



---

## STAFF SATISFACTION REPORT

### 1. Introduction

This report evaluates staff satisfaction with administrative and managerial services based on feedback from teaching staff. The assessment complements student-based evaluation and supports institutional quality management.

### 2. Data and Methodology

The analysis is based on survey data collected among teaching staff using a **5-point scale**.

Responses were classified as:

- 1 – Dissatisfied
- 2 – Not very satisfied
- 3 – Neutral
- 4 – Slightly satisfied
- 5 – Satisfied

To ensure analytical clarity, the distribution of responses was calculated as:

$$P_k = \frac{n_k}{N} \times 100\%$$

Where:

- $n_k$ — number of responses in category  $k$
- $N$ — total number of responses

The analysis is based on **620 valid evaluations**, ensuring sufficient representativeness.

### 3. Structure of Assessment

- The survey covers key dimensions of administrative performance:
- Strategic clarity

- Management effectiveness
- Decision-making timeliness
- Communication with faculty
- Administrative support
- Workflow efficiency
- Compensation system
- Infrastructure and resources
- Working conditions
- Overall performance

#### 4. Staff Satisfaction Results

Category	Percentage
Dissatisfied	6.9%
Not very satisfied	7.3%
Neutral	17.7%
Slightly satisfied	30.8%
Satisfied	35.6%



#### 5. Analytical Interpretation

- Positive satisfaction (4–5) → **66.4%**
- Neutral → **17.7%**
- Negative (1–2) → **14.2%**

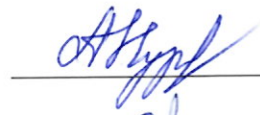
The results indicate a generally positive perception of administrative performance, while a moderate share of responses highlights areas requiring improvement.

## 6. Conclusion

Administrative performance is evaluated positively overall. At the same time, results indicate the need to improve communication, efficiency, and support processes.

### **DEVELOPED:**

Director of Academic Affairs Department



L. Nurgaziyeva

### **AGREED:**

Rector



A. Temerbayeva

*Considered, reviewed, and approved at the meeting of the University Research Council, Minutes No. 6 dated "29" January 2026.*