

International Burch University

**REPORT ON STAFF SATISFACTION AT INTERNATIONAL
BURCH UNIVERSITY FOR ACADEMIC 2013/2014**



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Introduction

This document is report on research conducted at higher education institution International Burch University. Main aim of this research was to explore opinions of both academic and administrative staff hired at International Burch University about their institution as employer. In other words, purpose of the study was to analyze staff's satisfaction with Burch University as their employer, to identify potential wrongdoings, problems of employees, eventual satisfaction or dissatisfaction (and reasons for both).

Survey was prepared online, and distributed to all employees of higher education institution International Burch University. In total, 93 responses has been completed. Out of those, 88 were responses completely answered, while 5 of them were incomplete.

When it comes to demographics of respondents, information on their age, gender, marital status, education level, job position, household income and working experience has been collected.

Five point scale has been used to comment the offered statements. Scale was offered as follows: 1 - Strongly agree, 2 - Agree, 3- Neutral, 4- Disagree, 5- Strongly disagree. Results indicated that respondents were mainly neutral, and they didn't provide extreme satisfaction nor significant dissatisfaction with University as employer. When compared satisfaction of academic staff vs. satisfaction of administrative staff, there was no significant difference in satisfaction level.

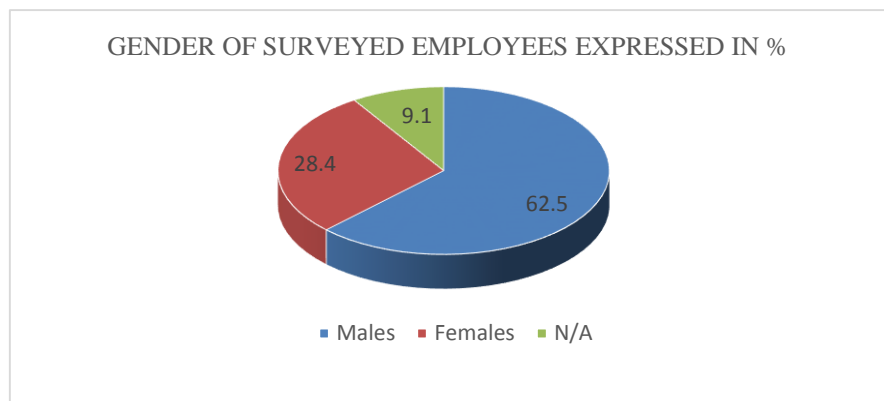
RESULTS OF RESEARCH

1. DEMOGRAPHICS

1.1. GENDER OF RESPONDENTS

When it comes to demographics of surveyed employees of International Burch University, it was found that 62,5 % were males while 28,4 % were females. 9,1 % didn't provide answer regarding this question.

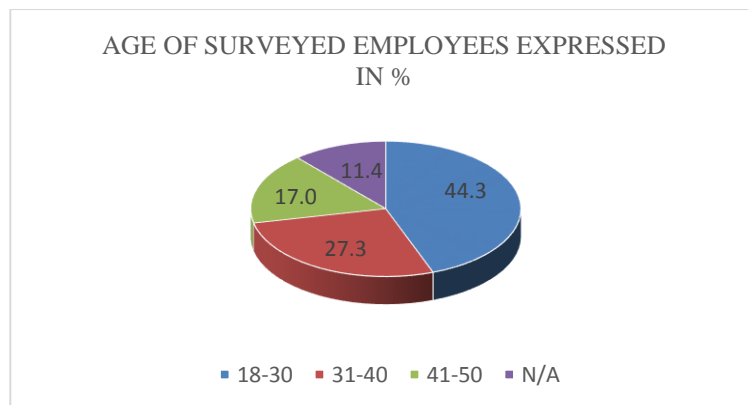
	No	%
Males	55	62,5
Females	25	28,4
N/A	8	9,1
Total	88	100



1.2. AGE OF RESPONDENTS

When it comes to age of surveyed employees, 44,3% of them were between 18 and 30 years of age, while 27,3% appeared to be in age group between 31 and 40 years old. Only 17% was between 41 and 50 years of age, while 11,4% of respondents didn't provide answer to this question.

