



Satisfaction Survey by the Quality Assurance Unit of the Athens University of Economics and Business Administration



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Introduction

This report presents the results of the satisfaction survey conducted by the Quality Assurance Unit (QAU) of the Athens University of Economics and Business, carried out from 2.10.2024 to 16.10.2024.

The survey was conducted through an online questionnaire (*Limesurvey*), which included 12 closed-ended questions and 1 open-ended question. The questions covered demographic data, inquiries about QAU services, and an open-ended question for comments.

Both administrative and academic staff of the Athens University of Economics and Business participated in the survey.

The measurement scale used for the satisfaction questions regarding QAU services was a five-point Likert scale with the following options: Disagree, Somewhat Disagree, Neither Agree nor Disagree, Somewhat Agree, Agree.

A total of 81 fully completed questionnaires were collected.

The results are presented in bar charts and single and double-entry tables.

Chapter 1: Demographic Characteristics

What is your gender?		
Answer	Counts	Percentage
Male	43	53%
Female	37	46%
Other	1	1%

Table 1: The distribution of gender

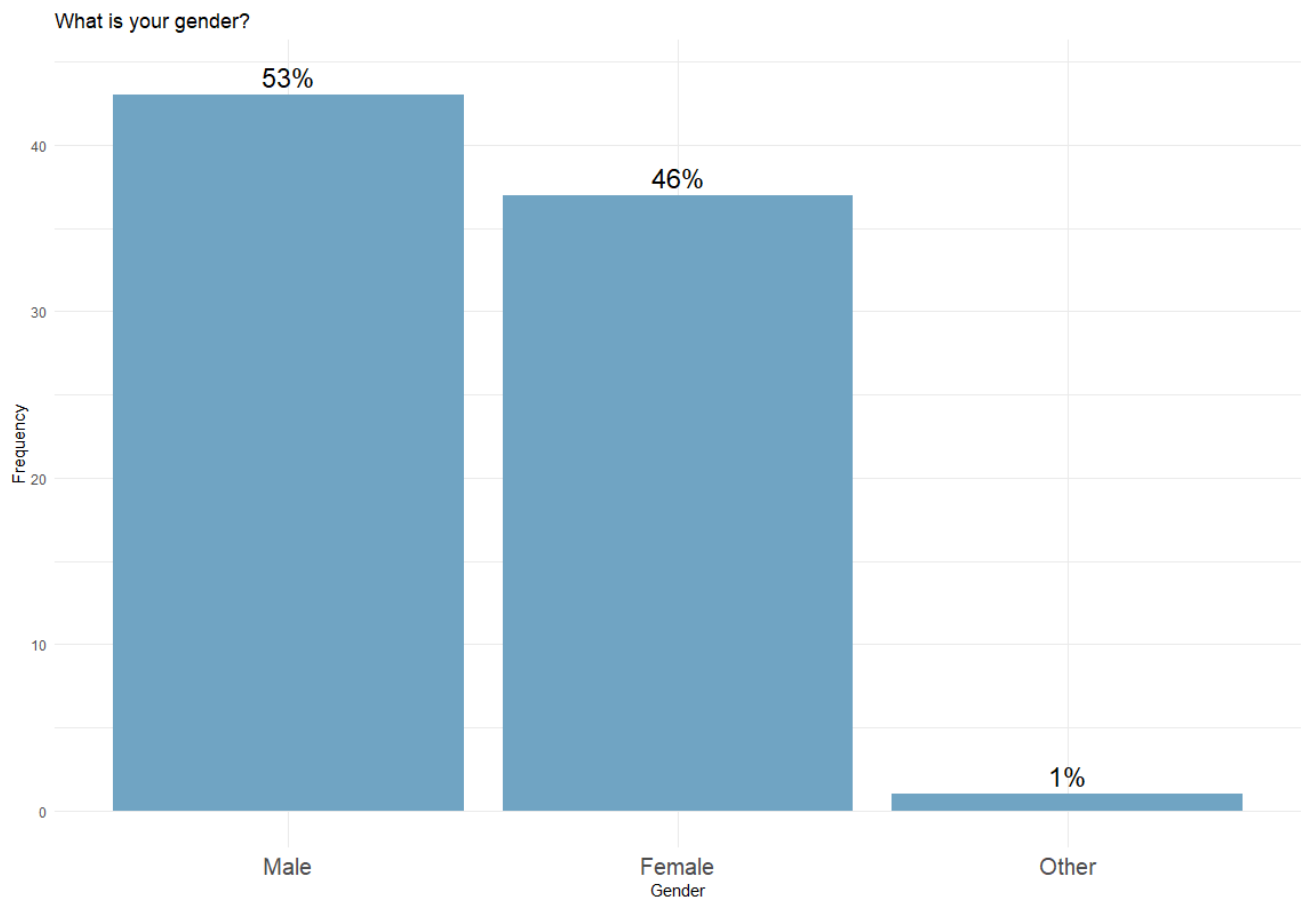


Figure 1: Bar Plot for gender

Which category of staff do you belong to?		
Answer	Counts	Percentage
Postgraduate Secretariat	4	5%
Undergraduate Secretariat	10	12%
Special Account of Research Funds	3	4%
Other Administrative Staff	17	21%
Other teaching staff	13	16%
Faculty member	32	40%
Postgraduate Student	2	2%

