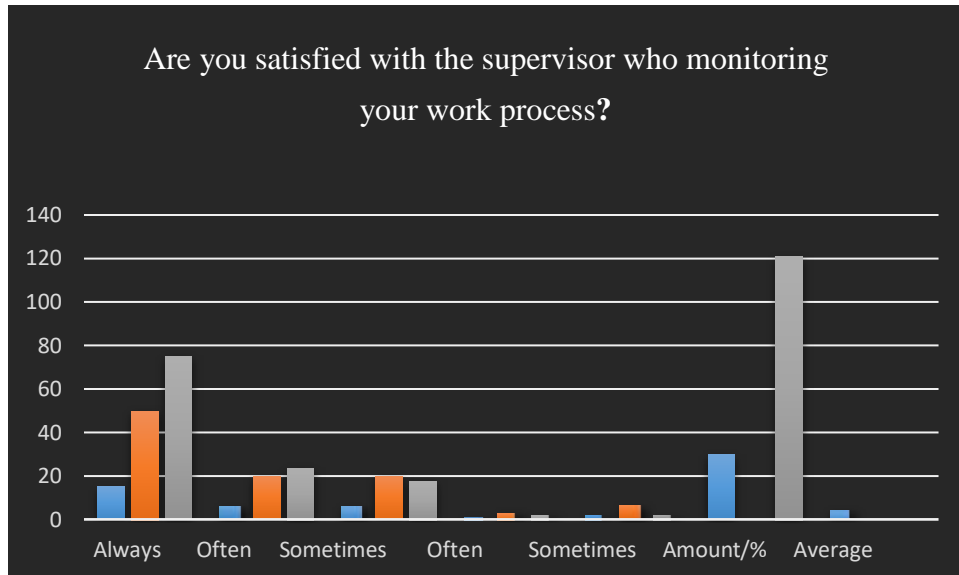
To the 20th question, the respondents gave the following answers: 21 respondents (70%) answered in the option "Always", 6 respondents (20%) answered in the option "Often", 2 respondents (6.67%) answered in the option "Sometimes", 1 respondent (3.33%) answered in the option "Rarely" and 0 answers were given in the option "Never". The average answer to this question is 4.57. From the data we see that the administrative / support staff is on the opinion to hold more frequent meetings with the Management for the division of duties and coordination of tasks.

### 13. Monitoring by the supervisor

Supervision by the supervisor enables to be in line with the work of the staff and to evaluate their work.

#### 13.1 Are you satisfied with the supervisor who monitoring your work process?

Nr.	Question/ Statements	Always	Often	Sometimes	Rarely	Never	Amount/%	Average
21	Are you satisfied with the supervisor who monitoring your work process?	15	6	6	1	2	30	4.03
		50.00%	20.00%	20.00%	3.33%	6.67%	100 %	
		75	24	18	2	2	121	



