

UNIVERSITY OF INFORMATION TECHNOLOGY
OFFICE OF LEGAL AFFAIRS – QUALITY ASSURANCE

REPORT
RESULTS OF THE SURVEY OF STAFF
ABOUT WORKING ENVIRONMENT CONDITIONS AT THE UNIVERSITY IN 2025

I. General Overview

1. Purpose of the survey

- Contributing to the implementation of the Regulation on democracy in higher education institutions.
- Creating conditions for employees and teachers to express their opinions and aspirations about the working conditions and environment at the University, thereby raising the sense of responsibility for the rights and obligations of all managers, lecturers, support staffs.
- Through the survey results, the University knows the level of satisfaction of managers, lecturers, support staffs with the working conditions and environment at the University.
- Help the University's leaders have a basis to evaluate the University's operations, propose solutions to improve the quality of training, scientific research, application, transfer and community service activities.
- Implement the regulations of the Ministry of Education and Training in order to improve the quality of the University's training activities and other tasks.

2. Survey content

The survey on the satisfaction level of employees and employees with working conditions and environment at the University of Information Technology includes the following contents:

- Work policies and regimes;
- Training and promotion opportunities;
- Internal activities, communication, cohesion;

- Evaluation of direct management and colleagues;
 - Teaching and scientific research activities (for lecturers and researchers);
 - Overall satisfaction level.
3. Survey Tools
- The tool to collect feedback from MANAGER-LECTURER-SUPPORT STAFF is a questionnaire developed and completed by the Office of Legal Affairs – Quality Assurance after collecting comments from all employees.
 - The questionnaire consists of quantitative and qualitative questions on a 5-level scale (from 1: Strongly disagree to 5: Strongly agree).
4. Survey method
- Online survey through the University's online survey system (www.survey.uit.edu.vn).
 - How to do it: The Office of Data Management and IT in collaboration with Office of Legal Affairs – Quality Assurance sends the survey to the MANAGER-LECTURER-SUPPORT STAFF through a personal email address. MANAGER-LECTURER-SUPPORT STAFF logs in and completes the survey according to the system's instructions.

II. Survey Results

1. Survey participation status

Table 1. Statistics on the number of MANAGER-LECTURER-SUPPORT STAFF participating in the survey of each unit

No.	Unit	Number of survey participants	Total number of employees	Rate
1	Board of Rector	3	3	100.0
2	University Council	1	1	100.0
3	Office of Campus Services	8	13	61.5
4	Department of Mathematics - Physics	10	10	100.0
5	Faculty of Software Engineering	25	34	73.5
6	Faculty of Information Systems	18	29	62.1
7	Faculty of Computer Science	16	25	64.0
8	Faculty of Computer Engineering	19	35	54.3
9	Faculty of Science and Engineering Information	19	23	82.6
10	Faculty of Computer Networks and Communications	21	36	58.3
11	Office of Student Affairs	6	8	75.0
12	Office of Data Management and Information Technology	9	11	81.8

No.	Unit	Number of survey participants	Total number of employees	Rate
17	Office of Graduate Studies and Science and Technology	3	7	42.9
18	Office of Personnel and Administration Affairs	21	22	95.5
19	Office of Legal Affairs – Quality Assurance	5	5	100.0
20	Laboratory of Information Security	7	10	70.0
21	Laboratory of Multimedia Communications	10	22	45.5
22	Laboratory of Information Systems	5	6	83.3
23	Laboratory of Application – Specific Integrated Circuit Design	2	3	66.7
24	Library	5	5	100.0
25	Office of Communications and Admissions Support	5	8	62.5
26	Foreign Language Center	10	14	71.4
27	Office of Excellence Programs	6	6	100.0
28	IT Development Center	2	4	50.0

13	Office of Undergraduate studies	10	10	100.0	29	Office (Labor Union, Party Committee, Delegation)	5	6	83.3
14	Office of Planning and Finance	4	6	66.7					
15	Office of External Relations	1	4	25.0					
16	Office of Facility Management	9	11	81.8					
Total							265	377	70.3

Table 1 shows:

