The Result of analysis of the survey of academic staff satisfaction and involment
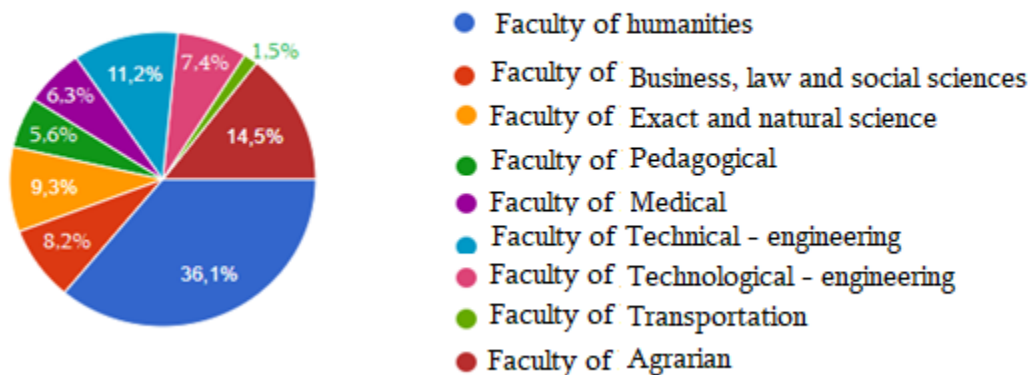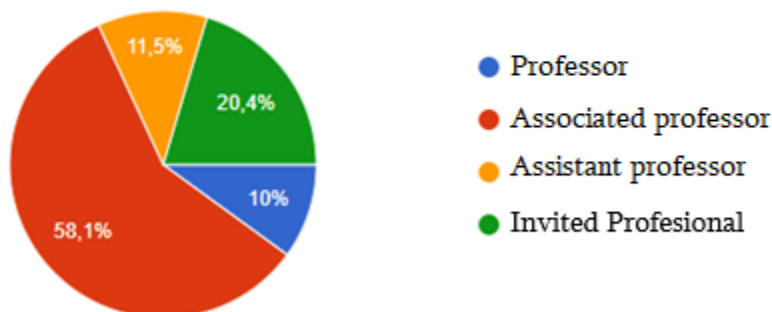
In November and December 2017 inquiries were made in ATSU by the management service of marketing, project and arrangements about the satisfaction of academic staff in employing and involving in working. The aim of the research was to learn about how the academic staff is involved in working processes of the university. The inquiries were carried out anonymously, by online. The electronic link of the following inquiry was sent to the staff to their e-mails without preliminary selection.

269 respondent are required in total, which gives us opportunity to analyze received results. The majority of inquired staff is associated professors – 58,1%, the number of invited professors is – 20,4%, 11,5% are assistant professors and 10% is professors.
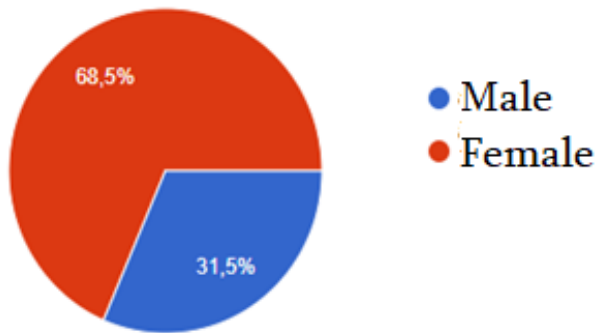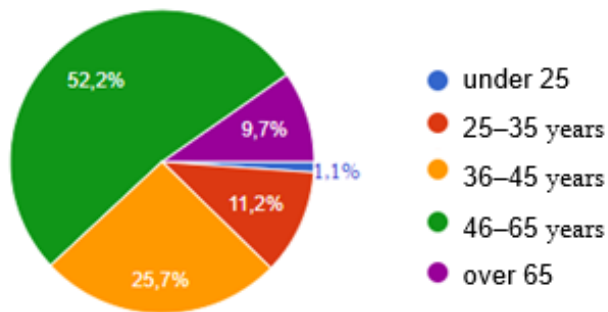
1. Faculty:

- Faculty of humanities
- Faculty of Business, law and social sciences
- Faculty of Exact and natural science
- Faculty of Pedagogical
- Faculty of Medical
- Faculty of Technical - engineering
- Faculty of Technological - engineering
- Faculty of Transportation
- Faculty of Agrarian

Occupation :

- Professor
- Associated professor
- Assistant professor
- Invited Profesional

The majority of enquired staff is female members (68,5%), the rest of 31,5% is male.

4. Gender:

- Male
- Female

68,5%
31,5%

5. Age of the group:

- under 25
- 25–35 years
- 36–45 years
- 46–65 years
- over 65

52,2%
9,7%
1,1%
11,2%
25,7%
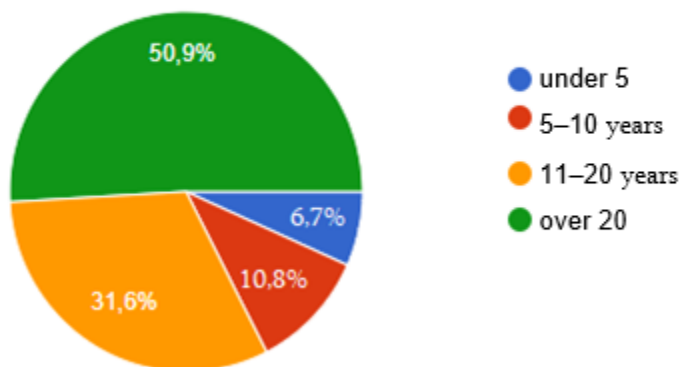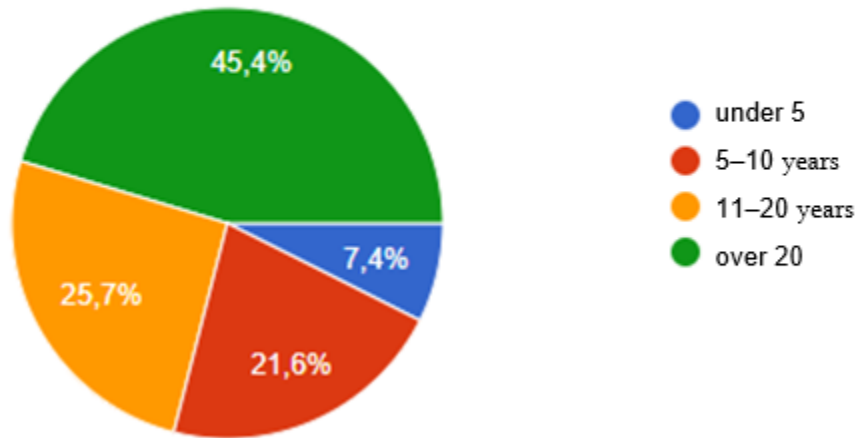
The majority of enquired staff is people of age 46-65, this is 52,2%; 25,7% is staff of age 36-45, 11,2% is staff of age 25-35, 9,7% is staff over 65 and 1,1% is under 25.

6. experience in pedagogy:

- under 5
- 5–10 years
- 11–20 years
- over 20

50,9%
6,7%
10,8%
31,6%

The majority of enquired staff – 50,9% has working experience of more than 20 years, 31,6% has working experience under 20 years, 10,8% of enquired staff has under 10 years of working experience and 6,7% - under 5 years of working experience.
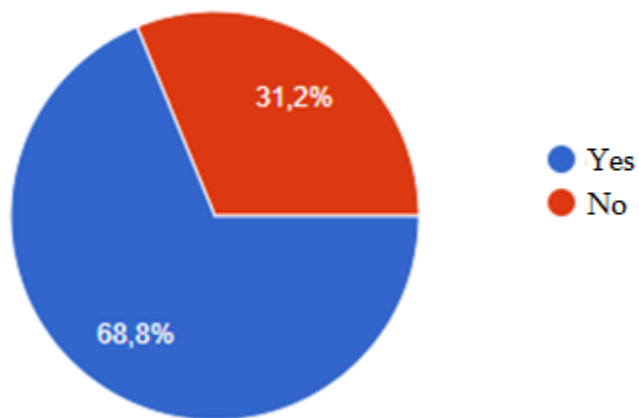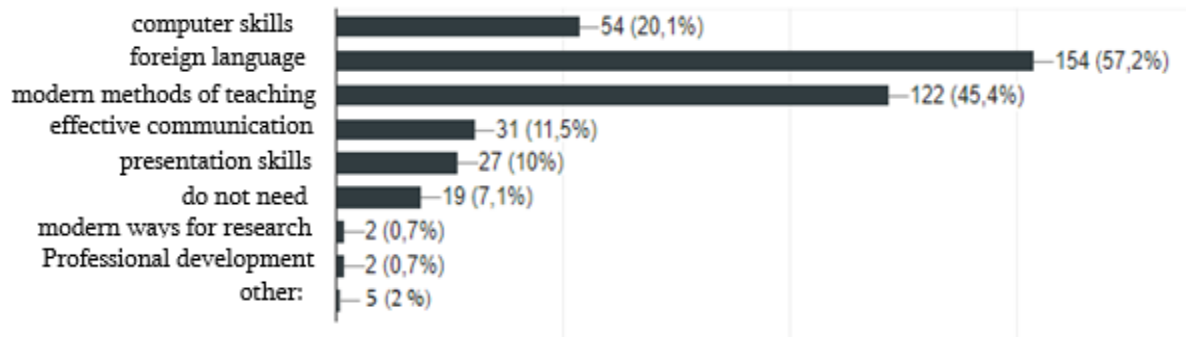
7. duration of working at ATSU:

More than 20 years of working experience at ATSU has the majority of enquired staff – 45,4%, 25,7% has 11-20 years of working experience, 21,6% - 5-10 years and 7,4% - under 5 years.

