

**ANNEX 9: ADMINISTRATIVE STAFF SATISFACTION QUESTIONNAIRE**  
**MALTEPE UNIVERSITY COORDINATION COMMITTEE OF STUDIES IN QUALITY IN EDUCATION**  
**QUALITY ASSURANCE STUDIES:**  
**ACADEMIC EVALUATION AND DEVELOPMENT STUDIES**  
**SATISFACTION LEVEL OF ADMINISTRATIVE STAFF**  
**DECEMBER 2011**

Dear Administrative Staff of Maltepe University,

The Higher Education Council within the framework of regulations published in the academic evaluation and quality improvement has initiated a formal review of our university. This form is a part of the work that is mentioned, and is prepared to contribute to the development of the university. Please don't use any expression that indicates your identity. We would like to learn your opinion anonymously. Thanks and regards in advance for your contributions.

The Coordination Committee of Quality Studies in Education

**PERSONEL INFORMATION**

**The faculty / School / Institution you work at:** ..... ( ) I don't want to specify.

**Title:** ( ) Prof.. or Assis. Prof.. ( ) Assoc. Prof. ( ) Instructor ( ) Research Assistant ( ) lecturer ( ) I don't want to specify.

**Gender:** ( ) Female ( ) Male ( ) I don't want to specify.

**Age:** ( ) 29 and under ( ) 30-39 ( ) 40-49 ( ) 50-59 ( ) 60 and above

**How long have you been working at Maltepe University?** ..... (Please specify the year(s) and/or month(s).)

**How long have you been working in total?** ..... (Please specify the year(s) and/or month(s).)

This inquiry is prepared to understand how much you care about the following issues in the university environment and to reveal your level of satisfaction. So, please answer each and every question taking both aspects into account. Please specify your answer by putting a cross in the appropriate boxes.

| sequence number | TOPICS   | Level of Importance |                   |            |              |                   | Level of Satisfaction |                 |            |              |                   |
|-----------------|--|---------------------|-------------------|------------|--------------|-------------------|-----------------------|-----------------|------------|--------------|-------------------|
|                 |  | 1. least important  | 2. less important | 3. no idea | 4. important | 5. very important | 1. very dissatisfied  | 2. dissatisfied | 3. No idea | 4. satisfied | 5. very satisfied |
|                 | <b>MANAGEMENT AND ORGANIZATION</b>   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 1               | The mission of the university (*)  |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 2               | The vision of the university (**)  |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 3               | The institutionalization of Maltepe University   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 4               | The balance between university's goals and administrative staff's needs  |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 5               | The participation of the administrative staff to the decisions taken by the <b>University Administration</b> (faculty / school/department) |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 6               | Having opportunities for discussions of issues between different levels of university, having feedback processes                           |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 7               | Expressing ideas and opinions freely in our university   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 8               | Having transparent and accountable <b>university senate administration</b> decisions   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 9               | Having transparent selection /appointment criteria for our university administrative positions   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 10              | Having transparent promotion criteria in our university  |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 11              | Having vocational qualifications considered when appointing academic staff   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 12              | The balance between the titles and the positions of administrative staff   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 13              | Having clear job descriptions for the administrative staff   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 14              | Having balance between the duties and responsibilities of the administrative staff   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 15              | Having sufficient number of administrative staff in units  |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 16              | Having sufficient <b>number</b> of administrative and supportive staff   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 17              | Having sufficient amount of <b>qualified</b> administrative and supportive staff   |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 18              | Development efforts in Maltepe University  |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 19              | Improvement efforts in Maltepe University  |                     |                   |            |              |                   |                       |                 |            |              |                   |
| 20              | Maltepe University's high level of success to reach goals  |                     |                   |            |              |                   |                       |                 |            |              |                   |

(\*)The mission of the university can be summarized as providing educational activities, training qualified personnel and scientists, preparing modern and enlightened people who have adopted the basic principles of the republic, are secular and adherent to Ataturk's principles, obey all the rules of democracy and who can compete in the active, rational, critical and questioning world. We prepare youth who think, study, research and produce in every field for the future of Turkey while contributing to universal science, sharing the information it produces by transferring it to the community and serving the enlightenment of society. The predicted primary mission of the university is to be a consistent qualified and well-attended university in research, education and service functions with local and global communications and contributions.

