Assessment of university staff satisfaction with working conditions at Abai KazNPU
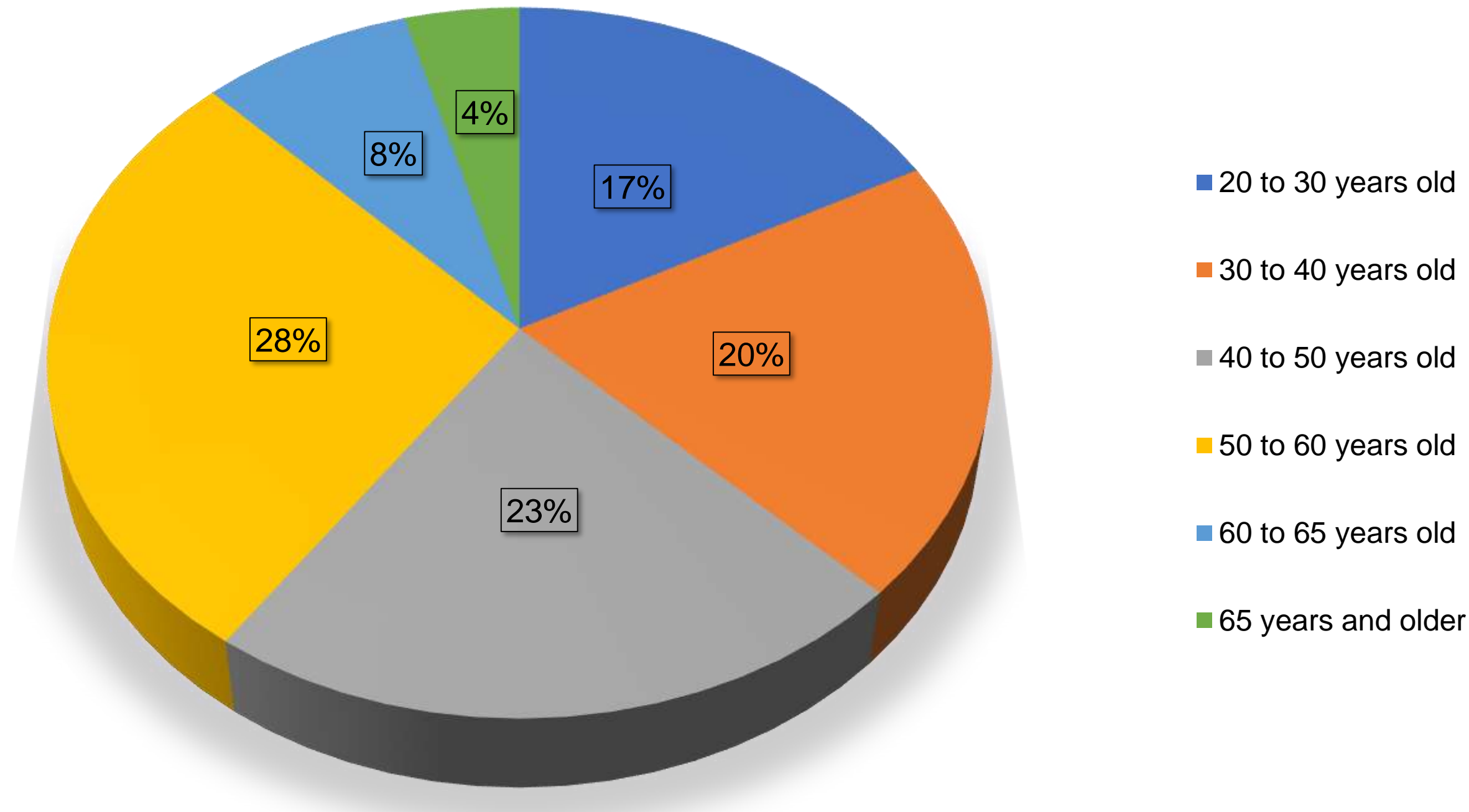
2024-2025 academic year

The main goal of the survey is to assess the satisfaction of Abai KazNPU employees with working conditions and to study the quality of services provided by the university.

