

**THE UNIVERSITY “FEHMI AGANI”  
OF GJAKOVA**



**SUMMARY EVALUATION REPORT  
BY UFAGJ EMPLOYERS**

**Processed by:  
Quality Assurance Office**

**Gjakovë, 2020**

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## ENTRY

Based on the Regulation of Quality Assurance and Evaluation at the University of Gjakova "Fehmi Agani" (Ref.nr.04 / 50 dt. 10/01/2020) the evaluation of employees by their employers has been realized. The questionnaire was developed in school and health institutions. The questionnaire was completed anonymously and confidentially in order to achieve the most constructive results. The questionnaire also contained space for comments, where students had the opportunity to express their opinions in more detail.

### The purpose of the research

The University of Gjakova "Fehmi Agani" in order to increase the quality and for a better cooperation with industry has designed this questionnaire which aims to assess the level of fulfillment of employer criteria with graduates of the University of Gjakova. The results of this questionnaire will serve to harmonize and supplement the contents of the study programs with the demands of the labor market in order for the graduates of UGJFA to be prepared in this regard. The more realistic the suggestions for improving the existing situation presented during the completion of this questionnaire, the greater the opportunities for them to be used for future strategic planning. The questions in this questionnaire are posed in order to get acquainted with the main knowledge of the graduates, to see what skills they have in relation to the work they do, there are also questions in terms of behavior and ethics.

## METHODOLOGY

The employers of our university students are included in this research. The questionnaire was distributed in physical form. 24 employers are involved.

The questionnaire is divided into several categories:

- Information for the employer
- Information for graduates / internships
- Specific information for graduates / internships
- General comments from the employer.

The answers to the questionnaire were combined, most of them were rounded but there was also something that had to be written - commented.

**a. Information for graduates / internships**

In the questionnaire for the evaluation of students by employers, in the section on ‘Information for graduates / internships. In this section are closed-ended, optional questions (rounding). This section includes questions about how satisfied you are with UGJFA graduates regarding:

- How satisfied are you with the UGJFA graduates?
- How much do you think the study curriculum has skills for their job?
- To what extent do graduates show sufficient skills to understand your job needs?
- How much do the acquired knowledge of the students correspond to the practical work?
- How entrepreneurial and innovative are they?

**How satisfied are you with the UGJFA graduates**

The following table will show the results of the question” How satisfied are you with the UGJFA graduates?

How satisfied are you with the UGJFA graduates		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	2	8.33%
3 - I agree	5	20.83%
2 - partially agree	5	20.83%
1 (max) - I completely agree	12	50.00%
TOTAL	24	100.00%

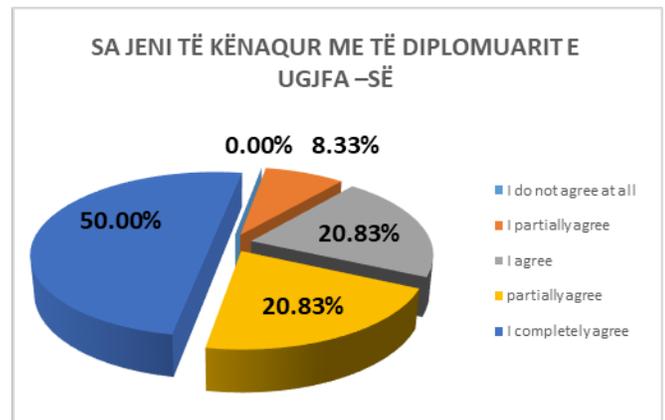


Table 1. How satisfied are you with the UGJFA graduates  
 Figure 1. How satisfied are you with the UGJFA graduates

In the table and figure 1 in the question 'How satisfied are you with the UGJFA graduates' out of 24 employers included in this questionnaire, 12 (50.00%) answered maximally satisfied with the UFGJA graduates, 5 or (20.83%) of employers think a slightly lower rate, while 5 employers or (20.83%) they agree while 2 of them or 8.33% are partially agree with UGJFA graduates. The average for the first question is 4.13.

## How much do you think the study curriculum has trained them for their job?

The table below will show the results of the question ‘How much do you think the study curriculum has trained them for their job?’

How much do you think the study curriculum has trained them for their job?		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	1	4.17%
3 - I agree	5	20.83%
2 - partially agree	5	20.83%
1 (max) - I completely agree	13	54.17%
TOTAL	24	100.00%

Table 2. How much do you think the study curriculum has trained them for their job?

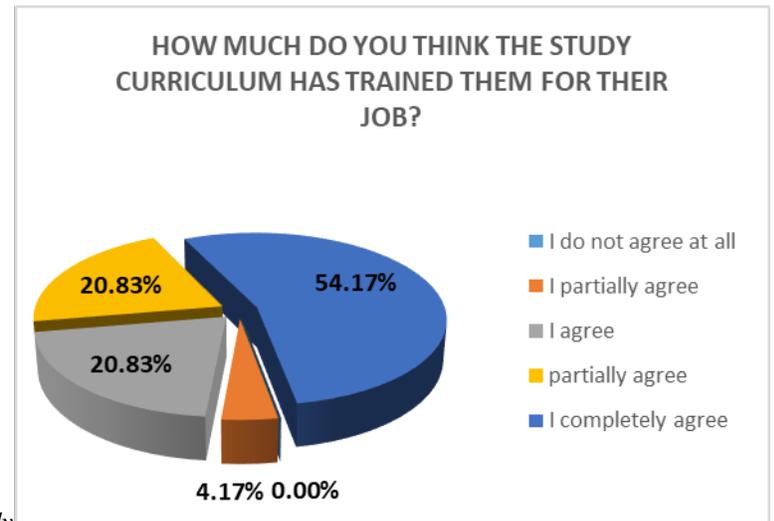


Figure 2. How much do you think the study curriculum has trained them for their job?