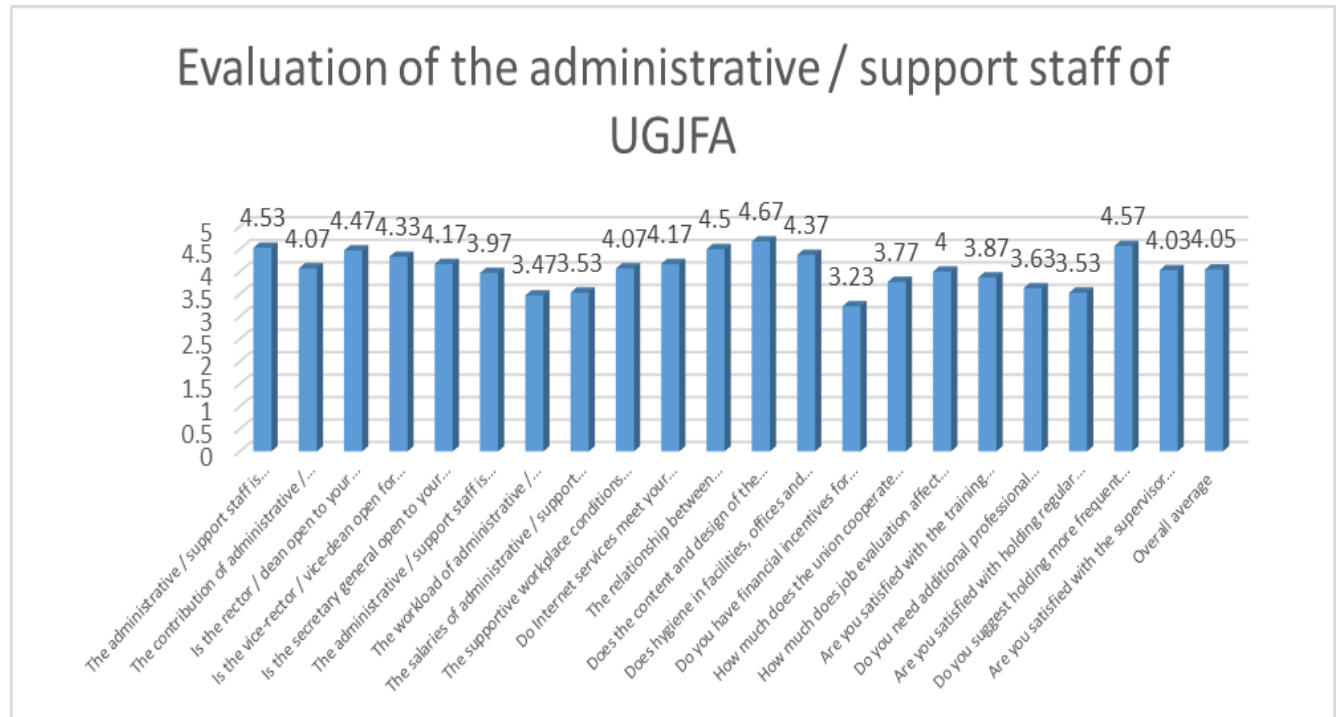
To the 21th question, the respondents gave the following answers: 15 respondents (50%) answered in the option "Always", 6 respondents (20%) answered in the option "Often", 6 respondents (20%) answered in the option "Sometimes", 1 respondent (3.33%) answered in the option "Rarely" and 2 respondents (6.67%) answered in the option "Never". The average answer to this question is 4.03. From the data we see that half of the respondents answered that they are satisfied with the monitoring of their work process by the supervisor.

**14. Additional comments**

<b>Additional comments</b>
No
For the answers never given, are for the fact that i personally have not had the opportunity to do with them. Thank you.
The answers have been completely real.

**15. Overall questionnaire average for UFAGJ administrative / support staff**

In order to have a clearer view of the evaluation results by employers for information of / internships, we have presented them summarized below.





**UNIVERSITETI I GJAKOVËS**  
**“FEHMI AGANI”**  
**UNIVERSITY OF GJAKOVA**

The results show that the overall average is 3.90 and the biggest scores have the questions:

- Does the content and design of the University website meet your requirements? (4.67)
- Do you suggest holding more frequent meetings for segregation of duties and coordination of tasks? (4.57)
- The administrative / support staff is informed about the stated mission of the university. (4.53)
- Relationships between administrative / support staff and academics are good. (4.5)
- Is the rector / dean open to your remarks, suggestions and requests? (4.47)
- Does hygiene in facilities, offices and classrooms meet your requirements? (4.37)
- Is the vice-rector / vice-dean open for your remarks, suggestions and requests? (4.33)
- Is the secretary general open to your remarks, suggestions and requests? & Do web services meet your requirements? (4.17)
- The contribution of the administrative / support staff in the unit enables them to play the role they have within the university & the support conditions in the workplace provided by the University are satisfactory. (4.07)
- Are you satisfied with the supervisor monitoring your work process? (4.03)
- How much does job evaluation affect your motivation for work? (4.00)

While the result with a slightly smaller nuance have questions:

- Administrative / support staff is well informed about all decisions made within the university / faculty (3.97)
- Are you satisfied with the training provided by the employer? (3.87)
- How much does the union cooperate with the administration and how much do you have its support so far? (3.77)
- Do you need additional professional training? (3.63)
- Salaries of administrative / support staff are motivating for results at work & Are you satisfied with holding regular management meetings with the administration? (3.53)
- The workload of administrative / support staff at the university / unit is equal (3.47)
- Do you have financial incentives for extra work? (3.23)



## **Conclusion**

This questionnaire included 30 respondents from UFAGJ administrative / support staff. The staff had the task of evaluating: evaluating the staff contribution, work of the Management, informing the staff about the mission of the University, workload and salaries, working conditions and internet, the relationship between the administrative and academic staff, the content and design the website of the University, hygiene, financial incentives, the cooperation of the Union with the Administration, motivation for work, training and professional preparation, keeping regular meetings of the Administration with the Management and monitoring by the supervisor. From the results we see that the staff has given some answers which should be reflected by the University Management.