- There are 265/377 employees working at the University participating in the survey, reaching a rate of 70.3%, higher than in 2023 (62.6%). This ratio is reliable enough for analysis.
- There is quite full participation of the Board of Directors, leaders of the unit. The analysis by audience group helps to compare perceptions between groups; identify system differences to serve appropriate policy making for each group.
- The number of employees participating in the survey at the units was uneven, 5 units had a full 100% survey number of employees (Office of Undergraduate studies, Office of Legal Affairs – Quality Assurance, Library, Department of Mathematics and Physics, Office of Excellence Programs), Office of External Relations had the lowest survey rate (25%). The survey participation rate in some units is still low; However, the comparative analysis did not show any practically significant differences between the unit groups. Therefore, the impact of bias due to non-response is assessed to be negligible at the university-wide level. The university will continue to implement measures to improve the level of participation to further strengthen the representativeness of the data.

2. Regarding the implementation of democracy regulations in the University

Table 2. The level of agreement on the implementation of the democratic regulation of Employees

Criteria		Strongly disagree	Disagree	Confused	Agree	Totally agree	No response	Average	DLC* ¹
You know the vision and mission of the school	Manager	-	-	2.4	9.5	88.1	-	4.86	0.41
	Lecturer	0.8	-	0.8	19.7	78.0	0.8	4.75	0.55
	Support staff* ²	-	-	-	26.0	71.9	2.1	4.73	0.44

¹ Standard deviation (DLC) is a statistical quantity used to compare the dispersion of a data set with their mean. Accordingly, the lower the standard deviation of a value, the closer that value is to the mean value of the data set. For this Likert (1-5) draw:

DLC	Interpretation
≤ 0.5	Very consensus
0.5 – 1.0	Fair Consensus
1.0 – 1.5	Dispersed Opinions
> 1.5	Strong dispersion

² support staff (including specialists and service staff: security, driver, cleaning)

Criteria		Strongly disagree	Disagree	Confused	Agree	Totally agree	No response	Average	DLC*1
Teachers are well aware of the educational objectives of the school	Manager	-	-	-	11.9	88.1	-	4.88	0.33
	Lecturer	0.8	-	1.6	18.1	78.0	1.6	4.75	0.56
	Support staff*2	-	-	1.0	28.1	68.8	2.1	4.69	0.49
Land use planning and facilities to meet the University's development goals	Manager	-	2.4	26.2	31	40.5	-	4.09	0.87
	Lecturer	1.6	7.1	29.1	24.4	34.6	3.1	3.86	1.04
	Support staff*2	-	3.1	24.0	43.8	17.7	11.5	3.86	0.77
Teachers can participate in developing/commenting on the annual plan, development strategy of the University and the unit	Manager	-	2.4	2.4	23.8	71.4	-	4.64	0.66
	Lecturer	0.8	3.9	9.4	37.8	44.1	3.9	4.25	0.86
	Support staff*2	-	2.1	14.6	45.8	27.1	10.4	4.09	0.75
The school has many channels (leaders' reception schedules, forums, suggestion mailboxes, emails, citizen reception,...) to receive comments from staff, teachers, and employees	Manager	-	-	7.1	19	73.8	-	4.67	0.61
	Lecturer	0.8	0.8	5.5	33.1	58.3	1.6	4.5	0.71
	Support staff*2	-	1.0	1.0	40.6	54.2	3.1	4.53	0.58

The average rate of agree and fully agree (collectively referred to as agree) reaches 87.1% (in 2023: 82.5%)

- The group of managers (management staff) has a high level of agreement (91.4%), (in 2023: 91.2%) with almost all contents of the group of criteria for implementing the democratic regulation, (in 2023: 94.1-97.1%); except for the criteria of land use planning, facilities have an approval rate of 71.5% (in 2023: 70.6%).
- The Specialist Group (support staff) has an average agreement rate of 84.8% (in 2023: 88%), and the two criteria of the University's vision, mission and educational goals are high (97%) (in 2023: 100%). These are always two criteria that are highly appreciated by the University's staff in surveys. Particularly, the criterion of "participating in the development/commenting on the annual plan and development strategy of the University and the unit" reached 72.5% (lower than in 2023: 81.1%), the University needs to disseminate to the team of experts to fully participate, contributing to the effective implementation of the operation plan of the unit and the University.
- The group of lecturers, teaching assistants, and researchers (teachers, teaching assistants, researchers) has an average agreement rate of 85.2% (in 2023: 83.2%) and the highest with the following contents: "*Teachers know well about the University's educational goals*" (97.7%), (2023: 94.7%); "*Teachers know well about the school's educational goals*": 96.1%), higher than in 2023 (94.7%); , "*The school has many information channels to record comments*": 91.4%; (2023: 92.2%).