In the table and figure 2 in the question 'How much do you think the study curriculum has enabled them for their job?' Out of 24 employers included in this questionnaire, 13 (54.17%) answered maximally and are satisfied with the plan UFGJA study program and their training for the job, 5 or (20.83%) of employers think a slightly lower rate, while out of 5 employers or each of them (20.83%) answered that they agree, I agree partially with the statement that he has enabled the curriculum of UGJFA students with the workplace are just 1 (4.17%). The average for the first question is 4.25

## How much do graduates show enough skills to understand your work needs?

The table below will show the results of the question ‘How much do graduates show enough skills to understand your work needs?’

How much do graduates show enough skills to understand your work needs		
	Nr.	Percentage
5 (min) - I do not agree at all	1	4.17%
4 - I partially agree	0	0.00%
3 - I agree	1	4.17%
2 - partially agree	15	62.50%
1 (max) - I completely agree	7	29.17%
TOTAL	24	100.00%

Table 3. How much do graduates show enough skills to understand your work needs?

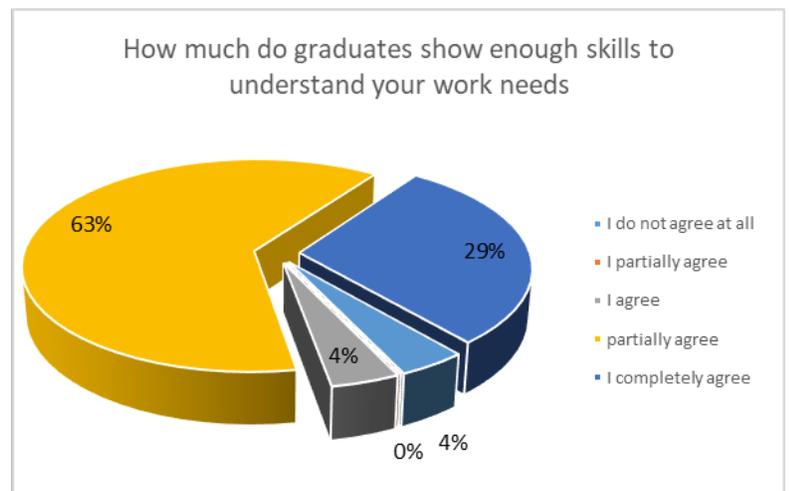


Figure 3. How much do graduates show enough skills to understand your work needs?

In the table and figure 3 in the question 'How much do you think the study curriculum has enabled them for their job?' Out of 24 employers included in this questionnaire, 7 (29.17%) answered maximally and are satisfied with the ability of graduates that they understand the needs of the job, 15 or (62.50%) of employers think a slightly lower degree, while 1 or (4.17%) of employers agree with the above statement, while 1 employers or (4.17%) answered that they do not agree at all with the statement that graduates have sufficient skills to understand the needs of the job. The average for the first question is 4.13.

### How much do the acquired knowledge of the students correspond to the practical work

The following table will show the results of the question 'How much do the acquired knowledge of the students correspond to the practical work?'

How much do the acquired knowledge of the students correspond to the practical work?		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	2	8.33%
2 - partially agree	13	54.17%
1 (max) - I completely agree	9	37.50%

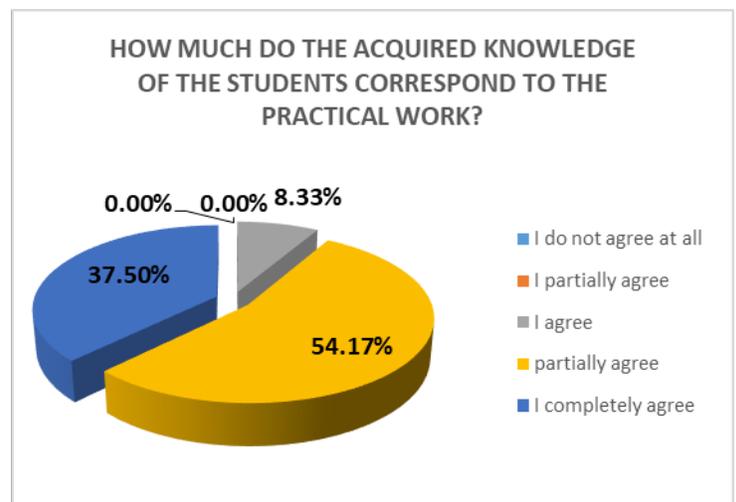


Table 4. How much do the acquired knowledge of the students correspond to the practical work

Figure 4. How much do the acquired knowledge of the students correspond to the practical work

In the table and figure 4 in the question 'How much do the acquired knowledge of the students correspond to the practical work' out of 24 employers included in this questionnaire, 9 (37.50%) answered maximally and are satisfied with the ability of the graduates with the practical work. 13 or (54.17%) of employers think a slightly lower rate, while 2 or (8.33%) of employers agree with the above statement. The average for the first question is 4.29

## How entrepreneurial and innovative are they

The table below will show the results for the question 'How entrepreneurial and innovative are they?'

How entrepreneurial and innovative are they		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	8	34.78%
2 - partially agree	5	21.74%
1 (max) - I completely agree	10	43.48%
TOTAL	24	100.00%

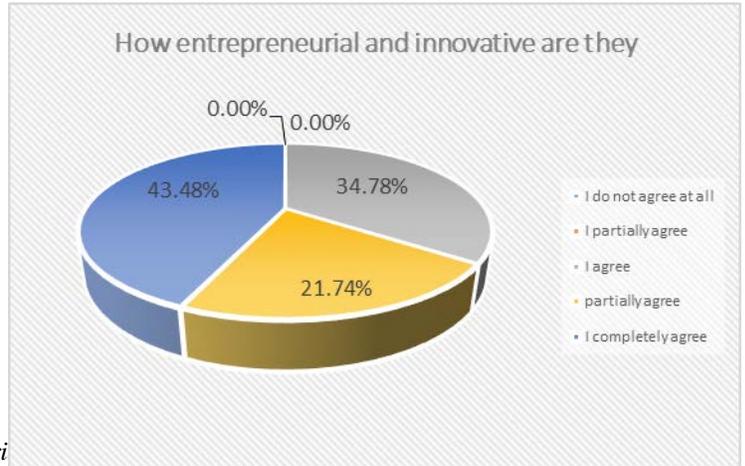


Table 5. How entrepreneurial

Figure 5. How entrepreneurial and innovative are they

In the table and figure 5 in the question 'How entrepreneurial and innovative are' from 24 employers included in this questionnaire, 10 (43.48%) answered maximally and that they are satisfied with the ability of the graduates with the initiative they undertake and are innovative, while 8 or (34.78%) of employers agree with the above statement. The average for the first question is 4.09

