

This survey was developed by Istanbul Medipol University Quality Commission-Quality Accreditation Office. The implementation, analysis and evaluation of the survey will be carried out by the same unit. The aim of the survey is to learn the views and opinions of our administrative staff for use in quality improvement processes. The survey first includes questions about your personal information and then about your assessment of quality processes. Do not enter any information about your identity. Opposite each survey item, there is a 5-point Likert scale to reflect your degree of satisfaction. Please mark the items according to your level of satisfaction. In the last section, you can also write your comments and suggestions.

Protection of personal privacy is essential in the survey.  
Thank you for your participation and support.

Quality Commission-Quality Accreditation Office

SECTION 1: Personal Information (The information in this section will only be used for statistical purposes)									
1. Gender : Woman ( ) Man ( )									
2. Age: : (Please select...)									
3. Total Working Time (Year) : (Please select...)									
4. Duration of Work at Istanbul Medipol University (Year) : (Please select...)									
5. Campus: (Please select...)									
6. Education Status : Primary School ( ) Middle School ( ) Highschool ( ) Associate Degree ( ) Bachelor's Degree ( ) MA/MSc ( ) PhD ( )									
				<i>You can rate the following items between 1 (Strongly Disagree) and 5 (Strongly Agree). If you do not have enough opinion about an item, you can select "No Idea".</i>					
SECTION 2: Satisfaction Assessment Criteria				1	2	3	4	5	
<b>GOVERNANCE SITUATION</b>				Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree	No Idea
1	I am satisfied with the performance evaluation system implemented at our university.								
2	In-service training opportunities at our university are adequate.								
3	Career development opportunities at our university are adequate.								
4	Opportunities for self-development at our university are sufficient.								
5	I can easily reach my unit managers when and where necessary.								
6	My unit managers guide me in decisions directly related to my work.								
7	My unit managers take into account my suggestions for improving the quality of work.								
8	The number of administrative staff in our unit is sufficient								
9	My duties, authorities and responsibilities are clearly defined.								
<b>SATISFACTION WITH SERVICES</b>									
10	I am satisfied with the cleaning services of our university.								
11	I am satisfied with the cafeteria services of our university.								
12	The physical place where I work is safe in terms of occupational health.								
13	I find the health services provided by Medipol Health Group adequate								

14	I am satisfied with the security services provided by our university						
15	I am satisfied with the transportation services provided by our university.						
16	I am satisfied with the parking lot arrangements of our university.						
17	I think it is necessary to provide kindergarten and nursery services at our university.						
18	I find the communication opportunities of our university (e-mail, announcements, bulletin boards, etc.) sufficient.						
19	I am satisfied with the social opportunities provided by our university.						
20	I am satisfied with the services provided by the Health, Culture and Sports (HCS) unit of our university.						
21	I am satisfied with the opportunities provided by our university's Continuing Education Center (SEM).						
22	I am satisfied with the services provided by our university regarding Press and Publication works (poster preparation, advertisement promotion, brochure preparation, etc.).						
23	I am satisfied with the technical support / auxiliary services of our university.						
24	I am satisfied with the work of our University Quality Commission and Quality Accreditation Office						
<b>INSTITUTIONAL COMMITMENT</b>							
25	I am pleased to be an employee of our university.						
26	My performance and achievements are sufficiently appreciated by my managers.						
27	I am respected as much as any other administrative staff in this institution.						
28	In this institution I can truly be myself.						
29	People here know I can do good work.						
30	I don't worry about losing my job.						
31	Business processes in the unit are carried out together with their values.						
32	Conflicts in the unit are resolved by consensus.						
33	I am happy to work together with people from different departments.						
34	The way we do business in our unit is flexible and open to change.						
35	Stakeholders' requests and suggestions are taken into account when planning unit activities.						
36	I am given the opportunity to learn new information about work processes in my unit.						
37	Unit employees have internalized the objectives of our unit.						
38	I adopt the tasks assigned by the unit manager and try to do them in the best way.						
39	The unit manager asks for my opinion in decision-making processes and involves me in the process to a certain extent.						
40	The organization has a long-term work program and a specific development plan.						
SECTION 3: Anything you would like to convey other than the above questions:							