3. About Work Environment

- For the criteria of the working environment, in general, employees agreed at a high level of 92.1%, higher than in 2023 (83.5%), but lower than in 2021 (93.1%). The group of subjects with the highest approval rating is management staff (96.0%), higher than in 2023 (88.7%), support staff and teacher subjects have a fairly high approval rating of 90.6% and 89.5%, respectively, equivalent to 2023 (support staff: 90.4%; LECTURER: 89.1%).
- The criteria with the highest and unanimous consent of all survey participants are "*know where to contact to solve/respond to tasks when necessary*", "*be evaluated by superiors objectively and fairly*". This criterion has a direct proportional relationship with the criterion of "being assigned tasks in accordance with their capacity and professional qualifications".

- The criteria of *Internet and software for management, training, and scientific research (daa, science and technology, surveys, websites,...)* to meet job requirements are also highly appreciated in all three groups of management staff (92.9%), teaching staff (80.3%), SUPPORT STAFF (89.6%), higher than in 2023 (management staff: 73.5%; teaching team: 76.3%, SUPPORT STAFF: 86.2).

Table 3. The level of consent of employees on the working environment

Criteria		Strongly disagree	Disagree	Confused	Agree	Totally agree	No response	Average	DLC* ³
Teachers are assigned tasks in accordance with their capacity and professional qualifications	Manager	-	2.4	-	16.7	81.0	-	4.76	0.58
	Lecturer	1.6	0.8	3.9	22.0	70.9	0.8	4.61	0.75
	Support staff* ²	-	-	4.2	35.4	53.1	7.3	4.53	0.59
Teachers are listened to by their superiors	Manager	-	-	7.1	26.2	66.7	-	4.6	0.63
	Lecturer	0.8	3.1	3.9	30.7	59.8	1.6	4.48	0.79
	Support staff* ²	-	-	5.2	41.7	49.0	4.2	4.46	0.6
Teachers are evaluated by their superiors objectively and fairly	Manager	-	-	4.8	28.6	66.7	-	4.62	0.58
	Lecturer	1.6	1.6	3.9	27.6	63.8	1.6	4.53	0.79
	Support staff* ²	-	-	7.3	41.7	47.9	3.1	4.42	0.63

³ Standard deviation (DLC) is a statistical quantity used to compare the dispersion of a data set with their mean. Accordingly, the lower the standard deviation of a value, the closer that value is to the mean value of the data set.

Criteria		Strongly disagree	Disagree	Confused	Agree	Totally agree	No response	Average	DLC* ³
Teachers know where to contact to solve/respond to tasks when necessary	Manager	-	-	2.4	23.8	73.8	-	4.71	0.51
	Lecturer	0.8	0.8	5.5	34.6	55.9	2.4	4.48	0.72
	Support staff* ²	-	-	1.0	43.8	54.2	1.0	4.54	0.52
Teachers receive good coordination/support from units and individuals in their work	Manager	-	-	-	4.8	95.3	-	4.6	0.59
	Lecturer	1.6	-	-	6.3	91.4	0.8	4.47	0.76
	Support staff* ²	-	1.0	3.1	51.0	43.8	1.0	4.39	0.61
Teachers can easily search for documents issued by the school on the website system of the University and its functional units	Manager	-	-	4.8	54.8	40.5	-	4.36	0.58
	Lecturer	1.6	3.9	10.2	34.6	48.8	0.8	4.26	0.91
	Support staff* ²	-	2.1	10.4	46.9	38.5	2.1	4.24	0.73
The internet and software for management, training, scientific research (daa, science and technology, surveys, websites,...) Meet job requirements	Manager	-	-	7.1	50.0	42.9	-	4.36	0.62
	Lecturer	1.6	0.8	16.5	42.5	37.8	0.8	4.15	0.84
	Support staff* ²	-	1.0	7.3	52.1	37.5	2.1	4.29	0.65

4. Training and promotion opportunities

For the criteria of training and promotion opportunities, in general, the management staff has a high average agreement, over 91% (in 2019 it reached over 89%).