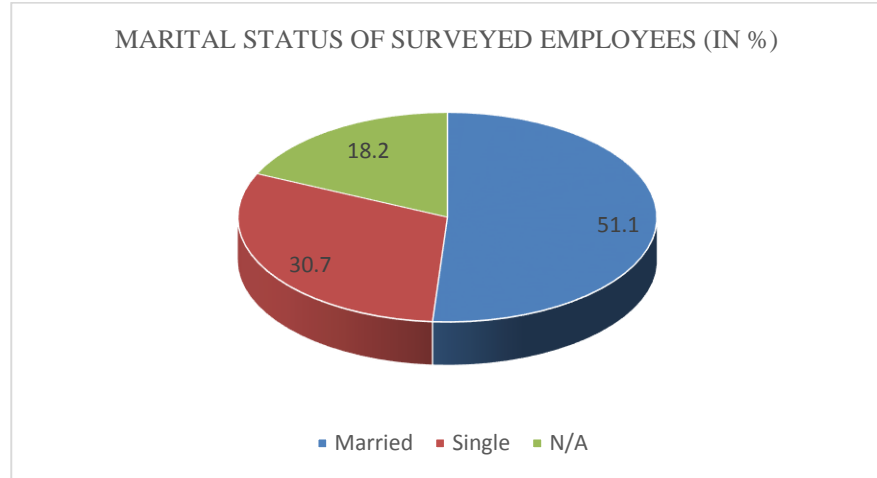
	No	%
18-30	39	44,3
31-40	24	27,3
41-50	15	17,0
N/A	10	11,4
Total	88	100



1.3. MARITAL STATUS OF RESPONDENTS

When it comes to marital status of surveyed employees, results indicated that 51,1% was married while 30,7% of respondents is single. Even 18,2 % of respondents didn't provide answer to this question.

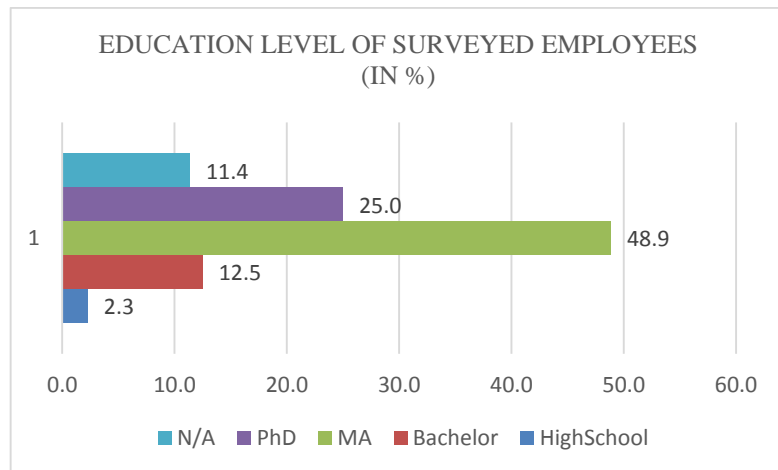
	No	%
Married	45	51,1
Single	27	30,7
N/A	16	18,2
Total	88	100



1.4. EDUCATION LEVEL OF RESPONDENTS

According to results, most of surveyed employees has MA degree (even 48,9 %). When it comes to PhD, even 25 % of respondents stated that they have PhD. Only 12,5% of respondents has Bachelor degree, and only 2,3 % has high school as highest level of education. Even 11,4 % of respondents avoided answering this question.

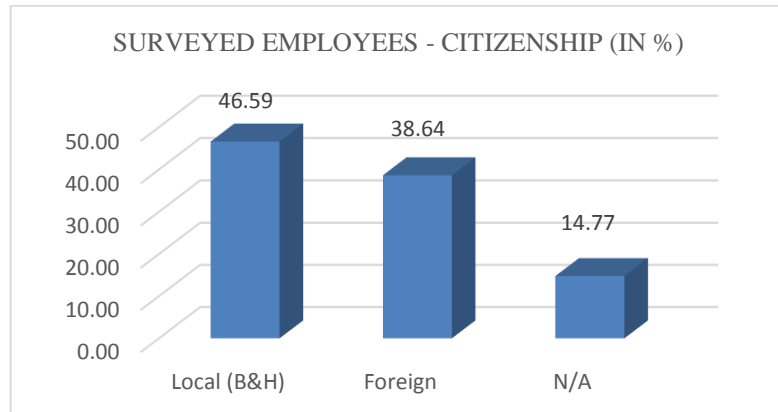
	No	%
HighSchool	2	2,3
Bachelor	11	12,5
MA	43	48,9
PhD	22	25,0
N/A	10	11,4
Total	88	100,0



1.5. ETHNICITY OF RESPONDENTS

When it comes to ethnicity of respondents, 46,59% of surveyed employees were local (Bosnian citizens) while 38,64% were foreign. 14,77 % of surveyed employees didn't want to answer this question.