68,8% of enquired staff is professionally developed for the last 3 years, 31,2% has no professional development.

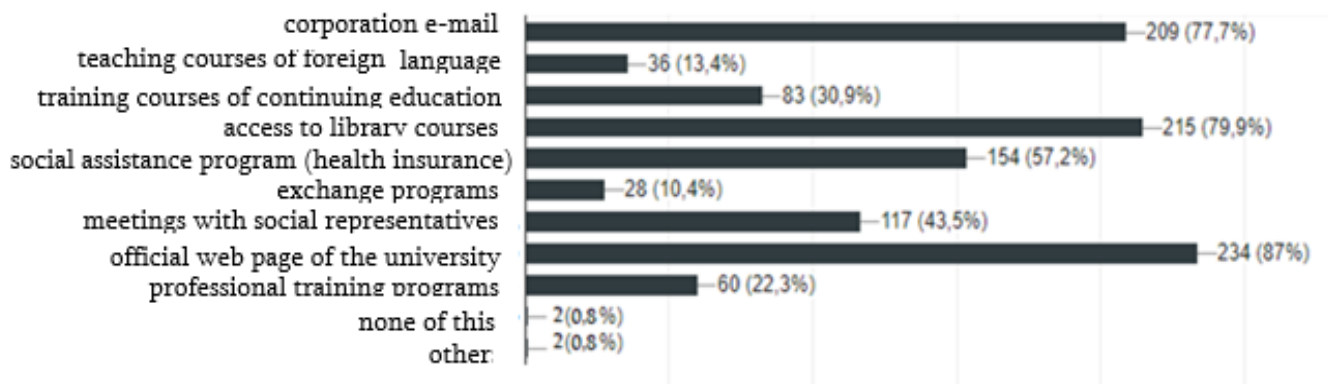## 8. have you raised your qualification during the last 3 years?

9. In which field do you think you need to raise qualification? (mark any desirable version)

computer skills — 54 (20,1%)
foreign language — 154 (57,2%)
modern methods of teaching — 122 (45,4%)
effective communication — 31 (11,5%)
presentation skills — 27 (10%)
do not need — 19 (7,1%)
modern ways for research — 2 (0,7%)
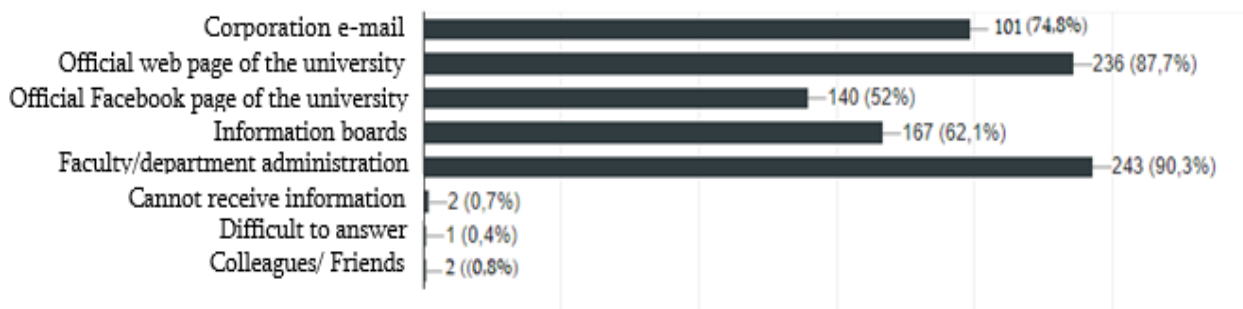Professional development — 2 (0,7%)
other: — 5 (2 %)

Academic staff thinks that developing and improving knowledge for professional development is necessary in different fields, the majority regards it important to have professional development in foreign languages (57,2%), in modern methods of teaching (45,4%) and computer skills (20,1%). Other different views were also expressed, such as: effective communication (11,5%), presentation skills (10%). 7,1% thinks that they need no professional development in any field.

10. Which services do you use offered by the university? (mark any desirable answer)

corporation e-mail — 209 (77,7%)
teaching courses of foreign language — 36 (13,4%)
training courses of continuing education — 83 (30,9%)
access to library courses — 215 (79,9%)
social assistance program (health insurance) — 154 (57,2%)
exchange programs — 28 (10,4%)
meetings with social representatives — 117 (43,5%)
official web page of the university — 234 (87%)
professional training programs — 60 (22,3%)
none of this — 2(0,8%)
other — 2(0,8%)

Academic staff uses official web page from the list of suggested services of ATSU (87%), library resources are used by 79,9%, corporation e-mails are used by 77,7% and social service program is used by 57,2%. University staff also mentions other services, 43,5% of them takes part in meetings with social representatives and training courses (30,9%), 22,3% is involved in professional training and preparation programs, in learning foreign languages courses (13,4%) and in exchange programs (10,4%). Only 0,8% do not use any kind of service.
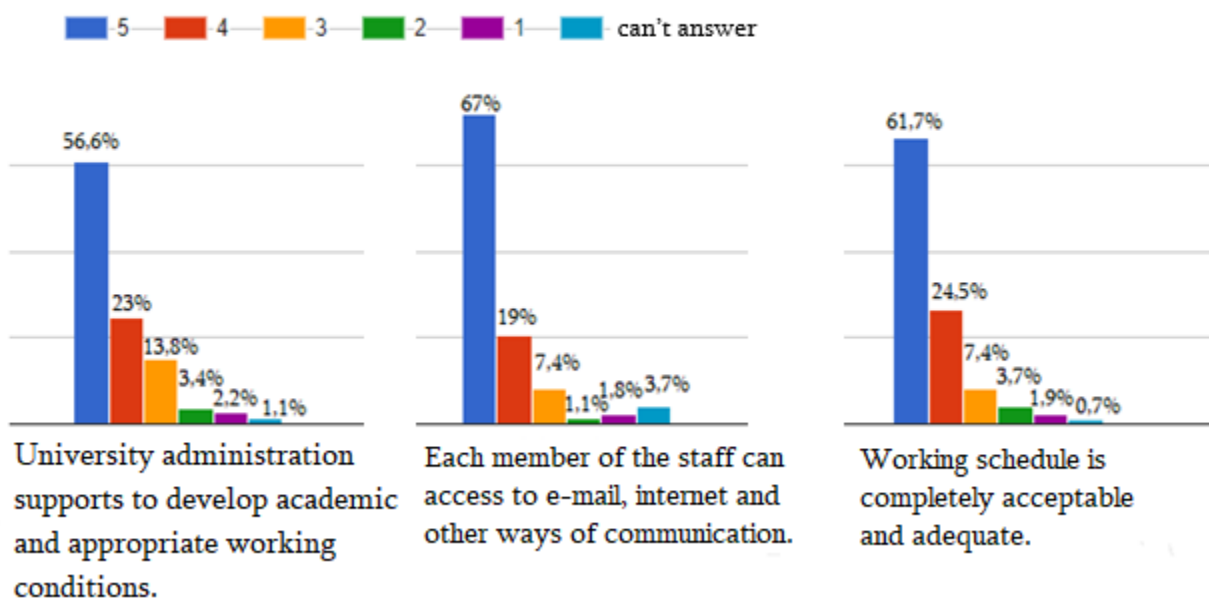
11. From which sources do you receive information about activities planned at the university? (mark any desirable answer)

Source	Count (%)
Corporation e-mail	101 (74,8%)
Official web page of the university	236 (87,7%)
Official Facebook page of the university	140 (52%)
Information boards	167 (62,1%)
Faculty/department administration	243 (90,3%)
Cannot receive information	2 (0,7%)
Difficult to answer	1 (0,4%)
Colleagues/ Friends	2 ((0,8%)

As 90,3% of enquired staff mentions, faculty or department administration gives them information about palnned or current arrangements and events of the university, 87,7% uses official web page of the university to get information, 74,8% uses corporation e-mails. 62,1% of the respondents uses informational boards to get information, 52% uses official facebook page of the university. 0,8% receives information from their collegues/co-workers and only 0,7% says that they do not receive any information.

In the next question we asked the respondents to estimate with 1-5 points how they agreed or not with different ideas, in which 1 point was for "disagree" and 5 point was for "completely agree".

12. Do you agree with this statement?

Legend: 5 — 4 — 3 — 2 — 1 — can't answer

University administration supports to develop academic and appropriate working conditions.
- 5: 56,6%
- 4: 23%
- 3: 13,8%
- 2: 3,4%
- 1: 2,2%
- can't answer: 1,1%

Each member of the staff can access to e-mail, internet and other ways of communication.
- 5: 67%
- 4: 19%
- 3: 7,4%
- 2: 1,1%
- 1: 1,8%
- can't answer: 3,7%

Working schedule is completely acceptable and adequate.
- 5: 61,7%
- 4: 24,5%
- 3: 7,4%
- 2: 3,7%
- 1: 1,9%
- can't answer: 0,7%

56,6% of enquired staff agrees that university administration supports to develop appropriate academic and working environment. 23% partially agrees more than disagrees, 2,2% does not agree, 1,1% did not answer and 17,2% agrees more or less.

