



UNIVERSITETI PUBLIK "KADRI ZEKA" UNIVERSITY

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**SUMMARY REPORT ON THE STUDENTS EVALUATION FOR  
THE ADMINISTRATIVE SERVICES AT "KADRI ZEKA"  
UNIVERSITY**

**Academic Development and Quality**

**Office**

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## Table of Contents

Introduction.....	3
1. Research Methodology .....	4
1.1. Research Objectives.....	4
1.2. Research Methods.....	4
2. Research Results .....	5
2.1.Information on the course of research .....	5
2.2.Questionnaire analysis .....	6
2.2.1. Results of students evaluation for the UKZ Administrative Staff	
3. Conclusions and recommendations.....	15

## Introduction

Based on the Regulation on Quality Assurance Procedures, the Quality Assurance Commission (Ref.no.01/380 dt.10/05/2016) has assessed that it is necessary to conduct research on administrative services which are provided to students during their studies at the University "Kadri Zeka".

In this context, we have made a questionnaire based on the services provided to students, the cooperation that students have with the administrative offices within the UKZ, conditions for holding the classes, the supply of the library with the necessary literature, etc.

Through questionnaires, we have measured the accomplishment of the duties and responsibilities of the UKZ administration as well as the functioning of genuine cooperation with students.

# 1. Research methodology

## 1.1. Research Objectives

The objectives of this research are to identify possible problems during the operation of administrative offices and their cooperation with UKZ students, as well as measure the accountability of the Administrative Staff towards student services.

From this research, we have managed to extract values that determine the degree of action of the Administrative Service within their professional engagement in certain areas.

The recommendations from this evaluation will serve the Administrative Staff as well as the senior management of UKZ to reflect on the research findings.

## 1.2. Research methods

The research was conducted mainly through the quantitative method and instruments used to collect and process data.

In cooperation with the Student Parliament, the questionnaire was distributed directly through Google Forms.

Since the participants of the research were the students of the four Faculties, then the distribution of the questionnaire took place in all Academic Units of the University, on March 18-19, 2020.

The questionnaire was open for completion 24 hours (One full day). It is worth emphasising that the research was conducted in complete anonymity.

## 2. Research Results

### 2.1. Information on the course of the research

Within the work of the Academic Development and Quality Office, it is foreseen that in addition to the regular evaluation of the Academic Staff, the students will also evaluate the Administrative Staff, so in cooperation with the Senior Management of UKZ and the Commission for Quality Assurance we have designed the questionnaire according to the Likert Scale, where the student for each statement had to circle 1,2,3,4 or 5 (5 = strongly agree; 4 = agree; 3 = do not know; 2 = disagree; 1 = strongly disagree).

The Student Parliament, consisting of 3 members, was engaged to carry out the research, they were responsible for distributing the questionnaires in all academic units of UKZ, while the Academic Development Office received the completed questionnaires by e-mail.

The third and fourth year students (305 students) and a smaller number of second year students (138 students) filled out the questionnaire.

The Student Group (Student Parliament) assisted the Office for Academic Development in recording the questionnaire data electronically.

With the decision of the Quality Assurance Commission, the evaluation result was submitted to all the heads of the administrative offices of UKZ in electronic form.

The Academic Development and Quality Office has mainly worked on drafting the Self-Evaluation Report and publishing the results in consultation with the Quality Assurance Commission.

## 2.2. Questionnaire analysis

### 2.2.1. Results of students evaluation for the UKZ

#### Administrative Staff

**Figure 1. Participation of UKZ students in the evaluation of the Administrative Staff, according to the Study Programs (Primary, Preschool, Law, Computer Sciences, Banking, Finance and Accounting, Marketing, Management)**

