

Licensed by DCM no.781, date 10.11.2011

Accredited by Order no.06, date 27.01.2023

Quality Assurance Unit

Summary of the CIT Academic Staff Satisfaction Survey Report

Introduction

The Quality Assurance Unit at CIT conducted a satisfaction survey among academic staff, with 28 out of 54 staff members participating. The survey consisted of 39 questions addressing various topics including the work environment, supervision, training, communication, teamwork, assessment, diversity, benefits, and overall satisfaction, along with one demographic question.

Main Goals of the Survey:

1. To understand how satisfied the academic staff are with their jobs.
2. To find ways to improve the work environment at CIT.

Methodology

The survey was distributed to all academic staff members via Google Forms, encompassing both quantitative questions using a Likert scale and qualitative open-ended questions to gather comprehensive feedback

General Information (1)

Work Environment (4)

Supervision (4)

Training (3)

Management (3)

Communication (5)

Teamwork (3)

Assessment (3)

Diversity (3)

Benefits (1)

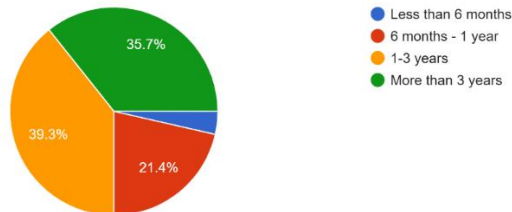
Overall (13)

Key Findings:

Demographics:

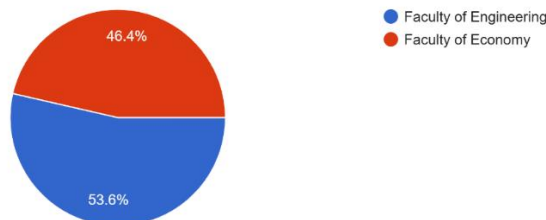
- ✓ Most participants (39.3%) have worked at CIT for 1–3 years, while 21.4% have been with the institution 6 months - 1 year.

How long have you worked at CIT?
28 responses



- ✓ The survey collected responses from 53.6% from the academic staff from the Faculty of Engineering and 46.4% from the academic staff of the Faculty of Economy.

Unit
28 responses



Work Environment:

Staff generally feel supported in their roles. Most believe their workload is reasonable, they are in the right position, and have the necessary resources. A high percentage enjoy their work.

Equipment and Supplies:

A significant respondent (82.1%) agreed that they have the equipment and supplies necessary to perform their work well, showing a high level of satisfaction with the resources available.

Positioning:

100% of respondents agreed or strongly agreed that they are placed in the correct position, reflecting a strong sense of role alignment within the institution.

Job Satisfaction:

98% agreed that they like the type of work they do, indicating a high level of satisfaction with the work itself.

Supervision:

Supervisors are perceived positively in terms of fairness and empathy. Most staff believe their expectations are clearly communicated and that managers care about them. The majority of respondents (82%) believe that CIT managers care about their staff

Training & Development:

Orientation is seen as adequate but could be improved, 71% of staff agreed that professional development opportunities are available. There is a need for more consistent and tailored ongoing training and stronger professional development initiatives.

Communication:

While communication is generally encouraged (78.6% agreed or strongly agreed), some staff feel uncomfortable expressing opinions, indicating room for improvement. Communication from senior management is viewed more positively. Regarding managerial communication, 89.3% felt their manager shares information effectively, though there is still space to enhance consistency and transparency.

Teamwork:

Teamwork and departments collaboration received mixed feedback: most of the respondents agreed that people in their department are a good team, which suggests a strong sense of collaboration within individual departments, some of them indicate that collaboration across departments could be improved.

Performance and Feedback

Staff generally feel that their performance is assessed fairly and with useful feedback. 81.1% of staff agreed that they receive adequate guidance about their performance, indicating that most employees feel well-informed about their job performance. Most of the respondents (84.2%) agreed that feedback from their manager is useful, which suggests that performance feedback is a valuable tool for most staff.

Diversity & Inclusion:

CIT is perceived as making genuine efforts toward diversity, although some staff believe there is still room for improvement in valuing differing opinions.

Benefits & Job Satisfaction:

- Academic staff are satisfied with their contracts (99%).
- Pride in Working for CIT 100%
- They would recommend CIT as a workplace and educational institution (100%).
- Support departments like HR, Finance, and IT received high satisfaction ratings.

Open-Ended Feedback:

- **Best Aspects:** CIT is highly regarded by staff for its friendly, collaborative, and professional work environment. Employees highlight open communication, fair and respectful treatment, and the institution's commitment to academic excellence. Professional development is strongly supported, with encouragement to adopt innovative teaching methods and technologies. The diverse and international student body enriches the teaching experience and promotes personal and professional growth.
- **Challenges:** Some of them suggests to increase the number of administrative supporting staff in the secretary of the faculty. Some staff have expressed concerns about the 40-hour workweek and suggest greater flexibility. Communication and coordination between departments requires improvement to prevent misunderstandings and increase efficiency.
- **Suggested Improvements:** Staff members proposed several key improvements to support CIT's development and enhance both staff and student experiences;
 - Hire more part-time academic staff, but not exiting law requirement.

- Allow more flexible working hours.
- Update curricula to meet industry needs.
- Improve communication and collaboration across departments.

Conclusion:

CIT is an institution with a largely positive work environment, marked by professionalism, collaborative staff, and a commitment to excellence. However, there are several areas for improvement, work-hour flexibility, and internal communication. Implementing the suggested changes could enhance CIT's standing as a leading educational institution, fostering a more inclusive, supportive, and innovative environment for both staff and students.

Recommendations:

1. Increase part-time staff numbers, without exiting a requirement and offer more flexible work schedules for full time staff
2. Improve communication and clarify roles across departments.
3. Update academic programs to match current industry standards.
4. Increase tech support and campus space.

Next Steps:

- Gather further staff feedback.
- Create task forces for key improvements.
- Monitor progress through regular surveys.

This report will serve as a foundation for continued monitoring and improvement of workplace satisfaction and institutional performance.

QUALITY ASSURANCE UNIT

May 2025