67% agrees that all the workers can access their e-mails, internet and other types of communication, 19% agrees more than disagrees, 1,8% does not agree, 3,7% cannot answer the question and the rest 8,5% agrees the idea more or less.

61,7% completely agrees that working schedule is reasonable and adequate, 24,5% agrees more than disagrees, 1,9% does not agree the idea, 0,7% cannot answer and the rest 11,1 agrees more or less.
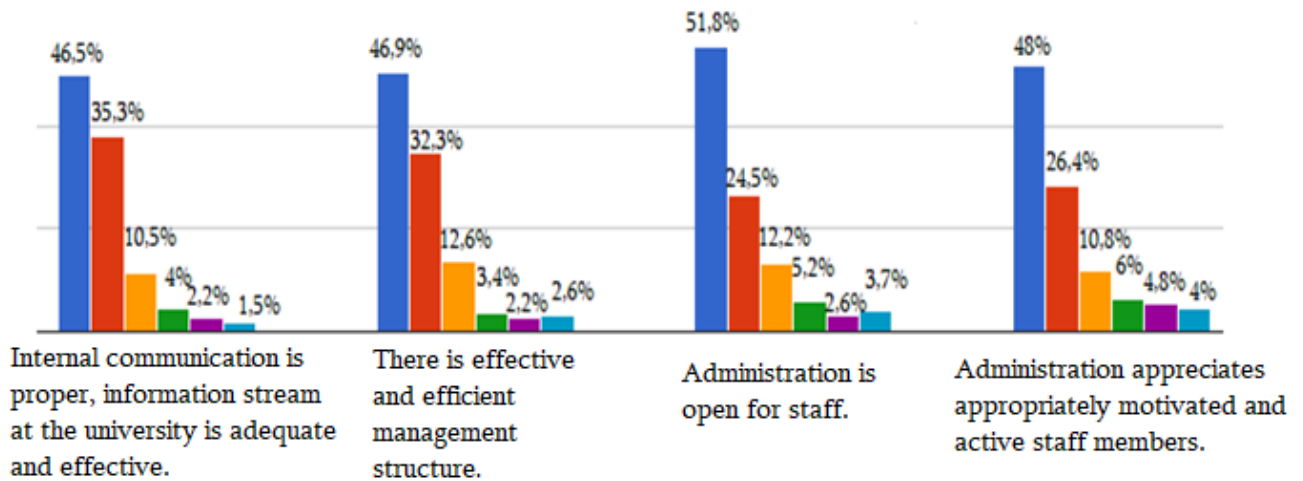

46,5% completely agrees that internal communication is working properly, the stream of information at the university is adequate and effective; 35,5% partially agrees (4 points), only 2,2% does not agree.

46,9% completely agrees that we have effective and efficient managing structure, 32,3% partially agrees (4 points). 2,2% does not agrees.

51,8% completely agrees that administration is open for the initiatives. 24,5% partially agrees (4 points), and 2,6% does not agree.

48% completely agrees that the administration sees and properly appreciates motivated and active workers. 2,6% partially agrees (4 points) and 4,8% does not agree.
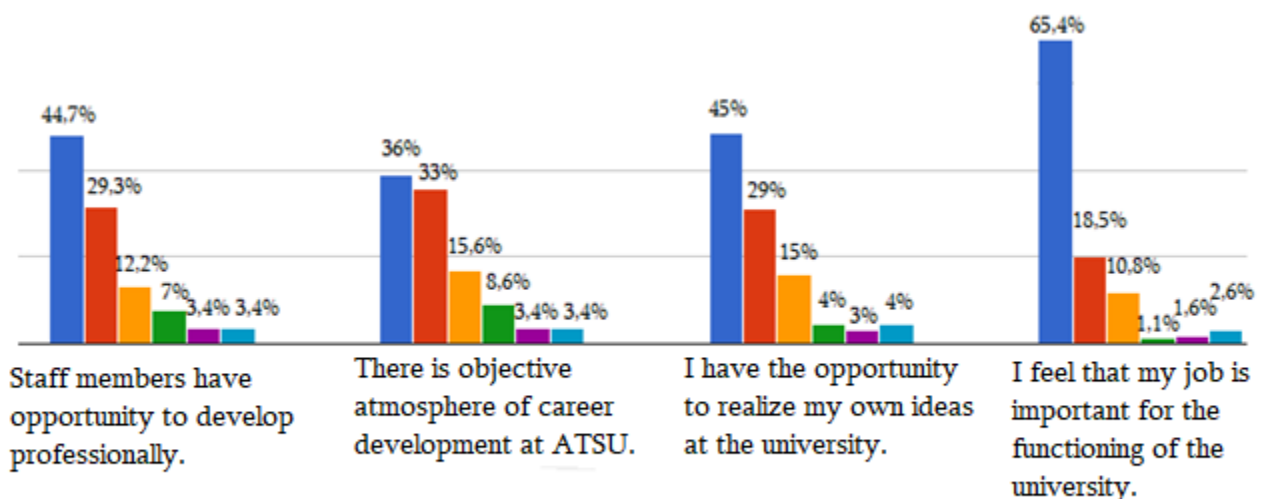
44,7% of the respondents think that the staff has the opportunity to get professional development, 29,3% partially agrees and 3,4% does not agree.

36% completely agrees that there is objective and proper environment at the university to develop your profession, 33% partially agrees and 3,45 does not agree.

45% of the staff think that they have opportunity to realize their own ideas at the university, 4% did not answer and the rest 19% partially agrees.

65,4% feels that their work is important for the functioning and developing of the university, 30,4% partially agrees, 1,6% does not agree and 2,6% did not answer.
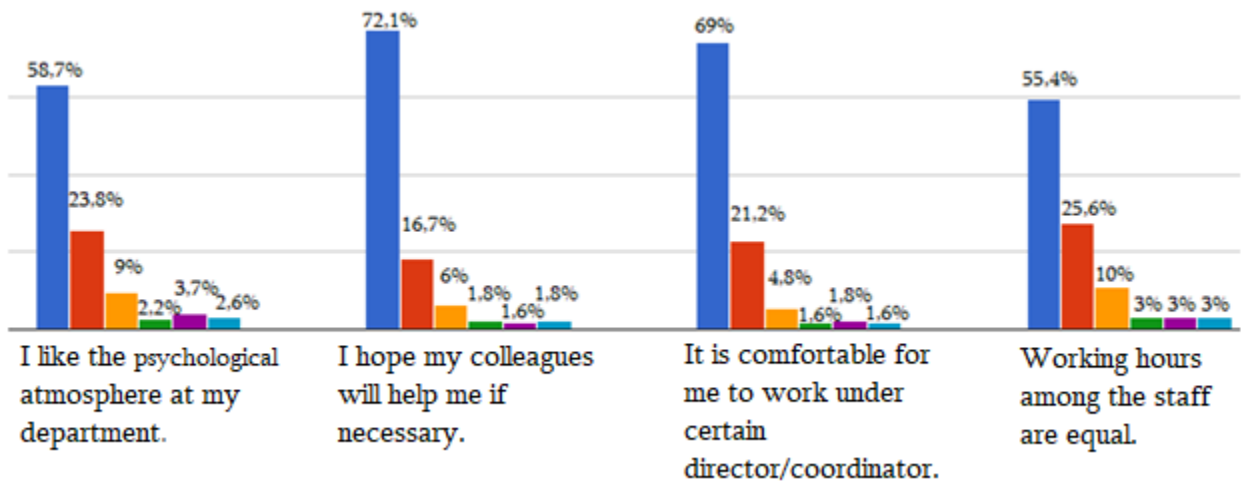
58,7% likes the psychological atmosphere in their own departments, 35% is more or less satisfied, 2,6% has difficulty in answering and 3,7% does not agree.

72,1% hopes to be supported by their collegues if necessary, 24,5% less agrees, 1,8% has difficulty in answering and 1,6% does not agree.

69% of the enquired staff says that it is comfortable to work under certain director/coordinator's submission, 27,6% partially agrees, 1,6% has difficulty in answering and 1,8% does not agree.

55,4% completely agrees that working hours are given to the staff equally and properly, 39,6% partially agrees and 3,3% has difficulty in answering.