Table 2: The distribution of staff category

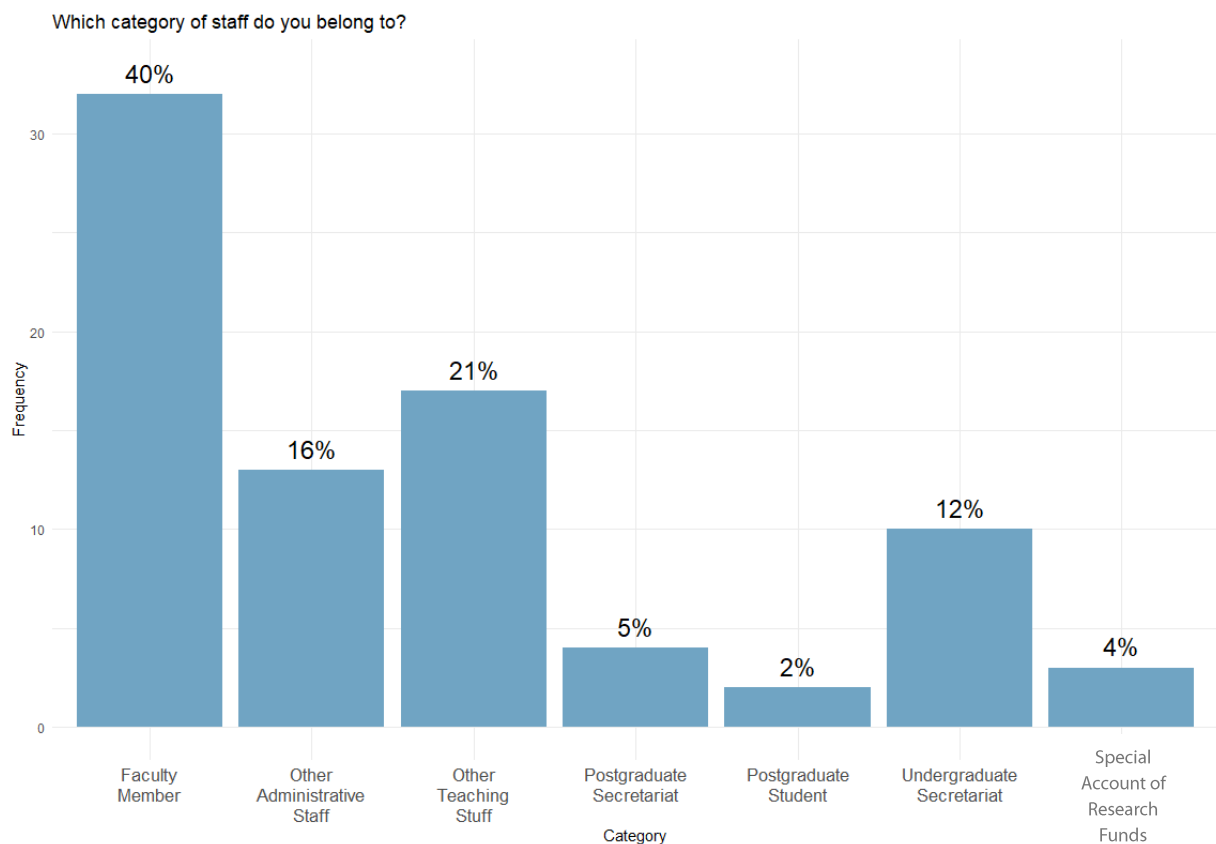


Figure 2: Bar Plot for staff category

Chapter 2: Satisfaction from the service

To what extent would you say you know the Quality Assurance Unit		
Answer	Counts	Percentage
Not at all	4	5%
Little	12	15%
Quite Well	40	49%
Really Well	25	31%

Table 3: The distribution of knowledge about the Quality Assurance Unit

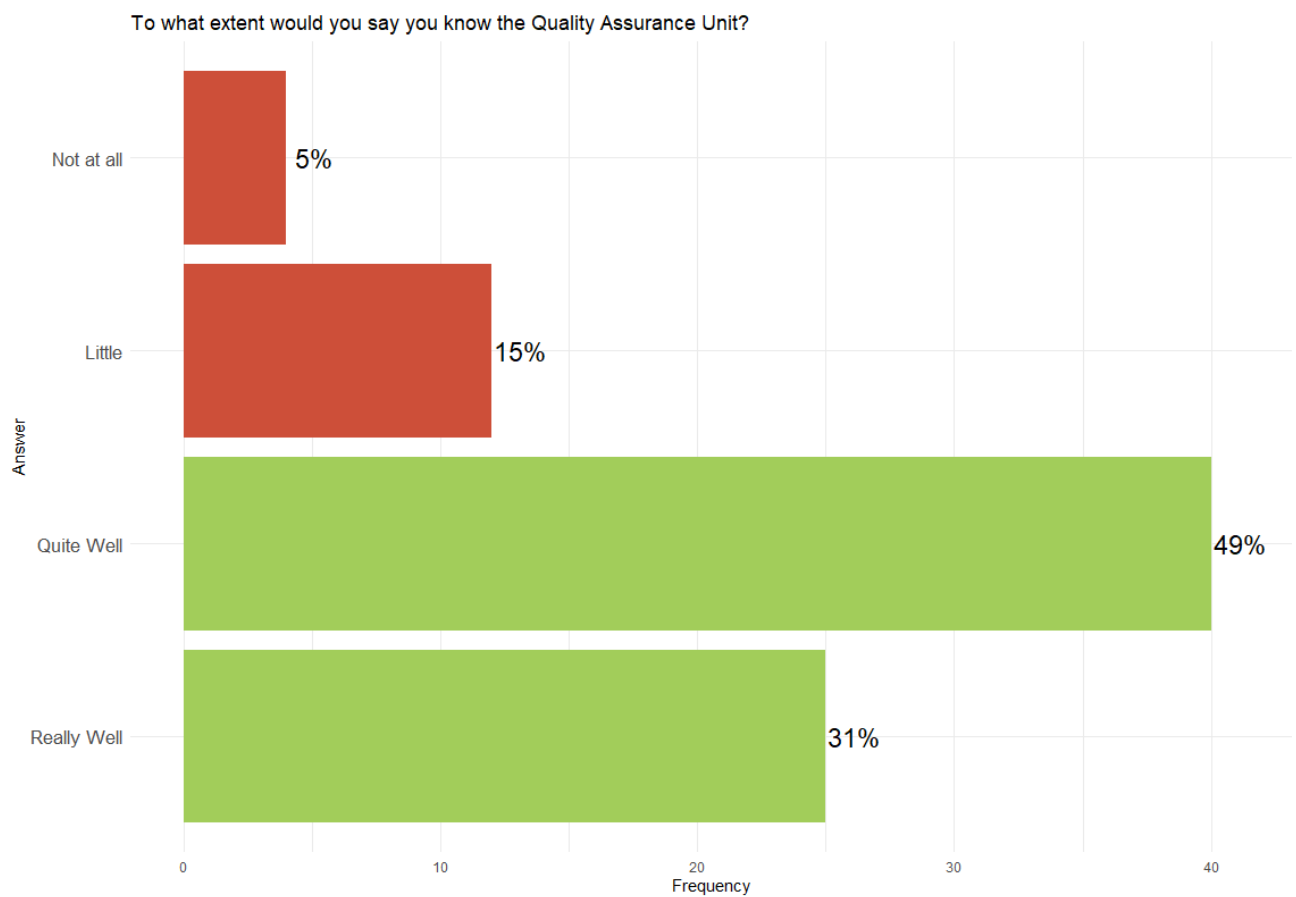


Figure 3: Bar Plot for the extend of knowledge about the Quality Assurance Unit

The information provided by the service is timely and detailed		
Answer	Counts	Percentage
Disagree	9	11%
Somewhat Disagree	5	6%
Neither Agree, Neither Disagree	20	25%
Somewhat Agree	27	34%
Agree	19	24%

Table 4: The distribution for satisfaction with the information provided by the service.

