NATIONAL UNIVERSITY OF HO CHI MINH CITY Template 05; Code:……………………

**UNIVERSITY OF ECONOMICS AND LAW**

**SURVEY QUESTIONNAIRE**

**ABOUT MANAGING AND SERVICE QUALITY OF ADMINISTRATIONS**

(For Lecturers)

Dear Lecturers,

University of Economics and Law have collected ideas from cadres, lecturers, profesionals and staffs about managing and service quality ofAdministrations. The target of this survey is to improve the managing and service quality of related units. From your objective ideas, we have more information, basis and solution to improve the quality of management and service.

**I. INFORMATION EVALUATION**

**I.1. Level of contact Administrations through working time at University** (tick X on selected box):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No. | Name of Units | Symbol | Never | Seldom | Often |
| 1 | Office of Personnel and Administration | TC-HC |  |  |  |
| 2 | Office of Academic and Student Affairs | ĐT |  |  |  |
| 3 | Office of Finance and Planning | KHTC |  |  |  |
| 4 | Office of Political Affairs | CTCT |  |  |  |
| 5 | Office of Scientific Management and Postgraduate Program | SĐH |  |  |  |
| 6 | Office of Facility Management | QTTB |  |  |  |
| 7 | Office of International Relations | HTQT |  |  |  |
| 8 | Office of Educational Testing and Quality Assurance | ĐBCL |  |  |  |
| 9 | Department of Legal Affairs | TTHC |  |  |  |

**I.2. Feedback level of agreement about below statements by marking from 1 to 5:**

1.Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

**In case you don’t have enough information to feedback any criteria, please ignore it.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Section 1: Organization and work procedure** | **TC-HC** | **ĐT** | **KHTC** | **CTCT** | **SĐH** | **QTTB** | **HTQT** | **ĐBCL** | **TTHC** |
| 1 | Office performs all its function |  |  |  |  |  |  |  |  |  |
| 2 | Office’s work procedure is published on the web |  |  |  |  |  |  |  |  |  |
| 3 | Office performs work with the right procedure |  |  |  |  |  |  |  |  |  |
| 4 | Office’s work procedure is convenient for you |  |  |  |  |  |  |  |  |  |
| 5 | Professional does the right duty and responsibility |  |  |  |  |  |  |  |  |  |
|  | **Section 2: Attitude and work effect of professional** | **TC-HC** | **ĐT** | **KHTC** | **CTCT** | **SĐH** | **QTTB** | **HTQT** | **ĐBCL** | **TTHC** |
| 6 | Professional has righteous attitude through contacting |  |  |  |  |  |  |  |  |  |
| 7 | Professional guides, solves problem conscientiously |  |  |  |  |  |  |  |  |  |
| 8 | Professional works punctually |  |  |  |  |  |  |  |  |  |
| 9 | Professional‘s work solution effect meets the requirement |  |  |  |  |  |  |  |  |  |
|  | **Idea about the quality of management and service** | **TC-HC** | **ĐT** | **KHTC** | **CTCT** | **SĐH** | **QTTB** | **HTQT** | **ĐBCL** | **TTHC** |
| 10 | You evaluates highly about managing effect of unit |  |  |  |  |  |  |  |  |  |
| 11 | You are pleased with service quality of unit |  |  |  |  |  |  |  |  |  |
| 12 | You evaluates highly about the distribution of unit for University’s development |  |  |  |  |  |  |  |  |  |

1. **OTHER IDEA**
2. In your opinion, what can Administrations do to improve managing and service quality (specific unit)?

1. Other idea for University:

1. **PERSONAL INFORMATION (**Note:Tick X on selected circle**)**

1. Gender: O *Male O Female*

2. The work seniority at University: O *Less than 3 years O from 3 years to 5 years O Over 5 years*

3. You can update our information with (you can choose more than one item):

O Information from the board of Faculty/ Office O University’s Website O University’s Email O Colleague

 Others (write clearly): ……..........................................................

Write your name (not nessary)…………………………………….

**Thank you for your cooperation!**