Survey on Satisfaction

Infrastructure Facilities Provided for The Academic Staff

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Prologue

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

The statistics are as at July 1, 2019

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1. Introduction

Effective infrastructure facilities of the University and their management play a massive role in achieving the goals of the University by providing a good background for versatile learning environments as well as working environment, a satisfied employee is a significant aspect for any organization to achieve its goals. The management can not anticipate the maximum output from their employees without providing relevant facilities.

Learning environment with affluent infrastructure facilities is one of the prominent factors for studying and researching since the university is an academic oriented institute. As far as the academic staff have the freedom and the facilities, they will be able to disseminate their knowledge much effectively and accurately.

2. Methodology

The survey was carried out to calculate the level of satisfaction of the academic staff about the infrastructure facilities provided by the University. A random sample of each faculty was selected and sent the questionnaire to the selected academic staff. The questionnaire consisted of twenty-nine questions with five - point Likert scale responses under four major categories. We have investigated about the Lecture Halls, Departments, ICT facilities and other facilities which are highlighted. In this report, overall satisfaction of academic staff on Infrastructure and the satisfaction of the above sections was included under each faculty.

The figures indicated in this report are calculated on a scale of hundred.

2.1 Criterion used in the survey to evaluate the satisfaction about infrastructure facilities provided by the University

To have a broader understanding of how much the academic staff of the university are attentive about the infrastructure facilities they receive, several criterions were considered under each category. Stayed below are main concerns of each category.

Lecture Halls

- Sufficiency of lecture halls to conduct lectures &tutorials
- Usefulness of the existing lecture halls to teach
- Usefulness of the existing lecture halls to learn (for students)
- Effectiveness of teaching learning process in the existing lecture room setup
- Problems related with unavailability of multimedia etc.
- Satisfaction with the multimedia facilities in the classroom
- Satisfaction with the pens and dusters in the classroom
- Satisfaction with the whiteboard in the classroom
- Satisfaction with the lighting in the classroom
- Satisfaction with the seating arrangement of the classroom

Department

- Satisfaction with the cubicle provided to academic individual
- Availability visitors in the Department
- Satisfaction with the meeting room of the Department
- Satisfaction with the meeting room of the Faculty
- Availability of proper lunchroom
- Adequateness of toilets for the whole staff
- Satisfaction with the garbage disposal facilities available in the University

ICT

- Internet cable access in the department cubicle
- Access to Wi-Fi all the time inside the department cubicle
- Support to resolve ICT issues
- Availability of intercom facilities
- Satisfaction with the e-mail facility provided by the university
- Quality of internet speed
- Quality of the university website

Other

- Satisfaction with the canteen facilities of the University
- Satisfaction with the parking availability of the University
- Availability of proper rest room to take a break in the University
- Adequateness of AC machines or Electric Fans to reduce heat in the University
- Availability of lockers/cupboards to keep things

3. University Figures

3.1. Overall figures

Level of overall satisfaction of staff on infrastructure facilities provided by the University = 67.36%

3.2. Level of satisfaction

Factor	Figure(%)
Lecture Halls	70.99
Department	61.91
ICT	77.83
Other Facilities	53.04

Table 1: Overall Figure - Level of satisfaction

4. Faculty Figures

4.1. Faculty of Commerce & Management Studies

Level of overall satisfaction of staff on infrastructure facilities provided by the University = 56.62%

Level of satisfaction

Factor	Figure(%)
Lecture Halls	55.31
Department	50.49
ICT	68.92
Other facilities	50.62

Table 2: Faculty of Commerce & Management Studies – Level of satisfaction

4.2. Faculty of Computing & Technology

Level of overall satisfaction of staff on infrastructure facilities provided by the University = 64.44%

Level of satisfaction

Factor	Figure(%)
Lecture Halls	68.00
Department	51.28
ICT	82.42
Other facilities	62.20

Table 3: Faculty of Computing & Technology – Level of satisfaction

4.3. Faculty of Humanities

Level of overall satisfaction of staff on infrastructure facilities provided by the University = 50.41%

Level of satisfaction

Factor	Figure(%)
Lecture Halls	48.64
Department	46.68
ICT	62.35
Other facilities	42.45

Table 4: Faculty of Humanities - Level of satisfaction

4.4. Faculty of Medicine

Level of overall satisfaction of staff on infrastructure facilities provided by the University = 74.25%

Level of satisfaction

Factor	Figure(%)
Lecture Halls	77.40
Department	71.95
ICT	77.80
Other facilities	66.20

Table 5: Faculty of Medicine - Level of satisfaction

4.5. Faculty of Science

Level of overall satisfaction of staff on infrastructure facilities provided by the University = 67.92%

Level of satisfaction

Factor	Figure(%)
Lecture Halls	55.93
Department	73.36
ICT	79.50
Other facilities	68.07

Table 6: Faculty of Science – Level of satisfaction

4.6. Faculty of Social Sciences

Level of overall satisfaction of staff on infrastructure facilities provided by the University = 63.60%

Level of satisfaction

Factor	Figure(%)
Lecture Halls	64.25
Department	59.75
ICT	74.23
Other facilities	52.80

Table 7: Faculty of Social Sciences – Level of satisfaction

Notes