The survey helps identify employees' opinions and suggestions regarding the work environment, working conditions, management decisions, and professional growth opportunities.
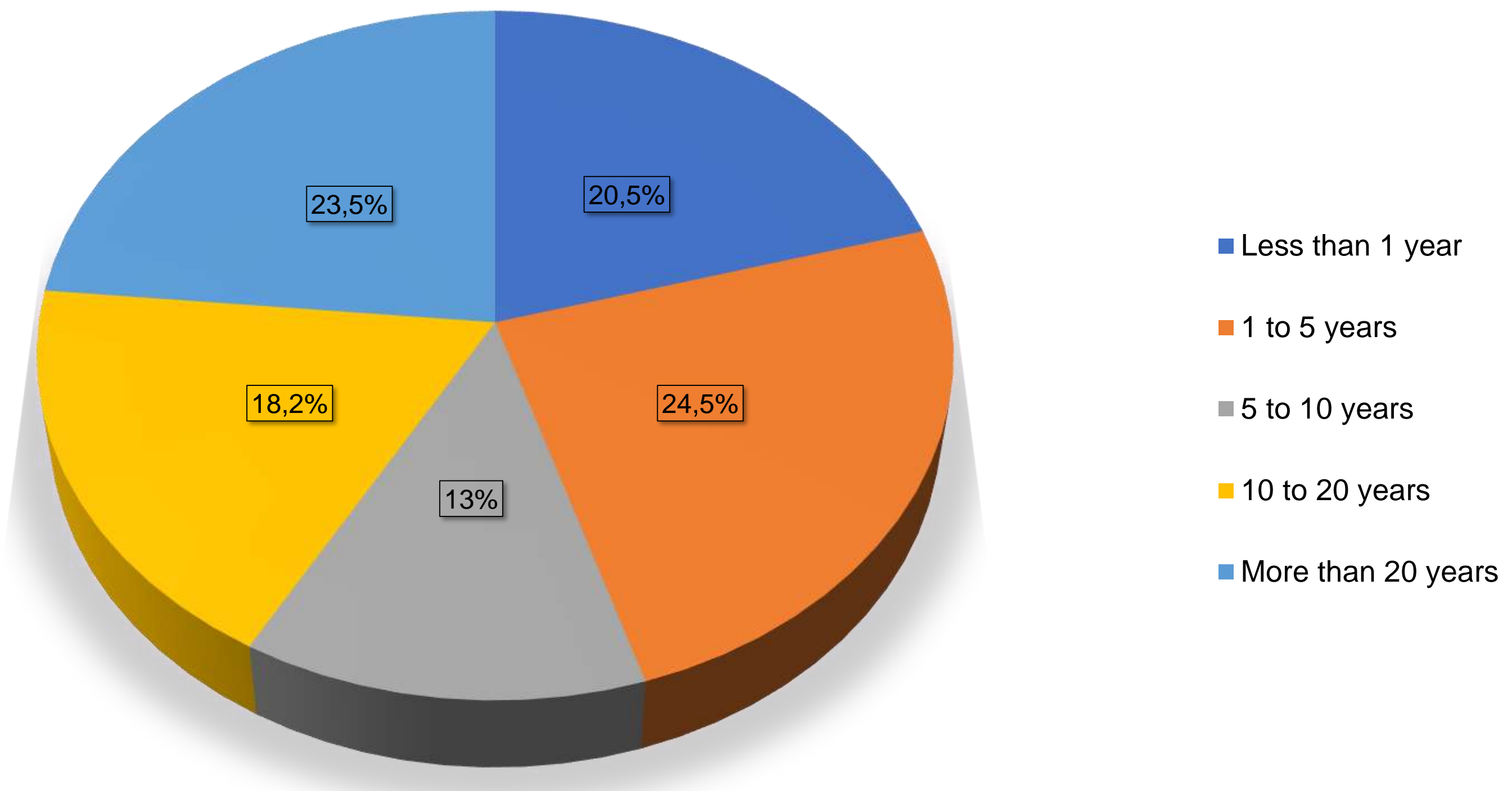
Moreover, the survey results will serve as a basis for implementing concrete measures aimed at improving the university's efficiency, enhancing employee well-being, and optimizing the overall work process.