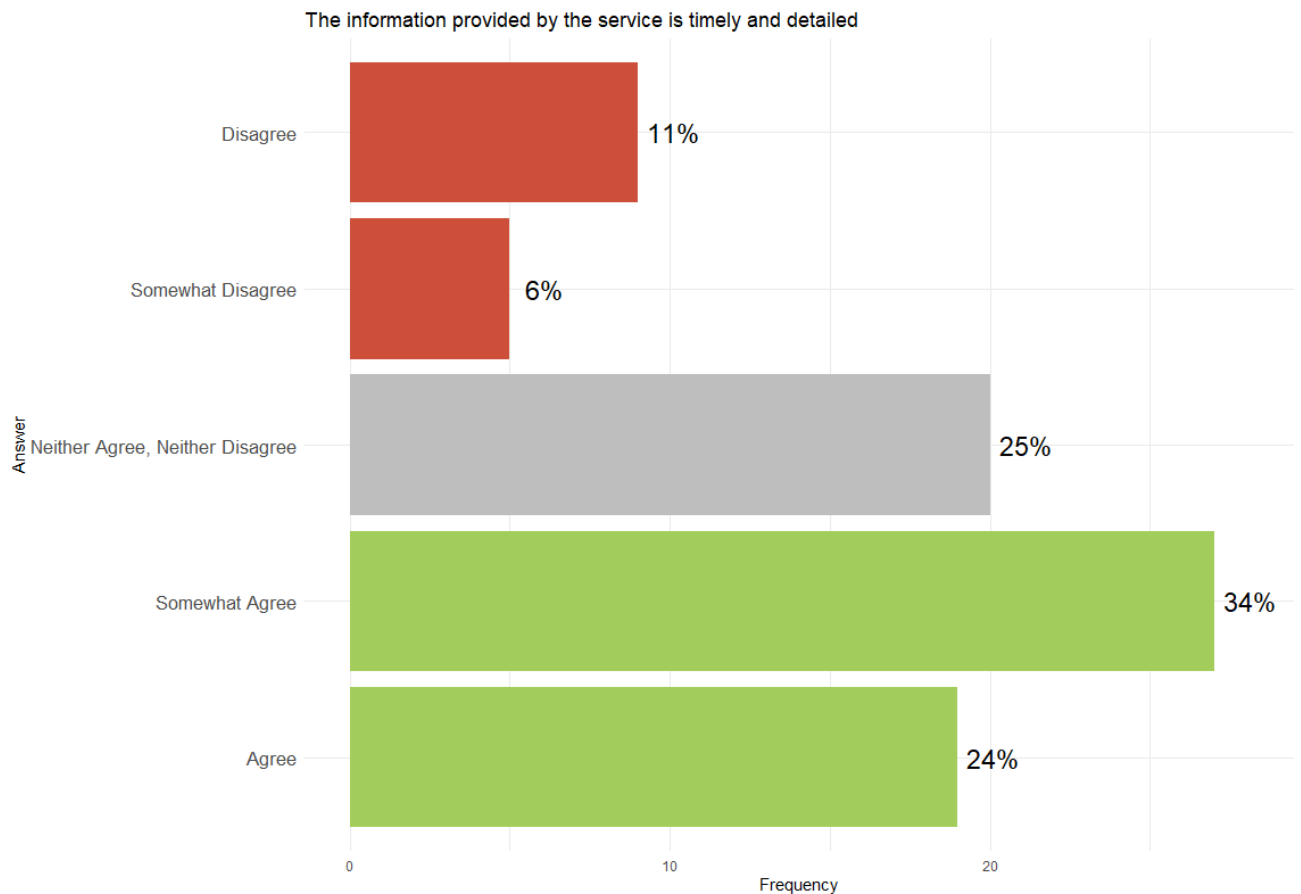


Figure 4: Bar Plot for the satisfaction with the information provided by the service.

The quality of service is satisfactory		
Answer	Counts	Percentage
Disagree	7	9%
Somewhat Disagree	2	2%
Neither Agree, Neither Disagree	19	23%
Somewhat Agree	23	28%
Agree	30	37%

