



STI

Employees Job Satisfaction Survey Report

SECRETARIAT TRAINING INSTITUTE

Plot No.7, Sector H-9, Islamabad

EMPLOYEES JOB SATISFACTION SURVEY REPORT

CONTENTS

Sl. No.	Topics	Page No.
1.	Employees Job Satisfaction Survey at STI	01
2.	Objectives of the Survey	02
3.	Methodology of Survey	03
4.	Summary of Feedback	04
	a. Feedback on Open Ended Questions	04
	b. Feedback on Closed Ended Questions	06
5.	Analysis	17

ACKNOWLEDGEMENT

Employees' Job satisfaction survey at STI was a joint effort of OMG wing. The purpose of the survey could not be attained without the cohesive efforts of the whole team. Therefore, to pay the due gratitude, I am highly grateful to the Director General of STI for his kind and rigorous supervision. I am thankful to Director OMG, for facilitating the completion of the survey. I would also like to thank Mr. Muhammad Sajid for his efforts in successful accomplishment of the survey in an organized manner.

IRAM BIBI
Deputy Director (OMG)

Employees Job Satisfaction Survey Report

EMPLOYEES JOB SATISFACTION SURVEY AT STI

The term job satisfaction reflects that how much an individual is satisfied with his job. Job satisfaction is broadly divided into two categories i.e. affective job satisfaction and cognitive job satisfaction. Affective job satisfaction is related to the positive feelings and emotions attached with the job. However Cognitive job satisfaction is related to the particular facets of a job that how much an individual is satisfied with the pay, allowances, working hours etc of his job.

It is of immense significance for an organization to have complete awareness of the level of job satisfaction of its employees. It helps to improve the standard and efficiency of the organization. As a number of research studies support a positive relation between job satisfaction and work performance. Keeping into consideration the significance of the factor of job satisfaction, Secretariat Training Institute (STI) has attempted to develop an insight for the job satisfaction of its employees.

OBJECTIVES OF THE SURVEY

It was aimed to achieve the following objectives:-

- a. Assessment of both affective and cognitive job satisfaction of the employees of STI.
- b. Improvement in the level of efficiency of STI employees by addressing their grievances.
- c. Assessing the attitude of the employees towards work.
- d. Evaluation of the underlying factors leading to job dissatisfaction and removing them if they are justified.
- e. Evaluation of the impact of changes in STI during last one and a half year.

METHODOLOGY OF SURVEY

In order to carry out the survey, a comprehensive questionnaire was developed in Urdu. The questionnaire was divided into five parts. In the first part of the questionnaire demographic information of the participants was asked for. Second part was related to an individual's personal satisfaction with his/her own work. Third part was related to the individual's satisfaction with regard to his official responsibilities. Fourth part was related to the individual's satisfaction towards the institution. Fifth part of the questionnaire was for recommendations from the employees for betterment in the institute. The questions were of both types i.e. open ended and closed ended.

The survey questionnaire was distributed among all the employees of the institute (one twenty two in total), however only one hundred and five respondents returned the duly filled questionnaires. Data was calculated and summarized accordingly.

SUMMARY OF FEEDBACK PROVIDED

STI employees were asked to provide their feedback with both open ended and closed ended questions in the job satisfaction survey. The feedback provided by them on the *open ended questions* is divided into four major categories i.e. operational matters, infrastructure matters, policy matters related to STI, policy matters external to STI. Details of each of the category are illustrated below:-

a. Feedback on Open Ended Questions

Operational Matters

- i. Training for Staff.
- ii. Provision of computer, Internet, accessories and e-networking of wings.
- iii. Improvement and increase in Support Staff, technical staff and Faculty.
- iv. Improvement of Cafeteria with rate list in it.
- v. Pick and drop facility.
- vi. Regular posting and transfer of employees inside STI.