A total of **651** employees participated in the survey, which accounts for **92,7%** of the total number of employees.
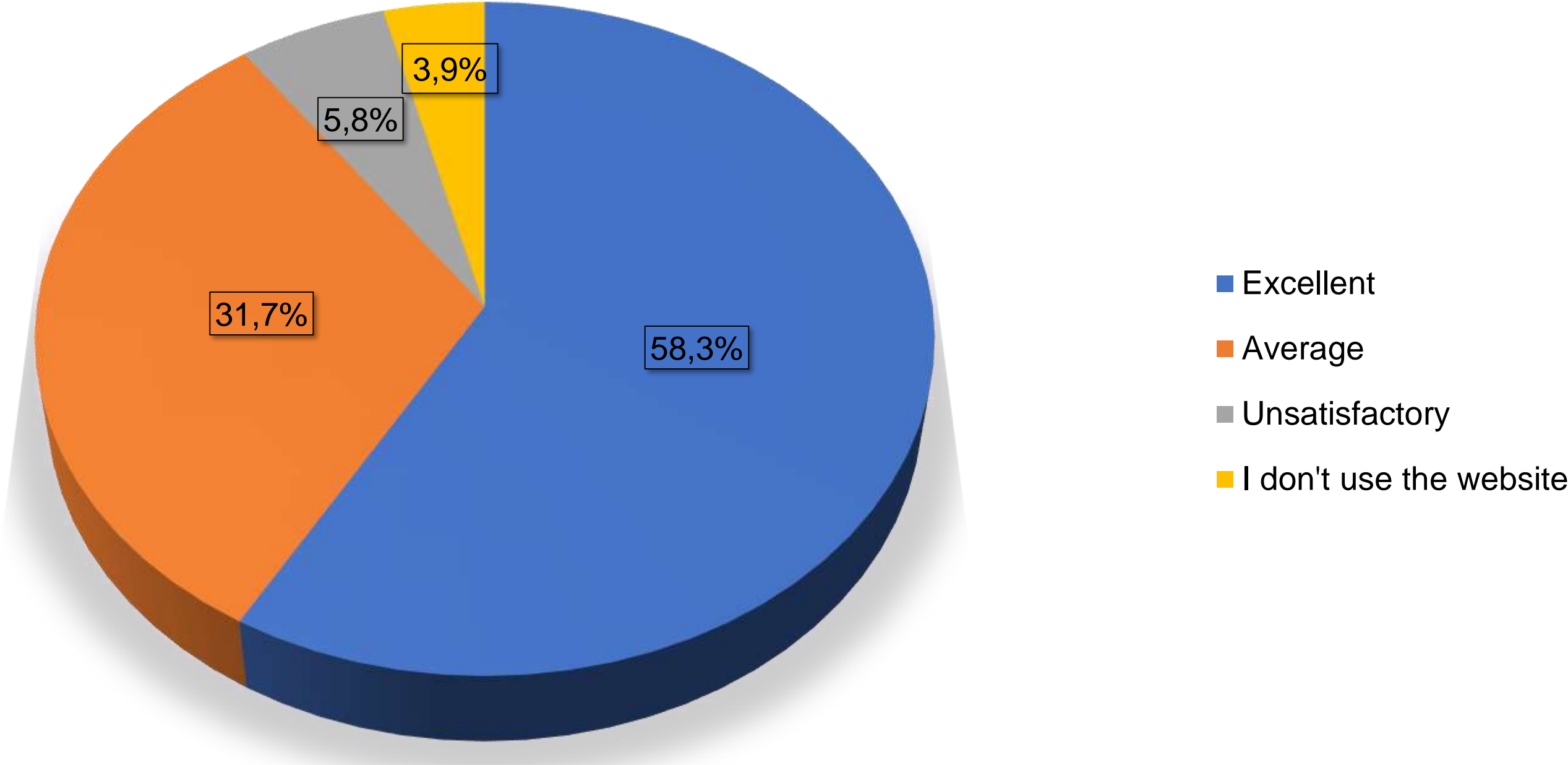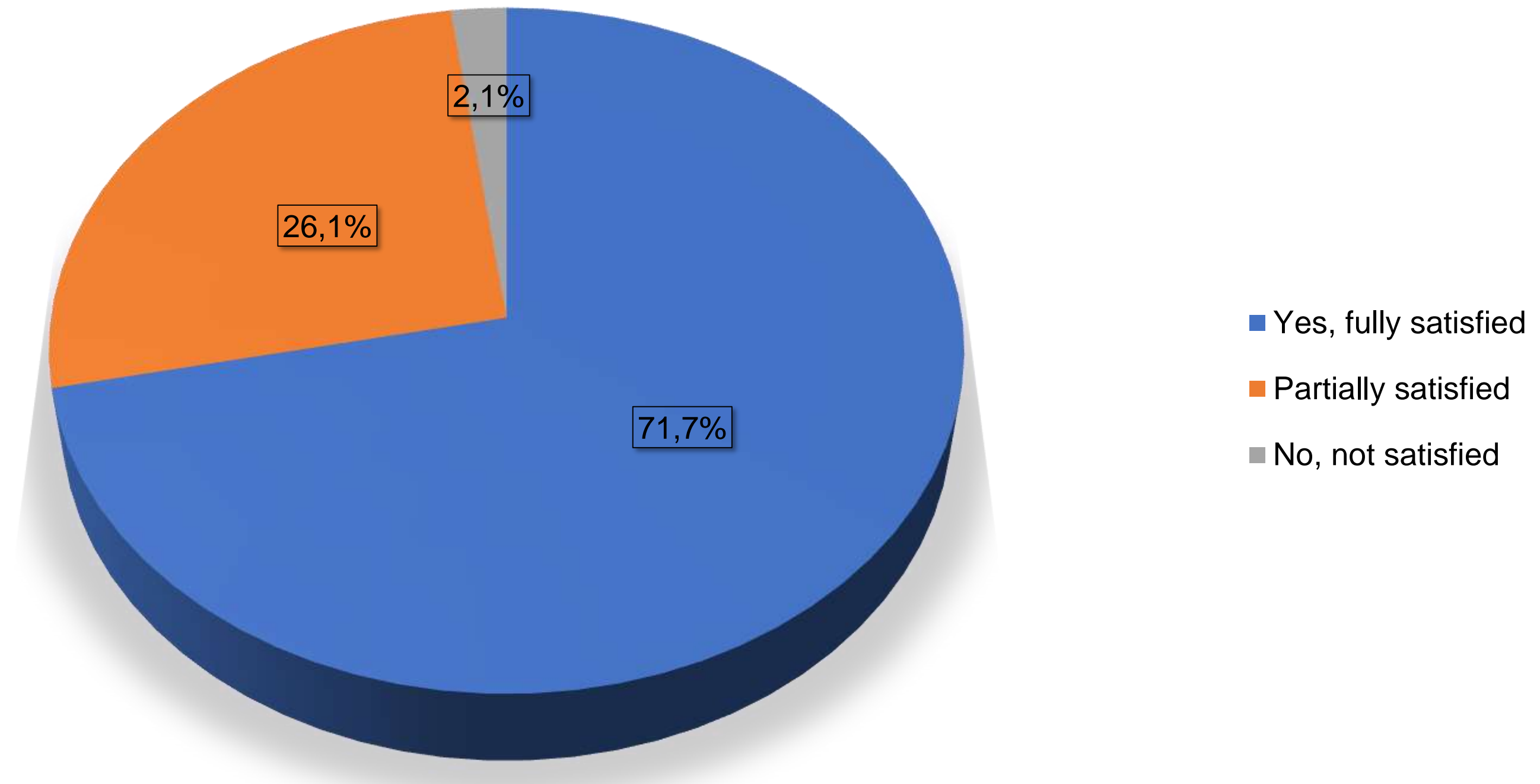
Employee age groups

- 20 to 30 years old — 17%
- 30 to 40 years old — 20%
- 40 to 50 years old — 23%
- 50 to 60 years old — 28%
- 60 to 65 years old — 8%
- 65 years and older — 4%

