



A questionnaire for acknowledging teaching staff members opinion about performance of the administrative staff

This questionnaire aims to evaluate the performance of the faculty's administrative staff with the aim of improvement. Therefore, we kindly ask you to read the items of this questionnaire carefully and choose only one answer that expresses your satisfaction level honesty and objectivity.

1. Academic degree:.....
2. Number of years of experience in the academic degree:.....
3. Specialty field (Scientific Department):.....

	Questionnaire items	Completely agree	Partially agree	disagree
First: working attitude and dealing with others (Administrative team members are characterized by):				
1.	Treat others in a smart and polite manners			
2.	Good appearance			
3.	Collaboration with teaching staff, students and coworkers.			
4.	positivity and enthusiasm			
5.	Accuracy of performance			
Second: Communication skills (Administrative team members are characterized by):				
6.	Communication flexibility			
7.	Respond appropriately to others			
8.	Ability to communicate with other institutions that deal with our faculty.			
9.	respecting others			
Third: Knowledge (Administrative team members are characterized by):				
10.	Familiarity with the needs of clients including undergraduate and postgraduate students, newer students, teaching staff and their assistants and other employs.			
11.	Familiarity with the faculty services and activities.			



	Questionnaire items	Completely agree	Partially agree	disagree
First: working attitude and dealing with others (Administrative team members are characterized by):				
12.	Familiarity with the policies, rules and regulations for accepting new faculty applicants of students.			
13.	Familiarity with transition policies from other faculties.			
14.	Familiarity with the system of dealing with students' leaves and absence.			
15.	Familiarity with the legal aspects of work			
16.	computer skills			
Fourth: Leadership skills (superiors of the administrative team are characterized by):				
17.	Ability to lead a teamwork			
18.	Organizing work according to importance and priority			
19.	Ability to time management			
20.	The ability to solve problems			
21.	Initiative and willingness to take responsibility			
22.	Ability to make plans and developing future plans for improvement.			
23.	The desire for acquiring leadership skills (by attending training courses and workshops about management)			
Fifth: Satisfaction with the services provided by administrative team within the faculty:				
24.	Time consumed for providing service.			
25.	Quality and accuracy of the service provided			
26.	The competence of the administrative team member in answering questions			
27.	The services are provided with approvals.			
28.	Availability of capabilities for introducing service efficiently.			