Table 5: The distribution for satisfaction with the quality of service

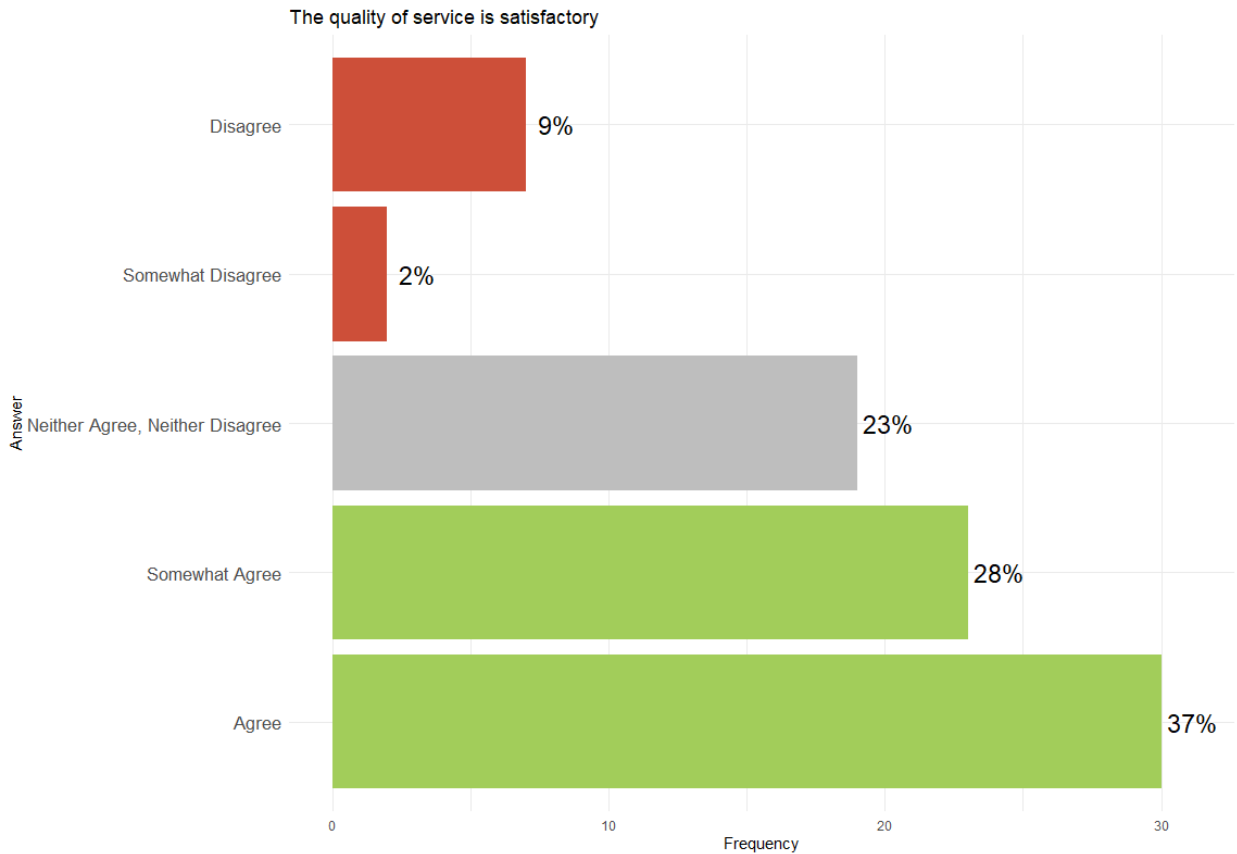


Figure 5: Bar Plot for satisfaction with service quality

The supporting material provided by the service on quality assurance issues is satisfactory		
Answer	Counts	Percentage
Disagree	6	9%
Somewhat Disagree	11	14%
Neither Agree, Neither Disagree	18	22%
Somewhat Agree	28	35%
Agree	18	22%

Table 6: The distribution for the satisfaction with the supporting material provided by the service

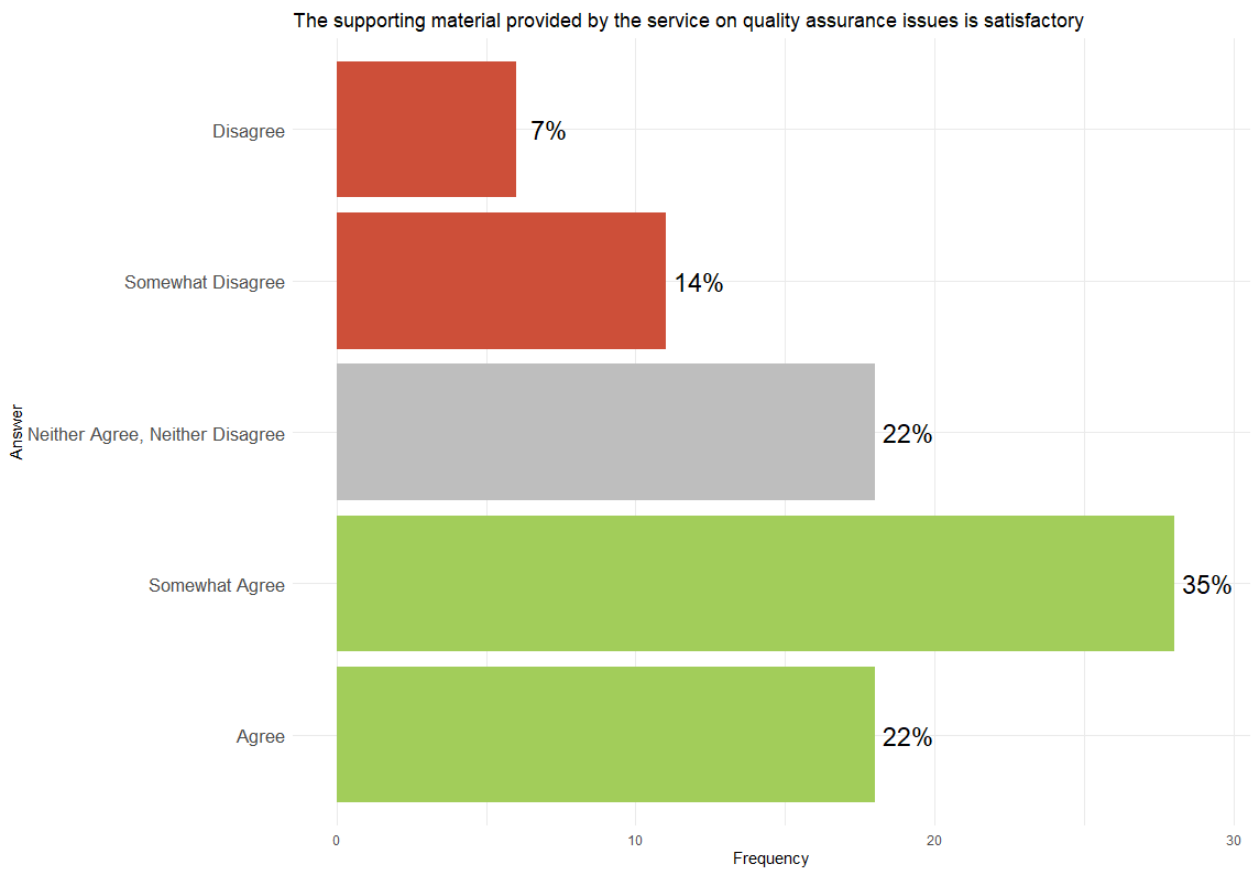


Figure 6: Bar Plot for the satisfaction with the supporting material provided by the service