### b. Specific information for graduates / Internships

In the questionnaire for the evaluation of students by employers, in the section on 'Specific information for graduates / Internship. In this section are closed-ended, optional questions (rounding). This section includes questions about how satisfied you are with UGJFA graduates regarding:

- Critical and analytical thinking
- Job-specific knowledge
- Problem solving skills
- Ability for research and development work
- Data collection and interpretation
- Communication skills, verbal and written communication
- Knowledge and use of English
- Knowledge and use of information technology
- Teamwork and time pressure
- Ethical behavior and moral values
- Access to clients / patients

In the following we will present the specific results for each assertion submitted

## Critical and analytical thinking

- The following table will show the results for the question 'Critical and analytical thinking'

Critical and analytical thinking		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	5	20.83%
2 - partially agree	9	37.50%
1 (max) - I completely agree	10	41.67%
TOTAL	24	100.00%

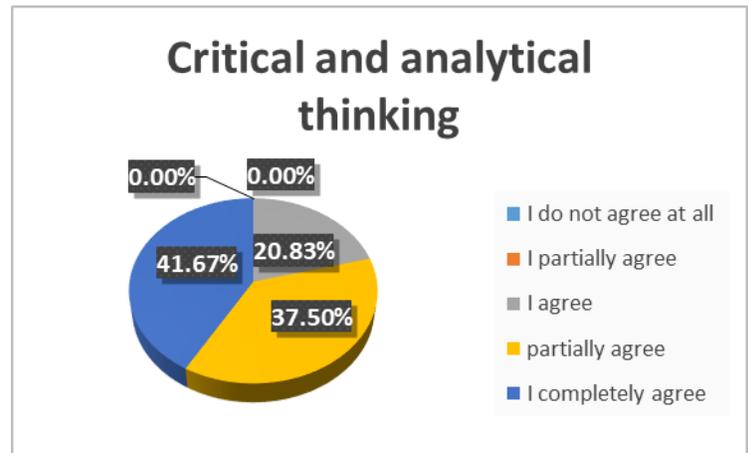


Table 6. Critical and analytical thinking

Figure 6. Critical and analytical thinking

In the table and figure 6 in the question 'Critical and analytical thinking' from 24 employers included in this questionnaire, 10 (41.67%) answered maximally and that they are satisfied with the critical thinking displayed by the graduates, 9 or (3750%) of employers think a slightly lower rate, while 5 or (20.83%) of employers agree with the above statement. The average for the first question is 4.21

## Workplace specific knowledge

- The table below will show the results for the question 'Job-specific knowledge'

Workplace specific knowledge		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	5	20.83%
2 - partially agree	11	45.83%
1 (max) - I completely agree	8	33.33%
TOTAL	24	100.00%

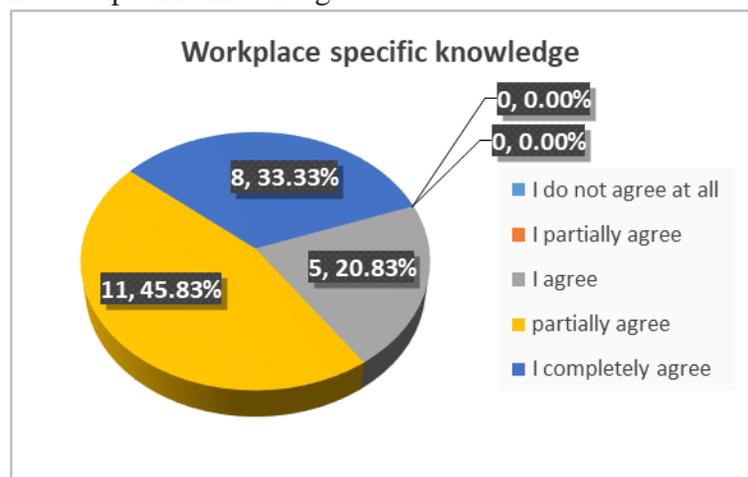


Table 7. Workplace specific knowledge

Figure 7. Workplace specific knowledge

In the table and figure 7 in the question 'Job-specific knowledge' from 24 employers included in this questionnaire, 2 or (8.33%) of employers partially agree that the specific knowledge of graduates is at the right level, while 18 or ( 75%) of employers agree with the above statement, 3 employers or 12.50% partially agree while 1 employer or (4.17%) answered that they do not agree at all with the above statement. The average for the first question is 4.13.