Infrastructural Matters

- i. Construction of more hostel rooms, separate common rooms for male, female employees and Day Care facility for children.
- ii. Glass windows Proper lighting, heating and fanning system for guard room.
- iii. Improvement and air conditioning of officers' hostels
- iv. Improved furniture
- v. Improvement of STI residential colony
- vi. Separate prayer rooms and washrooms for male and female employees.
- vii. Sports facilities

Employees Job Satisfaction Survey Report

Policy Matters Related to STI

- i. Lack of opportunities, for promotion as well as deficiencies in promotion rules as hindrances in promotion.
- ii. Over time allowance for late sittings, encashment for drivers and increase in pay of all employees
- iii. Family quarters to hostel staff, late duty staff, drivers and all other employees.
- iv. Establishment of Welfare fund and increase in entertainment charges.
- v. Meeting with staff every three months
 - a. Director General
 - b. Officers
- vi. Education opportunities for Naib Qasid may be increased
- vii. Segregation of Faculty and Administration
- viii. Employment opportunities for employee's son/daughter after his retirement
- ix. Senior Naib Qasid may be promoted as daftary, instead of new appointments
- x. One of respondents requested to be given duty of Naib Qasid due to his age
- xi. Improved logistic support, co-ordination, teaching methodologies & Purified water
- xii. An additional pay on both Eids & Honorarium on the basis of best performance
- xiii. Imam Masjid may be appointed
- xiv. A request for regularization for extra ordinary leave, for inclusion of the period in service and another for transfer to the other wing due to Asthma problem

Policy Matters External to STI

- i. Up-gradation of DAD post into BS-17
- ii. Amendment in promotion rules
- iii. Increase in instructional Allowance and it should be for everyone.
- iv. Resumption of Secretariat allowance and academy allowance, training allowance for everyone

Employees Job Satisfaction Survey Report

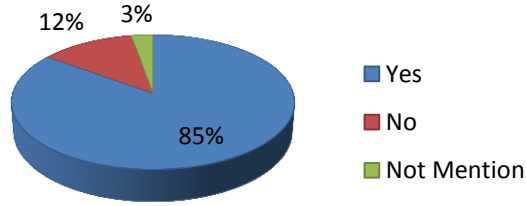
b. Feedback on Closed Ended Questions

Closed ended questions in the survey were divided into three major categories i.e. personal/individual information, Information regarding personal responsibilities and views related to the institution. The feedback provided by the employees of STI on *closed ended questions* is highlighted in the following graphical presentation:-