Table 4. The level of agreement of employees on training and promotion opportunities

Criteria		Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
Fair and objective career advancement opportunities, creating motivation for teachers to do The	Manager	-	-	2.4	35.7	59.5	2.4	4.59	0.55
	Lecturer	-	5.5	9.4	30.7	53.5	0.8	4.33	0.87
	Support staff*2	-	2.1	14.6	54.2	27.1	2.1	4.09	0.71
Teachers are facilitated to participate in training/fostering to improve their capacity	Manager	-	-	-	26.2	71.4	2.4	4.73	0.45
	Lecturer	0.8	2.4	3.1	33.9	59.1	0.8	4.49	0.75
	Support staff*2	-	1.0	3.1	60.4	33.3	2.1	4.29	0.58
Appointment criteria and processes are announced clearly, publicly and transparently	Manager	-	-	2.4	35.7	59.5	2.4	4.59	0.55
	Lecturer	1.6	2.4	6.3	35.4	52.0	2.4	4.37	0.84
	Support staff*2	-	2.1	3.1	55.2	37.5	2.1	4.31	0.64

Table 4 shows:

- The average rate of agreement on training and promotion opportunities of employees reached 91.1%, higher than in 2023 (81.4%).
- There are two criteria of *"Teachers are facilitated to participate in training/fostering to improve their capacity"* and *"Appointment criteria and processes are clearly announced, publicly and transparently"* which are highly agreed and appreciated by all three groups of subjects, respectively: Management staff (over 95%), LECTURER, SUPPORT STAFF (87%-93%), SUPPORT STAFF (92%). Particularly, the criterion of *"Fair and objective career advancement opportunities, motivating teachers to work"* has a lower satisfaction rating in the target group of teachers, teachers, nsupport staffs (84.2%) and SUPPORT STAFF (81.3%).

5. Salary and welfare regime

Table 5. The level of consent of employees on the salary and welfare regime

Criteria		Strongly disagree	Disagree	Confused	Agree	Totally agree	No response	Average	DLC
You feel that your income is commensurate with your responsibilities and the quality of your work.	Manager	-	2.4	-	33.3	64.3	-	4.6	0.63
	Lecturer	1.6	3.1	9.4	38.6	46.5	0.8	4.26	0.88
	Support staff* ²	-	-	2.1	58.3	39.6	-	4.38	0.53
Teachers are satisfied with bonuses (holidays, Tet, to Integral ,...) and allowances Others (lecture Scientific research, cost Study/Fostering/Association conferences/seminars,...)	Manager	-	2.4	2.4	35.7	59.5	-	4.52	0.67
	Lecturer	0.8	3.9	10.2	40.2	44.1	0.8	4.24	0.85
	Support staff* ²	-	-	5.2	53.1	39.6	2.1	4.35	0.58

Criteria		Strongly disagree	Disagree	Confused	Agree	Totally agree	No response	Average	DLC
The University's salary and benefits policy is incentivized Teacher's positive working spirit	Manager	-	2.4	4.8	23.8	69.0	-	4.6	0.7
	Lecturer	1.6	0.8	11.8	40.9	43.3	1.6	4.26	0.82
	Support staff*2	-	1.0	2.1	52.1	43.8	1.0	4.40	0.59

The satisfaction rate of VC-employees with this group of criteria is different between target groups. The average approval rate reached 91.7%, higher than in 2023 (84.4%), the high level of agreement is the SUPPORT STAFF group (95.5%) and management staff (95.2%), this rate in 2023 is 88.6% (SUPPORT STAFF), 84.3% (management staff); the group of teachers has a lower approval rate than the SUPPORT STAFF group and management staff, reaching 84.5% (in 2023: 77.7%). In general, the approval of the SUPPORT STAFF team on the salary and welfare regime is always higher than that of the group of teaching subjects (teachers, researchers).

