

Survey on satisfaction of the staff on the infrastructure facilities provided by the University

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1. Prologue:

This report reveals the estimated statistics of the current level of satisfaction of academic staff members on the infrastructure facilities provided by the University.

The statistics are as at August 31, 2017.

2. Introduction:

Human resource is the most valuable asset of an organization. Whether government or non-government, product manufacturing or service manufacturing humans are the most powerful resource of an organization. A satisfied employee is a significant aspect for an employer. The growth, the well-being even the reputation of an organization depends on the efficiency and the effectiveness of each employee of any organization.

A well planned working environment and infrastructure is one of the key factors which directly affects the employees' satisfaction. Infrastructure facilities directly deals with the efficiency and the effectiveness of the workers and non- presence of good infrastructure facilities would eventually become a premier reason to mitigate the growth and the success of any organization. On the other hand, a worker with a good conscience would not be able to stay away from work or be inefficient in thoroughly planned infrastructure environment.

For a higher education institute it is important to have well satisfied employees mainly in Academic stream since they are the ones who create the future leader for the world. Therefore if they are unsatisfied and their efficiency is low then the production becomes useless. In a good infrastructure studying and learning environment, for a leading higher education institute, ability of thinking may enhance and the can expect to have innovations and good research culture and at the end graduates with higher knowledge and information.

3. Methodology

The survey was conducted by distributing an online survey in each faculty among selected sample of Academic staff members. Following figure 1 shows the distribution of respondents by each Faculty.

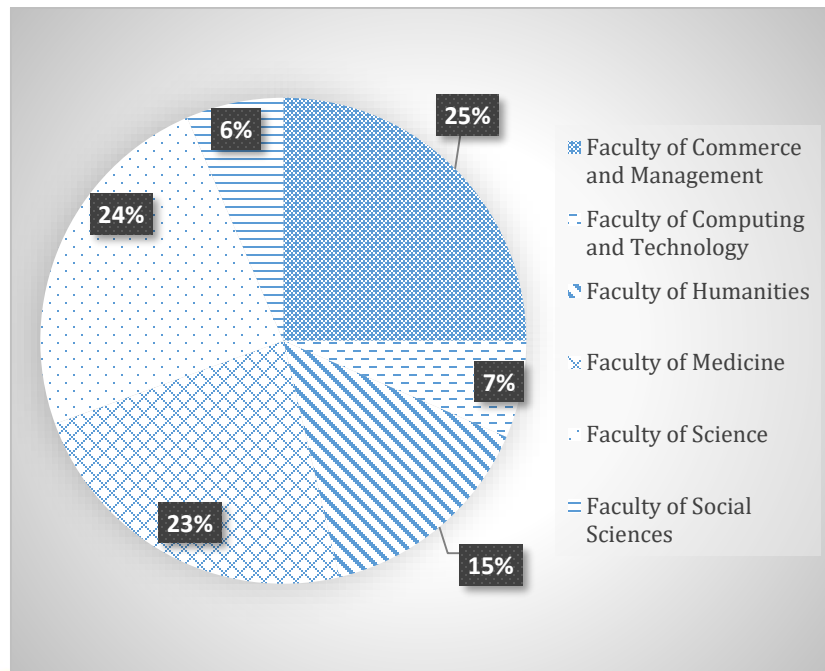


Figure 1: Distribution of respondents by Faculty

The questionnaire consisted four main sectors namely, infrastructure facilities on teaching and learning environment (Lecture halls), infrastructure facilities on working environment (Department), infrastructure facilities on Information and Communication Technology (ICT) and infrastructure facilities on other things such as canteens, parking, etc. (Other).

The figures (Statistics) mentioned in latter chapters indicate the level of satisfaction on a scale of hundred percent.