1- ذاتی/انفرادی سوالات

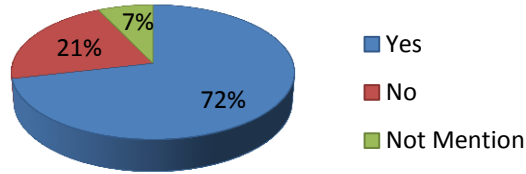
Not Mention	نہیں	ہاں
3	13	91

1 میری موجودہ تعلیماتی میری تعلیمی قابلیت اور تجربہ کے مطابق ہے؟



Not Mention	نہیں	ہاں
1	3	100

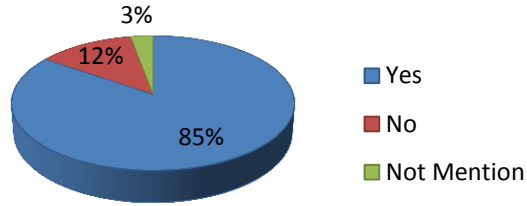
2 میں اپنی ملازمت/کام سے مطمئن ہوں؟



Employees Job Satisfaction Survey Report

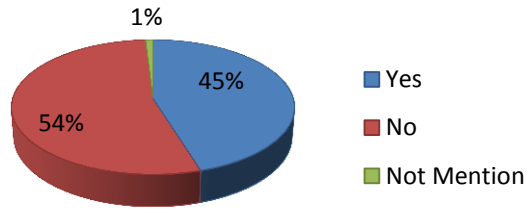
Not Mention	نہیں	ہاں
3	13	88

مجھے میرے کام پر مناسب سٹائٹس ملتی ہے؟ 3



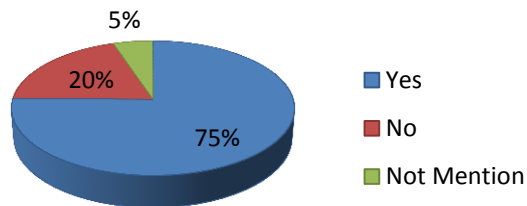
Not Mention	نہیں	ہاں
1	56	47

اب تک مدت ملازمت کے دوران میری ترقی ہوئی؟ 4



Not Mention	نہیں	ہاں
5	19	73

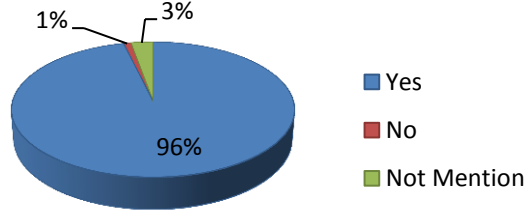
میں مطلوبہ ترقی کی اہلیت پر پورا اترتا/اترتی ہوں؟ 5



Employees Job Satisfaction Survey Report

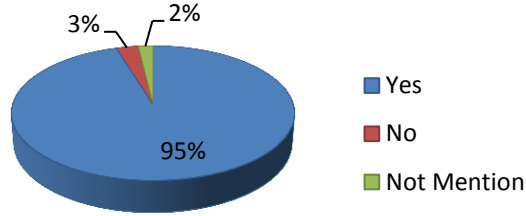
Not Mention	تھیں	ہاں
3	1	102

6 کام کی تکمیل سے مجھے اطمینان اور راحت کا احساس ہوتا ہے؟



Not Mention	تھیں	ہاں
2	3	100

7 میں اپنے آپ کو ادارے میں ہونے والی تبدیلیوں سے باخبر رکھتا/رکھتی ہوں؟



Not Mention

2

پ (باعث خوشی ہے 97

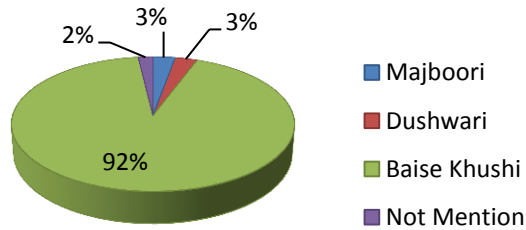
3

ب) دشواری ہے

3

میرے لئے کام کرنا (مجبوری ہے

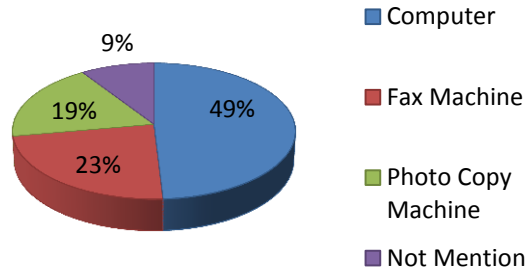
8



Employees Job Satisfaction Survey Report

Not Mention

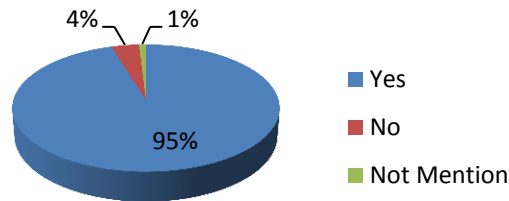
9 میں مندرجہ ذیل مشینری چلانے کی صلاحیت رکھتا/رکھتی ہوں؟ (ا) کمپیوٹر 53 (ب) فیکس مشین 25 (پ) فوٹو کاپی مشین 20 10



2- ذمہ داریوں سے متعلق سوالات

Not Mention 1
ہاں 101
نہیں 4

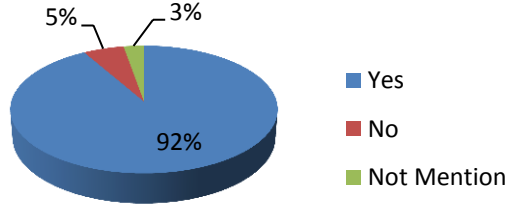
1 میری ملازمت کی ذمہ داریاں موزوں اور مناسب ہیں؟