6. About teaching and scientific research

The University has conducted a survey on the level of agreement with the criteria for teaching and scientific research (Scientific Research) for teachers, teachers, and professors working at the University. The results are shown in the following table:

Table 6. The level of agreement of employees on teaching conditions and scientific research

Criteria		Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
Teachers are involved in the process of developing and adjusting training programs and module outlines at faculties/departments	Manager	-	2.4	9.5	23.8	50.0	14.3	4.42	0.81
	Lecturer	1.6	1.6	5.6	30.2	58.7	2.4	4.46	0.81
Faculties/departments regularly organize professional meetings and academic exchanges	Manager	-	2.4	4.8	40.5	40.5	11.9	4.35	0.72
	Lecturer	1.6	1.6	4.0	32.5	58.7	1.6	4.48	0.79
Teachers are assigned appropriate and fair teaching hours	Manager	-	2.4	4.8	26.2	52.4	14.3	4.5	0.74
	Lecturer	0.8	3.2	3.2	37.3	54.0	1.6	4.43	0.78
Teachers are encouraged and facilitated to innovate teaching methods	Manager	-	2.4	2.4	23.8	57.1	14.3	4.58	0.69
	Lecturer	0.8	-	5.6	38.1	53.2	2.4	4.46	0.68

Criteria		Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
Teachers are satisfied with the quality of their teaching	Manager	-	2.4	-	2.4	80.9	14.3	4.44	0.69
	Lecturer	0.8	0.8	0.8	42.9	53.2	1.6	4.49	0.64
Materials in the library meet the teaching requirements teaching, scientific research of teachers/teachers	Manager	-	2.4	16.7	33.3	33.3	14.3	4.14	0.83
	Lecturer	4.8	0.8	17.5	38.1	35.7	3.2	4.02	1.02
Schools/faculties/departments create conditions for teachers to participate in science and technology topics and projects	Manager	-	2.4	2.4	28.6	52.4	14.3	4.53	0.7
	Lecturer	0.8	-	4.8	34.1	57.9	2.4	4.52	0.67
Teachers are encouraged to participate in domestic and international scientific conferences and seminars	Manager	-	2.4	-	33.3	52.4	11.9	4.54	0.65
	Lecturer	0.8	-	4.8	36.5	56.3	1.6	4.5	0.67
Teachers are satisfied with the results of the study	Manager	-	2.4	9.5	40.5	35.7	11.9	4.24	0.76
	Lecturer	0.8	0.8	12.7	40.5	42.9	2.4	4.27	0.78
Teachers are satisfied with the conditions, teaching support, scientific research of the University (funding, space, equipment etc.)	Manager	-	2.4	7.1	38.1	38.1	14.3	4.31	0.75
	Lecturer	2.4	-	14.3	40.5	38.1	4.8	4.18	0.87

****About Teaching Activities***

Over 85.6% of teachers agree with the teaching criteria (2023: 93%). In which, the criterion of "*satisfaction with teaching quality*" reached the highest approval rate of 96.1% (in 2023: 98.7%); followed by the criteria of "*being assigned appropriate and fair teaching hours*", "*being encouraged and facilitated to innovate teaching methods*" all reached 91.3%.

The criterion of "assigning appropriate and fair teaching hours" has improved, with an agreement rate of 90.8% (in 2023: 89.55%).

***Regarding teaching and scientific research materials:** The approval rate of teaching staff and SUPPORT STAFF for this criterion reached 73.8% (year 2023: 75.1%), this rate is rated lower than in management staff (66.6%).

****About scientific research activities***

This is a group of criteria with relatively high consent of the group of teachers, teachers, and teachers, the approval rate reached 86.7%, the group of management staff

has an approval rate of 79.8%. Most teachers agree that "*schools/faculties/departments create conditions to participate in science and technology topics and projects*": 92% (**in 2023: 92.1%**), "*encouraged to participate in domestic and international scientific conferences and seminars*": 92.8% (**in 2023: 89.5%**). Meanwhile, the percentage of teachers, teachers, and teachers who are satisfied with the University's conditions, teaching support, scientific research (funding, space, equipment, etc.) and scientific research results reached 78.6% (in 2023: 77.6%).

7. About Serving the Community

Serving the community is one of the three main tasks of a higher education institution specified in Articles 4, 50, and 64 of the Law on Higher Education amended in 2018 consolidated by Document 42/VBHN-VPQH dated 10/12/2018. The results of the Employee survey on community service activities generally achieved a good approval rate, the overall average rate was 73.6%.