4. Figures

4.1.1. Overall figures

Level of overall satisfaction on infrastructure facilities provided by the University – 48%

Key factor wise level of Satisfaction

Factor	Figure (%)
Lecture halls	38
Department	55
ICT	68
Other	45

Table 1: Overall Figure- Key factor wise level of satisfaction

Sub factor wise level of Satisfaction

	Sub factor (Level of satisfaction on...)	Figure
1	The number of lecture halls to conduct the lecturers and tutorials	40
2	Conducive environment of existing lecture halls for teaching	40
3	Conducive environment of existing lecture halls for learning (for student)	40
4	Effectiveness of teaching learning process in the existing lecture room setup	40
5	Starting time delay due to the unavailability of multimedia etc	34
6	The multimedia in the classroom	40
7	The pens and dusters in the classroom	40
8	The whiteboard in the classroom	66
9	The lighting in the classroom	20
10	The seating arrangement of the classroom	20
11	The cubicle provided by the Department	60
12	The place at the Department to bring a visitor in	40
13	The meeting room of the Department	40
14	The meeting room of the Faculty	70
15	The lunchroom of the Department	40
16	The number of toilets for the whole staff	53
17	The garbage disposal facilities available in the University	54
18	The accessibility of internet through cable connection all the time in the department cubicle	69
19	The accessibility of WiFi all the time in the department cubicle	70
20	The internet connection	61
21	The support to get ICT issues resolved	66
22	The intercom facilities	72
23	The canteen facilities of the University	40
24	The parking availability of the University	20
25	The availability of a proper rest room to take a break in the University	40
26	The AC machines and the electric fans to reduce heat in the University	61
27	The number of cupboards to keep your things	66

Table 2: Overall Figure- Sub factor wise level of satisfaction

5. Faculty Figures

5.1.1. Faculty of Commerce and Management Studies

Level of overall satisfaction on infrastructure facilities provided by the University – 43%

Key factor wise level of Satisfaction

Factor	Figure (%)
Lecture halls	40
Department	41
ICT	53
Other	43

Table 3: Faculty of Commerce & Management Studies- Key factor wise level of satisfaction

Sub factor wise level of Satisfaction

	Sub factor (Level of satisfaction on...)	Figure (%)
1	The number of lecture halls to conduct the lecturers and tutorials	40
2	Conducive environment of existing lecture halls for teaching	40
3	Conducive environment of existing lecture halls for learning (for student)	57
4	Effectiveness of teaching learning process in the existing lecture room setup	40
5	Starting time delay due to the unavailability of multimedia etc	30
6	The multimedia in the classroom	40
7	The pens and dusters in the classroom	40
8	The whiteboard in the classroom	60
9	The lighting in the classroom	20
10	The seating arrangement of the classroom	40
11	The cubicle provided by the Department	40
12	The place at the Department to bring a visitor in	40
13	The meeting room of the Department	40
14	The meeting room of the Faculty	71
15	The lunchroom of the Department	40
16	The number of toilets for the whole staff	20
17	The garbage disposal facilities available in the University	40
18	The accessibility of internet through cable connection all the time in the department cubicle	57
19	The accessibility of WiFi all the time in the department cubicle	65
20	The internet connection	40
21	The support to get ICT issues resolved	40
22	The intercom facilities	65
23	The canteen facilities of the University	37
24	The parking availability of the University	20
25	The availability of a proper rest room to take a break in the University	40
26	The AC machines and the electric fans to reduce heat in the University	61
27	The number of cupboards to keep your things	59

Table 4: Faculty of Commerce & Management Studies- Sub factor wise level of satisfaction

5.1.2. Faculty of Computing & Technology

Level of overall satisfaction on infrastructure facilities provided by the University –41%

Key factor wise level of Satisfaction

Factor	Figure (%)
Lecture halls	39
Department	31
ICT	62
Other	37

Table 5: Faculty of Computing & Technology- Key factor wise level of satisfaction

