ANALYSIS RESULT OF STAFF SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

2021

Staff Service Quality - 2021

Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
Office of Human Resources Management_Gp1		?%, >=3			
Q1. Recruitment process, signing an employment contract	4.2	94,4%			
Q2. Process and time for issuing necessary documents to staff	4.1	93,3%			
Q3. Supporting staff to register and make procedures for insurance payment	4.2	97,2%	**Gp1**	4.2	95,0%
Office of General Administration_Gp2					
Q4. Information about IU activities to staff	4.2	94,4%	**Gp2**	4.2	94,4%
Office of Academic Affairs_Gp3					
Q5. Exam organization	4.2	99,4%			
Q6. The process of delivering, receiving exam papers and exam scores	4.2	98,9%	**Gp3**	4.2	99,2%
Office of External and Public Relations_Gp4					
Q7. Supporting staff to complete procedures to study and work abroad	3.8	97,8%	**Gp4**	3.8	97,8%
Office of Research and Development_Gp5					
Q8. Supporting staff to complete procedures for project registration and approval	3.9	98,9%			
Q9. Research projects evaluation and acceptance according to the procedure	3.9	98,3%	**Gp5**	3.9	98,6%
Office of Procurement Services_Gp6					
Q10. Executing the procurement plan, allocating machinery, equipment, and working tools	3.6	85,0%			
Q11. Maintaining and repairing equipment, facilities at the units	3.9	88,8%	**Gp6**	3.7	86,9%
Office of Facility Development_Gp7					
Q12. Sanitation in IU	4.1	96,1%			
Q13. Security in IU	4.4	98,9%			
Q14. The quality of equipment in classrooms and lecture halls	4.0	95,0%	**Gp7**	4.2	96,7%
Office of Finance and Planning_Gp8					
Q15. Supporting staff to pay for business travel expenses	3.8	93,3%			
Q16. Supporting units to pay for operating expenses	3.8	96,6%	**Gp8**	3.8	95,0%
Library_Gp9					
Q17. Supporting, guiding information search from librarians	4.0	98,3%			
Q18. The library has a number of books and reference materials that meet the needs of readers	3.8	94,4%			
Q19. The library has book sources and reference materials that meet the needs of readers in terms of content	3.8	93,9%			
Q20. Borrowing, returning, and renewing procedures	4.1	97,8%	**Gp9**	4.0	96,1%

Office of Quality Assurance & Testing_Gp10					
Q21. The process of contacting the lecturer to arrange his/her schedule to deliver course evaluation form	3.9	95,6%			
Q22. Data processing and sending evaluation results to the units	3.9	96,7%			
Q23. Conduct a survey of service quality	3.9	97,2%			
Q24. Supporting the self-assessment process, organizing the unit's auditing and evaluation qualities	4.0	95,5%	**Gp10**	3.9	96,2%
Health Department_Gp11					
Q25. The quality of medical service at IU	4.2	99,4%	**Gp11**	4.2	99,4%
Center for Innovation and Technology Transfer_Gp12					
Q26. Supporting units and individuals to implement technology transfer contracts	3.7	96,1%	**Gp12**	3.7	96,1%
Canteen_Gp13					
Q27. The quality of services in the Canteen	4.2	98,3%	**Gp13**	4.2	98,3%
Center for Information Services_Gp14					
Q28. The quality of internet system in classrooms and laboratories	3.9	90,0%			
Q29. The quality of wifi system in IU	3.6	84,9%			
Q30. The quality of information on the website	3.8	91,7%	**Gp14**	3.8	88,9%
Staff_Gp15					
Q31. The professionalism of office staff when serving employees	4.0	93,3%			
Q32. Service attitude of office staff when interacting with employees	4.2	97,2%			
Q33. The office staff clothes are suitable for the job's nature	4.2	97,8%			
Q34. Overall evaluation of office staff	4.2	96,6%	**Gp15**	4.1	96,2%
General evaluation of service quality at IU_Gp16					
Q35. Overall evaluation of service quality	4.1	96,6%	**Gp16**	4.1	96,6%

Staff Service Quality Survey SynAnalysis_2021