## 13. Have you had any problems at any structure of the university?
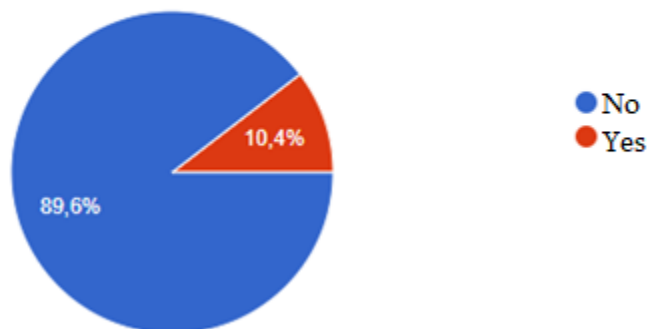
89,6% of the staff has not had any problems to any structural unit, and 10,4% answered "yes" to the question but only the half of them made concrete definition of the structural unit and the results are as follows:
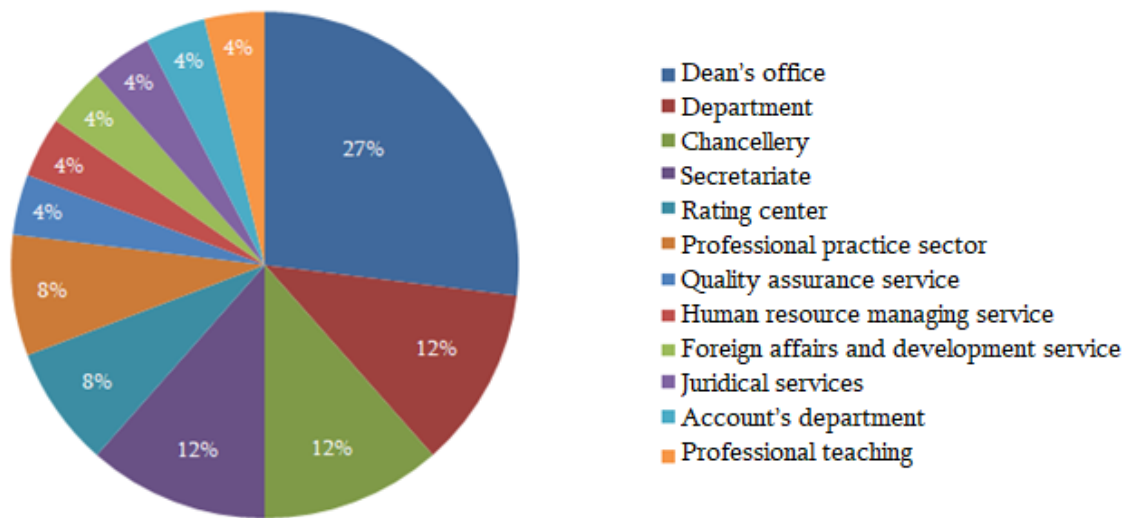
As we see, 27% did not have any problems with the Dean's office, 12-12% - with departments, chancellery and secretariate, 8-8% - with professional practice sector and rating center, 4-4% - with Quality assurance service, human resource, foreign affairs and development services and juridical services, account's department and professional teaching is represented by 4-4%.

We asked the respondents to estimate different structural units from 1 to 5 points, in which 1 meant very bad and 5 – meant very good.

14. How would you evaluate the working process of university structural unit?
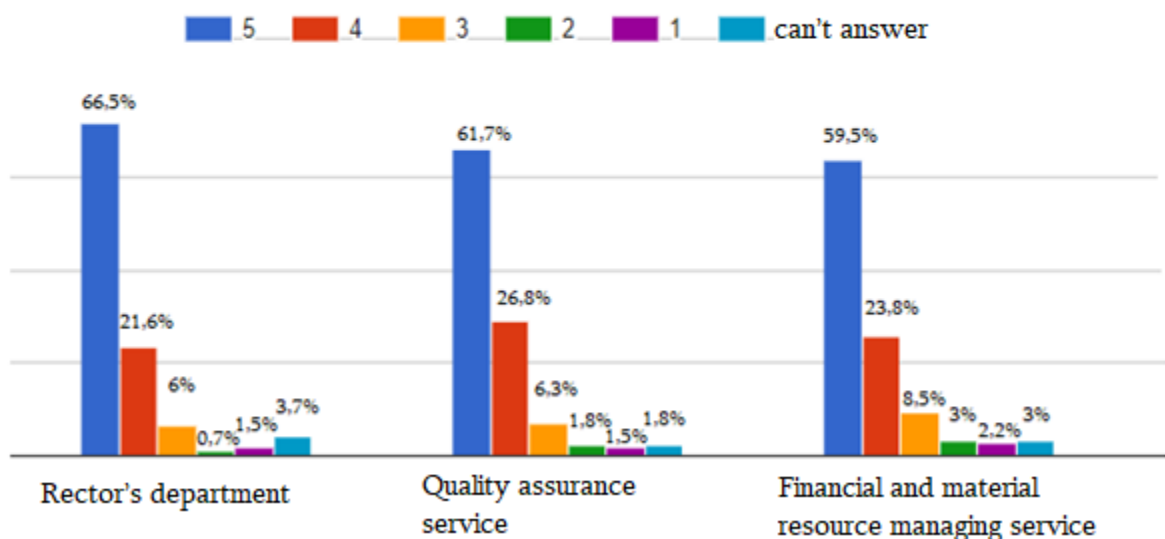
Rector's department was estimated with 5 points by 66,5%, 4 points – 21,6%, 3 points – 6%, 2 points – 0,7%, 1 point – 1,5%, 3,7% had difficulty in estimating.

Quality assurance service was estimated with 5 points by 61,7%, 4 points – 26,8%, 3 points – 6,3%, 2 points – 1,8%, 1 point – 1,5%, 1,8% had difficulty in estimating.

Financial and material resource managing service was estimated with 5 points by 59,5%, 4 points – 23,8%, 3 points – 8,5%, 2 points – 3%, 1 point – 2,2%, 3% had difficulty in estimating.
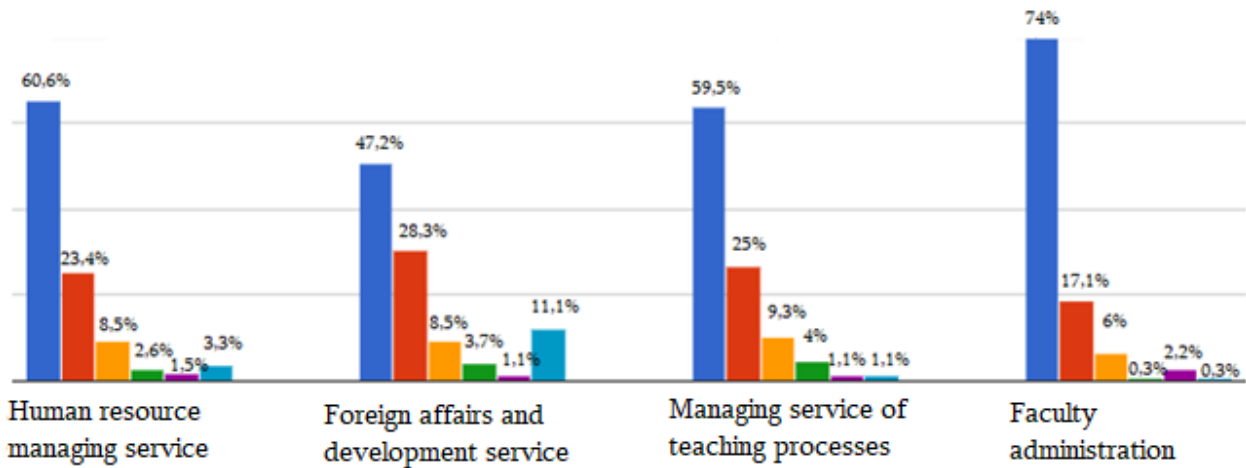

Human resource managing service was estimated with 5 points by 60,6%, 4 points – 23,4%, 3 points – 8,5%, 2 points – 2,6%, 1 point – 1,5%, 3,3% had difficulty in estimating.

Foreign affairs and development service was estimated with 5 points by 47,2%, 4 points – 28,3%, 3 points – 8,5%, 2 points – 3,7%, 1 point – 1,1%, 11,1% had difficulty in estimating.

Managing service of teaching processes was estimated with 5 points by 59,5% of the staff, 4 points – 25%, 3 points – 9,3%, 2 points – 4%, 1 point – 1,1%, 1,1% had difficulty in estimating.

Faculty administration was estimated with 5 points by 74% of the staff, 4 points – 17,1%, 3 points – 6%, 2 points – 0,3%, 1 point – 2,2%, 0,3% had difficulty in estimating.
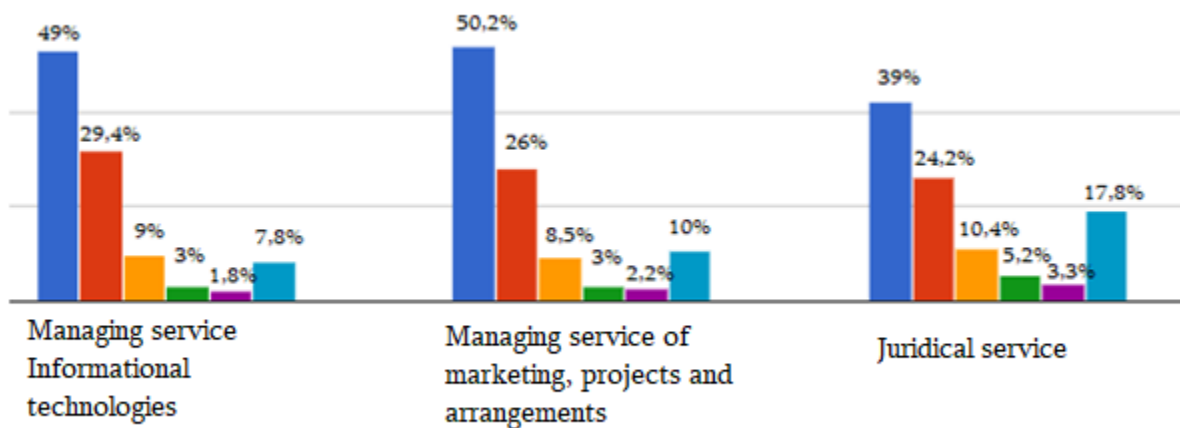
Managing service Informational technologies was estimated with 5 points by 49%, 4 points – 29,4%, 3 points – 9%, 2 points – 3%, 1 point – 1,8%, 7,8% had difficulty in estimating.

Managing service of marketing, projects and arrangements was estimated with 5 points by 50,2% of the enquired staff, 4 points – 26%, 3 points – 8,5%, 2 points – 3%, 1 point – 2,2%, 10% had difficulty in answering.