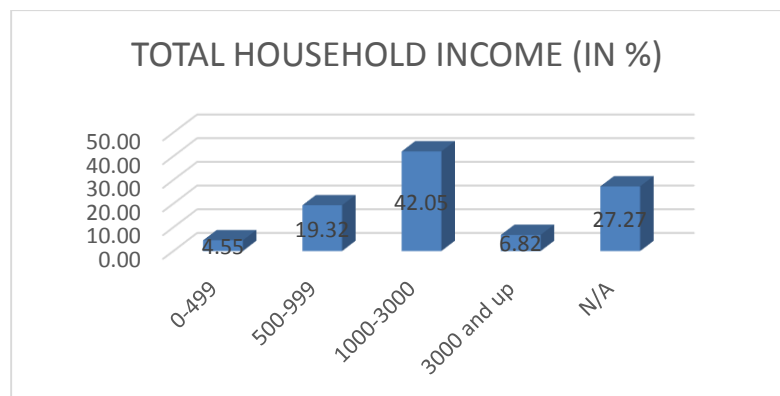
	No	%
Local (B&H)	41	46,59
Foreign	34	38,64
N/A	13	14,77
Total	88	100



1.6. TOTAL HOUSEHOLD INCOME OF PARTICIPANTS

Most of respondents stated that their total household income is between 1000 and 3000 thousands (even 42,05% which is almost half). When it comes to group that received 500 – 999 BAM as monthly household income, there was 19,32% of them. In the same time, 6,8 % of surveyed employees has more than 3000 BAM as total household income, and only 4,5% has less than 499 BAM. However, as this is quite sensitive question, even 27,27% didn't provide any answer.

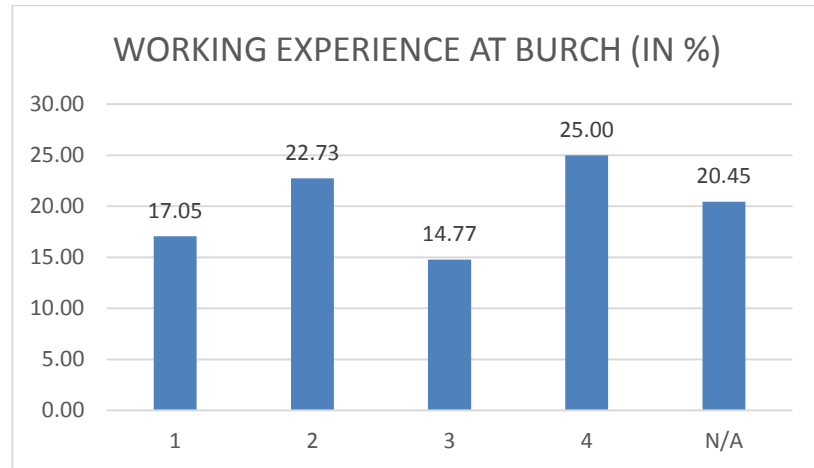
	No	%
0-499	4	4,55
500-999	17	19,32
1000-3000	37	42,05
3000 and up	6	6,82
N/A	24	27,27
Total	88	100,00



1.7. WORKING EXPERIENCE OF RESPONDENTS AT BURCH

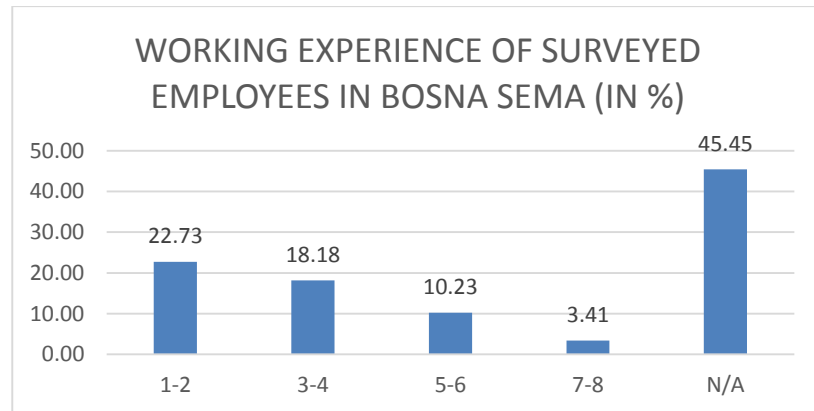
According to results, 25% of respondents have 4 years of working experience at Burch University. In the same time 22,73% has 2 years of working experience, while 14,77% has 3 years. 17,05% is newly hired staff that has 1 year of working experience. Even 20,45% didn't provide any answer regarding this question.

