



UNIVERSITETI PUBLIK “KADRI ZEKA” UNIVERSITY

Zija Shemsiu pn., 60000, Gjilan Republika e
Kosovës www.uni-gjilan.net
tel: 0280390112

**SUMMARY REPORT ON STUDENT EVALUATION OF SERVICES PROVIDED TO
STUDENTS AT "KADRI ZEKA" UNIVERSITY ACADEMIC YEAR 2022-2023**

Table of Contents

1. Introduction.....	3
2. Research Methodology	4
2.1 Purpose of the Research	4
2.2 Research methods	4
3. Research Results	4
3.1 Information about the research	4
3.2 Questionnaire analysis.....	5
3.2.1 The results of the evaluation of the Administrative Staff of UKZ by the students	5
4. Conclusions and Recommendations.....	6

1. Introduction

Based on the regulation for Quality Assurance and Evaluation (Ref. no. 01/2280 dt. 21/12/2020) as well as relying on the Annual Calendar for Quality Assurance at UKZ, the Quality and Evaluation Supervisory Council has concluded that it is necessary to carry out a research related to the administrative services offered to students during their studies at "Kadri Zeka" University.

In the framework of this, we have drafted a questionnaire based on the services offered to students, the cooperation that students have with the administrative officials within UKZ, the conditions of teaching, the supply of the library with necessary literature, etc.

By means of questionnaires, we have measured the fulfillment of the tasks and responsibilities of the UKZ administration, as well as the functioning of genuine cooperation with students.

2. Research Methodology

2.1 Purpose of the Research

The purpose of this research has to do with the identification of possible problems during the operation of administrative offices and their cooperation with UKZ students, as well as measuring the responsibility of the Administrative Staff towards student services.

From this research, we managed to derive values that determine the level of action of the Administrative Service within their professional commitment in certain fields.

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

2.2 Research methods

The research was carried out mainly through the quantitative method and instruments that are in function of data collection and processing.

In the framework of this, we published the questionnaire on the SMU platform, this time combined with open questions, to have the opportunity for students to reflect on the performance of officials from the UKZ administration.

Questionnaires were placed in SMU during the period of submission of exams for the summer semester 2022/2023, and their completion was also done during this time frame.

It is worth noting that the research was carried out in complete anonymity.

3. Research Results

3.1 Information about the research

In the framework of the work of the Office for Academic Development and Quality (ZZHA), it is foreseen that, in addition to the regular evaluation of the Academic Staff, on the part of the students, the evaluation of the Administrative Staff will also be done, so in cooperation with the Senior Management of UKZ as and the Council for Quality Supervision and Evaluation (KMCV) we designed the questionnaire according to the Likert scale, where the student for each statement had to circle 1,2,3,4 or 5 (5=completely agree; 4=agree; 3=no I know; 2=disagree; 1=strongly disagree). By decision of the KMCV, all the leaders of the administrative offices of the UKZ should be given the evaluation result, in electronic form.

All students who took the exams in the April term have completed the questionnaires. The registration of questionnaires in electronic form was done by the Office for Academic Development and Quality. 4

The Office for Academic Development and Quality worked mainly for the drafting of the Evaluation Report and the publication, in consultation with the KMCV.

3.2 Questionnaire analysis

3.2.1 The results of the evaluation of the Administrative Staff of UKZ by the students

Table number 1 shows the results of the assessment of the administrative staff by the students, expressed as an average. As can be seen in the table, the students expressed their satisfaction with the findings of the questionnaire, the average rating scale is from the lowest 4.21 to the highest 4.45.

In finding 3 that "IT officials show good behavior and proper cooperation in relation to students" we see a rating of 4.45, which is the highest rating in relation to other findings. We see a slightly lower assessment in finding 2 that "Student Service officials show good behavior and proper cooperation in relation to students" with an average of 4.36 followed by finding 2 with a rating scale of 4.30 where the students are less satisfied with the assertion that "the Administrative Offices of the University have the appropriate cooperation with students". With an approximate rating scale, students express their attitude regarding the statement that "Officials respond correctly to students' requests" 4.29, as well as statement 4 "The administration accepts and completes the documentation of students in time for exams, graduations and other requests" (decisions, certifications, certificates, semesters, etc.)" students rate with an average of 4.27. With the finding that "The maintenance of the university spaces (level of cleanliness) is at the right level" the majority of students agreed, evaluating it with an average of 4.24 until in statement 7 that "The university library meets the demands of students in providing the necessary literature" we see a slightly lower rating, with an average of around 4.21.

According to tabular data, the overall average of the evaluation results of Administrative Services is 4.30.

In the open question "Do you have any suggestions for improving the work of the administration"? and as well as: "Additional comment about the duties of the administration officials about fulfilling your requests", out of 1316 respondents, over 1000 students have a positive attitude towards the approach of student services officials. The majority express their satisfaction and praise their work with numerous comments such as: "Administration officials fulfill all our requests, they are very polite, perform their tasks correctly and quickly", "Administration officials have the duty to handle requests and questions in a fair and quick manner. They are ready to provide information and support regarding administrative processes and procedures, as well as help us solve any problems that may be encountered." On the other hand, a small number of students (around 30) express less satisfaction with administrative services, demanding that officials be more correct and responsible in performing their duties.

Table 1. Results of evaluation of administrative staff by students

ADMISSIONS		
1	The administrative offices of the University have the cooperation of properly with students	4.30
2	Student Service Officers demonstrate good behavior and proper cooperation in relation to students	4.36
3	IT officials demonstrate good behavior and cooperation appropriate in relation to students	4.45
4	The administration accepts and completes the documentation of students in time for exams, graduations and other requirements (decisions, certifications, certificates, sems etc.)	4.27
5	The officials respond correctly to the students' requests	4.29
6	Maintenance of university spaces (level of cleanliness) is at the right level	4.24
7	The university library fulfills the demands of students in providing the necessary literature	4.21
	Overall average	4.30

4. Conclusions and Recommendations

The data of this research as well as the general analysis of the results brings us to the conclusion that a significant number of surveyed students of UKZ are satisfied with the services offered by the University administration, this is confirmed by the general average of which is above 4, and which marks an increase from last year's research.

As can be seen, the attitudes of students expressed towards administrative services, by the students of UKZ, are almost approximate with a small difference in percentage. Except for findings 4, 6 and 7, where the assessment rate is lower than in the other findings.

The results speak of a positive attitude of students towards administrative services, with special emphasis on good behavior and cooperation with students from the IT Office, which has been evaluated with the highest average in contrast to other statements (4.45).

While less satisfied students have expressed themselves in the statement that the university library meets the demands of students in providing the necessary literature (4.21).

From the results of this research, we can conclude that the duties and responsibilities of the offices that cooperate within the university, among others, are carried out in full coordination with the needs of the students. The continuous communication of the Administration with the student, with purpose of creating suitable conditions in the realization of common objectives 6 remains an important factor in raising the quality in UKZ.

Therefore, our recommendations are:

- To have a regular supply of the library with the appropriate literature for all students of all study programs in UKZ in order to fulfill the demands of students for the highest quality studies.
- To increase the level of maintenance of university spaces by improving cleaning services by technical workers.
- To further raise the responsibility of student service officials in the preparation of student documentation during the exam period, graduation and other requests by offering the highest quality services to students
- To increase the cooperation of officials with students by offering correct cooperation in their requests.