Employees Job Satisfaction Survey Report

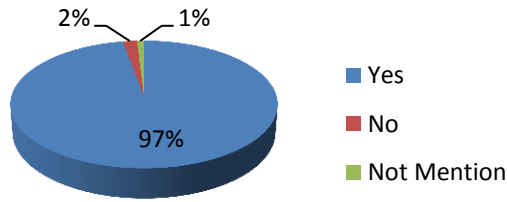
Not Mention	نہیں	ہاں
3	6	99

2 میری ذمہ داریاں واضح اور متعین ہیں؟



Not Mention	نہیں	ہاں
1	2	102

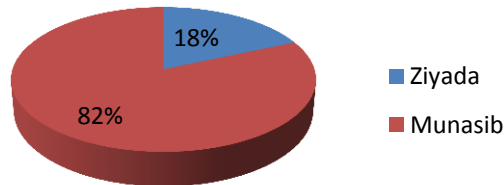
3 مجھے معلوم ہے کہ میرے کام سے متعلق مجھ سے کیا توقعات ہیں؟



84 مناسب ہے

19 زیادہ ہے

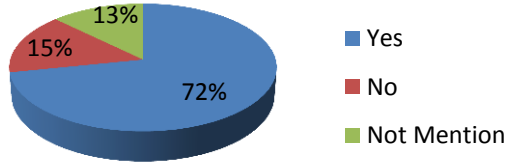
4 کیا آپ پر کام کا بوجھ؟



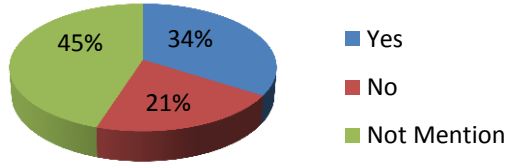
Employees Job Satisfaction Survey Report

3- ادارے سے متعلق سوالات

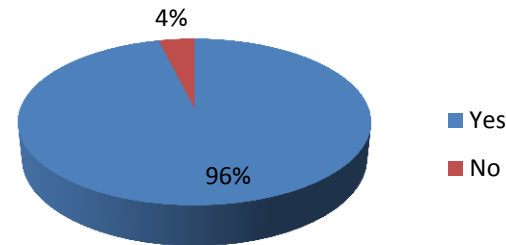
Not Mention	نہیں	ہاں		
14	17	79	میرے پاس میرے کام سرانجام دینے کے لئے مناسب تربیت اور ضروری سامان/ذرائع دستیاب ہیں؟	1



Not Mention	نہیں	ہاں		
45	21	34	مجھے اپنی ملازمت میں زیادہ سے زیادہ سیکھنے اور آگے بڑھنے کے مواقع میسر ہیں؟	2



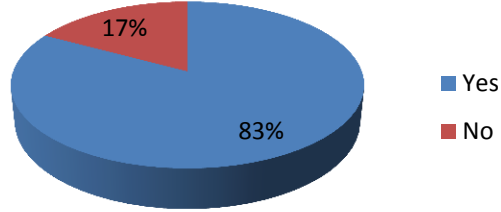
Not Mention	نہیں	ہاں		
0	4	100	ادارے کے سربراہ اور دیگر متعلقہ افسران تک رسائی ممکن ہے؟	3