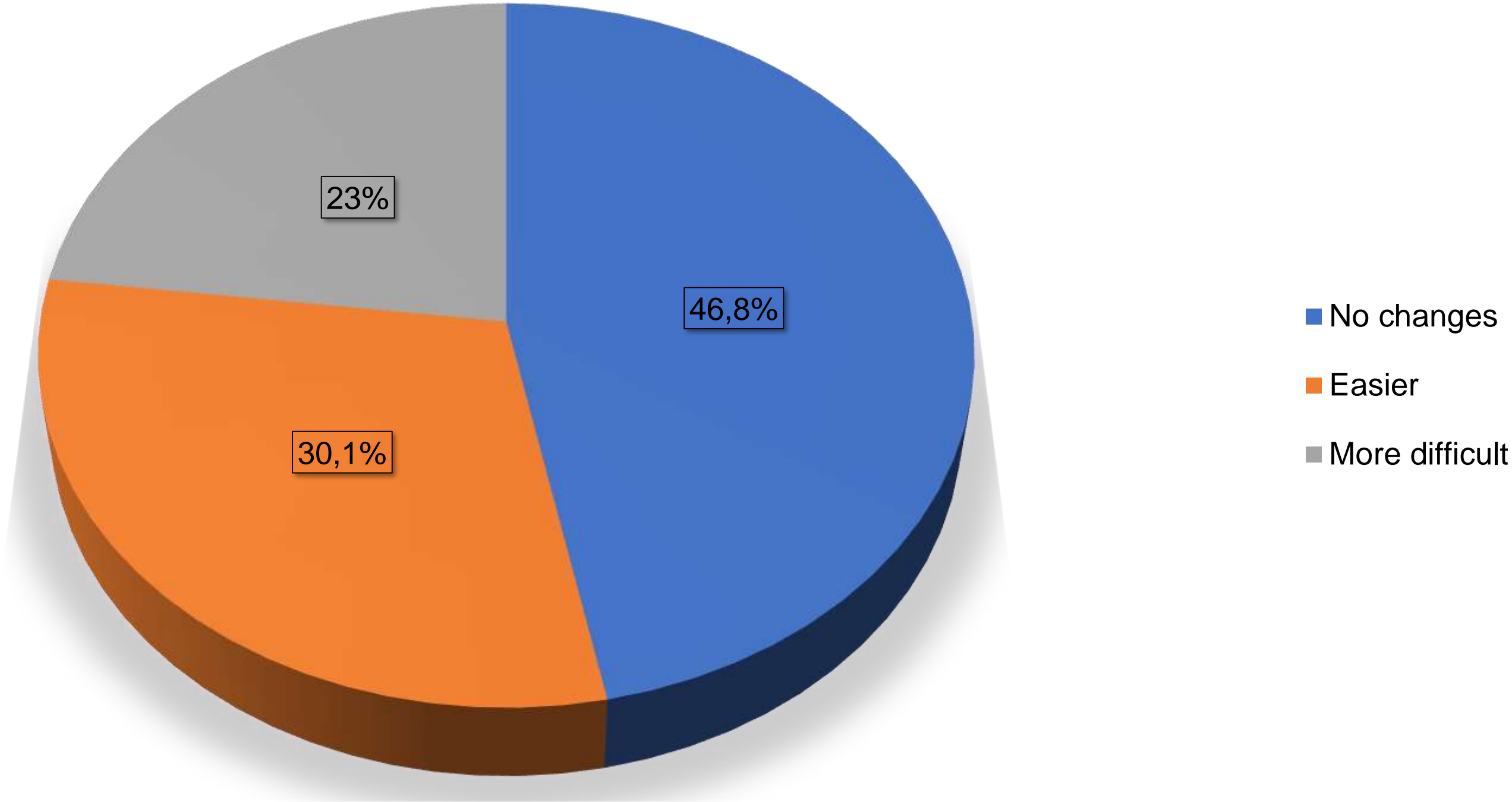# Length of service at the university
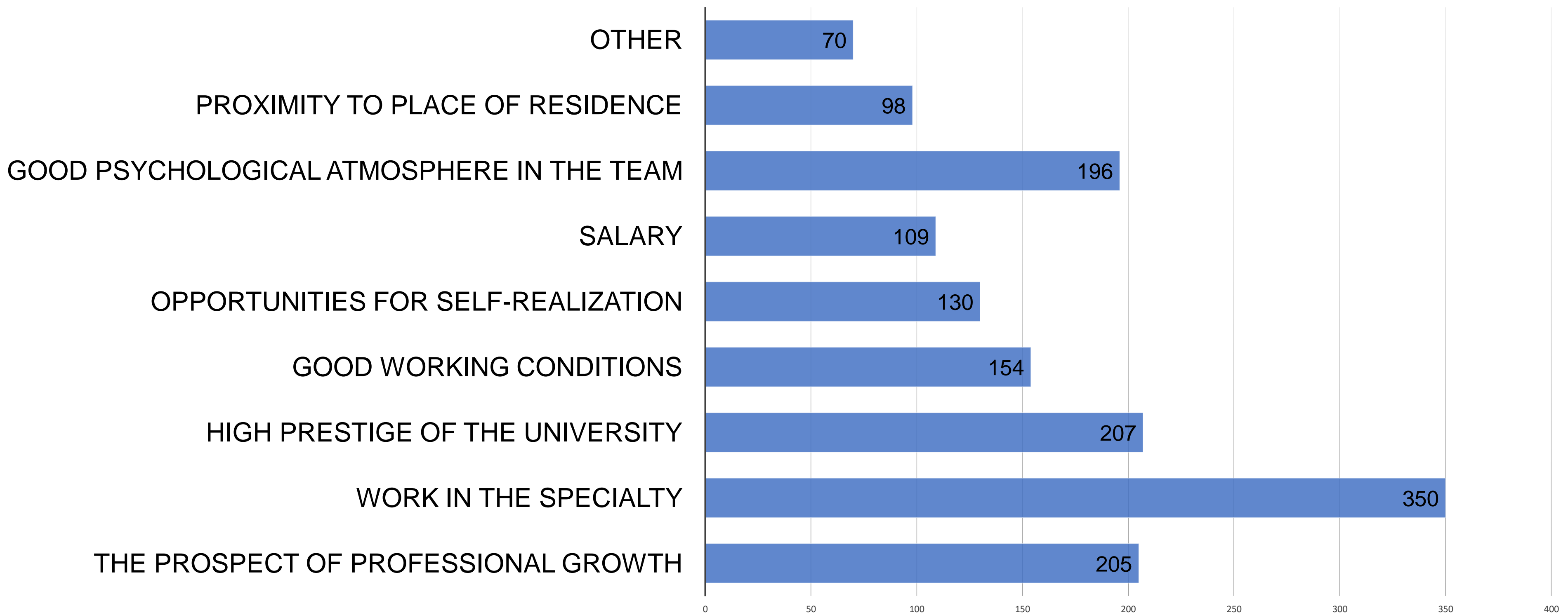
Evaluate the accessibility of information on the university website
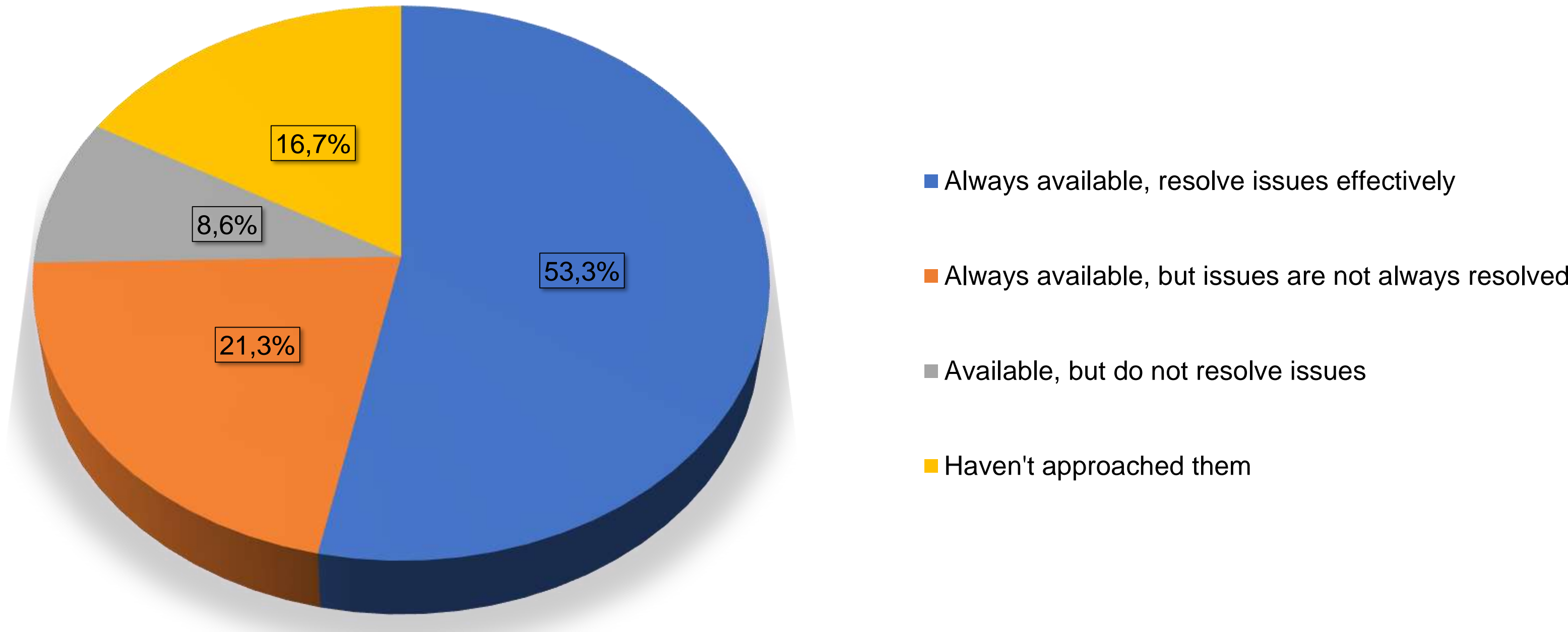
University employee job satisfaction