Table 7. The level of consent of employees on community service

Criteria		Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
Teaching activities in the community environment of teachers have been implemented to learners (students' assignments, projects, topics associated with practice, problem solving of community, local)	Manager	-	4.8	11.9	31.0	33.3	19.0	4.15	0.89
	Lecturer	-	1.6	15.7	39.4	39.4	3.9	4.21	0.77
Your scientific research topics bring practical benefits to learners and the community	Manager	-	2.4	4.8	47.6	26.2	19.0	4.21	0.69
	Lecturer	-	0.8	15.0	44.9	36.2	3.1	4.2	0.72
Lecturers who have scientific research products/initiatives/topics that are transferred technology	Manager	7.1	2.4	23.8	19.0	28.6	19.0	3.74	1.24
	Lecturer	3.9	9.4	23.6	25.2	30.7	7.1	3.75	1.15
Activities associated with the community (career counseling; enrollment counseling; exchanges and training cooperation at home and abroad; teacher and student exchanges; cooperation with enterprises; conferences, seminars,...) that teachers participate in are practical and meaningful	Manager	-	2.4	11.9	40.5	33.3	11.9	4.19	0.78
	Lecturer	2.4	0.8	14.2	40.9	35.4	6.3	4.13	0.88
	SUPPORT STAFF	2.1	2.1	9.4	24.0	12.5	50	3.85	0.99
Volunteer and public activities Social Cooperation School (Spring of Love, Old Computers, New Knowledge,	Manager	-	-	11.9	40.5	42.9	4.8	4.33	0.69

Criteria		Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
donate humanitarian blood, contribute to the "For the Poor" fund, visit/take care of heroic Vietnamese mothers, lonely elderly people, donate to people facing natural disasters, storms and floods,...) of the University brings practical benefits for learners, staff and the community.	Lecturer	0.8	1.6	7.1	42.5	43.3	4.7	4.32	0.76
	SUPPORT STAFF	-	-	7.3	39.6	33.3	19.8	4.32	0.64
Teachers are satisfied with the school's community service activities	Manager	-	2.4	9.5	45.2	35.7	7.1	4.23	0.74
	Lecturer	0.8	-	11.0	38.6	44.1	5.5	4.33	0.75
	SUPPORT STAFF	-	1.0	5.2	44.8	31.3	17.7	4.29	0.64

The University's community service is highly appreciated for its practicality and meaningfulness. The rate of agreement and complete agreement in the teaching and research group with the average criteria reached 76.8%.

The University's technology transfer is still limited: the rate of agreeing and completely agreeing with the criterion "*Teachers with products/initiatives/scientific research topics that are transferred to technology*" is quite low among both management staff (47.6%) and teachers (55.9%). This shows that the University needs solutions to promote technology transfer. in order to improve the efficiency of scientific research activities.

Employees rated their satisfaction with the University's community service activities (79.9%).

The survey results show that the University's teaching, scientific research and community service activities are positively evaluated, with an average score mainly above 4.1. However, some contents such as technology transfer and the level of participation in community activities still have a dispersion of opinions, indicating that it is necessary to continue to improve the incentive and support mechanism.

8. About Satisfaction of Employees

The satisfaction of employees is also recorded in the table below, the results show that the satisfaction rate reached a high level with a rate of 91.4% (in 2023: 82.1%).

Table 8. Satisfaction level of Employees

Criteria		Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
Teachers are satisfied with the health care regime	Manager	-	-	4.8	40.5	54.8	-	4.5	0.59
	Lecturer	1.6	-	7.9	37	52	1.6	4.4	0.77
	SUPPORT STAFF	-	-	-	54.2	45.8	-	4.46	0.5
Teachers are satisfied with the conditions of the field for practicing arts and sports	Manager	-	4.8	31.0	31	33.3	-	3.93	0.92
	Lecturer	2.4	1.6	9.4	39.4	45.7	1.6	4.26	0.88
	SUPPORT STAFF	-	-	11.5	60.4	27.1	1	4.16	0.61
Teachers are satisfied with the office and equipment for work requirements	Manager	-	2.4	-	50	47.6	-	4.43	0.63
	Lecturer	2.4	3.9	13.4	41.7	37.8	0.8	4.1	0.94
	SUPPORT STAFF	-	-	4.2	59.4	35.4	1	4.32	0.55

Criteria		Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
You are satisfied with your current job.	Manager	-	-	-	38.1	61.9	-	4.62	0.49
	Lecturer	0.8	1.6	3.9	45.7	47.2	0.8	4.38	0.71
	SUPPORT STAFF	-	1.0	3.1	51	44.8	-	4.4	0.61
Teachers plan to stay at the University for a long time	Manager	-	-	4.8	21.4	73.8	-	4.69	0.56
	Lecturer	0.8	0.8	2.4	27.6	67.7	0.8	4.62	0.66
	SUPPORT STAFF	-	-	2.1	41.7	56.3	-	4.54	0.54

The two criteria with high and unified satisfaction of employees are the criteria of "satisfaction with the current job" and "Teachers/teachers plan to stay at the University for a long time", both reaching a rate of 96.2% (in 2023: 92.9%).