## Problem solving skills

The table below will show the results for the question “Problem solving skills”

Problem solving skills		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	7	30.43%
2 - partially agree	8	34.78%
1 (max) - I completely agree	8	34.78%
TOTAL	24	100.00%

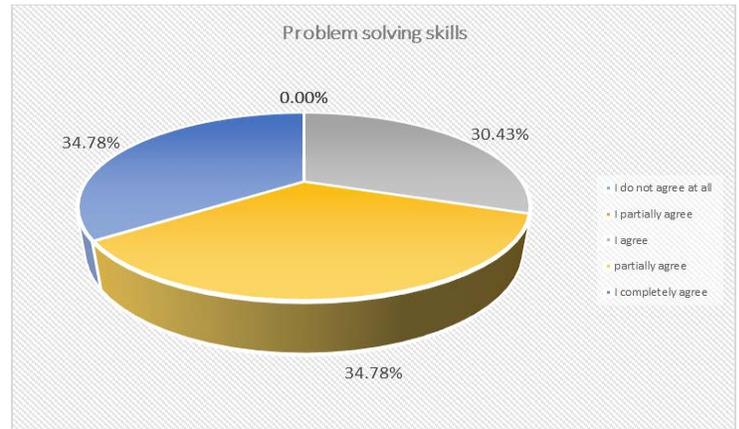


Table 8. Problem solving skills

Figure 8. Problem solving skills

In the table and figure 8 in the question 'Problem solving skills' from 24 employers included in this questionnaire, 8 (34.78%) answered maximally and that they are satisfied with the ability to solve problems by UGJFA graduates, 8 or (34.78%) of employers think a slightly lower rate, while 7 or (30.43%) of employers agree with the above statement. The average for the first question is 4.04.

## Ability for research and development work

The table below will show the results for the question ‘Ability for research and development work’

Ability for research and development work		
	Nr.	Percentage
5 (min) - I do not agree at all	1	4.17%
4 - I partially agree	0	0.00%
3 - I agree	2	8.33%
2 - partially agree	12	50.00%
1 (max) - I completely agree	9	37.50%
TOTAL	24	100.00%

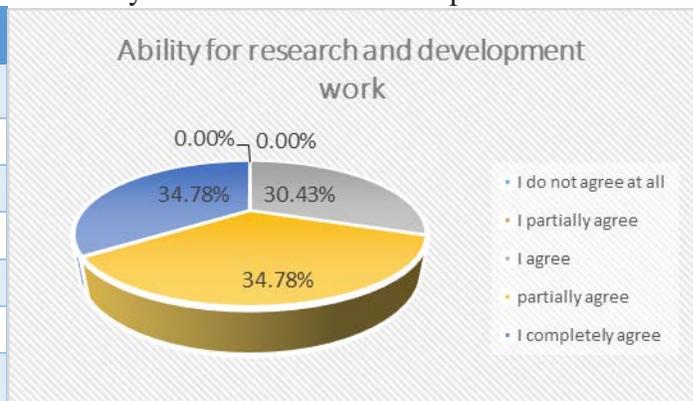


Table 9. Ability for research and research work.

Figure 9. Ability for research and research work.

In table and figure 9 in the question 'Ability for research and research work' by 24 employers included in this questionnaire, 9 (37.50%) answered maximally and that they are satisfied with the ability for research and research ability of graduates, 12 or (50.00%) of employers think a slightly lower rate, while 2 or (8.33%) of employers agree with the above statement, while 1 employers or (4.17%) answered that they do not agree at all with the above assertion. The average for the first question is 4.17

## Data collection and interpretation

The following table will show the result for the question “Collection and the interpretation of the research data”

Collection and the interpretation of the research data		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	1	4.17%
3 - I agree	5	20.83%
2 - partially agree	6	25.00%
1 (max) - I completely agree	12	50.00%
TOTAL	24	100.00%

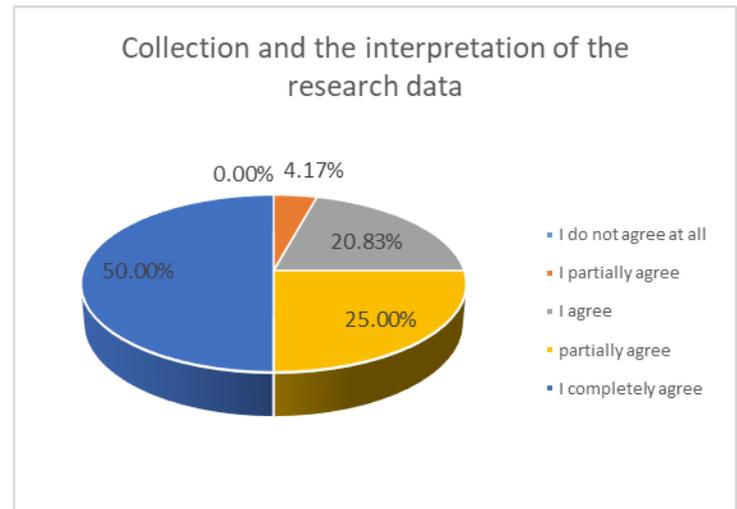


Table 10. Collection and the interpretation of the research data

Figure 10. Collection and the interpretation of the research data

In the table and figure 10 in the question 'Collection and interpretation of research data' from 24 employers included in this questionnaire, 12 (50.00%) answered maximally and that they are satisfied with the ability of graduates on data collection and interpretation survey, 6 or (25.00%) of employers think a slightly lower rate, while 5 or (20.83%) of employers agree with the above statement, 1 employers or 4.17% partially agree with the above statement. The average for the first question is 4.21

## Communication skills, verbal and written communication

The table below will show the results for the question ‘Communication skills, verbal and written communication

Communication skills, verbal and written communication		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	1	4.17%
2 - partially agree	11	45.83%
1 (max) - I completely agree	12	50.00%
TOTAL	24	100.00%

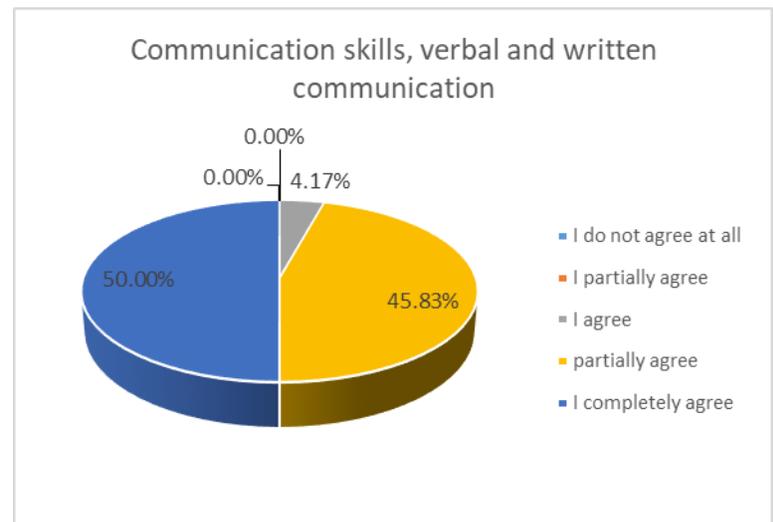


Table 11. Communication skills, verbal and written communication.