Changes in university work over recent years

Motivation-enhancing factors

Factor	Value
OTHER	70
PROXIMITY TO PLACE OF RESIDENCE	98
GOOD PSYCHOLOGICAL ATMOSPHERE IN THE TEAM	196
SALARY	109
OPPORTUNITIES FOR SELF-REALIZATION	130
GOOD WORKING CONDITIONS	154
HIGH PRESTIGE OF THE UNIVERSITY	207
WORK IN THE SPECIALTY	350
THE PROSPECT OF PROFESSIONAL GROWTH	205

Effectiveness and availability of management interaction

- ■ Always available, resolve issues effectively
- ■ Always available, but issues are not always resolved
- ■ Available, but do not resolve issues
- ■ Haven't approached them
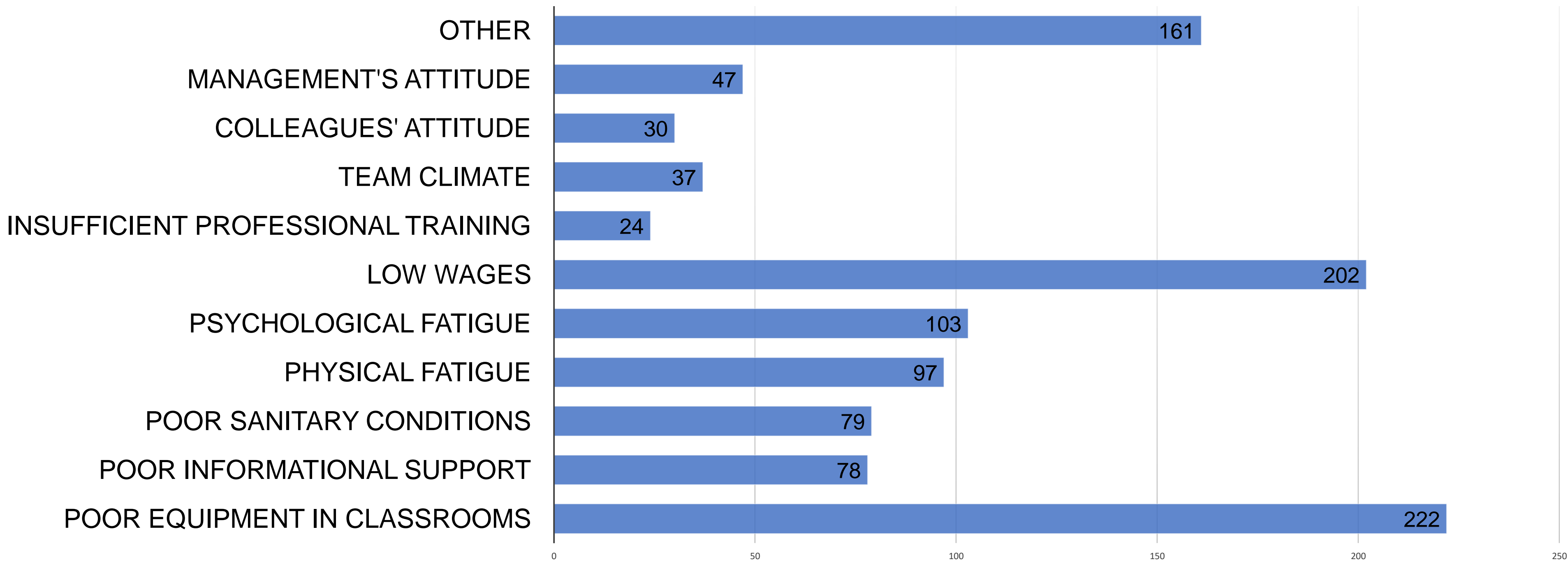
53,3%