(\*\*)The vision of the university is to be a contemporary world university that is able to compete with similar national and international universities in the fields of education and research in the coming years, holds the quality of education above all, and is compatible with its natural and social environment.

| sequence number | TOPICS   | Level of Importance |                 |            |            |                 | Level of Satisfaction |              |            |              |                   |
|-----------------|--|---------------------|-----------------|------------|------------|-----------------|-----------------------|--------------|------------|--------------|-------------------|
|                 |  | 1. least importa    | 2. less importa | 3. no idea | 4. importa | 5. very importa | 1. very dissatisf     | 2. dissatisf | 3. no idea | 4. satisfied | 5. very satisfied |
|                 | <b>EDUCATION</b>   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 21              | Providing opportunities to the administrative staff for self-development                               |                     |                 |            |            |                 |                       |              |            |              |                   |
| 22              | Having good level of communication between administrative staff and executives                         |                     |                 |            |            |                 |                       |              |            |              |                   |
| 23              | Having good level of communication between administrative staff and academic staff                     |                     |                 |            |            |                 |                       |              |            |              |                   |
| 24              | Having good level of communication between administrative staff and students                           |                     |                 |            |            |                 |                       |              |            |              |                   |
| 25              | Having good level of collaboration among administrative staff  |                     |                 |            |            |                 |                       |              |            |              |                   |
|                 | <b>INFRASTRUCTURE SERVICES</b>   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 26              | Having accessible health service provided by Maltepe University Medical faculty                        |                     |                 |            |            |                 |                       |              |            |              |                   |
| 27              | Having resting facilities  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 28              | Having an accessible sports centre in the campus   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 29              | Having accessible culture and art services   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 30              | Having qualified security service  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 31              | Providing telephones for each and every academic personnel   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 32              | Providing computers for each and every academic personnel  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 33              | Having a sufficient number of printers   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 34              | Having a sufficient internet access  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 35              | Having sufficient service provided by information technology   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 36              | Having law support services  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 37              | Having sufficient service provided by the library  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 38              | Having sufficient documentation service  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 39              | Having sufficient number of administrative staff offices ( in terms of number of the staff per office) |                     |                 |            |            |                 |                       |              |            |              |                   |
| 40              | Having sufficient heating and lighting in administrative staff offices                                 |                     |                 |            |            |                 |                       |              |            |              |                   |
| 41              | Having sufficient construction and mending services  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 42              | Having sufficient quality meals for staff in dining hall   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 43              | Having sufficient amount of meals for staff in dining hall   |                     |                 |            |            |                 |                       |              |            |              |                   |
| 44              | Having a variety of products sold in canteens  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 45              | Providing guesthouse service for administrative staff  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 46              | Having sufficient secretarial services in faculties / schools  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 47              | Having sufficient cleaning services in the university  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 48              | Having sufficient parking space provided for the academic staff  |                     |                 |            |            |                 |                       |              |            |              |                   |
| 49              | Having sufficient photocopying services provided for the academic staff                                |                     |                 |            |            |                 |                       |              |            |              |                   |