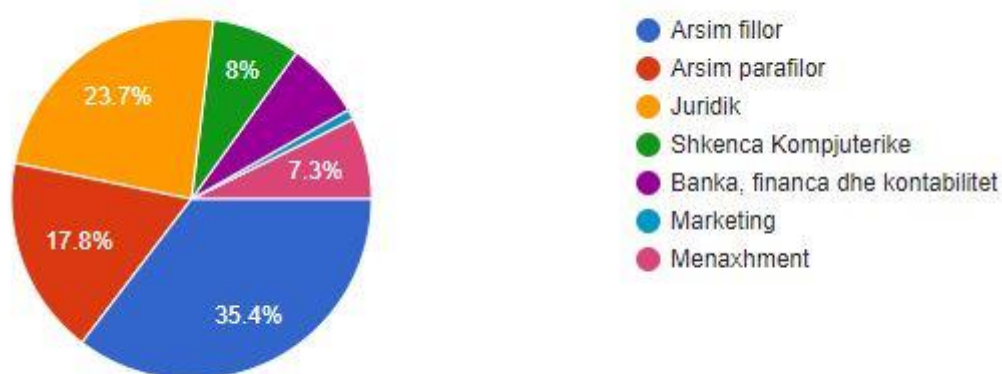


Figure 1 shows the participation of students according to study programs expressed in percentage.

As it can be seen from the percentage, the questionnaire was mostly completed by the students of Education, respectively the primary program with 35.4%, followed by the students of Law with 23.7%.

With a low percentage 17.8% in completing the questionnaire are the students of the Preschool program.

While the students of Computer Sciences 8%, Management 7.3% and Banking Finance and Accounting 6% completed the questionnaire with the lowest percentage.

It is known that the difference in participation is made by the number of students studying in study programs, which is not the same.

**Figure 2. Participation of UKZ students in the evaluation of the Administrative Staff according to the year of study**

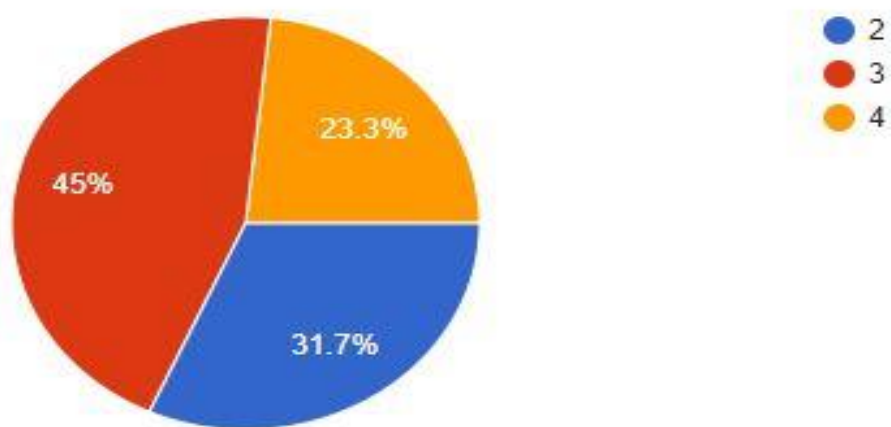
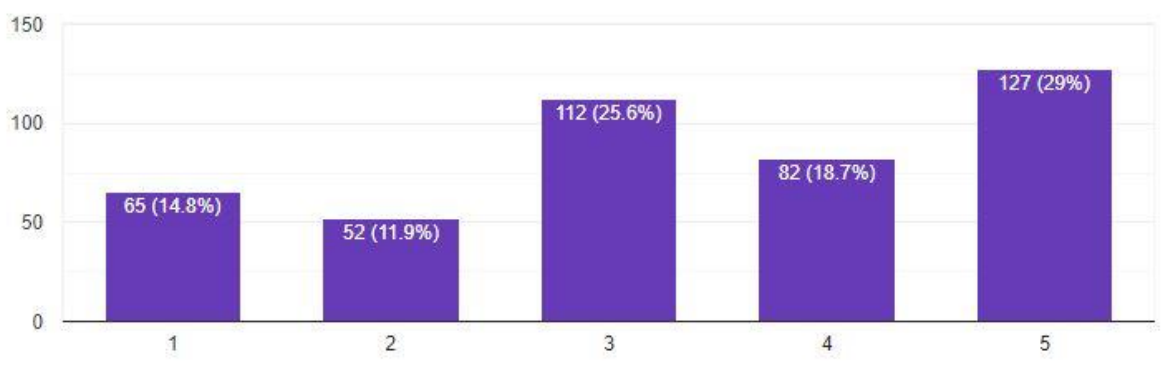


Figure 2 shows the participation of students according to the year of study, in the research participated 31.7% of second year students, 45% of third year students and 23.3% of fourth year students.