Employees Job Satisfaction Survey Report

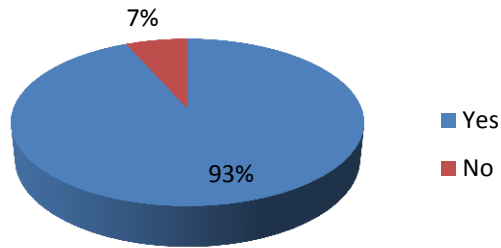
Not Mention	نہیں	ہاں
0	18	87

4 میرا ادارہ ضرورت کے وقت میری مدد کرتا ہے؟



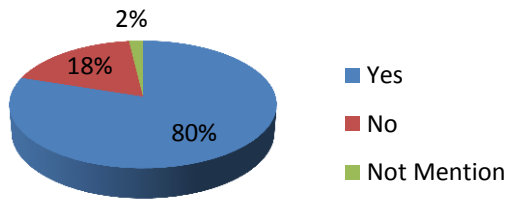
Not Mention	نہیں	ہاں
0	7	98

5 جب مجھے راہنمائی کی ضرورت پڑتی ہے تو انسر اساتھی میری راہنمائی کرتے ہیں؟



Not Mention	نہیں	ہاں
2	19	84

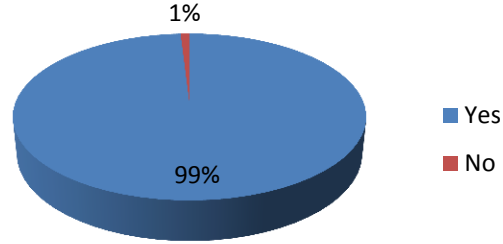
6 اس ادارے میں ٹیم ورک کا رجحان ہے؟



Employees Job Satisfaction Survey Report

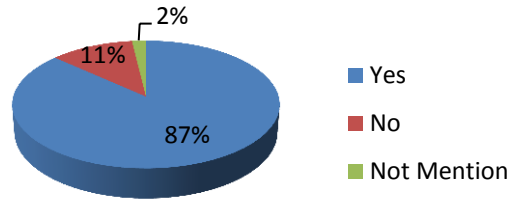
Not Mention	نہیں	ہاں
0	1	104

مجھے نیم ورک کرنا پسند ہے؟ 7



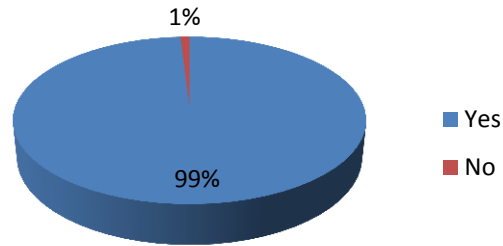
Not Mention	نہیں	ہاں
2	12	91

STI میں کام کا ماحول مثبت اور اطمینان بخش ہے؟ 8



Not Mention	نہیں	ہاں
0	1	104

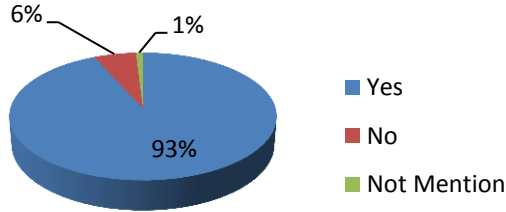
میرے ساتھ کام کرنے والے لمبری اور میں ان کی عزت کرتا کرتی ہوں؟ 9



Employees Job Satisfaction Survey Report

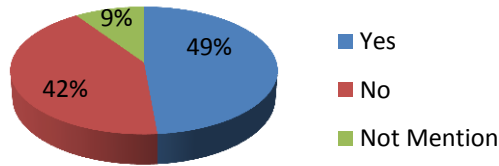
Not Mention	نہیں	ہاں
1	6	97

بوقت ضرورت میری رائے کا احترام کیا جاتا ہے؟ **10**



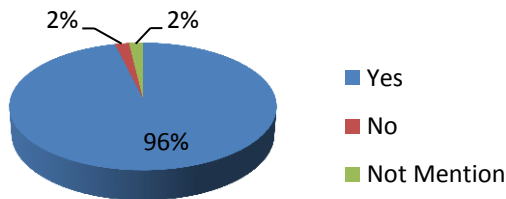
Not Mention	نہیں	ہاں
10	44	51

اس ادارے میں Gender Discrimination موجود ہے؟ **11**



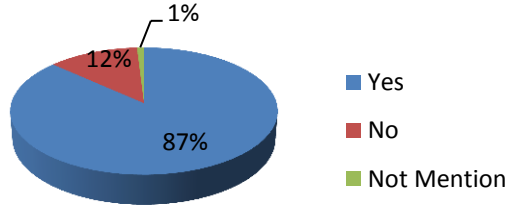
Not Mention	نہیں	ہاں
2	2	101

مجھے اپنے ادارے کے مقاصد کا ادراک ہے؟ **12**

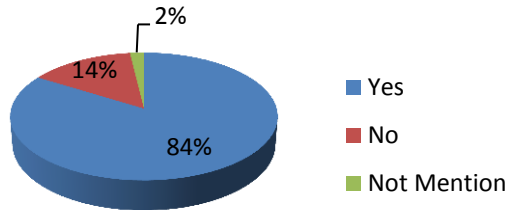


Employees Job Satisfaction Survey Report

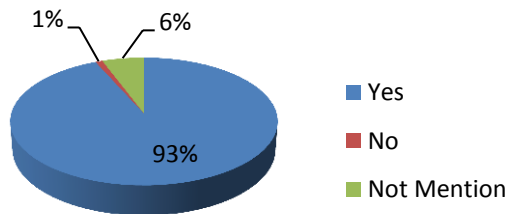
Not Mention	نہیں	ہاں		
1	13	91	اس ادارے میں میرٹ کی بنیاد پر لوگوں کا کام ہوتا ہے؟	13