Juridical service was estimated with 5 points by 39%, 4 points – 24,2%, 3 points – 10,4%, 2 points – 5,2%, 1 point – 3,3%, 17,8% had difficulty in answering.
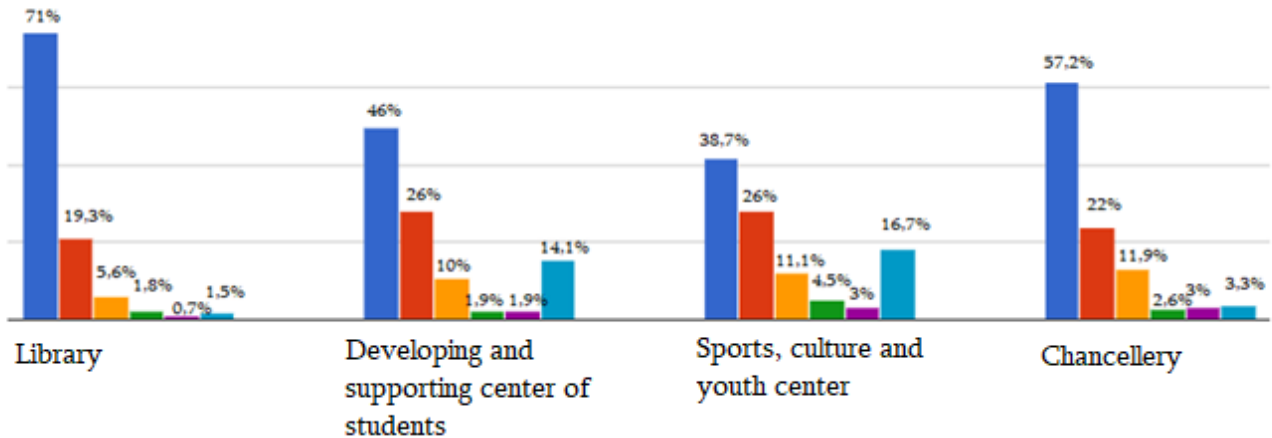

Library was estimated with 5 points by 71% of the staff, 4 points – 19,3%, 3 points – 5,6%, 2 points – 1,8%, 1 point – 0,7%, 1,5% had difficulty in answering.

Developing and supporting center of students was estimated with 5 points by 46%, 4 points – 26%, 3 points – 10%, 2 points – 1,9%, 1 point – 1,9%, 14,1% had difficulty in answering.

Sports, culture and youth center was estimated with 5 points by 38,7%, 4 points – 26%, 3 points – 11,1%, 2 points – 4,5%, 1 point – 3%, 16,7% had difficulty in answering.

Chancellery was estimated with 5 points by 57,2%, 4 points – 22%, 3 points – 11,9%, 2 points – 2,6%, 1 point – 3%, 3,3% had difficulty in answering.
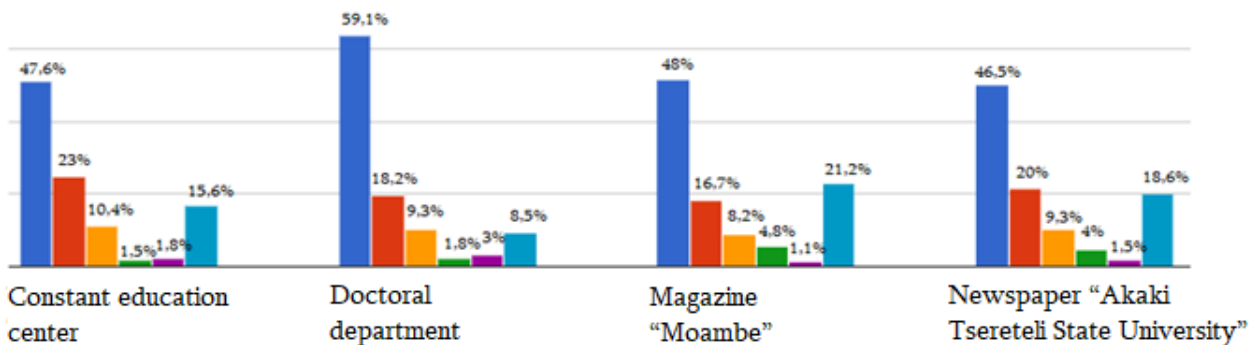

Constant education center was estimated with 5 points by 47,6%, 4 points – 23%, 3 points – 10,4%, 2 points – 1,5%, 1 point – 1,8%, 15,6% had difficulty in answering.

Doctoral department was estimated with 5 points by 59,1%, 4 points – 18,2%, 3 points – 9,3%, 2 points – 1,8%, 1 point – 3%, 8,5% had difficulty in answering.

Magazine "Moambe" was estimated with 5 points by 48%, 4 points – 16,7%, 3 points – 8,2%, 2 points – 4,8%, 1 point – 1,1%, 21,2% had difficulty in answering.

Newspaper "Akaki Tsereteli State University" was estimated with 5 points by 46,5%, 4 points – 20%, 3 points – 9,3%, 2 points – 4%, 1 point – 1,5%, 18,6% had difficulty in answering.
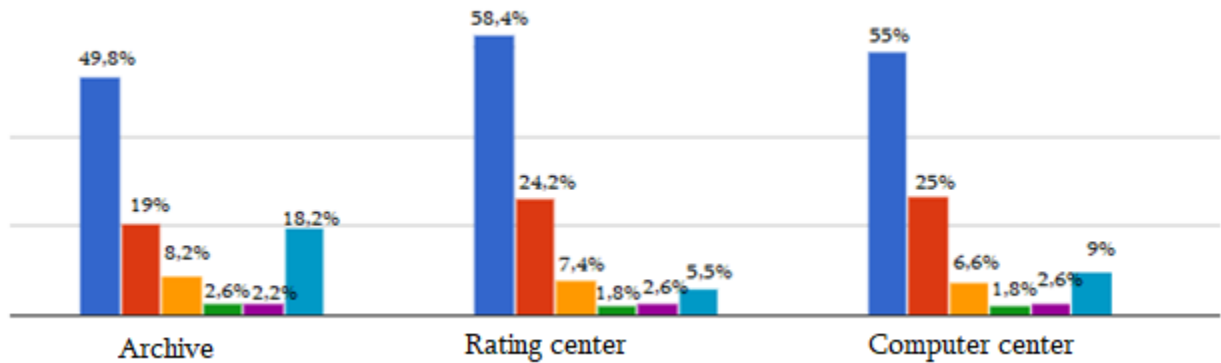
Archive was estimated with 5 ppoints by 49,8%, 4 points – 19%, 3 points – 8,2%, 2 points – 2,6%, 1 point – 2,2%, 18,2% had difficulty in answering.

Rating center was estimated with 5 points by 58,4%, 4 points – 24,21%, 3 points – 7,4%, 2 points – 1,8%, 1 point – 2,6%, 5,5% had difficulty in answering.

Computer center was estimated with 5 points by 55%, 4 points – 25%, 3 points – 6,6%, 2 points – 1,8%, 1 point – 2,6%, 9% had difficulty in answering.
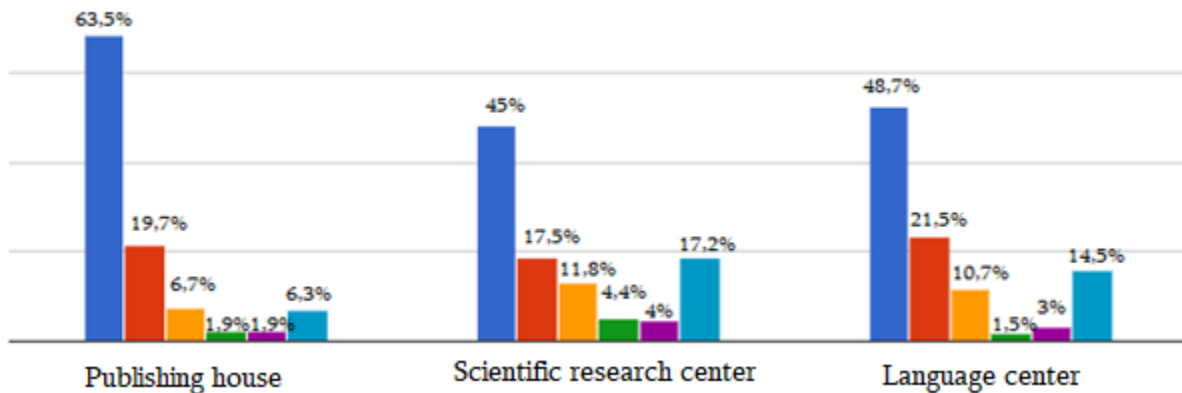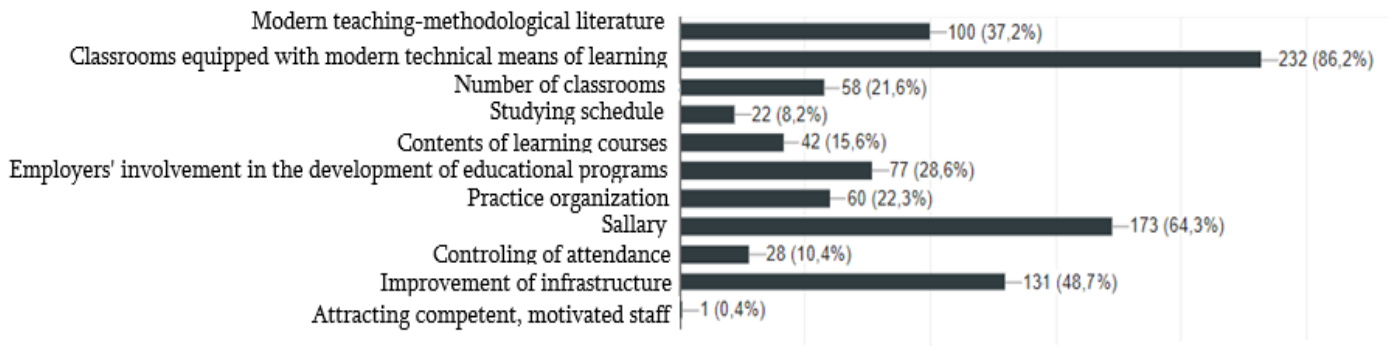

Publishing house was estimated with 5 points by 63,5% of the participants, 4 points – 19,7%, 3 points – 6,7%, 2 points – 1,9%, 1 point – 1,9%, 6,3% had difficulty in answering.