**Figure 3. The first statement results of the students evaluation for UKZ Administrative Staff**

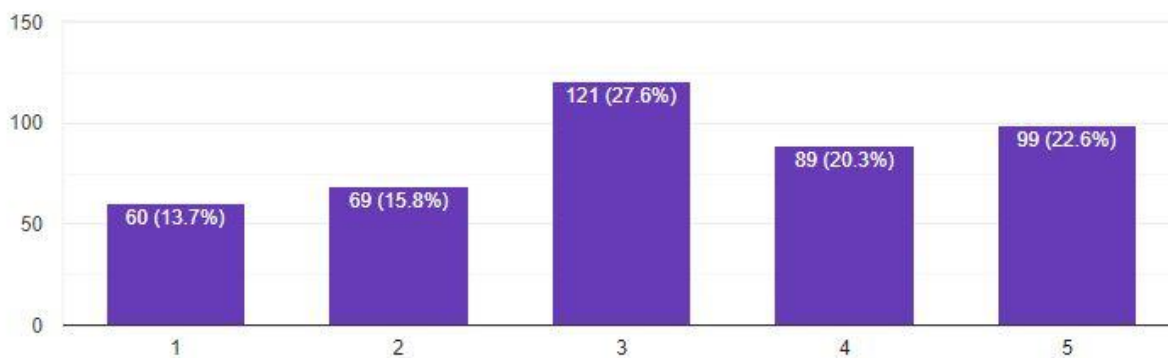
1. The Dean's Office is open to remarks, suggestions and requests from students



In the first statement of the questionnaire: The Dean's Office is open to remarks, suggestions and requests of students, Figure 3 shows that 29% of students answered: I strongly agree, 25.6% answered: I do not know, 18.7% answered: I agree, 11.9% answered: I disagree and 14.8% of students answered: I strongly disagree.

**Figure 4. The second statement results of the students evaluation for UKZ Administrative Staff**

2. The Administrative Offices of the University have proper cooperation with students



Regarding the statement: The Administrative Offices of the University have proper cooperation with students, the results show that 27.6% did not have an opinion on the statement, 89 or 20.3% of students agreed with the above statement, 22.6% or 99 of students strongly agreed, while with a small difference 15.8% of them disagreed and 13.7% strongly disagreed with the above statement.

