ANALYSIS RESULT OF STAFF SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

2018

Staff Service Quality - 2018		?%, >=3			
Question	**Q.AverageRate**	**Q.PassRate**	**Group**	**G.AvgRate**	**G.PassRate**
Office of Human Resources Management Gp1					
Q1. Recruitment process, signing an employment contract	4.0	92.5%	**Gp1**	3.8	86.5%
Q2. Process and time for issuing necessary documents to staff	3.7	83.7%			
Q3. Supporting staff to register and make procedures for insurance payment	3.8	83.3%			
Office of General Administration_Gp2					
Q4. Information about IU activities to staff	3.9	84.9%	**Gp2**	3.9	84.9%
Office of Academic Affairs Gp3					
Q5. Exam organization	3.7	85.3%	**Gp3**	3.7	88.9%
Q6. The process of delivering, receiving exam papers and exam scores	3.8	92.5%			
Office of External and Public Relations_Gp4					
Q7. Supporting staff to complete procedures to study and work abroad	3.6	90.5%	**Gp4**	3.6	90.5%
Office of Research and Development Gp5					
Q8. Supporting staff to complete procedures for project registration and approval	3.5	88.9%	**Gp5**	3.5	91.3%
Q9. Research projects evaluation and acceptance according to the procedure	3.6	93.7%			
Office of Procurement Services_Gp6					
Q10. Executing the procurement plan, allocating machinery, equipment, and working tools	3.6	80.6%	**Gp6**	3.6	79.8%
Q11. Maintaining and repairing equipment, facilities at the units	3.6	79.0%			
Office of Facility Development_Gp7					
Q12. Sanitation in IU	4.0	86.5%	**Gp7**	4.0	89.0%
Q13. Security in IU	4.0	92.5%			
Q14. The quality of equipment in classrooms and lecture halls	4.0	88.1%			
Office of Finance and Planning Gp8					
Q15. Supporting staff to pay for business travel expenses	3.6	87.7%	**Gp8**	3.5	82.6%
Q16. Supporting units to pay for operating expenses	3.3	77.4%			
Library_Gp9					
Q17. Supporting, guiding information search from librarians	3.5	88.1%	**Gp9**	3.5	88.9%
Q18. The library has a number of books and reference materials that meet the needs of readers	3.5	87.7%			
Q19. The library has book sources and reference materials that meet the needs of readers in terms of content	3.5	88.9%			
Q20. Borrowing, returning, and renewing procedures	3.7	90.9%			

Office of Quality Assurance & Testing Gp10					
Q21. The process of contacting the lecturer to arrange his/her schedule to deliver course evaluation form	3.6	86.9%	**Gp10**	3.6	87.4%
Q22. Data processing and sending evaluation results to the units	3.6	88.9%			
Q23. Conduct a survey of service quality	3.5	83.7%			
Q24. Supporting the self-assessment process, organizing the unit's auditing and evaluation qualities	3.8	90.1%			
Health Department Gp11			**Gp11**	3.6	83.7%
Q25. The quality of medical service at IU	3.6	83.7%			
Center for Innovation and Technology Transfer_Gp12			**Gp12**	3.4	84.1%
Q26. Supporting units and individuals to implement technology transfer contracts	3.4	84.1%			
Canteen Gp13			**Gp13**	3.8	90.5%
Q27. The quality of services in the Canteen	3.8	90.5%			
Center for Information Services_Gp14			**Gp14**	3.5	77.4%
Q28. The quality of internet system in classrooms and laboratories	3.6	80.2%			
Q29. The quality of wifi system in IU	3.3	65.5%			
Q30. The quality of information on the website	3.7	86.5%			
Staff Gp15			**Gp15**	3.9	87.9%
Q31. The professionalism of office staff when serving employees	3.8	85.7%			
Q32. Service attitude of office staff when interacting with employees	3.8	87.3%			
Q33. The office staff clothes are suitable for the job's nature	3.9	87.7%			
Q34. Overall evaluation of office staff	4.0	90.9%			
General evaluation of service quality at IU Gp16			**Gp16**	4.1	95.6%
Q35. Overall evaluation of service quality	4.1	95.6%			

Staff Service Quality Survey SynAnalysis_2018