The quality assurance training of the service's staff is satisfactory.		
Answer	Counts	Percentage
Disagree	4	5%
Somewhat Disagree	6	7%
Neither Agree, Neither Disagree	21	26%
Somewhat Agree	22	27%
Agree	28	35%

Table 7: The distribution for satisfaction with staff training

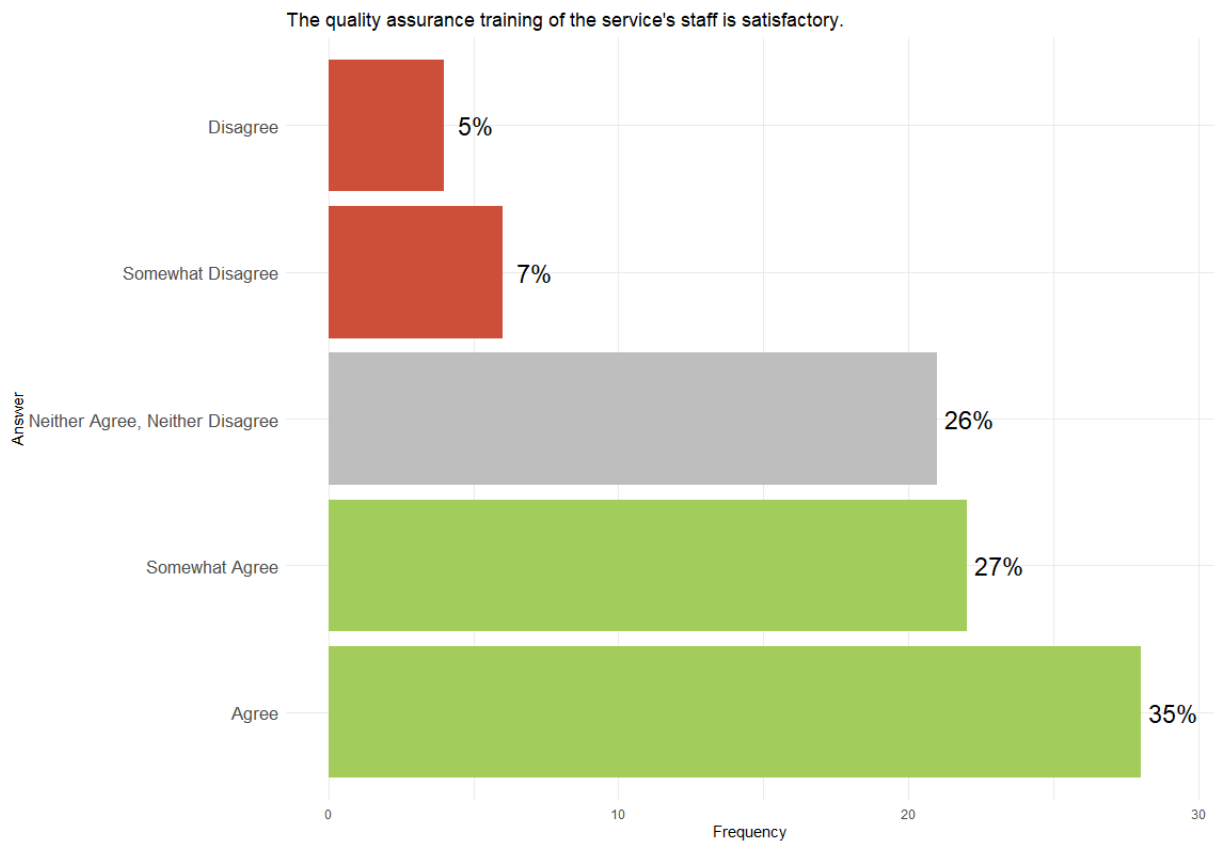


Figure 7: Bar Plot for satisfaction with staff training

The response and service attitude of the staff is satisfactory		
Answer	Counts	Percentage
Disagree	4	5%
Somewhat Disagree	4	5%
Neither Agree, Neither Disagree	14	17%
Somewhat Agree	22	27%
Agree	37	46%

Table 8: The distribution of the satisfaction with the service attitude of the staff