Figure 11. Communication skills, verbal and written communication

In the table and figure 11 in the question 'Communication skills, verbal and written communication' from 24 employers included in this questionnaire, 12 (50.00%) answered maximally and that they are satisfied with the ability of the graduates with communication skills, verbal communication and in writing, 11 or (45.38%) of employers think a slightly lower rate, while 1 or (4.17%) of employers agree with the above statement, 7. The average for the first question is 4.46.

### Knowledge and use of English

The table below will show the results for the question “Knowledge and use of English”.

Knowledge and use of English		
	Nr.	Percentage
5 (min) - I do not agree at all	2	8.33%
4 - I partially agree	4	16.67%
3 - I agree	4	16.67%
2 - partially agree	7	29.17%
1 (max) - I completely agree	7	29.17%
TOTAL	24	100.00%

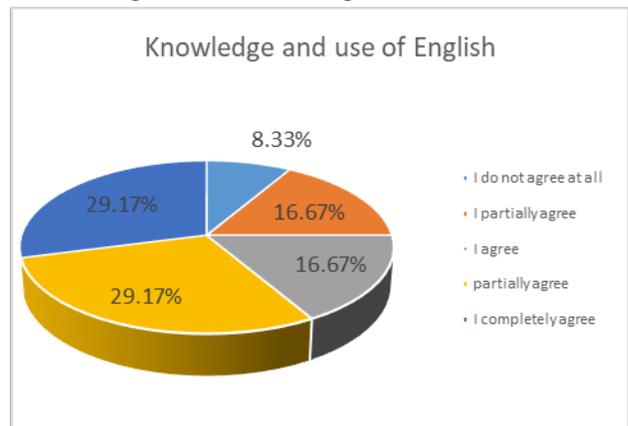


Table 12. Knowledge and use of English

Figure 12. Knowledge and use of English

In the table and figure 12 in the question 'Knowledge and use of English language' by 24 employers included in this questionnaire, 7 (29.17%) answered maximally and that they are satisfied with the ability of the graduates for knowledge and use of English language, 7 or (29.17%) of employers think a slightly lower rate, while 4 or (16.67%) of employers agree with the above statement, 4 employers or 16.67% partially agree while 2 employers or (8.33%) answered that they do not completely agree with the above statement. The average for the first question is 3.54.

## Knowledge and use of information technology

The following table will show the results for the question ‘Knowledge and use of information technology’.

Knowledge and use of information technology		
	Nr.	Percentage
5 (min) - I do not agree at all	1	4.17%
4 - I partially agree	0	0.00%
3 - I agree	5	20.83%
2 - partially agree	13	54.17%
1 (max) - I completely agree	5	20.83%
TOTAL	24	100.00%

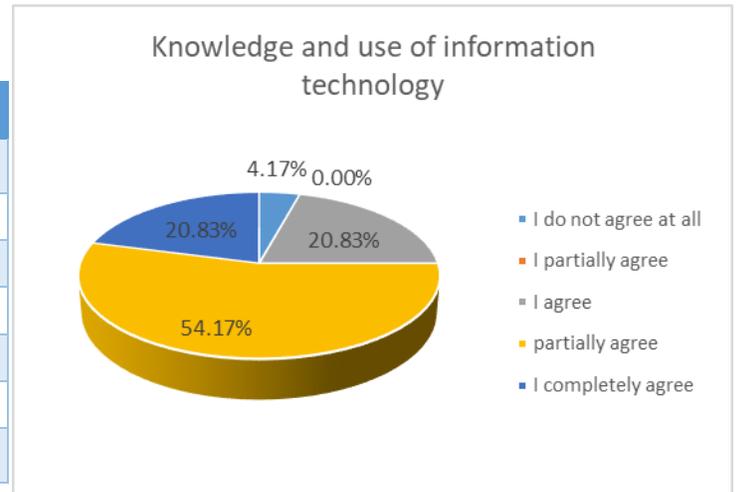


Table 13. Knowledge and use of information technology

Figure 13. Knowledge and use of information technology

In the table and figure 13 in the question 'Knowledge and use of information technology' by 24 employers included in this questionnaire, 5 (20.83%) answered maximally and that they are satisfied with the ability of the graduates for their knowledge about the use of technology, 13 or (54.17%) of employers think a slightly lower rate, while 5 or (20.83%) of employers agree with the above statement, while 1 employers or (4.17%) answered that do not agree at all with the above statement. The average for the first question is 3.88.

## Teamwork and under time pressure

The table below will show the results for the question ‘Teamwork and time pressure’.

Teamwork and time pressure		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	5	20.83%
2 - partially agree	12	50.00%
1 (max) - I completely agree	7	29.17%
TOTAL	24	100.00%

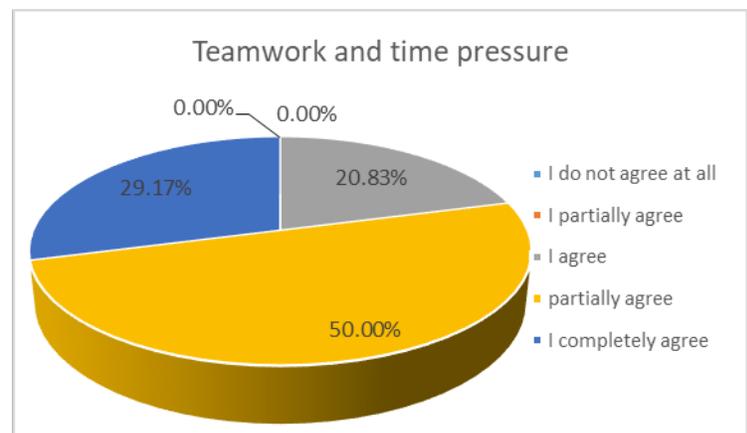


Table 14. Teamwork and time pressure

Figure 14. Teamwork and time pressure.