| sequence number | TOPICS  | Level of Importance |                 |            |            |                 | Level of Satisfaction |             |            |             |                  |
|-----------------|---|---------------------|-----------------|------------|------------|-----------------|-----------------------|-------------|------------|-------------|------------------|
|                 |   | 1. least importa    | 2. less importa | 3. no idea | 4. importa | 5. very importa | 1. very dissatis      | 2. dissatis | 3. no idea | 4. satisfie | 5. very satisfie |
|                 | <b>TRANSPORTATION SERVICES</b>  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 50              | Having convenient public transport to Marmara education Village   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 51              | Having convenient public transport to Dragos campus   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 52              | Having on time bus services   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 53              | Having friendly and good bus services   |                     |                 |            |            |                 |                       |             |            |             |                  |
|                 | <b>FINANCIAL OPPORTUNITIES</b>  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 54              | Having a sufficient salary  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 55              | Having sufficient discount for the health fees at Maltepe Hospital  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 56              | Having sufficient discount for the fee of the education ( nursery, kindergarten, elementary and secondary education) for the children of Maltepe university administrative staff by the Marmara Education institution |                     |                 |            |            |                 |                       |             |            |             |                  |
|                 | <b>ENVIRONMENTAL RELATIONS</b>  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 57              | Having sufficient relations with Higher Education Council   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 58              | Having sufficient alumni relations  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 59              | Having sufficient relations with other universities in our country  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 60              | Having sufficient relations with non-governmental organizations   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 61              | Holding a prestigious position among other universities in Turkey   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 62              | Holding a prestigious position among other universities in the world  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 63              | A qualified continuing Maltepe University Academic Evaluation and Quality Improvement studies   |                     |                 |            |            |                 |                       |             |            |             |                  |
|                 | <b>JOB SATISFACTION</b>   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 64              | I feel a real sense of accomplishment at the end of my studies I carry out  |                     |                 |            |            |                 |                       |             |            |             |                  |
| 65              | Doing my job well is a source of pride for me   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 66              | I like my job   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 67              | My job allows me the opportunities to perform my best   |                     |                 |            |            |                 |                       |             |            |             |                  |
| 68              | My job allows me the opportunities to receive financial and moral satisfaction for the work I carry out   |                     |                 |            |            |                 |                       |             |            |             |                  |

|    |  |  |  |  |  |  |  |  |  |  |  |  |  |
|----|--|--|--|--|--|--|--|--|--|--|--|--|--|
| 69 | Having a sufficient internet access  |  |  |  |  |  |  |  |  |  |  |  |  |
| 70 | Having sufficient service provided by information technology   |  |  |  |  |  |  |  |  |  |  |  |  |
| 71 | Having sufficient service provided by the library  |  |  |  |  |  |  |  |  |  |  |  |  |
| 72 | Having sufficient number of academic staff offices ( in terms of number of the staff per office)                             |  |  |  |  |  |  |  |  |  |  |  |  |
| 73 | Having sufficient heating and lighting in academic staff offices   |  |  |  |  |  |  |  |  |  |  |  |  |
| 74 | Having sufficient construction and mending services  |  |  |  |  |  |  |  |  |  |  |  |  |
| 75 | Having sufficient number of classes (in terms of number of students per classroom)   |  |  |  |  |  |  |  |  |  |  |  |  |
| 76 | Having sufficient heating in classes   |  |  |  |  |  |  |  |  |  |  |  |  |
| 77 | Having sufficient lighting in classes  |  |  |  |  |  |  |  |  |  |  |  |  |
| 78 | Having sufficient number of congress- meeting halls  |  |  |  |  |  |  |  |  |  |  |  |  |
| 79 | Having sufficient heating / lighting in congress –meeting halls  |  |  |  |  |  |  |  |  |  |  |  |  |
| 80 | Having sufficient quality meals for staff in dining hall   |  |  |  |  |  |  |  |  |  |  |  |  |
| 81 | Having sufficient amount of meals for staff in dining hall   |  |  |  |  |  |  |  |  |  |  |  |  |
| 82 | Having a variety of products sold in canteens  |  |  |  |  |  |  |  |  |  |  |  |  |
| 83 | Having sufficient secretarial services in faculties / schools / institutions   |  |  |  |  |  |  |  |  |  |  |  |  |
| 84 | Having sufficient cleaning services in the university  |  |  |  |  |  |  |  |  |  |  |  |  |
| 85 | Having sufficient parking space provided for the academic staff  |  |  |  |  |  |  |  |  |  |  |  |  |
| 86 | Having sufficient photocopying services provided for the academic staff  |  |  |  |  |  |  |  |  |  |  |  |  |
|    | <b>TRANSPORTATION SERVICES</b>   |  |  |  |  |  |  |  |  |  |  |  |  |
| 87 | Having convenient public transport to Marmara education Village  |  |  |  |  |  |  |  |  |  |  |  |  |
| 88 | Having convenient public transport to Dragos campus  |  |  |  |  |  |  |  |  |  |  |  |  |
| 89 | Having on time bus services  |  |  |  |  |  |  |  |  |  |  |  |  |
| 90 | Having friendly and good bus services  |  |  |  |  |  |  |  |  |  |  |  |  |
| 91 | Having transportation facilities on campus   |  |  |  |  |  |  |  |  |  |  |  |  |
|    | <b>FINANCIAL OPPORTUNITIES</b>   |  |  |  |  |  |  |  |  |  |  |  |  |
| 92 | Having a sufficient salary   |  |  |  |  |  |  |  |  |  |  |  |  |
| 93 | Having sufficient extra course fees  |  |  |  |  |  |  |  |  |  |  |  |  |
| 94 | Having sufficient discount for the fee of the education ( nursery, kindergarten, elementary and secondary education) for the |  |  |  |  |  |  |  |  |  |  |  |  |
|    | <b>THE RELATIONS OF THE UNIVERSITY AND ITS POSITION AMONG OTHER UNIVERSITIES</b>   |  |  |  |  |  |  |  |  |  |  |  |  |
| 95 | Having sufficient relations with other <b>universities in our country</b>  |  |  |  |  |  |  |  |  |  |  |  |  |
| 96 | Having sufficient relations with other <b>universities in the world</b>  |  |  |  |  |  |  |  |  |  |  |  |  |
| 97 | Having sufficient relations with non-governmental organizations  |  |  |  |  |  |  |  |  |  |  |  |  |