**Figure 5. The third statement results of the students evaluation for UKZ Administrative Staff**

3. IT staff provides the necessary services

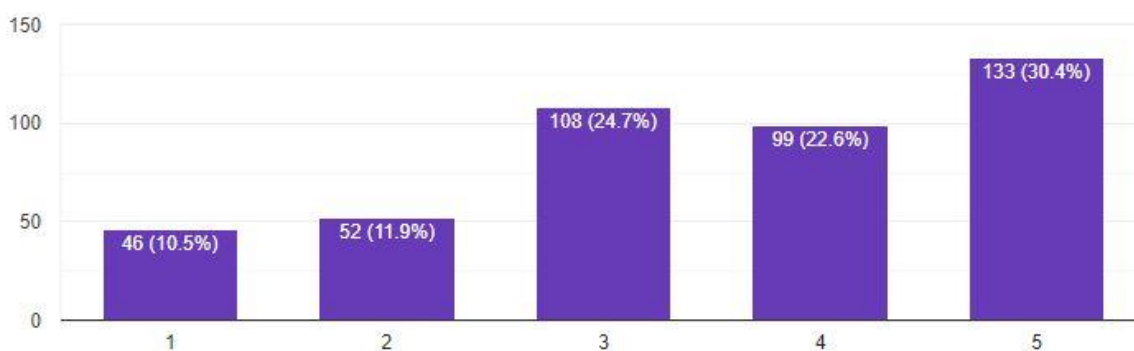
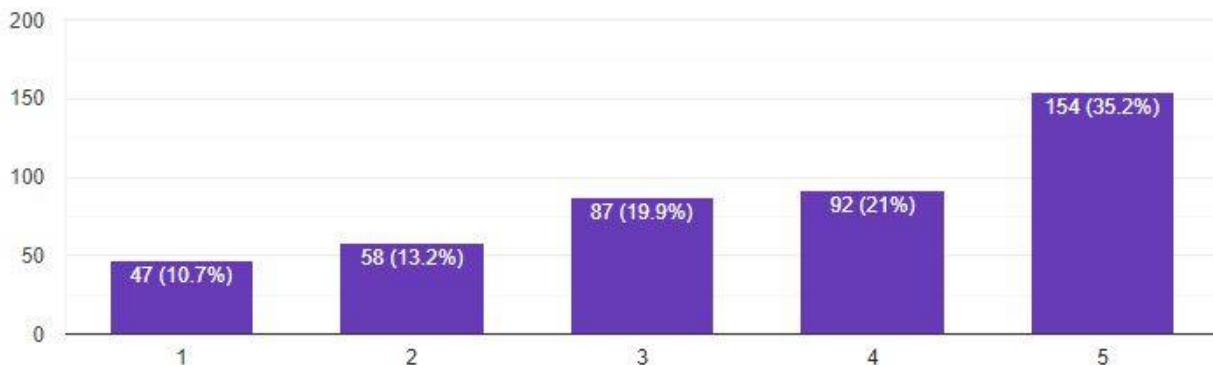


Figure 5 shows the results in percentage from students evaluation. As it can be seen, 24.7% of students are not informed about the necessary services provided by the IT office, 22.6% of them agree with the statement, 30.4% of students strongly agree with the statement that the IT staff provides the necessary services, 11.9% of students disagree with the statement and 10.5% of students strongly disagree with the statement.



**Figure 6. The fourth statement results of the students evaluation for UKZ Administrative Staff**

4. The services of the faculty administration (issuing certificates, submitting exams) are satisfactory



As shown in Figure 6 most students are satisfied with the services of the faculty administration, 35.2% of them strongly agree with the statement, 21% of students agree with the statement, while 19.9% of students have chosen to maintain a neutral stance. A smaller percentage of students expressed their dissatisfaction, where 13.2% of students disagree with the statement and 10.7% of students strongly disagree with the statement.