	No	%
1	15	17,05
2	20	22,73
3	13	14,77
4	22	25,00
N/A	18	20,45
Total	88	100,00



1.8. WORKING EXPERIENCE IN BOSNA SEMA INSTITUTIONS

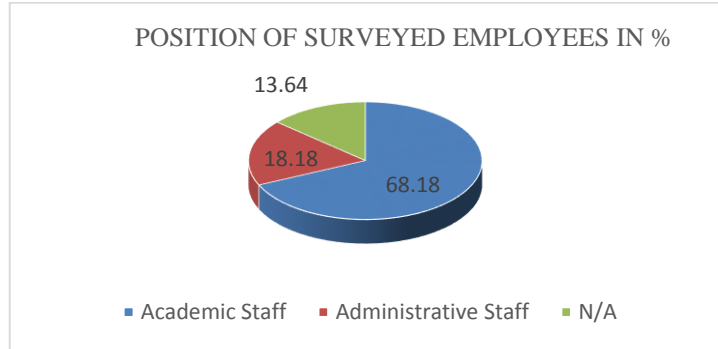
	No	%
1-2	20	22,73
3-4	16	18,18
5-6	9	10,23
7-8	3	3,41
N/A	40	45,45
Total	88	100,00



1.9. POSITION OF RESPONDENTS

Results indicated that 68,18% of respondents were academic staff, while 18,18% of respondents were administrative staff. However, 13,64% didn't declare themselves neither as academic nor as administrative staff.

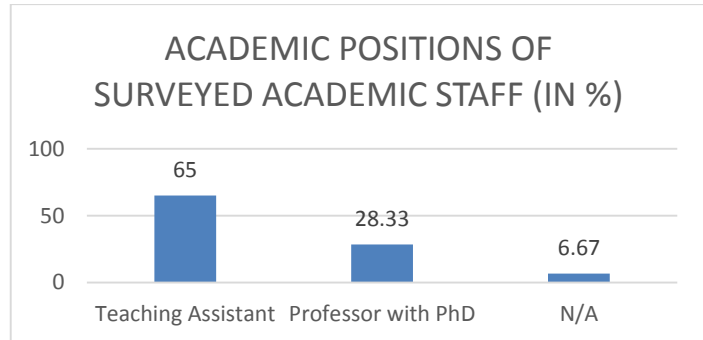
	No	%
Academic Staff	60	68,18
Administrative Staff	16	18,18
N/A	12	13,64
Total	88	100,00



1.10. ACADEMIC POSITIONS OF SURVEYED ACADEMIC STAFF

When it comes to this issue, 65% of surveyed members of academic staff stated that they are teaching assistants, while 28,33% declared themselves as professors with PhD. Still, 6,67% didn't provide any answer.

	No	%
Teaching Assistant	39	65
Professor with PhD	17	28,33
N/A	4	6,67
Total	60	100