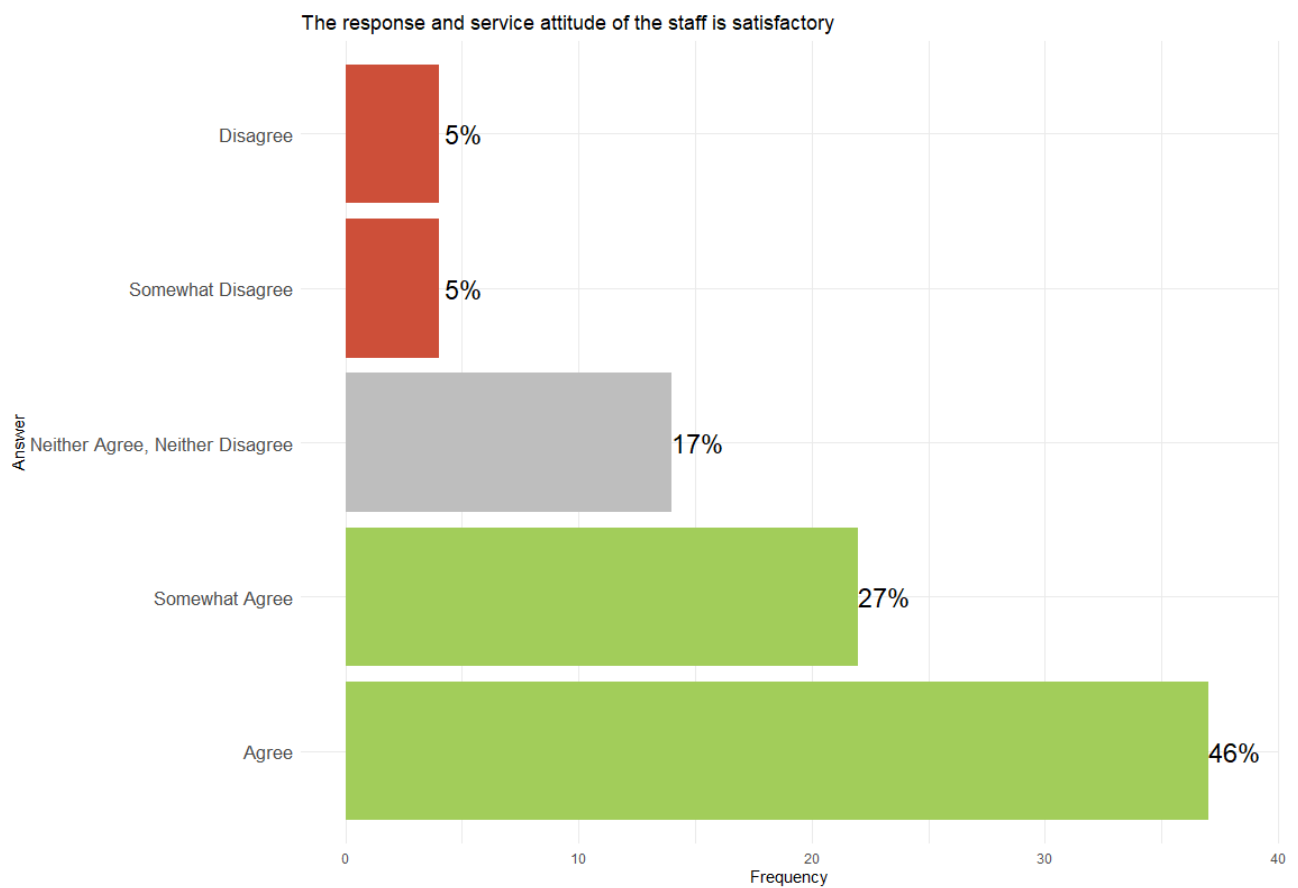


Figure 8: Bar Plot of the satisfaction with the service attitude of the staff

Chapter 3: The website and the material of the service.

What is you opinion on the website of the service?		
Answer	Counts	Percentage
Negative	8	10%
Somewhat Negative	2	2%
Neutral	32	40%
Somewhat Positive	12	15%
Positive	13	16%
I have not visited	14	17%

Table 9: The distribution for the opinion on the website.

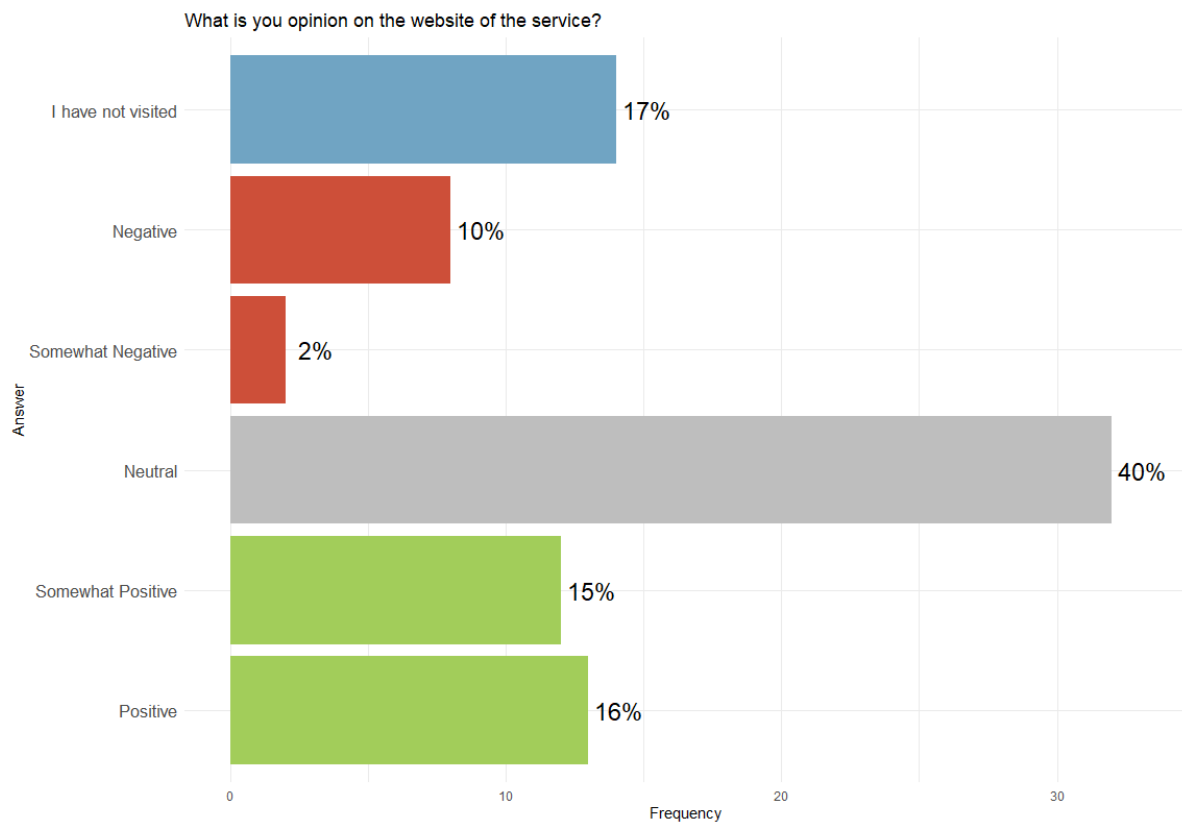


Figure 9: Bar Plot for the opinion on the website

You visit often the website?		
Answer	Counts	Percentage
Never	25	31%
Yes, rarely	41	51%
Yes, often	15	19%

Table 10: The distribution of the frequency of site visits.