**Figure 7. The fifth statement results of the students evaluation for UKZ Administrative Staff**

5. Officials respond correctly to student requests

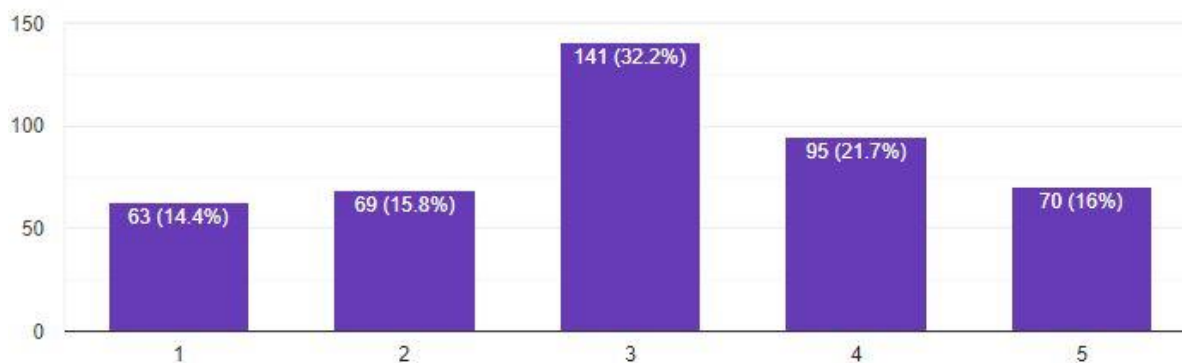
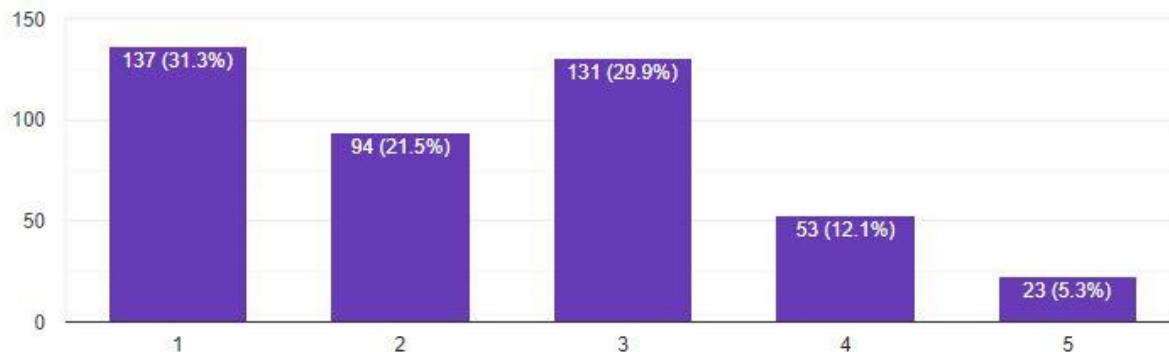


Figure 7 reflects the results of statement 5: Officials respond correctly to student requests about which most students stayed neutral. In a slightly higher percentage, they expressed satisfaction (21.7% agreed and 16% strongly agreed). On the other hand we see that 15.8% disagreed and 14.4% of students strongly disagreed with the aforementioned statement.

**Figure 8. The sixth statement results of the students evaluation for UKZ Administrative Staff**

**6. Classrooms provide the necessary conditions for quality learning**

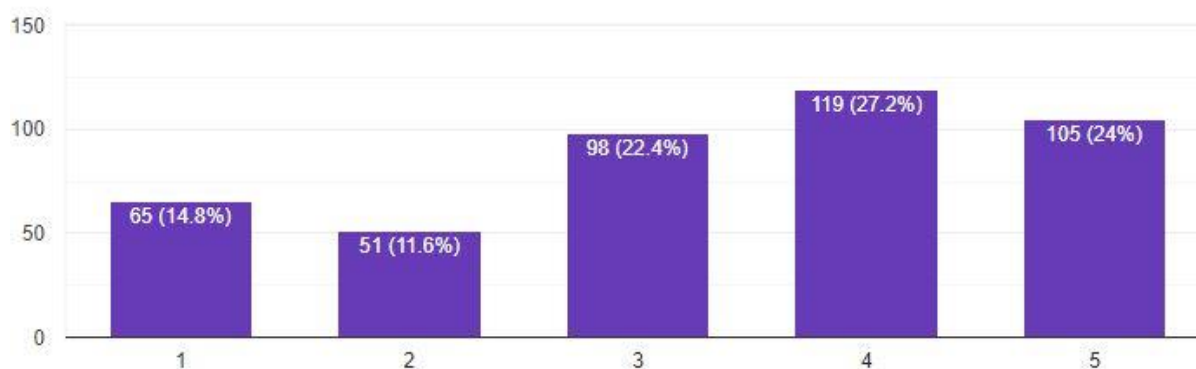


In figure 8 we have the evaluation results of the statement six: Classrooms provide the necessary conditions for quality learning.

According to these results, a high number of students were not satisfied, 31.3% of students strongly disagreed with the statement, 21.5% of them disagreed, and 29.9% did not have an opinion on the statement, while 12.1% agreed, and 5.3% strongly agreed with the statement number 6.