In the table and figure 14 in the question 'Teamwork and time pressure' from 24 employers included in this questionnaire, 7 (29.17%) answered maximally and that they are satisfied with the ability of the graduates on teamwork and time pressure , 12 or (50.00%) of employers think a slightly lower rate, while 5 or (20.83%) of employers agree with the above statement. The average for the first question is 4.08.

### Ethical behavior and moral values

The table below will show the results for the question 'Ethical behavior and moral values'

Ethical behavior and moral values		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	2	8.33%
2 - partially agree	7	29.17%
1 (max) - I completely agree	15	62.50%
TOTAL	24	100.00%

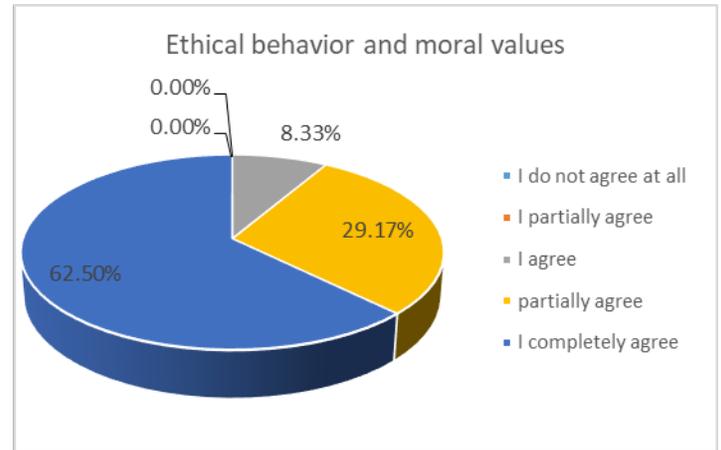


Table 15. Ethical behaviour and moral values'.

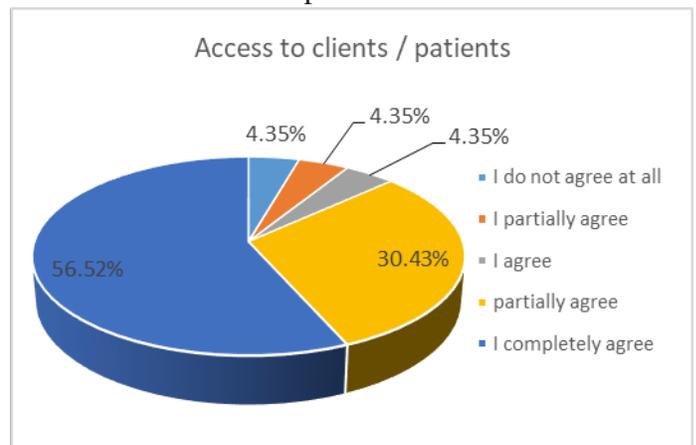
Figure 15. Ethical behaviour and moral values

In the table and figure 15 in the question 'Ethical behavior and moral values' from the 24 employers included in this questionnaire, 15 (62.50%) answered maximally and that they are satisfied with the ethical and moral behavior of the graduates, 7 or ( 29.17%) of employers think a slightly lower rate, while 2 or (8.33%) of employers agree with the above statement. The average for the first question is 4.54

### Access to clients / patients

The following table will show the results for the question 'Access to clients / patients'

Access to clients / patients		
	Nr.	Percentage
5 (min) - I do not agree at all	1	4.35%
4 - I partially agree	1	4.35%
3 - I agree	1	4.35%
2 - partially agree	7	30.43%
1 (max) - I completely agree	13	56.52%



TOTAL	24	100.00%
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Table 16. Access to clients / patients  
Figure 16. Access to clients / patients

In the table and figure 16 in the question 'Access to clients / patients from 24 employers included in this questionnaire, 13 (56.52%) answered maximally and that they are satisfied with the access to clients / patients that our graduates have, 7 or ( 30.43%) of employers think a slightly lower rate, while 1 or (4.35%) of employers agree with the above statement, 1 employers or 4.35% partially agree and 1 employers or (4.35%) answered that they do not agree at all with the above statement. The average for the first question is 4.30.

### How satisfied are you with the contribution of UGJFA graduates

In the questionnaire for the evaluation of students by employers, in the section on ‘How satisfied are you with the contribution of UGJFA graduates. In this section are closed-ended questions with choice (rounding). This section includes questions about how satisfied you are with UGJFA graduates regarding:

- For your organization.
- For the community.
- For professional associations

In the following we will present specific results for each of the above mentioned parts.

#### For your organization

The following table will show the results for the question ‘For your organization’.

For your organization'		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	2	8.33%
3 - I agree	2	8.33%
2 - partially agree	7	29.17%
1 (max) - I completely agree	13	54.17%
TOTAL	24	100.00%



Table 17. For your organization.

Figure 17. For your organization.