Not Mention	نہیں	ہاں		
2	15	88	اس ادارے میں سب کے ساتھ اچھا اور منصفانہ سلوک کیا جاتا ہے؟	14



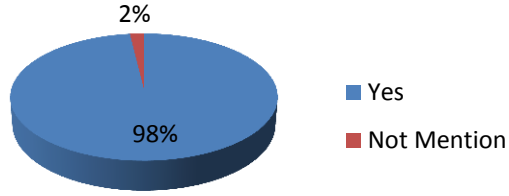
Not Mention	نہیں	ہاں		
6	1	98	مجھے یہ ادراک ہے کہ میری ذمہ داریوں کا میرے ادارے کے مقاصد سے کیا تعلق ہے؟	15



Employees Job Satisfaction Survey Report

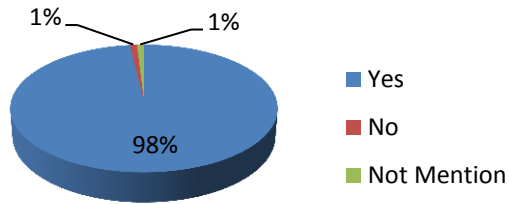
Not Mention	نہیں	ہاں
2	0	103

اس ادارے کا مستقبل روشن ہے؟ 16



Not Mention	نہیں	ہاں
1	1	103

STI میں گزشتہ ایک برس سے ہونے والی تبدیلیاں باعثِ اطمینان اور خوش آئند ہیں؟ 17



Employees Job Satisfaction Survey Report

Analysis:

Result of the survey indicates that majority of the employees have expressed their satisfaction about the institution and their responsibilities and individual dynamics. The previous section is relevant in this regards. The recommendations and comments regarding work dynamics at STI were divided into five broad categories, i.e.

- a. Operational Matters,
- b. Infrastructure Matters
- c. Policy Matters related of STI
- d. Policy Matters External to STI
- e. Miscellaneous Matters

Respondents have highlighted various aspects where they desired improvement. The areas most of the respondents indicated are:

- a. Improvement of cafeteria
- b. Construction of separate washrooms for male and female employees
- c. Construction of prayer room for female employees
- d. Instructional allowance for all the employees
- e. Allowance for drivers
- f. Residential difficulties and up gradation of STI colony
- g. Training opportunities for all the employees,
- h. Promotion policy
- i. Up gradation of posts
- j. Pick and drop facility
- k. Change of cadre
- l. Internet facility

Employees Job Satisfaction Survey Report

- m. Relevant trainings
- n. Relaxation in leaves
- o. Better furniture for class rooms

Detailed description of the recommendations and comments on each of the major areas is highlighted in the previous section.

The current survey is an initial step towards a more smooth communication with employee of the institute. It was aimed to adequately addressing the issues and problems of the organization as well of the employees. The survey has clarified the aspects where the organization needs to take initiatives to facilitate its employees. It has also brought forth the aspects where the institute shall take initiative to address and resolve the irrational approach and expectations from the institute such as demands for relaxation in award of leave. The institute has already taken initiative regarding the areas highlighted by the respondents, these include:

- a. Provisions of guns to the Guards,
- b. Glass windows in the guard room,
- c. Training calendar has been circulated for all the employees of STI
- d. Infrastructure of STI is being improved
- e. Furniture has been repaired

Future plans of STI include addressing:

- a. The policy matters pertaining to promotion and creation of posts
- b. Improvement of infrastructure of STI (offices as well as colony)
- c. Exploration of training opportunities for the trainings of STI employees.

Employees Job Satisfaction Survey Report

- d. Conducting further research to know the in depth knowledge of issues, hindering the productivity and functioning of the workers

In future the areas which have been somehow missed in this survey shall be covered in amore conspicuous manner.