

UNIVERSITY COLLEGE “CANADIAN INSTITUTE OF TECHNOLOGY”

Kolegji Universitar “Instituti Kanadez i Teknologjisë”

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Quality Assurance Unit

Summary of the CIT Administrative Staff Satisfaction Survey Report

Introduction

The Quality Assurance Unit at CIT conducted a comprehensive satisfaction survey among the administrative staff. Out of the total 29 administrative employees, 21 participated, representing a significant portion of the workforce. The survey consisted of 39 questions covering a wide range of topics including the work environment, supervision, training and development, communication, teamwork, performance assessment, diversity and inclusion, benefits, and overall job satisfaction.

Methodology

The survey was distributed to all administrative staff members via Google Forms, and combined quantitative Likert-scale questions with open-ended qualitative questions to collect rich, detailed 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)

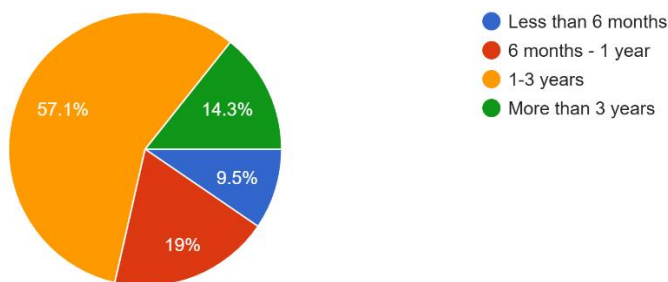
Key Findings:

Demographics

- The majority of respondents (57.1%) have worked at CIT between 1 to 3 years.
- 9.5% have been with the institution for less than 6 months.
- 14.3% have tenure ranging from 6 months to 1 year.
- 19% have been employed for more than 3 years.

How long have you worked at CIT?

21 responses



Work Environment:

Overall, staff feel supported in their roles, which indicates a positive work environment. Feeling supported is crucial for employee motivation and performance, contributing to their well-being and productivity. However, there is room for improvement, particularly in workload management.

Equipment and Supplies:

90.5% agree that they have the necessary equipment and supplies to perform their jobs. This suggests that the organization provides the essential tools required for staff to carry out their responsibilities effectively.

Positioning:

Most of the staff feel they are placed in appropriate positions, meaning their skills and competencies align well with the demands of their roles.

Job Satisfaction:

Job satisfaction related to the type of work is high, with 90.5% expressing satisfaction. This indicates that most employees feel motivated and fulfilled by the work they do.

Supervision:

Supervision received positive ratings, with 61.9% feeling their supervisors care about them personally and 90.5% agreeing supervisors make reasonable work requests. Only a few disagreed that job expectations are clearly communicated, highlighting a need for better clarity in supervisory communication.

Training & Development:

Most staff feel they receive good training, though some see room to improve orientation and growth opportunities.

Communication:

Communication at CIT is developing well, with a positive base to build a more open and transparent environment.

Teamwork:

Perceptions of teamwork were mixed. While many agreed that their immediate departments function well together, some believe that cooperation between departments should be improved.

Performance and Feedback

Most staff receive adequate guidance and useful feedback, and evaluations are generally perceived as fair and constructive. This suggests that performance management practices are fairly well-established but can be further enhanced.

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:

- 76.2% were satisfied with their contract
- 100% Pride in Working for CIT
- They would recommend CIT as a workplace and educational institution (100%).

Open-Ended Feedback:**Best Aspects:**

- CIT is praised for its professionalism, respectful and supportive atmosphere, and well-structured organization.
- Opportunities for professional growth, skill development, and managerial support are highly valued.
- Teamwork and knowledge-sharing contribute to a positive and productive workplace culture.

Challenges:

- Some employees feel overwhelmed by the workload, citing last-minute tasks and unpredictable demands.
- There is a perception among some staff of being undervalued or overlooked, especially quieter members, with calls for fairer performance recognition.

Conclusion:

The survey results reflect a generally positive work environment at CIT, marked by high levels of job satisfaction and appreciation for the supportive culture. Nonetheless, clear opportunities exist to improve communication, training, workload management, and organizational clarity. By acting on these insights and recommendations, CIT can enhance staff engagement, retention, and overall institutional effectiveness.

Recommendations for Improvement:

- Enhance communication channels.
- Clarify job roles, expectations, and performance criteria.
- Expand orientation programs and increase professional development offerings for staff.
- Strengthen interdepartmental cooperation and build stronger team dynamics.
- Address compensation concerns and workload distribution for better employee satisfaction.
- Improve physical workspaces, including more room for administrative functions and spaces dedicated to relaxation and team-building.
- Increase coordination between the Rectorate and administrative offices to align goals and strategic decisions.

Next Steps:

- Develop a clear implementation timeline for recommended changes.
- Assign specific responsibilities for follow-up and accountability.
- Monitor progress and conduct regular staff feedback to track improvements.

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

QUALITY ASSURANCE UNIT

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