

Vietnam National University Ho Chi Minh City,
University of Information Technology

Staffs survey report on working conditions in 2019

HCMC, in March, 2020

1. The purpose of a survey

- Doing the democratic statute in school;
- Taking the staffs' comments and their wishes on working conditions, training opportunities, income, welfare policy and staff satisfaction levels on school; thereby, to help school evaluate management performance efficiently and orientate for training & retraining plans and developing human resource.
- Being continue to promote self-assessment, accreditation and quality assurance in UIT.

2. The procedure of a survey

Subjects survey: All staffs who are working in UIT, including: lecturers, researchers, officials work at UIT's departments, ...

Formality survey: online.

Time for the survey: 25/02/2020 - 25/03/2020

Analyze data: 26/03/2020 – 29/03/2020

Report: 30/03/2020 – 03/04/2020

3. The instrument for a survey

A questionnaire is used to gather data, it has 31 questions/criteria, including: 22 general questions for staffs, 09 private questions for lecturers and researchers.

4. Survey results

4.1. The status of staffs to participate in a survey

This is a third-year, UIT has been organizing staffs survey on working conditions. In that survey, there were 166/267 staffs to take part in (got 62.2%).

This table below showed the number of staffs participate in the survey:

Departments	The number of staff participate in this survey	The total number of employee	Percentage	Note
Board of Council	1	3	33.3	
Office of Facility management	6	13	46.2	
Department of Mathematics-Physics	5	9	55.6	

Faculty of Software engineering	12	20	60	
Faculty of Information systems	13	19	68.4	
Faculty of Computer science	10	20	50	
Faculty of Computer engineering	14	25	56	
Faculty of Information science and engineering	8	10	80	
Faculty of Computer networks and communications	16	24	66.7	
Office of Student affairs	9	9	100	
Office of Data management and information technology	8	10	80	
Phòng Đào tạo đại học	9	10	90	
Phòng kế hoạch tài chính	3	5	60	
Phòng Quan hệ đối ngoại	2	4	50	
Phòng Quản trị thiết bị	4	7	57.1	
Phòng ĐTSĐH&KH-CN	5	7	71.4	
Office of personnel and administrative affairs	5	23	21.7	
Office of Inspections, legality and quality assurance	5	6	83.3	
Laboratory (Information security, Multimedia communications, Information systems)	8	14	57.1	
Library	5	5	100	
CFLUiT	10	14	71.4	
Office of Excellent programs	3	5	60	
Unions (Trade union, Party committee, Youth union)	5	5	100	
Total	166	267	62.2	

Table 1. The number of staffs participate in the survey

The number of staff who participate in the survey are not equal, mainly focus on Offices to take over administrations. Besides, through analyzing details, the number of managers took part in this survey not much, working in faculties.

4.2. Working time in UIT

Working time (seniority) is usually a unit to measure loyalty level between staff and organization; on the other hand, this is the one of employees' commitment.

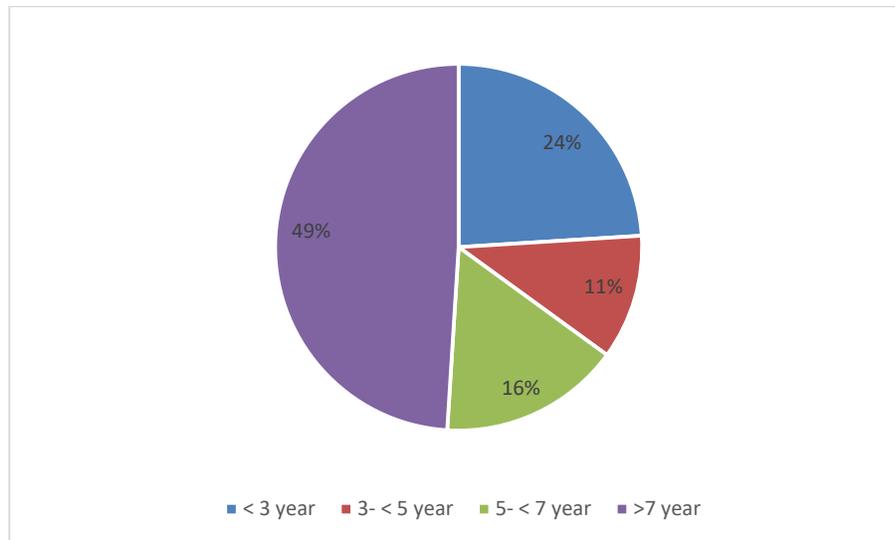


Table 2. Working time (%)

Table 2 showed that most of the staff work in UIT from 7 years and more longer than (got 49%). This percentage is higher than the other organizations. As a result of the global enterprise survey, the average time is 4.2 years (The U.S. Bureau of Labor Statistics, 2018). Although there has been mobilizing HR, with this result to see sustainable employees' commitment level.