Scientific research center was estimated with 5 points by 45%, 4 points – 27,5%, 3 points – 11,8%, 2 points – 4%, 1 point – 4%, 17,2% had difficulty in answering.

Language center was estimated with 5% by 48,7%, 4 points – 21,5%, 3 points – 10,7%, 2 points – 1,5%, 1 point – 3%, 14,5% had difficulty in answering.

15. In your opinion, which aspects of university life need to be solved first of all? (Indicate maximum three options)

Aspect	Value
Modern teaching-methodological literature	100 (37,2%)
Classrooms equipped with modern technical means of learning	232 (86,2%)
Number of classrooms	58 (21,6%)
Studying schedule	22 (8,2%)
Contents of learning courses	42 (15,6%)
Employers' involvement in the development of educational programs	77 (28,6%)
Practice organization	60 (22,3%)
Sallary	173 (64,3%)
Controling of attendance	28 (10,4%)
Improvement of infrastructure	131 (48,7%)
Attracting competent, motivated staff	1 (0,4%)

The majority of the enquired people (86,2%) think that it is the most important issue to have technically equipped auditoriums, 64,3% thinks that another important issue is compensating their work, 48,7% thinks that improving infrastructure is important and 37,2% - providing with modern teaching-methodical literature.

Some other important issues were also highlighted: more involvement of employers in the process of working out educational programs (28,6%), organizing practice (22,3%), number of auditoriums (21,6%). Less number of the enquired people mentions the content of teaching courses (15%), controlling presence at lectures (10,4%), and study schedules (8,2%).

16. As academic and scientific staff of the University

16.1. Have you ever participated in the discussion of the important social issues?

- No — 61,7%
- Yes — 38,3%
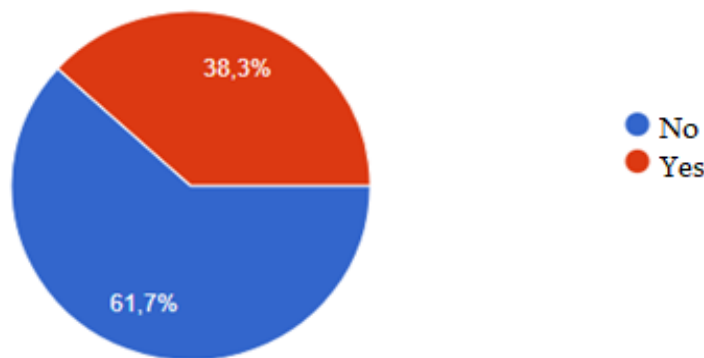
38,3% of enquired people have participated in discussing different important issues of social life.

16.2. Have you ever done experting and consulting service, research for other institutions or for juridical or physical persons?
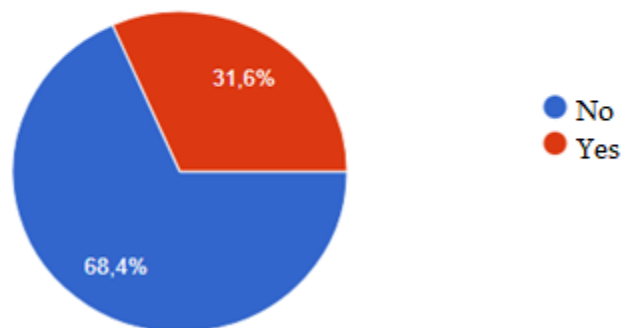

31,6% of enquired people have made consultation works, researches to other institutions or certain juridical and physical person.

16.3. Have you ever participated in lifelong learning supporting events?
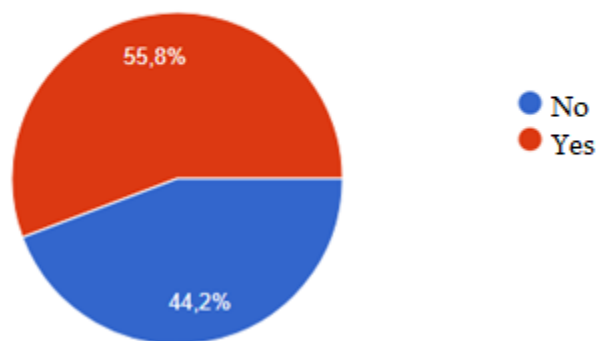
The majority of enquired people (55,8%) have participated in different arrangements and events to support learning process.

17. The functions and responsibilities of ATSU structural units are clearly defined and distinguished, the structural units implement their functions effectively and efficiently.
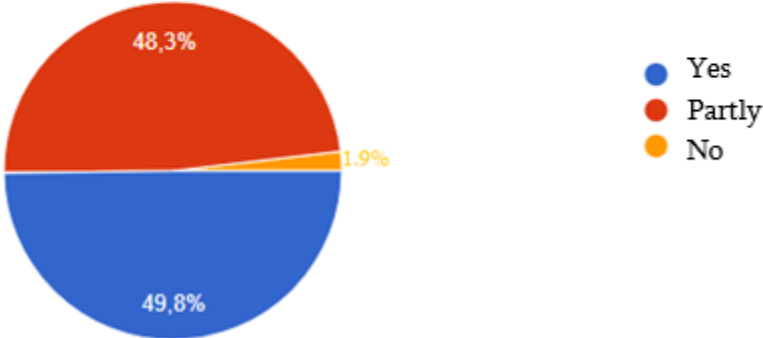
49,8% of enquired people thinks that functions and responsibility of structural units of the university are clearly formed, 48,3% thinks that functions and obligations are partially coordinated, 1,9% does not agree with this opinion and says:

- ✓ In many cases a person has to ask not only one, but more than two or three instancies;
- ✓ Not all descriptions of working processes of the staff are formed.

18. Selection / appointment procedures in ATSU management services are transparent, fair and relevant to the law.
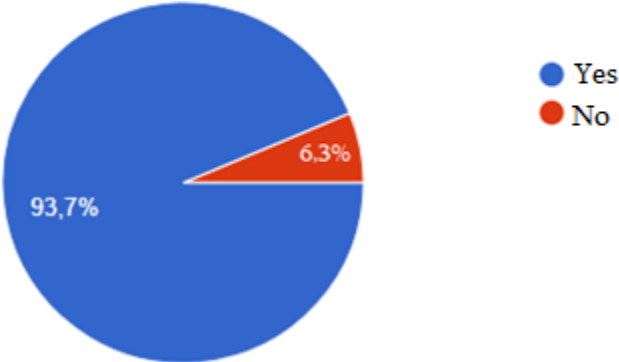
93,7% of the respondents thinks that the procedures of selecting and involving in managing units are valid, fair and appropriate to the law, 6,3% does not agree with it.

19. How much available is the process of cooperation and internationalization for you?

### 19.1. information availability:
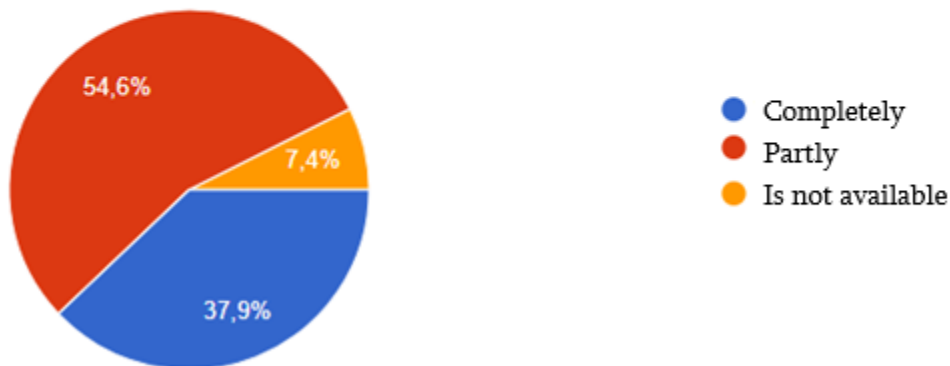
37,9% of enquired people say that information about international cooperating and international processes is available, 54,6% partially agrees, 7,4% thinks that the mentioned information is not available.