In table and figure 17 in the question 'About your organization' 'out of 24 employers included in this questionnaire, 13 (54.17%) answered maximally and are satisfied with the contribution of the graduates with the institution where they work, 7 or (29.17 %) of employers think a slightly lower rate, while 2 or (8.33%) of employers agree with the above statement and 2 employers or 8.33%% partially agree with the statement above. The average for the first question is 4.29

### For the community

The following table will show the results for the question 'For the community'

For the community		
	Nr.	Percentage
5 (min) - I do not agree at all	1	4.17%
4 - I partially agree	0	0.00%
3 - I agree	2	8.33%
2 - partially agree	13	54.17%
1 (max) - I completely agree	8	33.33%
TOTAL	24	100.00%

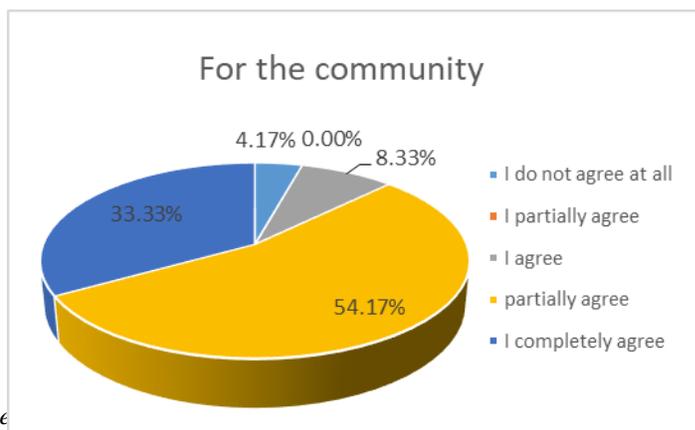


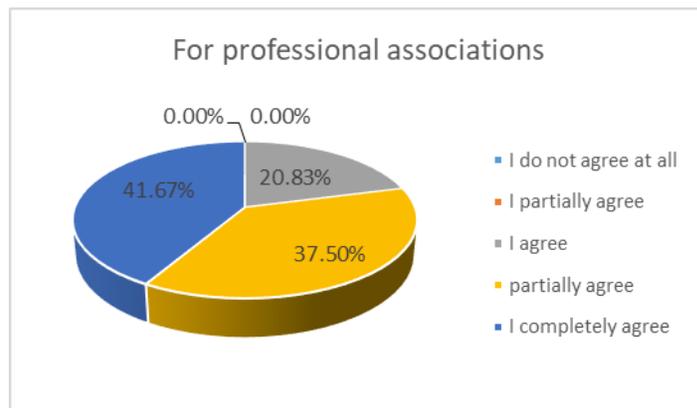
Table 18. For the  
Figure 18. For the community

In the table and figure 18 in the question 'For the community' out of 24 employers included in this questionnaire, 8 (33.33%) answered maximally and that they are satisfied with the contribution that the graduates give in helping the community of employees, 13 or (54.17%) of employers think a slightly lower rate, while 2 or (8.33%) of employers agree with the above statement, while 2 employers or (8.33%) answered that they do not agree at all with the above statement. The average for the first question is 4.13

### For professional associations

The following table will show the results for the question 'For professional associations'

For professional associations		
	Nr.	Percentage
5 (min) - I do not agree at all	0	0.00%
4 - I partially agree	0	0.00%
3 - I agree	5	20.83%



2 - partially agree	9	37.50%
1 (max) - I completely agree	10	41.67%
TOTAL	24	100.00%

Table 19. For professional associations  
 Figure 19. For professional associations

In the table and figure 19 in the question 'For professional associations' from 24 employers included in this questionnaire, 10 (41.67%) answered maximally and that they are satisfied with the contribution that graduates give to professional associations in the environment where they work, and 5 or (20.83%) of employers think a slightly lower rate with the above assertion. The average for the first question is 4.21

### Summary results for Graduate Information / internships by employers

In order to have a clearer view of the evaluation results by employers for the information of graduates / internships we have presented summarized in Figure 6.

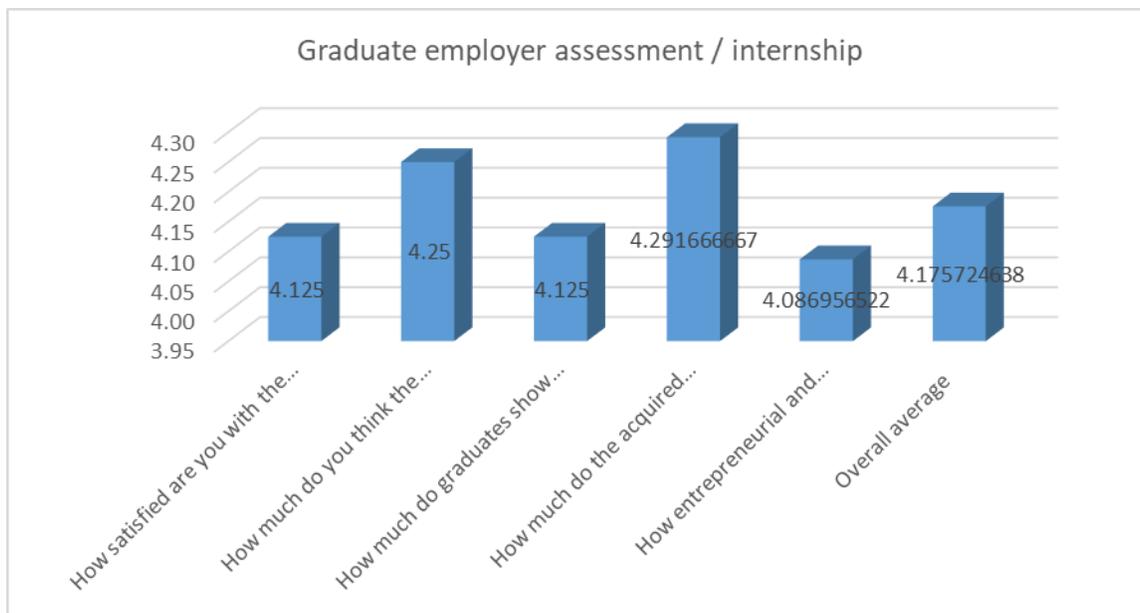


Figure 20. Summary and general results about graduates / internships

The results show that the overall average is 3.18 and the highest scores have the questions:

- How much do the acquired knowledge of the students correspond to the practical work? (4.29)
- How much do you think the study curriculum has enabled them for their job? (4.25)
- How satisfied are you with the UFAG graduates? & How much do graduates show enough skills to understand your job needs? (4.13)
- How entrepreneurial and innovative are they? (4.09)

## Summary Results for Graduate Specific Information / Internship by Employers

In order to have a clearer view of the evaluation results by employers for graduate information / internships, we have presented them summarized in Figure 6.