**Figure 9. The seventh statement results of the students evaluation for UKZ Administrative Staff**

**7. The maintenance of university spaces (level of cleanliness) is at the right level**



Regarding the cleanliness of the university building, the results in figure 9 show that students are relatively satisfied. About 24% of students strongly agreed with the statement 7; 27.2% agreed, while 22.4% of students chose to maintain a neutral stance. With a small difference, students express dissatisfaction, 11.6% disagreed and 14.8% of them strongly disagreed.

**Figure 10. The eighth statement results of the students evaluation for UKZ Administrative Staff**

8. The university library is equipped with abundant professional literature

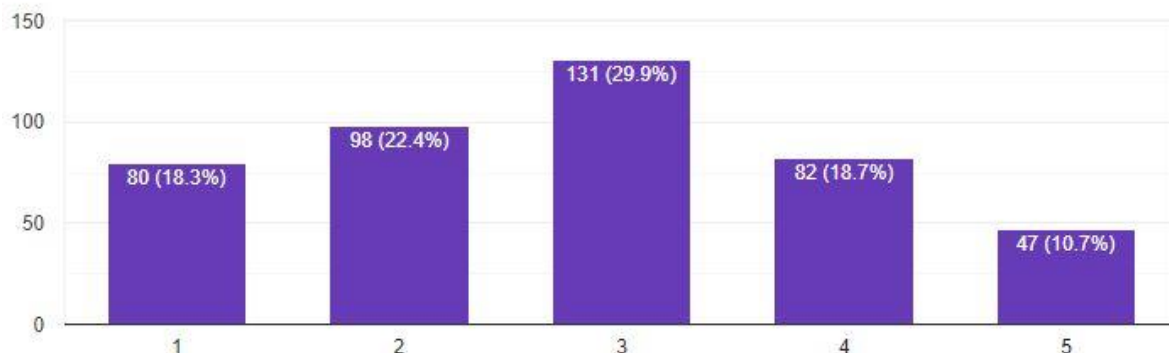


Figure 10 reflects the results of statement eight related to the equipping of the university library with abundant literature.

18.3% and 22.4% of students disagreed, respectively strongly disagreed with statement 8, while 29.9% stayed neutral, 18.7% agreed and 10.7% of surveyed students strongly agreed.

**Figure 11. The ninth statement results of the students evaluation for UKZ Administrative Staff**

9. The Student Parliament is committed to addressing student issues

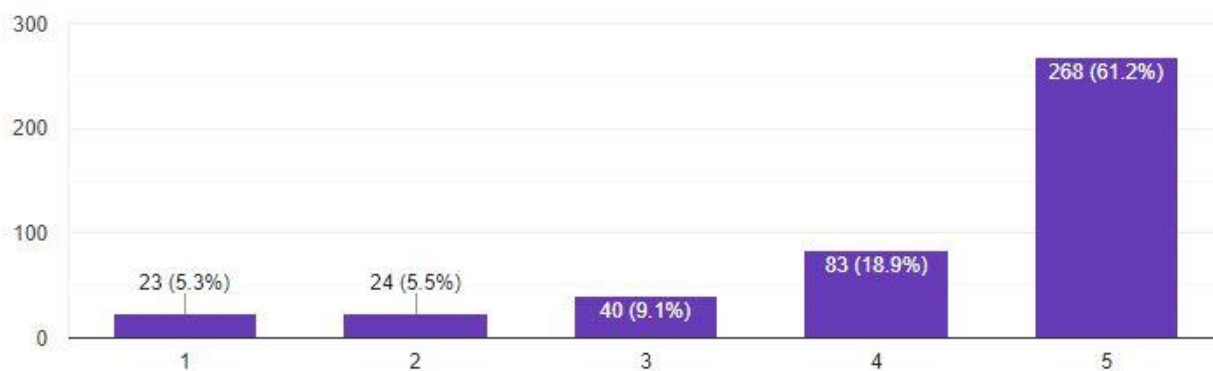


Figure 11 shows the results of statement 9. According to this figure, students in a high percentage are satisfied with their representatives, 61.2% and 18.9% of students agreed, respectively strongly agreed with the statement while 9.1% of them stayed neutral. A small percentage of students expressed their dissatisfaction with their representatives, 5.5% disagreed and 5.3% of students strongly disagreed with the statement.