Sub factor wise level of Satisfaction

	Sub factor (Level of satisfaction on...)	Figure
1	The number of lecture halls to conduct the lecturers and tutorials	20
2	Conducive environment of existing lecture halls for teaching	48
3	Conducive environment of existing lecture halls for learning (for student)	40
4	Effectiveness of teaching learning process in the existing lecture room setup	34
5	Starting time delay due to the unavailability of multimedia etc	42
6	The multimedia in the classroom	40
7	The pens and dusters in the classroom	71
8	The whiteboard in the classroom	40
9	The lighting in the classroom	20
10	The seating arrangement of the classroom	40
11	The cubicle provided by the Department	20
12	The place at the Department to bring a visitor in	20
13	The meeting room of the Department	20
14	The meeting room of the Faculty	20
15	The lunchroom of the Department	20
16	The number of toilets for the whole staff	68
17	The garbage disposal facilities available in the University	54
18	The accessibility of internet through cable connection all the time in the department cubicle	37
19	The accessibility of WiFi all the time in the department cubicle	80
20	The internet connection	54
21	The support to get ICT issues resolved	80
22	The intercom facilities	60
23	The canteen facilities of the University	40
24	The parking availability of the University	20
25	The availability of a proper rest room to take a break in the University	40
26	The AC machines and the electric fans to reduce heat in the University	20
27	The number of cupboards to keep your things	65

Table 6: Faculty of Computing & Technology- Sub factor wise level of satisfaction

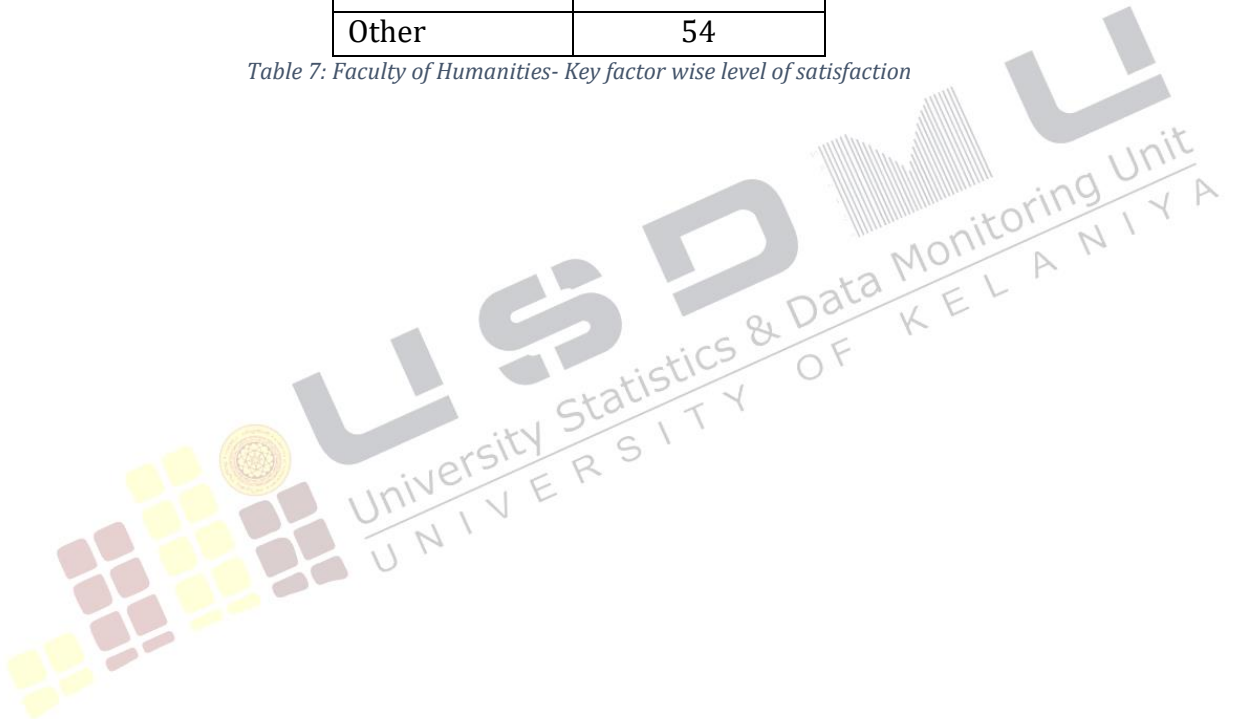
5.1.3. Faculty of Humanities

Level of overall satisfaction on infrastructure facilities provided by the University – 50%