19.2. Have you ever participated in international mobility program?
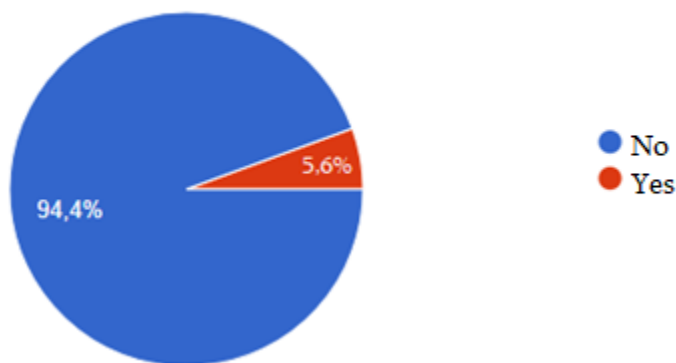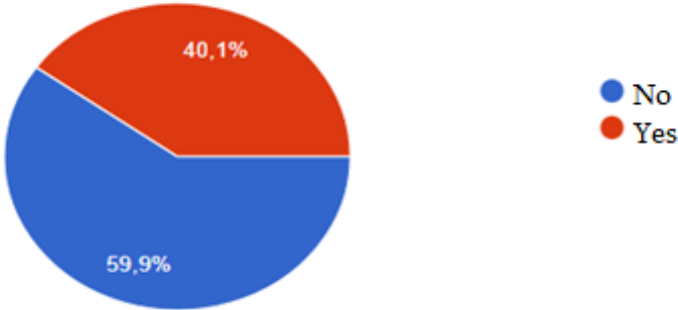

Only 5,6% of enquired people has participated in different international mobility programs, especially in Erasmus programs.

### 19.3. Have you ever participated in international research projects?
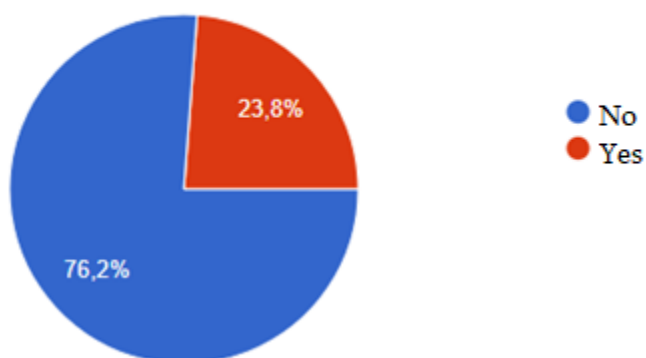
23,8% of enquired people has participated in international research projects:

19.4. Have you ever participated in international scientific/art creative activities?


- No
- Yes

40,1% of enquired people has participated in international scientific creative activities.

20. Do you participate in the process of educational programs' assessment and development?



- Frequently
- Rarely
- Never
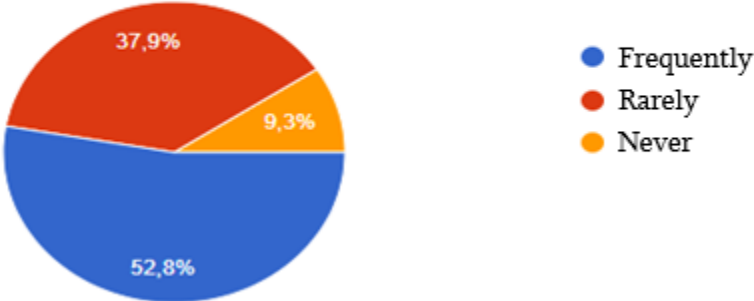
52,2% of the respondents are actively involved in estimating and developing processes of educational programs, 37,9% seldom participates and 9,3% has never participated in.

21. Do you participate in the process of evaluation and development of services provided by the university?


- Frequently
- Rarely
- Never
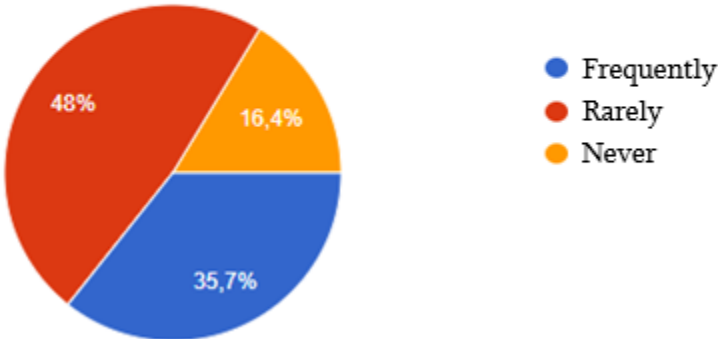
35,7% of enquired people participates in estimating and developing processes of the services offered by the university, 48% seldom involves in and 16,4% never participates.

## 22. Do you know the principles of academic freedom?
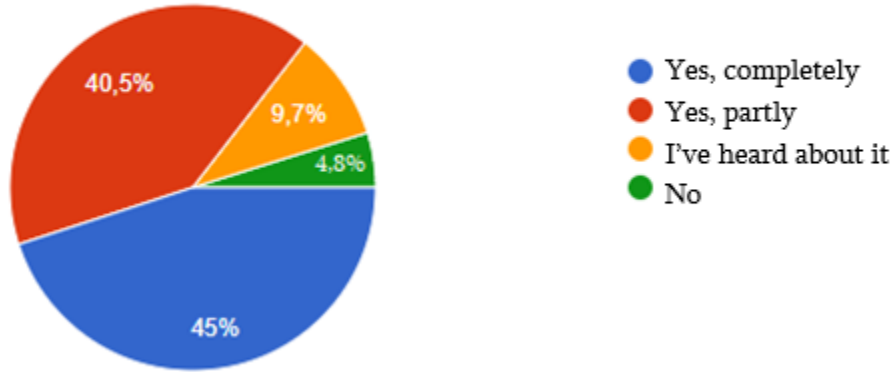
The majority of inquired people (45%) completely recognizes principles of academic freedom, 40,5% partially recognizes them, 9,7% has heard about it and 4,8% does not know about it.

23. Do you know the principles of academic ethics and honesty, regulations about plagiarism?
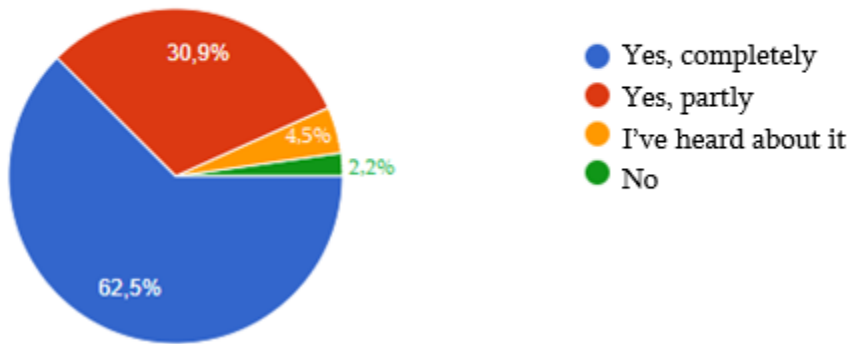
62,5% of the respondents completely recognizes the principles of academic ethics and honesty, about plagiarism and its regulations, 30,9% partially recognizes them, 4,5% has heard about it and 2,2% does not know these regulations.

24. Do you agree the idea, that employing staff at university is transparent and the university provides employing qualified staff?
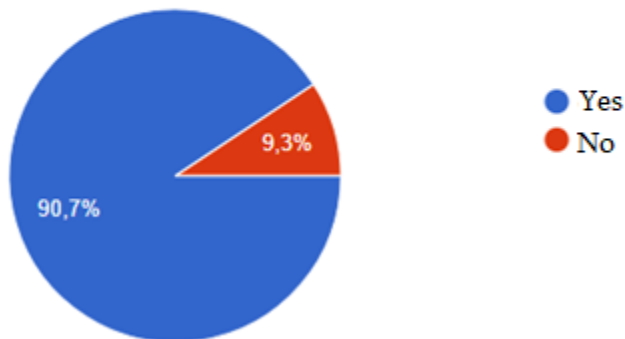
90,7% of enquired people agree that regulations of employing new staff are valid and trustworthy, provides employing qualified staff, 9,3% does not agree and mentions the following:

- ✓ It is better to have more flexible and valid regulations of employing new staff at the university, each worker has to satisfy specific needs and the staff should have appropriate qualification in order to satisfy modern regulations and demands;
- ✓ Staff must be selected on the basis of professional development objectively, considering the principle of competing;
- ✓ Not only staff's intellectual sides, but also their psychological attitudes, honesty, patience and responsibility of his/her work must be taken into consideration;
- ✓ Requirements of the competition must be determined in advance, its conditions and criteria (at least 3 days before the competition).

25. Do you think that university provides material and technical base (scientific research laboratories, informational – technological equipment, inventory for carrying out practical component etc.) needs of the educational programs?
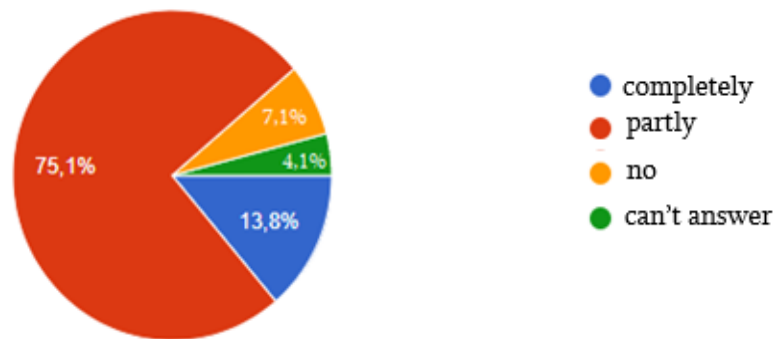
75,1% of the participants of the enquiries thinks, that current material-technical base of the university partially provides the needs of the educational programs, 13,8% thinks that it completely provides the needs and 7,1% thinks that it does not provide the needs.