21,3%

8,6%
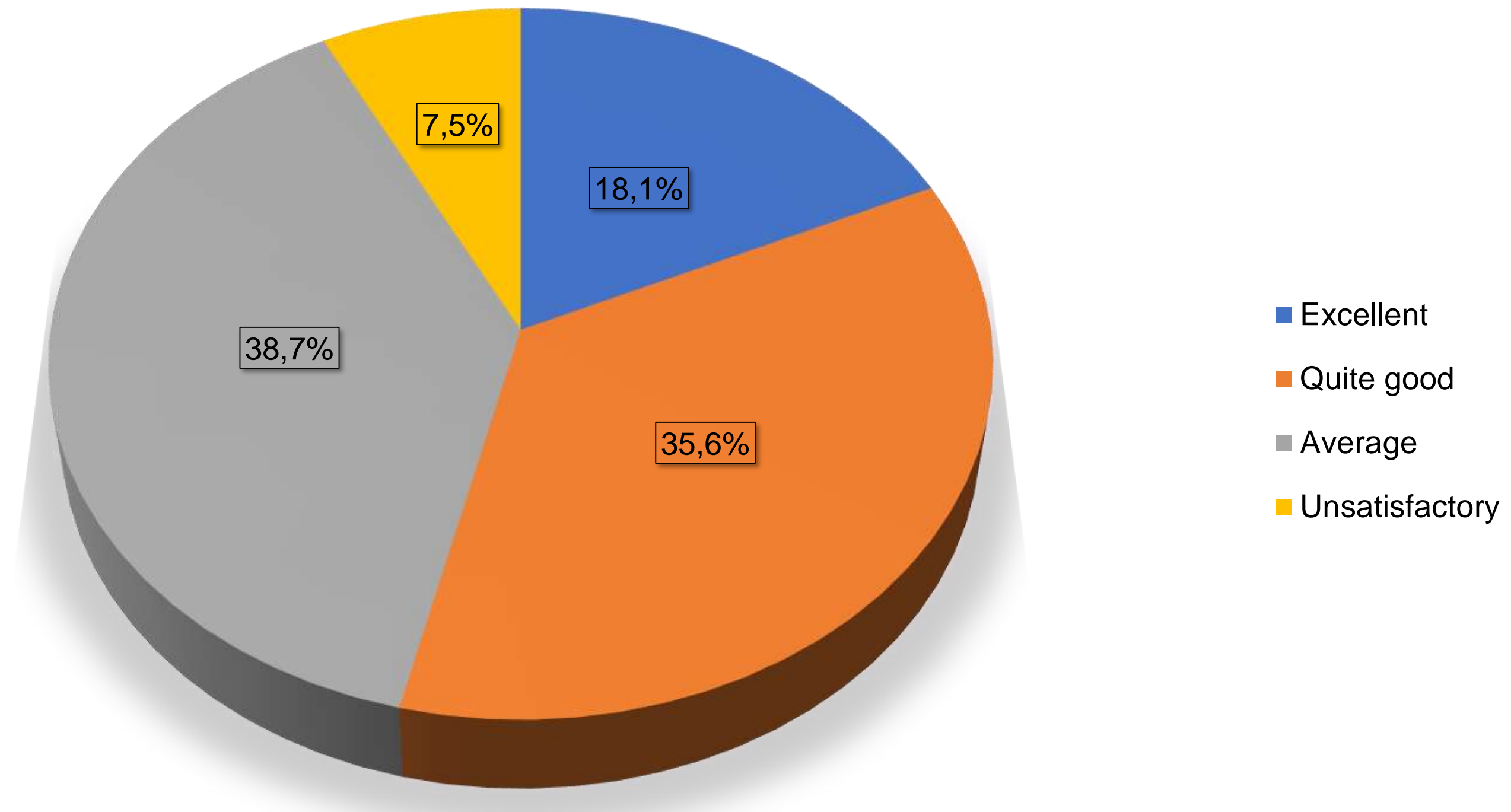
16,7%

Employee intentions to change jobs

- **No, I'm not thinking about changing jobs.**

- **Yes, but only with a significant improvement in working conditions/wages at the new location.**

