

ANALYSIS RESULT OF STAFF SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

2020

Staff Service Quality - 2020

Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
Office of Human Resources Management Gp1		?%, >=3			
Q1. Recruitment process, signing an employment contract	3.9	91.76%	Gp1	3.8	94.0%
Q2. Process and time for issuing necessary documents to staff	3.7	92.55%			
Q3. Supporting staff to register and make procedures for insurance payment	3.9	96.86%			
Office of General Administration Gp2					
Q4. Information about IU activities to staff	4.0	94.90%	Gp2	4.0	95.0%
Office of Academic Affairs Gp3					
Q5. Exam organization	3.8	97.65%	Gp3	3.9	98.0%
Q6. The process of delivering, receiving exam papers and exam scores	4.0	98.82%			
Office of External and Public Relations Gp4					
Q7. Supporting staff to complete procedures to study and work abroad	3.7	94.51%	Gp4	3.7	95.0%
Office of Research and Development Gp5					
Q8. Supporting staff to complete procedures for project registration and approval	3.6	94.12%	Gp5	3.6	95.0%
Q9. Research projects evaluation and acceptance according to the procedure	3.6	96.86%			
Office of Procurement Services Gp6					
Q10. Executing the procurement plan, allocating machinery, equipment, and working tools	3.4	79.22%	Gp6	3.5	82.0%
Q11. Maintaining and repairing equipment, facilities at the units	3.5	84.71%			
Office of Facility Development Gp7					
Q12. Sanitation in IU	3.8	90.98%	Gp7	3.9	94.0%
Q13. Security in IU	4.0	98.82%			
Q14. The quality of equipment in classrooms and lecture halls	3.8	92.16%			
Office of Finance and Planning Gp8					
Q15. Supporting staff to pay for business travel expenses	3.7	94.90%	Gp8	3.7	93.0%
Q16. Supporting units to pay for operating expenses	3.7	91.37%			
Library Gp9					
Q17. Supporting, guiding information search from librarians	3.7	95.69%	Gp9	3.7	95.0%
Q18. The library has a number of books and reference materials that meet the needs of readers	3.6	92.94%			
Q19. The library has book sources and reference materials that meet the needs of readers in terms of content	3.6	91.76%			
Q20. Borrowing, returning, and renewing procedures	3.8	98.43%			

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	92.55%	Gp10	3.6	93.0%
Q22. Data processing and sending evaluation results to the units	3.6	91.76%			
Q23. Conduct a survey of service quality	3.6	93.33%			
Q24. Supporting the self-assessment process, organizing the unit's auditing and evaluation qualities	3.6	95.29%			
Health Department Gp11					
Q25. The quality of medical service at IU	3.9	98.04%	Gp11	3.9	98.0%
Center for Innovation and Technology Transfer Gp12					
Q26. Supporting units and individuals to implement technology transfer contracts	3.6	97.25%	Gp12	3.6	97.0%
Canteen Gp13					
Q27. The quality of services in the Canteen	3.9	94.90%	Gp13	3.9	95.0%
Center for Information Services Gp14					
Q28. The quality of internet system in classrooms and laboratories	3.5	85.88%	Gp14	3.4	82.0%
Q29. The quality of wifi system in IU	3.3	76.08%			
Q30. The quality of information on the website	3.4	85.10%			
Staff Gp15					
Q31. The professionalism of office staff when serving employees	3.7	95.69%	Gp15	3.8	96.0%
Q32. Service attitude of office staff when interacting with employees	3.8	96.08%			
Q33. The office staff clothes are suitable for the job's nature	3.9	96.47%			
Q34. Overall evaluation of office staff	3.8	96.86%			
General evaluation of service quality at IU Gp16					
Q35. Overall evaluation of service quality	3.8	97.25%	Gp16	3.8	97.0%