Key factor wise level of Satisfaction

Factor	Figure (%)
Lecture halls	39
Department	51
ICT	65
Other	54

Table 7: Faculty of Humanities- Key factor wise level of satisfaction



Sub factor wise level of Satisfaction

	Sub factor (Level of satisfaction on...)	Figure
1	The number of lecture halls to conduct the lecturers and tutorials	40
2	Conducive environment of existing lecture halls for teaching	40
3	Conducive environment of existing lecture halls for learning (for student)	40
4	Effectiveness of teaching learning process in the existing lecture room setup	40
5	Starting time delay due to the unavailability of multimedia etc	21
6	The multimedia in the classroom	40
7	The pens and dusters in the classroom	63
8	The whiteboard in the classroom	70
9	The lighting in the classroom	20
10	The seating arrangement of the classroom	20
11	The cubicle provided by the Department	67
12	The place at the Department to bring a visitor in	40
13	The meeting room of the Department	40
14	The meeting room of the Faculty	71
15	The lunchroom of the Department	40
16	The number of toilets for the whole staff	40
17	The garbage disposal facilities available in the University	61
18	The accessibility of internet through cable connection all the time in the department cubicle	78
19	The accessibility of WiFi all the time in the department cubicle	40
20	The internet connection	61
21	The support to get ICT issues resolved	65
22	The intercom facilities	80
23	The canteen facilities of the University	50
24	The parking availability of the University	57
25	The availability of a proper rest room to take a break in the University	40
26	The AC machines and the electric fans to reduce heat in the University	60
27	The number of cupboards to keep your things	62

Table 8: Faculty of Humanities- Sub factor wise level of satisfaction

5.1.4. Faculty of Medicine

Level of overall satisfaction on infrastructure facilities provided by the University – 60%

Key factor wise level of Satisfaction

Factor	Figure (%)
Lecture halls	55
Department	68
ICT	64
Other	56

Table 9: Faculty of Medicine- Key factor wise level of satisfaction

Sub factor wise level of Satisfaction

	Sub factor (Level of satisfaction on...)	Figure
1	The number of lecture halls to conduct the lecturers and tutorials	69
2	Conducive environment of existing lecture halls for teaching	72
3	Conducive environment of existing lecture halls for learning (for student)	71
4	Effectiveness of teaching learning process in the existing lecture room setup	66
5	Starting time delay due to the unavailability of multimedia etc	52
6	The multimedia in the classroom	74
7	The pens and dusters in the classroom	40
8	The whiteboard in the classroom	68
9	The lighting in the classroom	20
10	The seating arrangement of the classroom	20
11	The cubicle provided by the Department	72
12	The place at the Department to bring a visitor in	65
13	The meeting room of the Department	66
14	The meeting room of the Faculty	80
15	The lunchroom of the Department	66
16	The number of toilets for the whole staff	67
17	The garbage disposal facilities available in the University	62
18	The accessibility of internet through cable connection all the time in the department cubicle	67
19	The accessibility of WiFi all the time in the department cubicle	78
20	The internet connection	40
21	The support to get ICT issues resolved	74
22	The intercom facilities	60
23	The canteen facilities of the University	40
24	The parking availability of the University	68
25	The availability of a proper rest room to take a break in the University	40
26	The AC machines and the electric fans to reduce heat in the University	64
27	The number of cupboards to keep your things	68