- **I work at Abai KazNPU due to circumstances, and I plan to change jobs at the first opportunity.**
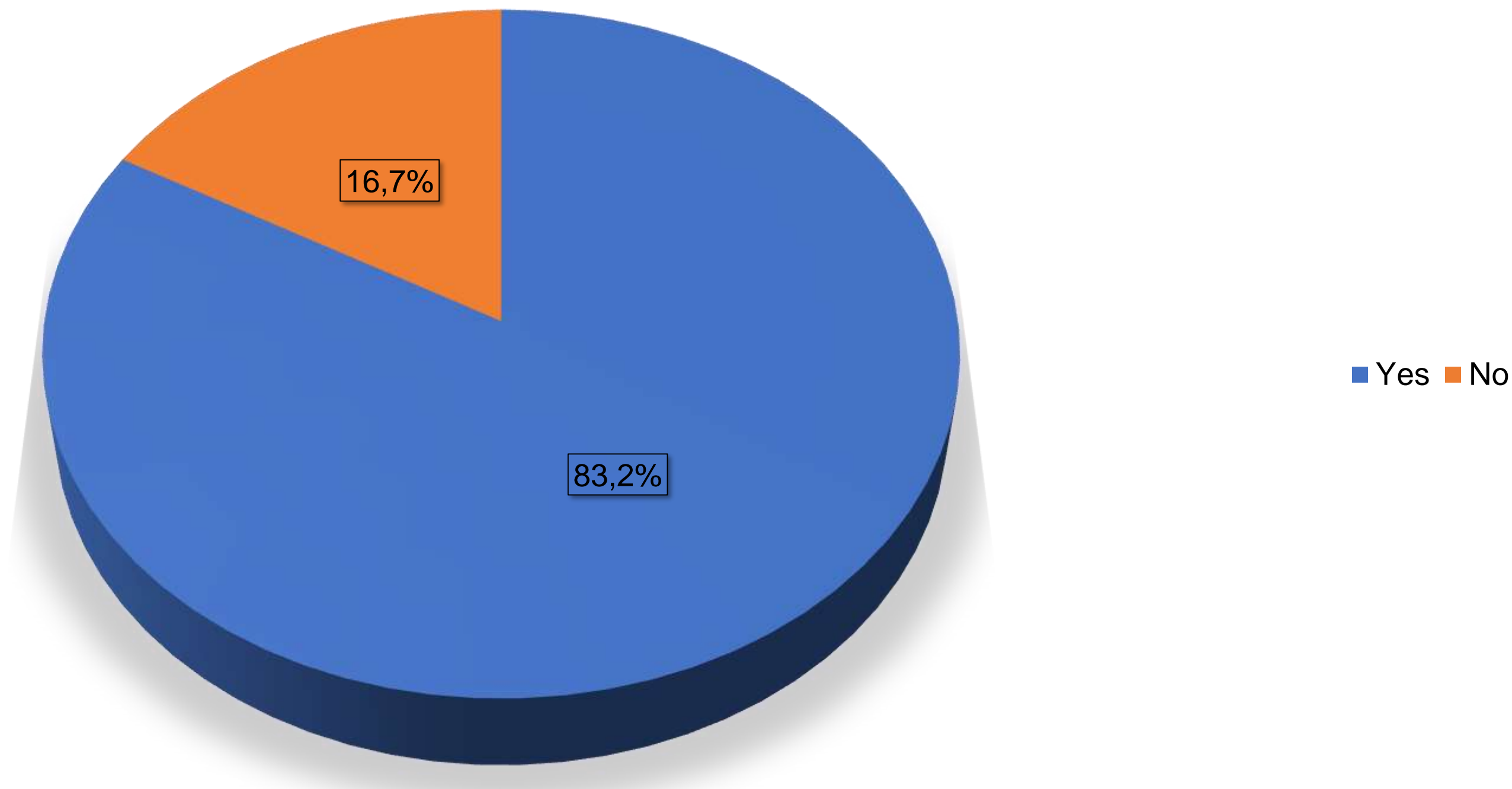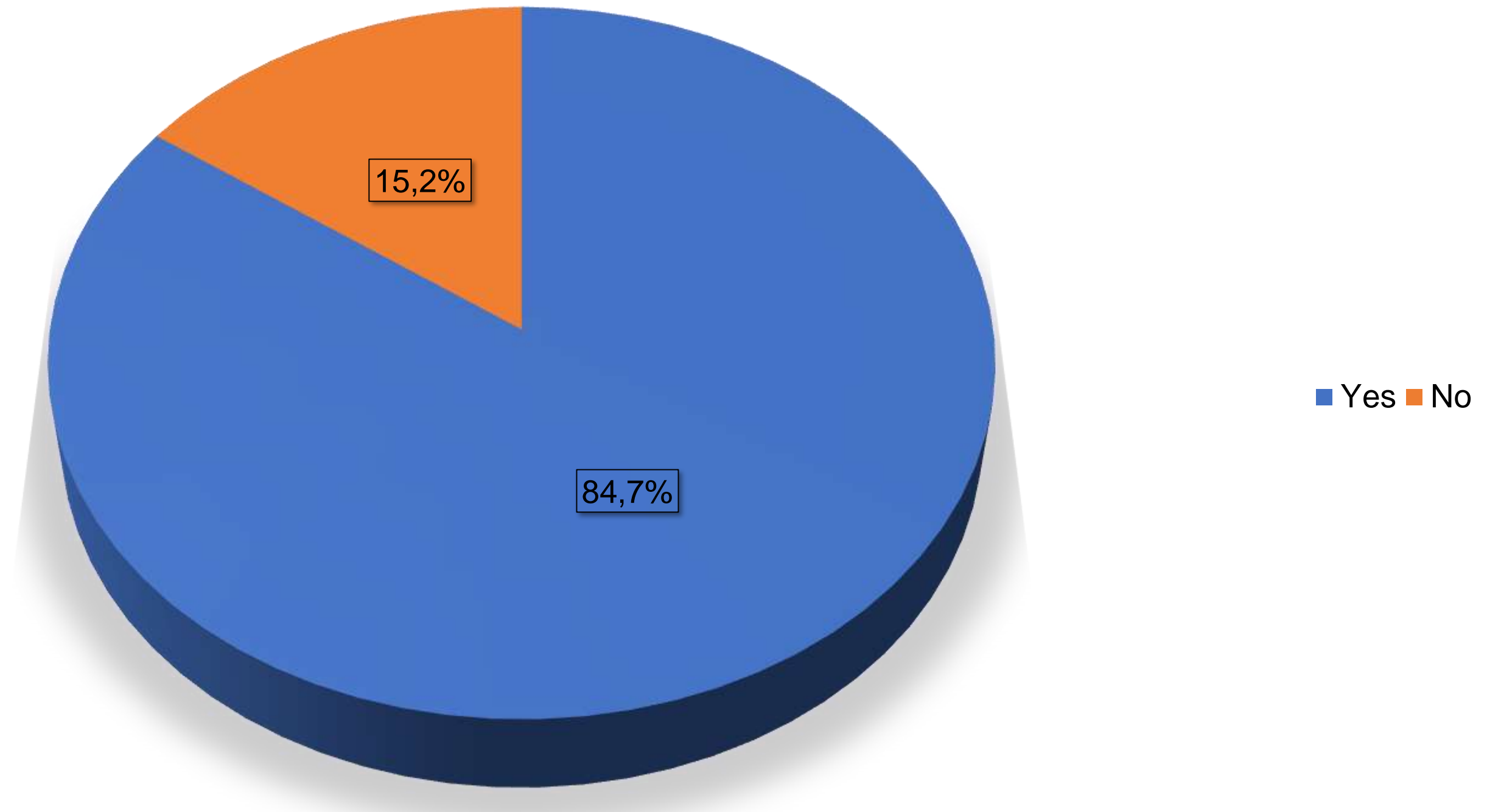
4,4%

