

ANALYSIS RESULT OF STAFF SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

2019

Staff Service Quality - 2019

Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
Office of Human Resources Management Gp1		?%, >=3	Gp1	3.6	89.0%
Q1. Recruitment process, signing an employment contract	3.5	86.17%			
Q2. Process and time for issuing necessary documents to staff	3.5	88.93%			
Q3. Supporting staff to register and make procedures for insurance payment	3.7	90.91%	Gp2	3.7	93.0%
Office of General Administration Gp2					
Q4. Information about IU activities to staff	3.7	93.28%	Gp3	3.6	94.0%
Office of Academic Affairs Gp3					
Q5. Exam organization	3.6	93.28%			
Q6. The process of delivering, receiving exam papers and exam scores	3.6	95.26%	Gp4	3.4	91.0%
Office of External and Public Relations Gp4					
Q7. Supporting staff to complete procedures to study and work abroad	3.4	90.91%	Gp5	3.5	93.0%
Office of Research and Development Gp5					
Q8. Supporting staff to complete procedures for project registration and approval	3.5	93.28%	Gp6	3.0	68.0%
Q9. Research projects evaluation and acceptance according to the procedure	3.5	93.28%			
Office of Procurement Services Gp6					
Q10. Executing the procurement plan, allocating machinery, equipment, and working tools	2.8	62.45%	Gp7	3.6	90.0%
Q11. Maintaining and repairing equipment, facilities at the units	3.1	72.73%			
Office of Facility Development Gp7			Gp8	3.4	88.0%
Q12. Sanitation in IU	3.5	85.38%			
Q13. Security in IU	3.8	96.44%			
Q14. The quality of equipment in classrooms and lecture halls	3.6	87.35%	Gp9	3.5	94.0%
Office of Finance and Planning Gp8					
Q15. Supporting staff to pay for business travel expenses	3.4	89.72%	Gp9	3.5	94.0%
Q16. Supporting units to pay for operating expenses	3.4	86.96%			
Library Gp9					
Q17. Supporting, guiding information search from librarians	3.6	96.05%	Gp9	3.5	94.0%
Q18. The library has a number of books and reference materials that meet the needs of readers	3.5	92.09%			
Q19. The library has book sources and reference materials that meet the needs of readers in terms of content	3.5	90.51%			
Q20. Borrowing, returning, and renewing procedures	3.6	96.84%			

Office of Quality Assurance & Testing_Gp10					
Q21. The process of contacting the lecturer to arrange his/her schedule to deliver course evaluation form	3.4	92.09%	Gp10	3.4	90.0%
Q22. Data processing and sending evaluation results to the units	3.3	89.72%			
Q23. Conduct a survey of service quality	3.4	88.54%			
Q24. Supporting the self-assessment process, organizing the unit's auditing and evaluation qualities	3.4	88.54%			
Health Department_Gp11					
Q25. The quality of medical service at IU	3.5	90.12%	Gp11	3.5	90.0%
Center for Innovation and Technology Transfer_Gp12					
Q26. Supporting units and individuals to implement technology transfer contracts	3.3	90.91%	Gp12	3.3	91.0%
Canteen_Gp13					
Q27. The quality of services in the Canteen	3.6	92.89%	Gp13	3.6	93.0%
Center for Information Services_Gp14					
Q28. The quality of internet system in classrooms and laboratories	3.2	79.05%	Gp14	3.2	78.0%
Q29. The quality of wifi system in IU	3.0	70.36%			
Q30. The quality of information on the website	3.3	83.79%			
Staff_Gp15					
Q31. The professionalism of office staff when serving employees	3.5	88.93%	Gp15	3.6	93.0%
Q32. Service attitude of office staff when interacting with employees	3.6	93.28%			
Q33. The office staff clothes are suitable for the job's nature	3.7	95.65%			
Q34. Overall evaluation of office staff	3.6	94.07%			
General evaluation of service quality at IU_Gp16					
Q35. Overall evaluation of service quality	3.6	92.89%	Gp16	3.6	93.0%