Table 10: Faculty of Medicine- Sub factor wise level of satisfaction

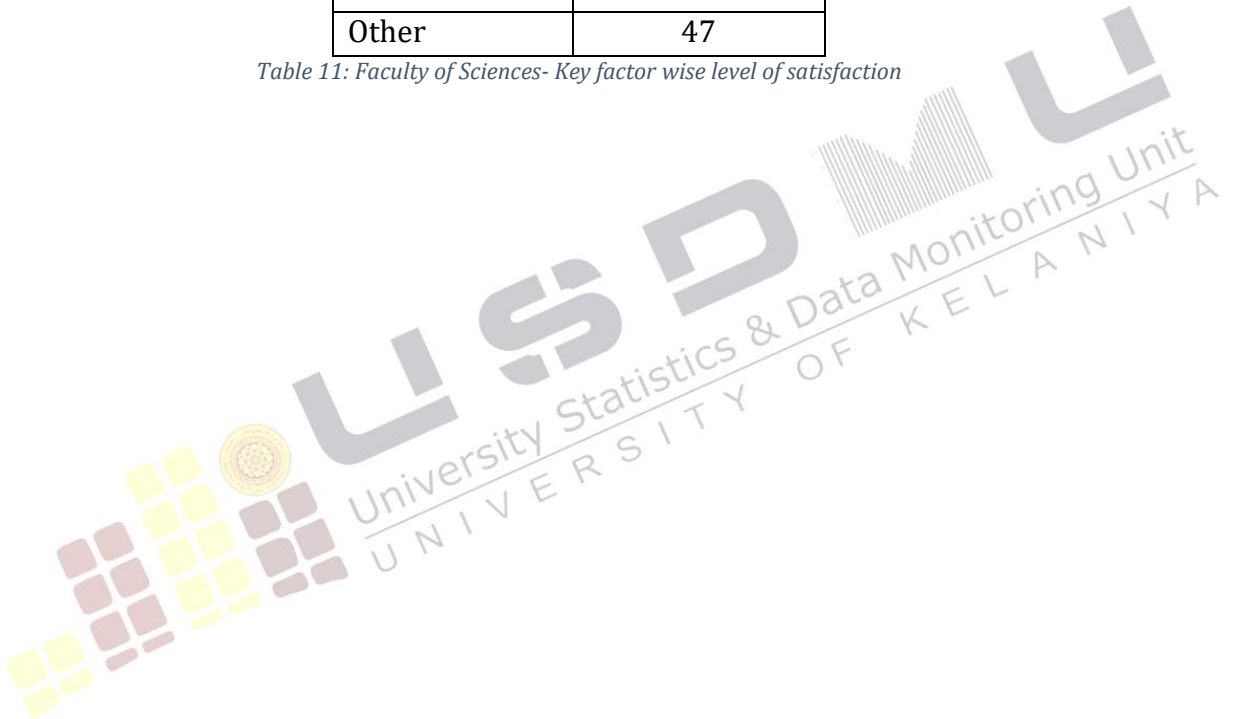
5.1.5. Faculty of Science

Level of overall satisfaction on infrastructure facilities provided by the University – 50%

Key factor wise level of Satisfaction

Factor	Figure (%)
Lecture halls	41
Department	46
ICT	76
Other	47

Table 11: Faculty of Sciences- Key factor wise level of satisfaction



Sub factor wise level of Satisfaction

	Sub factor (Level of satisfaction on...)	Figure
1	The number of lecture halls to conduct the lecturers and tutorials	40
2	Conducive environment of existing lecture halls for teaching	60
3	Conducive environment of existing lecture halls for learning (for student)	40
4	Effectiveness of teaching learning process in the existing lecture room setup	40
5	Starting time delay due to the unavailability of multimedia etc	40
6	The multimedia in the classroom	40
7	The pens and dusters in the classroom	40
8	The whiteboard in the classroom	70
9	The lighting in the classroom	20
10	The seating arrangement of the classroom	20
11	The cubicle provided by the Department	62
12	The place at the Department to bring a visitor in	40
13	The meeting room of the Department	40
14	The meeting room of the Faculty	67
15	The lunchroom of the Department	40
16	The number of toilets for the whole staff	20
17	The garbage disposal facilities available in the University	55
18	The accessibility of internet through cable connection all the time in the department cubicle	80
19	The accessibility of WiFi all the time in the department cubicle	73
20	The internet connection	77
21	The support to get ICT issues resolved	72
22	The intercom facilities	80
23	The canteen facilities of the University	40
24	The parking availability of the University	44
25	The availability of a proper rest room to take a break in the University	20
26	The AC machines and the electric fans to reduce heat in the University	58
27	The number of cupboards to keep your things	72