|     |   |  |  |  |  |  |  |  |  |  |  |  |  |
|-----|---|--|--|--|--|--|--|--|--|--|--|--|--|
| 98  | Holding a prestigious position among other universities in Turkey   |  |  |  |  |  |  |  |  |  |  |  |  |
| 99  | Continuing Maltepe University Academic Evaluation and Quality Improvement studies                             |  |  |  |  |  |  |  |  |  |  |  |  |
| 100 | Having sufficient alumni relations  |  |  |  |  |  |  |  |  |  |  |  |  |
| 101 | Having sufficient relations between the employers in the fields of our alumni and the university alumni       |  |  |  |  |  |  |  |  |  |  |  |  |
|     | <b>JOB SATISFACION</b>  |  |  |  |  |  |  |  |  |  |  |  |  |
| 102 | I feel a. real sense of accomplishment at the end of my studies I carry out                                   |  |  |  |  |  |  |  |  |  |  |  |  |
| 103 | Doing my job well is a source of pride for me.  |  |  |  |  |  |  |  |  |  |  |  |  |
| 104 | I like my job   |  |  |  |  |  |  |  |  |  |  |  |  |
| 105 | My job allows me the opportunities to perform my best.  |  |  |  |  |  |  |  |  |  |  |  |  |
| 106 | My job allows me the opportunities to receive financial compensations for the work I carry out                |  |  |  |  |  |  |  |  |  |  |  |  |
| 107 | My job allows me the opportunities to receive moral compensations for the work I carry out                    |  |  |  |  |  |  |  |  |  |  |  |  |
| 108 | The lack of fear of losing my job   |  |  |  |  |  |  |  |  |  |  |  |  |
| 109 | My job provides me the opportunity to work independently  |  |  |  |  |  |  |  |  |  |  |  |  |
| 110 | I feel valued because of the work I carry out   |  |  |  |  |  |  |  |  |  |  |  |  |
| 111 | The level of satisfaction in feeling the importance of being a member of academic staff at Maltepe University |  |  |  |  |  |  |  |  |  |  |  |  |

**- If you would like to share your problem(s) or other issues about the university that we have not thought of, please write in detail on another page and staple it together with this inquiry form . Thanks again.**