21%

74,5%

Key challenges to work efficiency

Evaluation of workplace, classroom, and laboratory facilities

Pie chart legend:
- Excellent — 18,1%
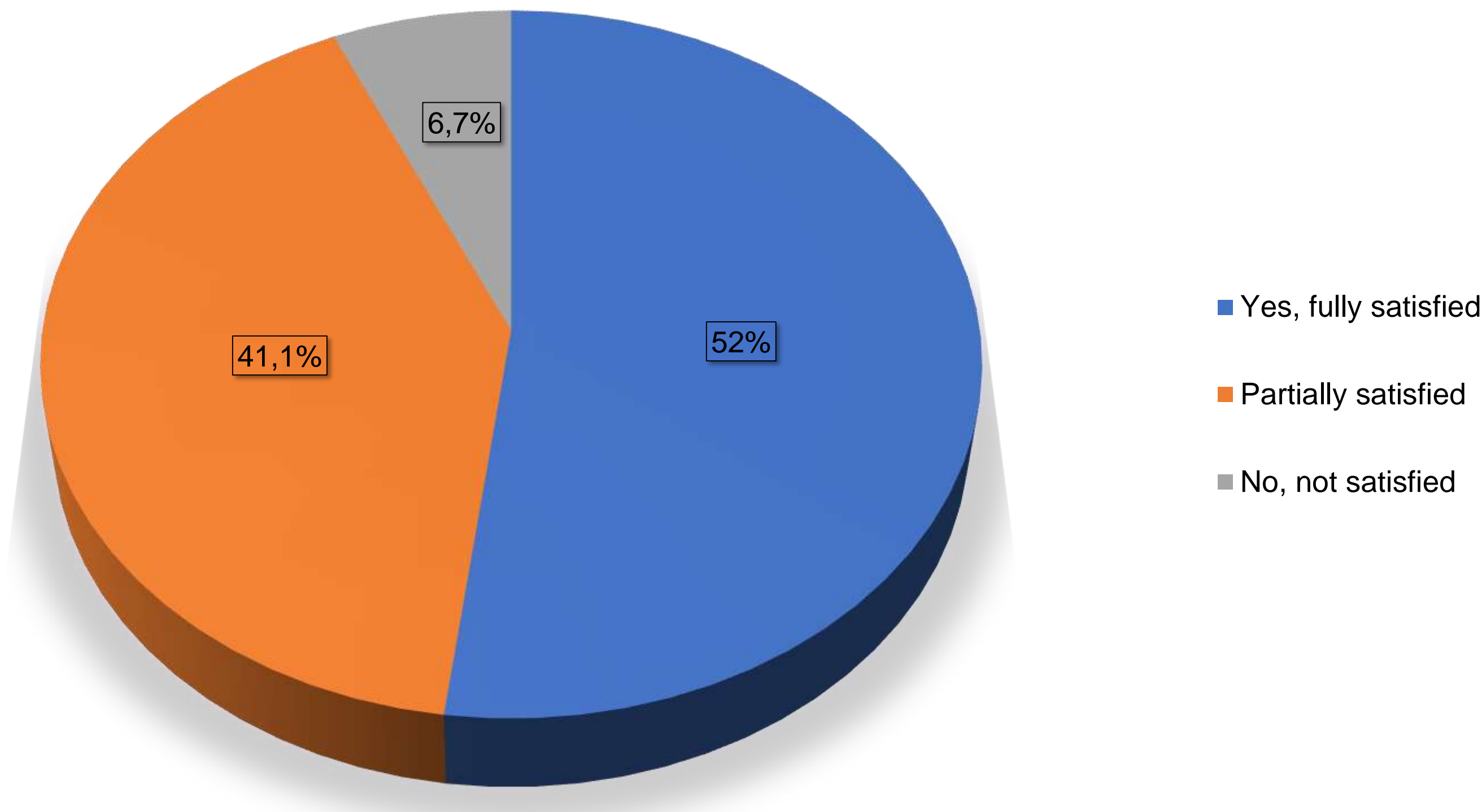- Quite good — 35,6%
- Average — 38,7%
- Unsatisfactory — 7,5%

Accessibility of academic and extracurricular information

Library and reading room collection quality satisfaction

15,2%

84,7%

Yes No

Evaluation of professional growth opportunities

- Yes, fully satisfied
- Partially satisfied
- No, not satisfied

52%

41,1%

6,7%

Workplace relationship satisfaction

2,6%

25,9%

71,4%

- Yes, fully satisfied
- Partially satisfied
- No, not satisfied

Evaluation of the direct supervisor's attitude

- Yes, fully satisfied
- Partially satisfied
- No, not satisfied

74,5%

22,1%

3,3%

Recommendations:

1. Improvement of Internet and Equipment: Ensure stable internet access on every floor and equip classrooms with modern technical resources.

2. Collective Events: Increase the number of collective events to enhance collaboration among employees.

3. Improvement of Working Conditions: Upgrade furniture and office supplies to improve workplace comfort.

4. Professional Growth Opportunities: Increase the number of professional training sessions and career growth opportunities for employees.