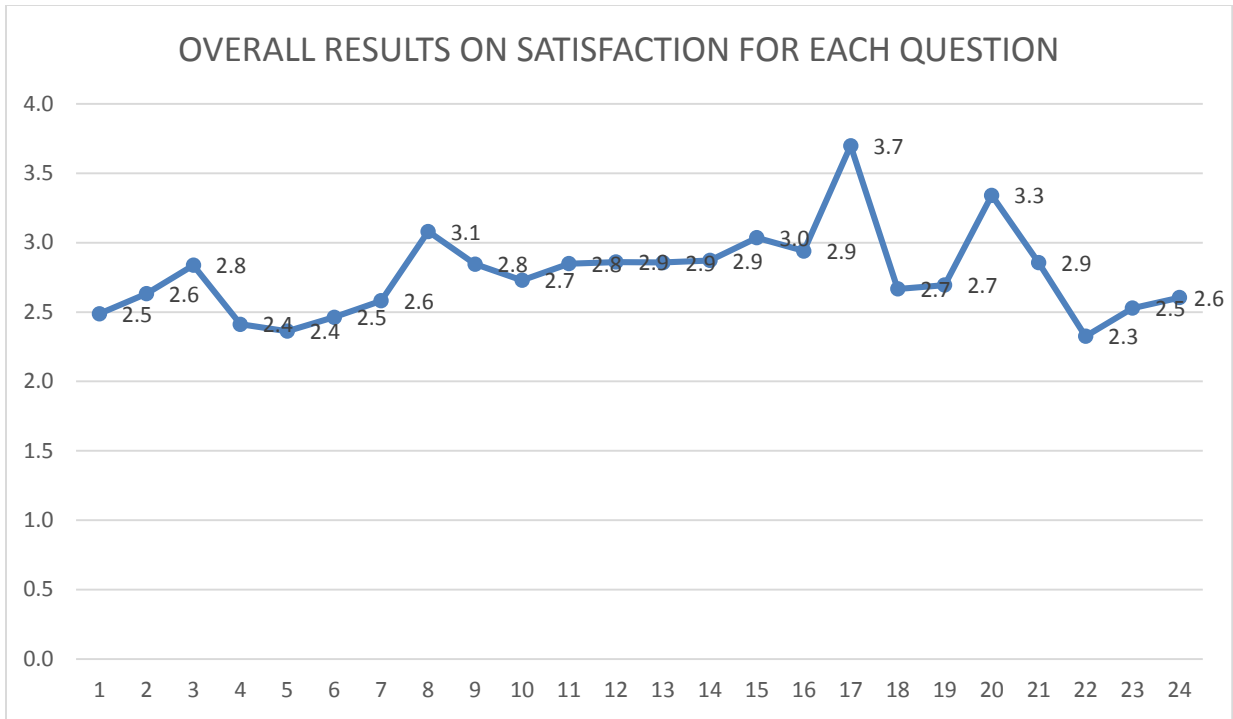


2. QUESTIONS REGARDING STAFF SATISFACTION

When it comes to questions regarding satisfaction of staff measured through their opinions about various statements, following answers were collected.

No. of question	Mean value
1. I am pleased with my job overall	2,5
2. The university is concerned with the long term welfare of the employees	2,6
3. The leaders at IBU are positive role models	2,8
4. My supervisor is professionally competent	2,4
5. My supervisor is competent in human relations	2,4
6. My supervisor cares and is responding to the issues of most importance to me	2,5
7. My work gives me a feeling of personal accomplishment	2,6
8. I am satisfied with universities empowerment and support for my professional development	3,1
9. I am content with the reasonableness for my work responsibilities	2,8
10. I receive appropriate recognition for my work contributions & accomplishments	2,7
11. My views and participation are valued	2,8
12. I feel I can voice my opinion without fear	2,9
13. I receive co-operation from all other departments	2,9
14. I am satisfied with the team spirit in my work environment	2,9
15. I am satisfied with the professionalism of the people with whom I work	3
16. Salary I receive enables me to cover my living costs	2,9
17. Due to the amount of money I receive I am considering a possibility of new employment	3,7
18. I am satisfied with the amount of annual leave	2,7
19. I am satisfied with working hours	2,7
20. I am satisfied with the quality of food service	3,3
21. I am satisfied with the quality of beverage service	2,9
22. University is flexible with respect to my family responsibilities	2,3
23. IBU is a friendly and supportive place to work	2,5
24. I am optimistic about my future success within the university	2,6
Overall mean value	2,77083333

Same results are presented in Graph entitled “Overall results on satisfaction for each question”.



From mentioned results, it is possible to conclude that respondents were mainly neutral when asked for opinion about their satisfaction with university. This indicated that their satisfaction level is medium, and they are neither significantly satisfied nor dissatisfied with the university as their employer.

3. COMMENTS AND CONCERNS

Comments of respondents mainly indicated that new leadership has brought about new positive changes. Also, few comments that reflected dissatisfaction with the food service were noticed. Overall the university offers a good working environment with strong work ethics, but still there are few comments that imply need for higher level of professionalism.

4. CONCLUSION

Aim of this study was to identify level of satisfaction of staff at International Burch University with university as their employer. Response rate was quite good, and even 93 respondents replied to survey. However, 88 responses of those 93 were completed responses. Based on collected demographical data, it is possible to conclude that respondents had very different positions at university, they belong to different age groups, genders and marital status. Also, they have different working experience level. In general, results indicated that average value of satisfaction in scale 1-5 is 2,7 which can be defined as moderate level of satisfaction. In other words, employees didn't provide significant satisfaction nor dissatisfaction with University as their employer. In the end, respondents provided valuable comments that should be considered in future plans of University.