Table 12: Faculty of Sciences- Sub factor wise level of satisfaction

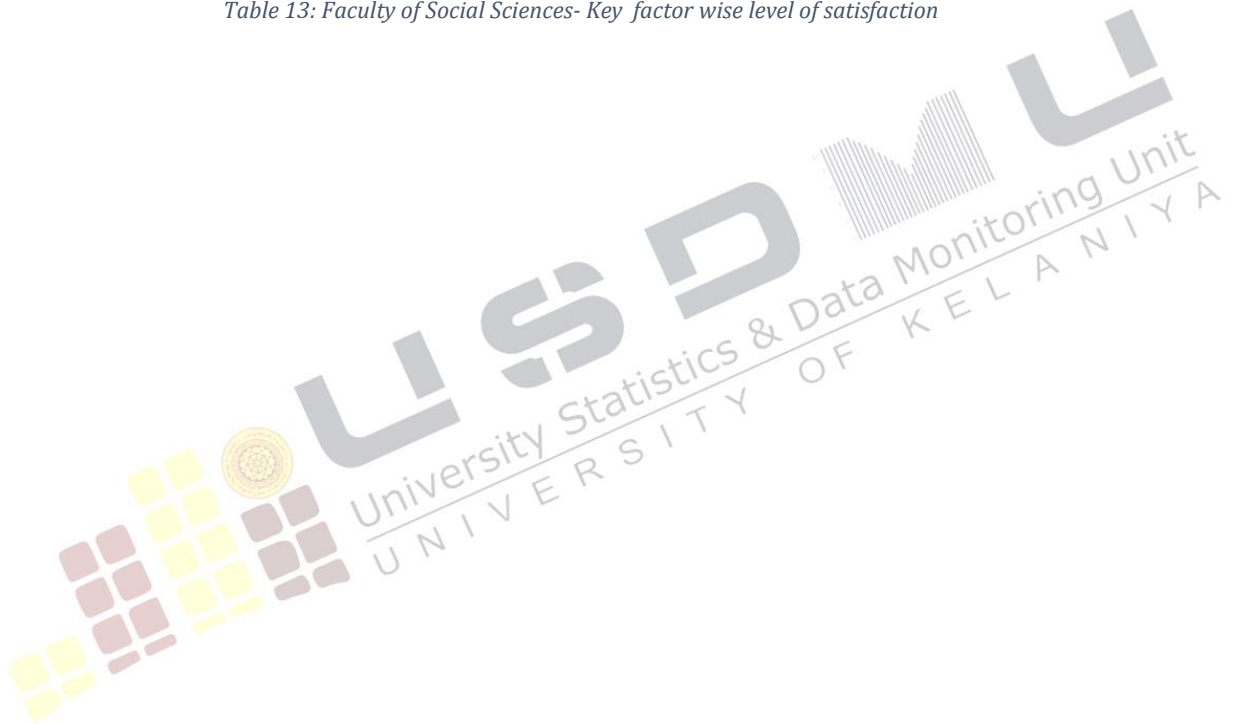
5.1.6. Faculty of Social Sciences

Level of overall satisfaction on infrastructure facilities provided by the University –47%

Key factor wise level of Satisfaction

Factor	Figure (%)
Lecture halls	40
Department	44
ICT	74
Other	41

Table 13: Faculty of Social Sciences- Key factor wise level of satisfaction



Sub factor wise level of Satisfaction

	Sub factor (Level of satisfaction on...)	Figure
1	The number of lecture halls to conduct the lecturers and tutorials	20
2	Conducive environment of existing lecture halls for teaching	40
3	Conducive environment of existing lecture halls for learning (for student)	40
4	Effectiveness of teaching learning process in the existing lecture room setup	40
5	Starting time delay due to the unavailability of multimedia etc	40
6	The multimedia in the classroom	65
7	The pens and dusters in the classroom	40
8	The whiteboard in the classroom	40
9	The lighting in the classroom	37
10	The seating arrangement of the classroom	37
11	The cubicle provided by the Department	62
12	The place at the Department to bring a visitor in	20
13	The meeting room of the Department	40
14	The meeting room of the Faculty	77
15	The lunchroom of the Department	20
16	The number of toilets for the whole staff	52
17	The garbage disposal facilities available in the University	40
18	The accessibility of internet through cable connection all the time in the department cubicle	82
19	The accessibility of WiFi all the time in the department cubicle	75
20	The internet connection	67
21	The support to get ICT issues resolved	57
22	The intercom facilities	87
23	The canteen facilities of the University	20
24	The parking availability of the University	20
25	The availability of a proper rest room to take a break in the University	20
26	The AC machines and the electric fans to reduce heat in the University	80
27	The number of cupboards to keep your things	67

Table 14: Faculty of Social Sciences- Sub factor wise level of satisfaction

Notes