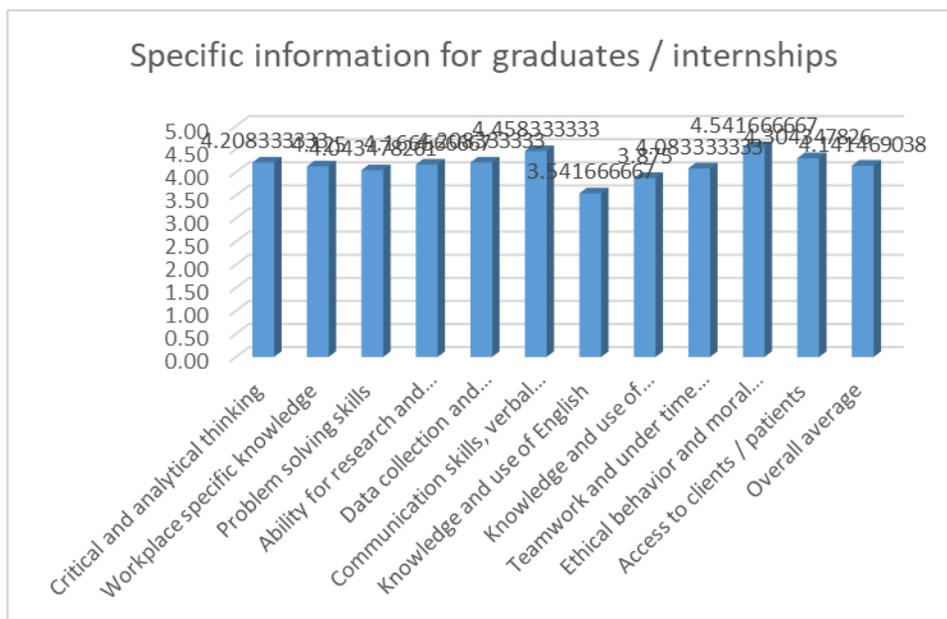


Figure 21. Summarized results for specific information for graduates / internships

The results show that the overall average is 3.18 and the highest scores have the questions:

- Ethical behavior and moral values. (4.54)
- Communication skills, verbal and written communication. (4.46)
- Access to clients / patients. (4.30)
- Critical and analytical thinking & Data collection and interpretation. (4.21)
- Ability for research and development work. (4.17)
- Job-specific knowledge. (4.13)
- Teamwork and time pressure. (4.04).

While the result with a slightly smaller nuance have the questions:

- Knowledge and use of IT (3.88)
- Knowledge and use of English. (3.54).

## Summary Results for How satisfied are you with the contribution of UGJFA graduates

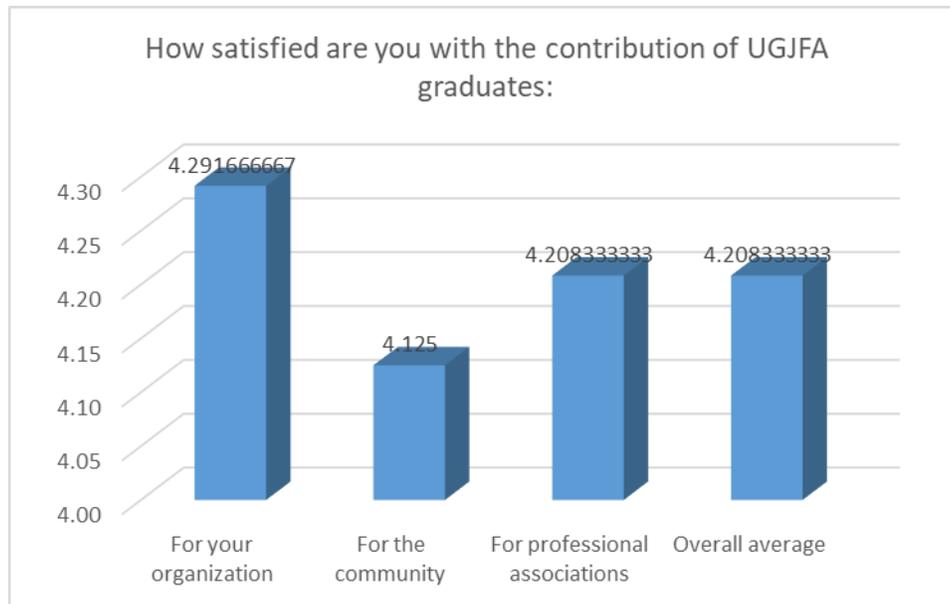


Figure 22. Summary results for the contribution of UGJFA graduates

The results show that the overall average is 3.36 and the highest scores have the questions:

- For your organization. (4.29)
- For professional associations. (4.21)
- For the community. (4.13)

### General comments from the employer:

General comments from the employer are:

- Satisfactory, and positive.
- Fulfills commitments in full.
- Meet the teaching criteria.
- I am satisfied with the work and obligations of graduate staff in our institutions.
- Congratulations on the performance of the UGJFA faculty teacher.

- The instruments should be harmonized - the annual, bi-monthly, weekly plan and the lesson plan.

## Recommendations:

In order to aim for the highest possible quality, the Quality Office recommends to the Quality Management and Coordinator within the academic units we recommend to add these skills, skills in the study program so that the graduates are better prepared to perform with successful job assignments?

- Ability for scientific research?
- Teamwork under time pressure?
- Knowledge of foreign languages and communication
- Patient work, Specific equipment
- Management
- Care for the elderly- More practical work
- Better technical and professional skills. Better management of high risk situations
- ICT
- Communication
- Language and communication
- Life skills