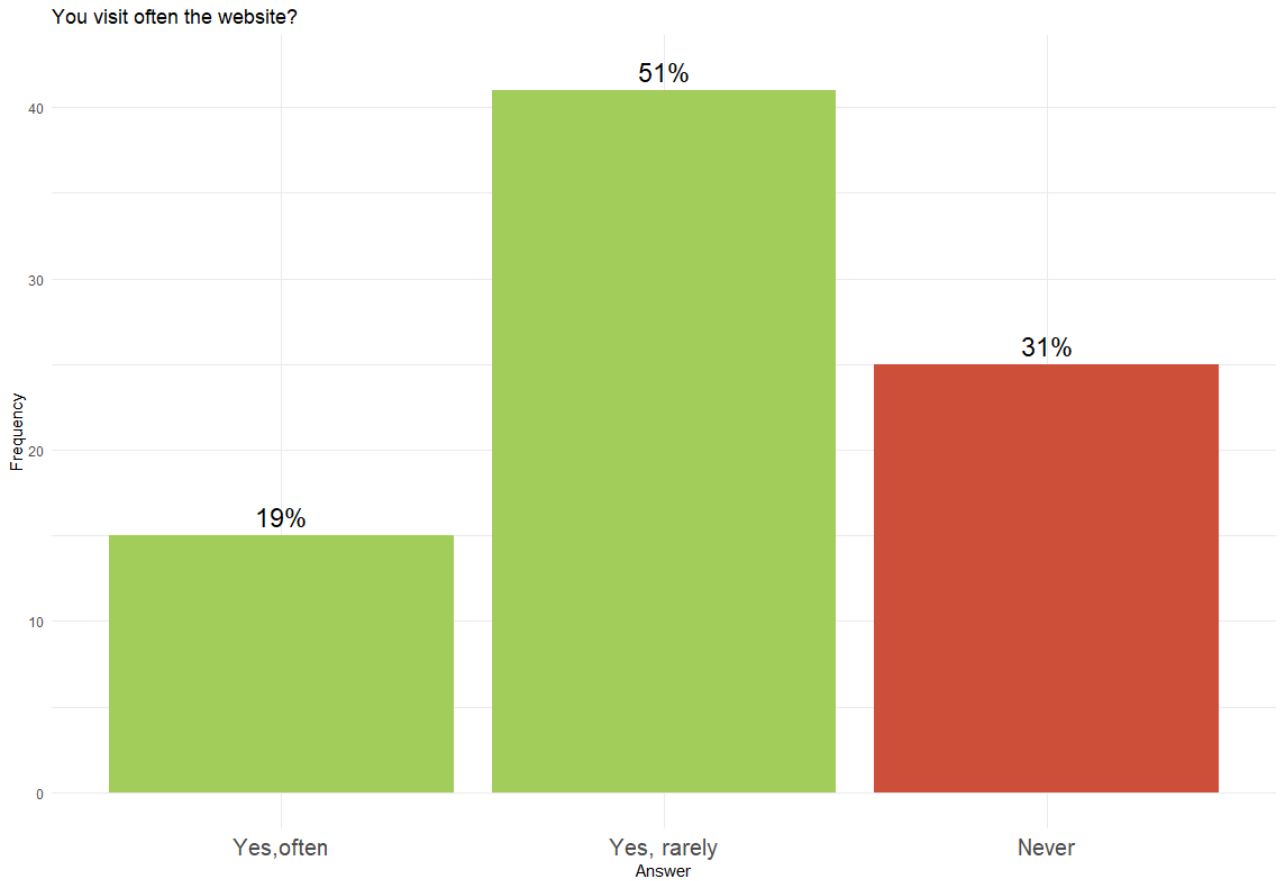


Figure 10: Bar Plot of the frequency of site visits.

Do you use the material provided by the website?		
Answer	Counts	Percentage
Never	18	22%
Yes, rarely	35	43%
Yes, often	28	35%

Table 11: The distribution for the use of the material provided by the website.

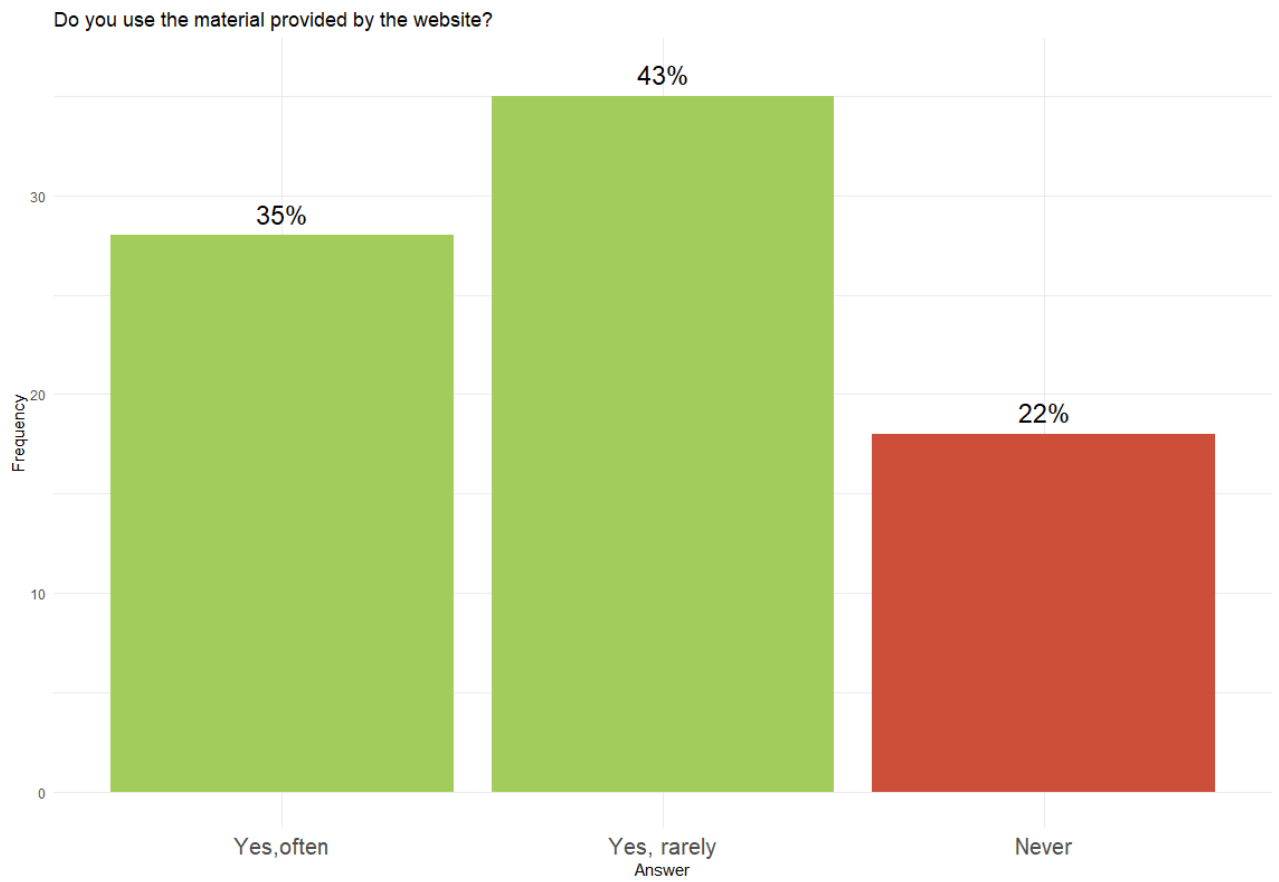


Figure 11: Bar Plot for the use of the material provided by the website.