4.3. General questions for staffs

4.3.1. Vision, mission, educational goals, facilities, and contribute comments.

Criteria		Strongly disagree	Disagree	Agree	Strongly agree	Other comments
Lecturers get to know in-depth about UIT's mission and vision.	CBQL	4.9		95.1		
	GV	1.3	23.3	71.7		
	CV	1.9	16.7	81.5		

Lecturers get to know in-depth about UIT's educational goals.	CBQL		
	GV		
	CV		
Planning for using land, facilities appropriate to UIT development goals	CBQL		
	GV		Not sure for being comment
	CV		
Organizational structure appropriate for UIT training and research tasks.	CBQL		
	GV		
	CV		
Lecturers participate in building/contributing comments on the UIT year plan, strategy plan.	CBQL		
	GV		
	CV		

4.1.1. Working organizations

Criteria		Strongly disagree	Disagree	Agree	Strongly agree	Other comments
Lecturers are assigned tasks appropriate to potency and a professional degrees.	CBQL	23.1		74.4		
	GV	1.7	3.3	33.3	61.7	
	CV	3.3		46.7	38.3	
Lecturers are given an opportunity to participate in training activities and advance training.	CBQL			35.9	64.1	
	GV	3.3	3.3	43.3	50	
	CV	15.7		43.3	40	
Your comments are highly appreciated.	CBQL	2.6	5.1	43.6	48.7	
	GV	1.7	3.3	33.3	61.7	
	CV	1.7		51.7	36.7	
There be good relationships/supports on working from all staff.	CBQL	2.6		61.5	35.9	
	GV	1.7	6.7	53.3	38.3	
	CV	3.3		53.3	31.7	
Your working potency is evaluated well by directly boss	CBQL	5.1		41	53.8	
	GV	1.7	8.3	48.3	41.7	

	CV		
Lecturers are satisfied with their direct boss about management potency, professional qualification	CBQL		
	GV		
	CV		

4.1.2. Caring for staff health and support activities

Criteria		Strongly disagree	Disagree	Agree	Strongly agree	Other comments
Your health is cared for.	CBQL					
	GV					
	NV					
Gala, sports activities, travel,...adapt to staff demand.	CBQL					
	GV					
	NV					
There are a lot of channels to take staff comments.	CBQL					
	GV					
	CV					
Working rooms, facilities adapt to lecturers' job demands, teach, and research.	CBQL					
	GV					
	CV					

Internet systems and software for serving training activities, such as daa, moodle, ... adapt to lecturers' job demands, teach, and research.	CBQL		
	GV		
	CV		

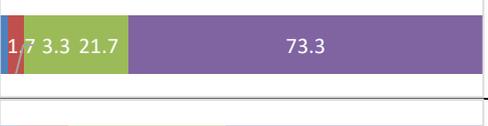
4.1.3. Staff satisfactions

Criteria		Strongly disagree	Disagree	Agree	Strongly agree	Other comments
Income is equal to your responsibility.	CBQL					
	GV					
	CV					
Lecturers are satisfied on the allowance in UIT	CBQL					
	GV					
	CV					
Lecturers are satisfied with their current jobs	CBQL					
	GV					
	CV					

Management documentary and its process support efficiently your job.	CBQL	7.7	56.4	35.9	
	GV	15	61.7	23.3	
	CV	6.7	50	33.3	
Lecturers are satisfied with the planning, finance division.	CBQL	7.7	56.4	35.9	
	GV	18.3	58.3	23.3	
	CV	5	58.3	26.7	
Lecturers will tend to stick for a long time in UIT.	CBQL	2.6	5.1	30.8	61.5
	GV	1.7	3.3	63.3	31.7
	CV	3.3	1.7	51.7	33.3

4.2. Questions for teaching and researching

Criteria	Strongly disagree	Disagree	Agree	Strongly agree	Other comments
Lecturers are participated in designing and adjusting on the curriculum	3.6	3.6	30.9	61.8	
Lecturers are satisfied with the curriculum of their faculties	1.4	6.8	32.4	59.5	
Faculties often organize a seminar that is professional activities for lecturers	5	1.7	28.3	65	

Lecturers are divided to teach fairly.		
Lecturers are being given opportunities to renew teaching methods		
Documentary sources of UIT adapts to lecturers' teaching and research demand.		
Lecturers are encouraged enjoying to the conference, seminars indoor and outdoor.		
UIT/Faculties create conditions for lecturers to participate in projects, research topics.		
Lecturers are supported about fee, rooms, facilities,...to complete on time research activities.		

5. Other comments

There were 40 staff to share their comments that UIT Board needed to improve

- Increase income: 10 times (23.3%)
- Training activities and do research: 4 times (9.3%)
- Facilities: 11 times (25.6%)
- Organizations activities: 13 lượt ý kiến (30.2%)
- Care for staff health, quality assurance activities: 5 times (11.6%)

Appendix: Extra staff comments

1	UIT board needs to solve about increasing income for staffs, create an opportunity to enhance working competency; especially, reward/encourage staffs doing research.
2	Assess staffs based on performance evaluation
3	Upgrade staffs' working computers to service their jobs.
4	Set up a Vietcombank ATM in area around IT.
5	Adjust to start and end working time: morning starts at 8:00- 12:00, the afternoon starts at 13:00- 16:00
6	Take care for staffs healthy by the way to buy insurance
7	Should survey staff satisfaction levels to reward.
8	Invest in building UIT library
9	Wish to change coefficient salary follow to degree levels.
10	<ul style="list-style-type: none">- Replace some new equipment in C tower.- There should be a private space for staff who have a little baby.
11	<ul style="list-style-type: none">- Improve facilities and staff allowance.

12	Improve computers to adapt to research demand. Besides, improving meal quality in UIT canteens.
13	Office of an administrative Personnel needs to register health insurance for staff to follow to a resident, not only to be default Thu Duc hospital.
14	Policy about staff divide that needs to make a clear.
15	- Methods attract IT human resources to develop UIT.