



T.C.
YAŞAR UNIVERSITY
EMPLOYEE SATISFACTION QUESTIONNAIRE

Dear Employee,

With this questionnaire, we aim to measure the satisfaction levels of all our employees regarding the processes and services at our university.

This questionnaire does not ask for any information about your identity. The 6-digit passwords you use to access the questionnaire are generated randomly. The results obtained from the study will be used to improve employee satisfaction. Participation in the questionnaire is on a voluntary basis.

Thanks for your participation and contribution.

- I do not want to participate in the questionnaire. ()

Could you briefly state below your reason for not participating in the questionnaire?

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Gender:

Female ()
Male ()

Type of Staff Employed:

Administrative ()
Academic ()

Age:

18-29 ()
30-44 ()
45-54 ()
55+ ()

You have been working at Yaşar University for:

0-4 years ()
5-9 years ()
10+ years ()

For the Academic Staff:

Faculty Member ()
Lecturer ()
Research Assistant ()

For the Administrative Staff:

Management Staff (Chief/Assistant Director, Director and higher) ()
Other Administrative Personnel ()

INFORMATION CONCERNING THE QUESTIONNAIRE

The questionnaire consists of two parts. The first part **(A)** has seven sub-sections, which cover questions about the sub-section title. Please answer the questions in this section by rating them between **1 (strongly disagree)** and **5 (strongly agree)** as follows, and please select the option that reflects your opinion.

- **1 Strongly disagree**
- **2 Disagree**
- **3 Neither agree nor disagree**
- **4 Agree**
- **5 Strongly agree**

In the second part of the questionnaire **(B)**, there are open-ended questions, which you can share your opinions and thoughts.

The answers will be evaluated in accordance with the measurement method determined for the study, and the results will be shared with the employees.

It is important for the success of the study that your answers to the questionnaire reflect your personal and true opinions. If you encounter a question that bothers you, you can skip it.

Thanks for your Valuable Contributions.

QUESTIONS**A. SECTION I:**

Answer the questions in this section by rating them between **1 (strongly disagree)** and **5 (strongly agree)** in accordance with the explanation below, and please select the option that reflects your opinion.

CORPORATE GOVERNANCE	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1. Yaşar University shares with its employees the policies and objectives it pursues.	1	2	3	4	5
2. Yaşar University is corporate.	1	2	3	4	5
3. Yaşar University is a reputable and well-known institution.	1	2	3	4	5
4. I can access information about regulations, directives and codes of practice at Yaşar University.	1	2	3	4	5
5. Yaşar University is an institution without strict bureaucratic rules and procedures.	1	2	3	4	5
6. In general, I am content to be working at Yaşar University.	1	2	3	4	5
7. Yaşar University communicates effectively with its employees.	1	2	3	4	5
8. "Business Ethics" at Yaşar University is a common value shared by employees and management.	1	2	3	4	5
9. Yaşar University acts fairly in practices and decisions regarding employees.	1	2	3	4	5
10. Yaşar University shares with its employees the results and achievements yielded by its strategy and goals.	1	2	3	4	5
11. Yaşar University has an innovative management approach.	1	2	3	4	5
12. Yaşar University treats its employees equally without discrimination (religion, language, race, gender, seniority, age, etc.).	1	2	3	4	5
13. Yaşar University is sensitive to the problems and needs of its employees.	1	2	3	4	5

THE SENIOR ADMINISTRATOR	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
14. My superior supports my personal and professional development.	1	2	3	4	5
15. My superior values teamwork.	1	2	3	4	5
16. Necessary information about my job description was supplied by my superior.	1	2	3	4	5
17. My superior evaluates my job performance and provides feedback.	1	2	3	4	5
18. My superior is open to the ideas and suggestions of employees about business processes.	1	2	3	4	5
19. My superior treats his/her employees fairly.	1	2	3	4	5
20. My superior is sensitive to the problems and needs of the employees.	1	2	3	4	5
21. I do not feel anxious when communicating with my superior.	1	2	3	4	5
WORK and WORKING ENVIRONMENT	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
22. I am peaceful and happy in the working environment at Yaşar University.	1	2	3	4	5
23. I am fully aware of my job, duties, and responsibilities.	1	2	3	4	5
24. I believe that the work I do is meaningful for Yaşar University.	1	2	3	4	5
25. I am able to access the necessary information and resources to do my job well.	1	2	3	4	5
COMMUNICATION and TEAMWORK	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
26. Shared information/communication among employees at Yaşar University is sufficient.	1	2	3	4	5
27. At Yaşar University, teamwork between departments is considered significant.	1	2	3	4	5
28. At Yaşar University, business processes among units are carried out in cooperation and support.	1	2	3	4	5
29. In-house information channels and communication tools (internal correspondence, e-mail use, digital board, social media, etc.) are used effectively at Yaşar University.	1	2	3	4	5

EMPLOYEE DEVELOPMENT and MOTIVATION	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
30. At Yaşar University, employees are encouraged to participate in training and seminars for professional, institutional, and personal development.	1	2	3	4	5
31. I believe that I have improved myself while working at Yaşar University.	1	2	3	4	5
32. At Yaşar University, social events (foundation anniversary, concerts, celebrations, etc.) are sufficient to increase employees' sense of belonging.	1	2	3	4	5
33. At Yaşar University, administrative/academic appointments and promotions are based on merit.	1	2	3	4	5
WAGES POLICY and BENEFITS	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
34. A fair wage policy is applied at Yaşar University.	1	2	3	4	5
35. Yaşar University's wage policy is compatible with current market conditions.	1	2	3	4	5
36. I am financially recompensed for the work I do at Yaşar University.	1	2	3	4	5
37. At Yaşar University, fringe benefits (supplementary health insurance, publication incentive awards, etc.) are sufficient.	1	2	3	4	5
OPPORTUNITIES and SERVICES ON CAMPUS	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
38. At Yaşar University, the computers, equipment, tools and materials allocated to the employee are sufficient.	1	2	3	4	5
39. Information processing systems and technological infrastructure of Yaşar University are sufficient.	1	2	3	4	5
40. I am satisfied with the digital security measures (drive access, cloud, portable memory, etc.) at Yaşar University.	1	2	3	4	5
41. Sports activities at Yaşar University are sufficient.	1	2	3	4	5
42. Health services on campus are sufficient.	1	2	3	4	5
43. Library services on campus are sufficient.	1	2	3	4	5
44. The lunch hall and cafeteria services on campus are sufficient.	1	2	3	4	5
45. Security services on campus are sufficient.	1	2	3	4	5
46. Cleaning services on campus are sufficient.	1	2	3	4	5

B. SECTION II (OPEN-ENDED QUESTIONS):

B.1 WHAT ARE THE ASPECTS YOU MOST SATISFIED WITH AS AN EMPLOYEE AT YAŞAR UNIVERSITY?

1. -----

2. -----

3. -----

B.2 WHAT ARE THE THINGS YOU ARE NOT SATISFIED WITH AS AN EMPLOYEE AT YAŞAR UNIVERSITY?

1. -----

2. -----

3. -----

B.3 WHAT SHOULD BE IMPROVED AT YAŞAR UNIVERSITY SO THAT YOUR BUSINESS EFFICIENCY AND SATISFACTION CAN INCREASE? WHAT ARE YOUR SUGGESTIONS?

1. -----

Suggestion : -----

2. -----

Suggestion : -----

3. -----

Suggestion : -----

B.4 OTHER OPINIONS AND SUGGESTIONS, IF ANY.

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THANK YOU FOR YOUR VALUABLE CONTRIBUTIONS.