Chapter 4: Total satisfaction from the service

In total you are satisfied with the service?		
Answer	Counts	Percentage
Disagree	6	7%
Somewhat Disagree	8	10%
Neither Agree, Neither Disagree	24	30%
Somewhat Agree	16	20%
Agree	27	33%

Table 12: The distribution of the total satisfaction from the service.

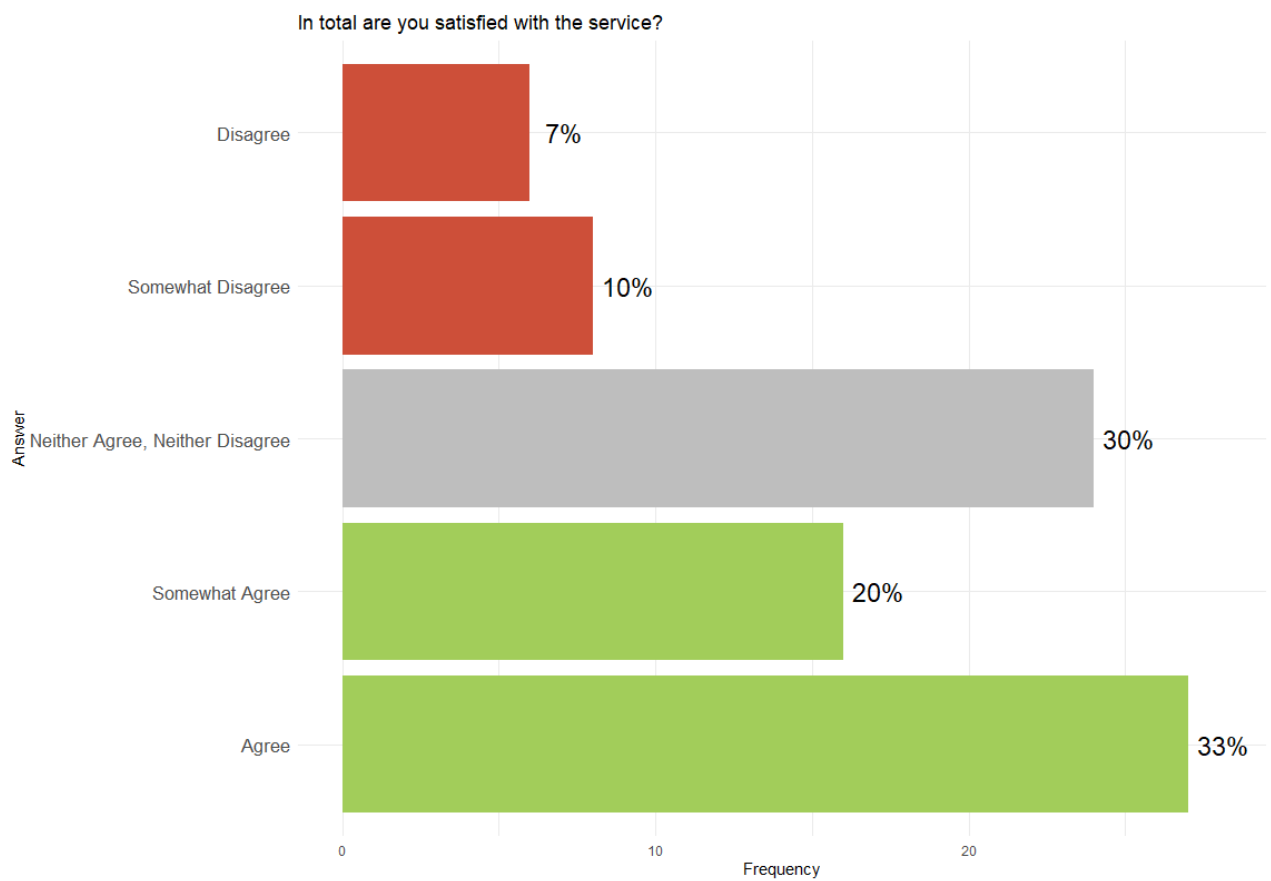


Figure 12: Bar Plot of the total satisfaction from the service.

Chapter 5: Pairwise variable analysis

	Total	How well do you know the Quality Assurance Unit						
		Staff Category						
		Postgraduate Secretariat	Undergraduate Secretariat	Special Account of Research Funds	Other Administrative Staff	Other Teaching Staff	Faculty Member	Postgraduate Student
Not at all	5%	0%	0%	0%	17.65%	0%	3.12%	0%
Little	15%	25%	10%	66.67%	5.88%	15.38%	12.5%	50%
Quite Well	49%	50%	60%	0%	47.06%	53.85%	50%	50%
Pretty Well	31%	25%	30%	33.33%	29.41%	30.77%	34.38%	0%

Table 13: How well do you know the QAU vs Staff Category

	Total	In total are you satisfied from the service						
		Staff Category						
		Postgraduate Secretariat	Undergraduate Secretariat	Special Account of Research Funds	Other Administrative Staff	Other Teaching Staff	Faculty Member	Postgraduate Student
Disagree	7%	25%	0%	0%	0%	23.08%	6.25%	0%
Somewhat Disagree	10%	0%	0%	0%	0%	0%	25%	0%
Neither Agree, Neither Disagree	30%	25%	30%	100%	35.29%	23.08%	18.75%	100%
Somewhat Agree	20%	25%	0%	0%	41.18%	23.08%	15.62%	0%
Agree	33%	25%	70%	0%	23.53%	30.77%	34.38%	0%

Table 14: Total satisfaction with the service vs Staff Category