We asked the respondents to estimate university infrastructure from 1 to 5 points, in which 1 meant very bad and 5 meant very good.

## 26. How would you evaluate university infrastructure?
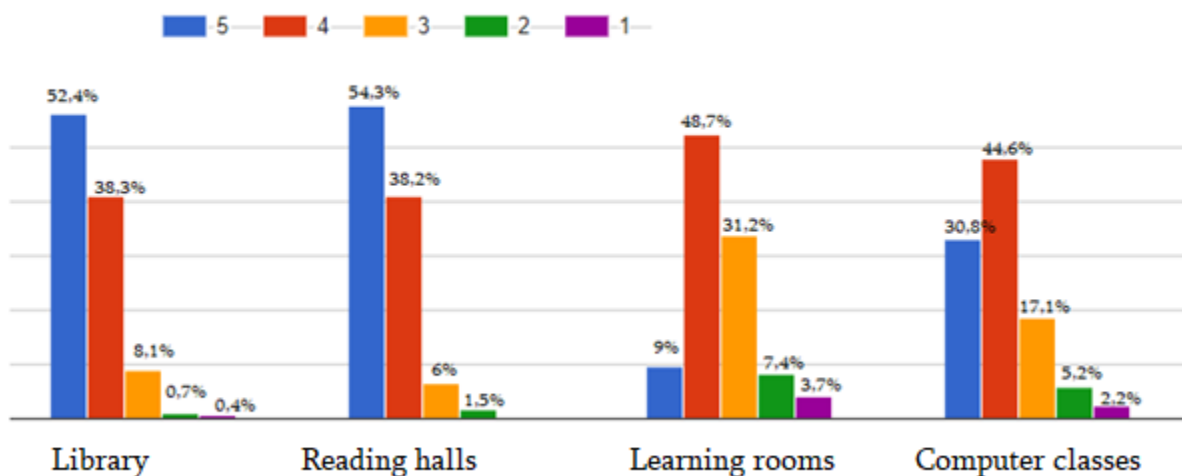
52,4% of enquired people estimated the library with 5 points, 4 points – 38,3%, 3 points – 8,1%, 2 points – 0,7%, 1 point – 0,4%.

Reading halls were estimated with 5 points by 54,3%, 4 points – 38,2%, 3 points – 6%, 2 points – 1,5%.

Auditoriums were estimated with 5 points by 9%, 4 points – 48,7%, 3 points – 31,2%, 2 points – 7,4%, 1 point – 3,7%.
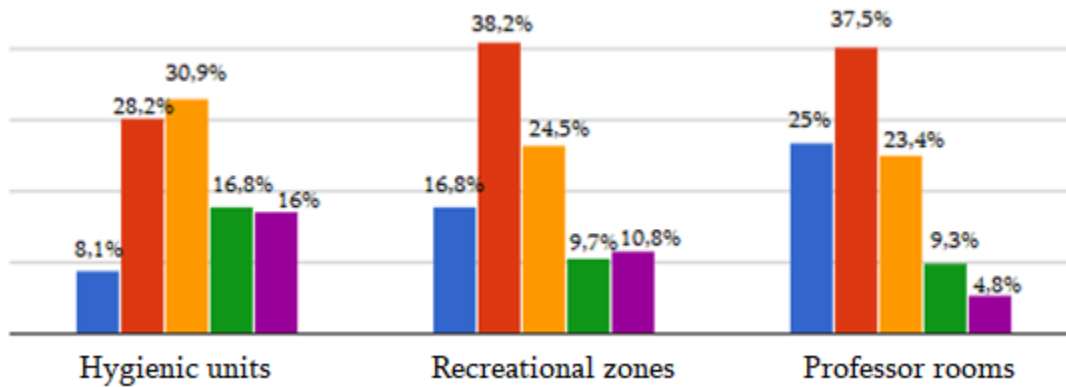
Computer classes were estimated with 5 points by 30,8% of enquired people, 4 points – 44,6%, 3 points – 17,1%, 2 points – 5,2%, 1 point – 2,2%.
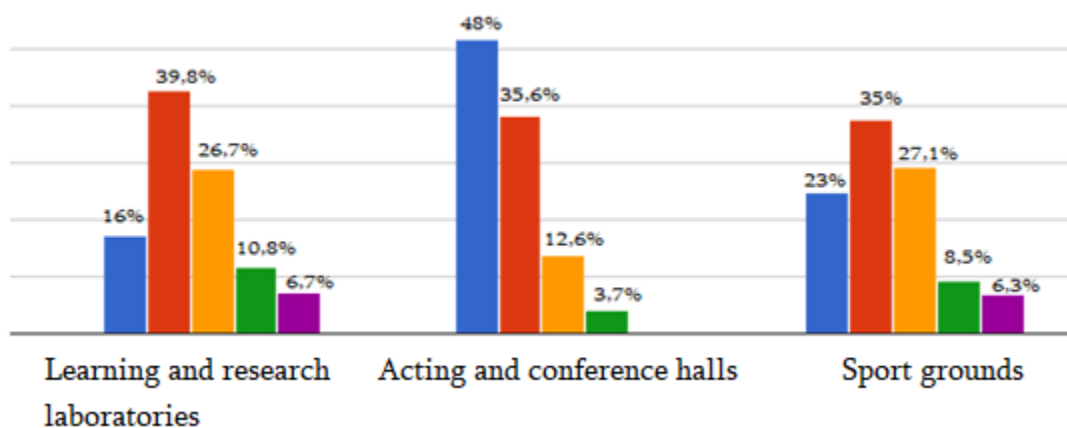
Teaching and research laboratories were estimated with 5 points by 16%, 4 points – 39,8%, 3 points – 26,7%, 2 points – 10,8%, 1 point – 6,7%.

Acting and conference halls were estimated with 5 points by 48%, 4 points – 35,6%, 3 points – 12,6%, 2 points – 3,7%.

Sport squares were estimated with 5 points by 23%, 4 points – 35%, 3 points – 27,1%, 2 points – 8,5%, 1 point – 6,3%.

8,1% of the respondents estimated the hygienic points with 8 points, 4 points – 28,8%, 3 points – 30,9%, 2 points – 16,8%, 1 point – 16%.

Recreational zones were estimated with 5 points by 16,8%, 4 points – 38,2%, 3 points – 24,5%, 2 points – 9,7%, 1 point – 10,8%.

Professor's rooms were estimated with 5 points by 25%, 4 points – 37,5%, 3 points – 23,4%, 2 points – 9,3%, 1 point – 4,8%.

27. How would you evaluate the effectiveness of university medical assistance service?
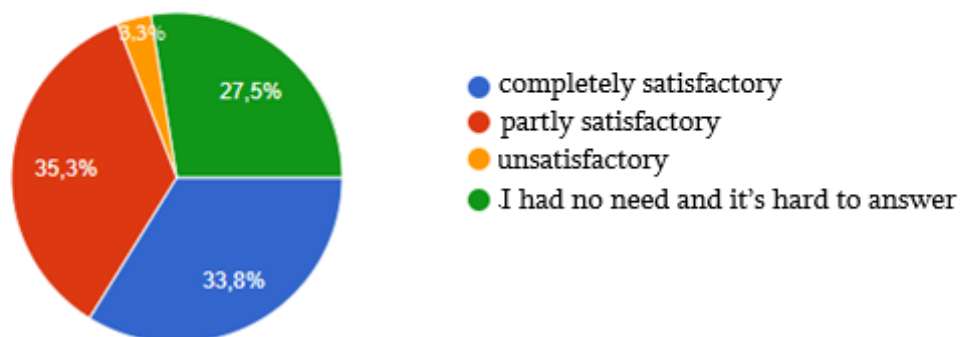
Medical aid service was estimated positively by 33,8%, 3 points – 35,3%, and negatively – 3,3%; 33,8% did not need that service and thus, they did not answer.

Finally, we asked the respondents to express their ideas about university working atmosphere and its conditions. The following desires and recommendations were mentioned by the enquired people:

- ✓ Improving infrastructure, technical equipment of auditoriums and laboratories;
- ✓ Increasing compensation of the lecturers and technical staff;
- ✓ Organizing infrastructure of the faculty of Agriculture (there is no pavement for pedestrians);
- ✓ Further training of the staff.

General tendencies

1. The majority of enquired staff is content with working at ATSU and its conditions of professional development.
2. The majority of academic staff is content with working of university structural units, though, some of them had little problems with it.
3. The majority of academic and invited staff has developed theire qualification for the last 3 years and are interested in developing qualifications in the future.
4. The majority of the staff is actively involved in discussing different types of important issues, has made consultation to co-workers and to other people, made researches to other institutions and certain juridical and physical person, has participated in arrangements in order to develop and maintain teaching and learning processes etc.
5. According to academic staff, there should have some positive changes in hygienic conditions of auditoriums, scientific laboratoriess and computer classes.

Recommendations

1. It will be better to work out training module of the academic staff by university human resource managing service, faculty administration and constant education center by these courses: modern methods of teaching and learning, effective communication, learning courses of foreign languages, computer skills and presentation skills and practice.
2. As the number of academic staff involved in international mobility programs and international research projects is not large, it is important to work out university policy which will maintain internationalize process and organize the training about intercultural communication and project organizing.
3. It would be better to work out the plan of improving infrastructure.