Table 1 General attitudes of UKZ students in relation to the statements expressed in the questionnaire

Services and Infrastructure		Strongly disagree	Disagree	Do not know	Agree	Strongly agree
Likert scales		1	2	3	4	5
1	The Dean's Office is open to remarks, suggestions and requests from students	3.35				
2	The Administrative Offices of the University have proper cooperation with students	3.22				
3	IT staff provides the necessary services	3.50				
4	The services of the faculty administration (issuing certificates, submitting exams) are satisfactory	3.57				
5	Officials respond correctly to student requests	3.09				
6	Classrooms provide the necessary conditions for quality learning	2.39				
7	The maintenance of university spaces (level of cleanliness) is at the right level	3.34				
8	The university library is equipped with abundant professional literature	2.81				
9	The Student Parliament is committed to addressing student issues	4.25				
10	Overall Average	3.22				

As shown in Table 1, the results expressed in percentage in most cases are not so satisfactory. In the highest percentage, students have expressed their attitudes on the first three Likert scales: I do not know, I disagree, I strongly disagree.

In the table above, the general data of the results are treated, according to them the students are on the average satisfied with the first statement: Dean's office is open to the remarks, suggestions and requests of the students, they have evaluated this statement with an average of 3.35 out of 5 maximum.

Also with a smaller difference in the average (3.22) students were less satisfied with the administrative offices, regarding the cooperation with students (statement 2)

Students have not maintained a good attitude to the statement 6 as well, for the classrooms which do not offer favorable conditions for quality learning. Students have evaluated the statement with an average of 2.39.

With an approximate average, students have also expressed their dissatisfaction on the equipping of the university library with abundant professional literature in statement 8, average 2.81.

An increase in the rating scale can be seen in statement 3, where students are on the average satisfied with the IT office, which provides them with the necessary services. The rating scale is 3.50.

There is a good result in statement 4, average 3.57 and statement 5 with a slight decrease in the average 3.09 where students evaluate satisfactorily the services which are provided to them through administrative service officials in the faculties where they study.

The maintenance of the university spaces (level of cleanliness) is also evaluated satisfactorily (statement 7, average 3.34).

It is worth emphasizing that students are quite satisfied with their representatives. Regarding the addressing of students issues by the Student Parliament, students have given the highest grade, with the rating scale 4.25.

According to the results data, the overall average of the students' evaluation is 3.22.

## 2. Conclusions and recommendations

Based on the data of this research as well as the general analysis of the results, it can be concluded that the students of UKZ, to a relatively high extent, are satisfied with the services provided by the University administration, this is confirmed by the overall average which is 3.22.

As it can be seen, the attitudes of students expressed towards administrative services, by all UKZ students, are almost approximate with some slight difference in percentage. Except in statements 6 and 8 where the rating scale is lower. According to the results, the classrooms in which students learn are not in good condition (Average 2.39). There is not a good result in the attitude of students regarding the lack of abundant literature in the university library (Average 2.81). Student representation regarding the addressing of issues through the Student Parliament was evaluated with a significantly higher margin. The average of the students' evaluation is 4.25.

From the results of this research, it can be concluded that the tasks and responsibilities of the offices that cooperate within the university, among others, are realized in full coordination with the needs of students. The continuous communication of the Administration with students, with the purpose of creating appropriate conditions in the realization of common objectives remains a key factor in raising the quality in UKZ.

Therefore, it is recommended:

- To have permanent supervision of the classrooms in order to avoid possible damages and irregularities for the smooth running of the learning process.
- To have a regular supply of the library with the appropriate literature for all students of all study programs at UKZ.

- To organize trainings for student service officials from the administrative staff regarding work ethic.
- That deans of academic units make regular appointments for meeting with students who need to be contacted.
- To have regular supervision in order to increase the level of cleanliness maintenance in UKZ spaces.
- That the cooperation between the Administration officials and UKZ students should be increased.