Most of the management staff were satisfied with all criteria, the rate was 95%-100% except for the criterion of "conditions of the field for training grounds for art and sports" (64.3%). The teaching team, scientific research, and SUPPORT STAFF team also have a relatively low approval rating for this criterion, the rates are 85.1% and 87.5%, respectively, an improvement compared to 2023 (teachers: 77.6%, SUPPORT STAFF: 81.1%).

In addition, the satisfaction of employees with Departments was also surveyed, the results showed that satisfaction was quite high with an overall average rate of 87.6% (in 2023: 79.7%).

The level of satisfaction of employees with the questions is generally high, with the average score ranging from about 3.9 to 4.7. In particular, the criteria related to satisfaction with the current job and the intention to stick with the University for a long time were evaluated very positively, reflecting the level of commitment and stability of the team. However, the contents of the conditions of facilities and training grounds and work equipment also have a greater degree of dispersion of opinions, indicating that these are areas that need to be prioritized for improvement.

Unit			Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
1	Board of Rector	Manager	-	-	-	21.4	76.2	2.4	4.78	0.42
		Lecturer	0.8	-	3.9	25.2	67.7	2.4	4.63	0.64
		SUPPORT STAFF	-	-	3.1	30.2	60.4	6.3	4.61	0.55
2	Office of Personnel and Administration Affairs	Manager	-	-	9.5	19	69	2.4	4.61	0.67
		Lecturer	0.8	-	5.5	26.8	64.6	2.4	4.58	0.68
		SUPPORT STAFF	-	1.0	4.2	33.3	57.3	4.2	4.53	0.64
3	Office of Planning and Finance	Manager	-	-	2.4	35.7	59.5	2.4	4.59	0.55
		Lecturer	0.8	-	8.7	29.9	58.3	2.4	4.48	0.73
		SUPPORT STAFF	-	-	6.3	33.3	56.3	4.2	4.52	0.62
4	Office of Undergraduate Studies	Manager	-	4.8	4.8	23.8	64.3	2.4	4.51	0.81
		Lecturer	0.8	-	5.5	26	66.1	1.6	4.59	0.67
		SUPPORT STAFF	-	-	3.1	36.5	55.2	5.2	4.55	0.56
5	Office of Graduate Studies and Science and Technology	Manager	-	-	7.1	19	69	4.8	4.65	0.62
		Lecturer	0.8	-	4.7	28.3	64.6	1.6	4.58	0.66
		SUPPORT STAFF	-	1.0	3.1	39.6	49	7.3	4.47	0.62
6	Office of External Relations	Manager	2.4	9.5	28.6	19	38.1	2.4	3.83	1.14
		Lecturer	1.6	0.8	11	28.3	55.1	3.1	4.39	0.85
		SUPPORT STAFF	3.1	3.1	10.4	41.7	35.4	6.3	4.1	0.96

Unit			Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
7	Office of Facility Management	Manager	-	2.4	11.9	19	64.3	2.4	4.49	0.81
		Lecturer	0.8	0.8	7.1	31.5	57.5	2.4	4.48	0.74
		SUPPORT STAFF	-	1.0	7.3	41.7	45.8	4.2	4.38	0.68
8	Office of Student Affairs	Manager	-	-	9.5	28.6	59.5	2.4	4.51	0.68
		Lecturer	0.8	-	7.1	30.7	59.1	2.4	4.51	0.7
		SUPPORT STAFF	-	-	4.2	40.6	50	5.2	4.48	0.58
9	Office of Legal Affairs - Quality Assurance	Manager	-	-	11.9	28.6	57.1	2.4	4.46	0.71
		Lecturer	0.8	-	7.1	29.9	59.1	3.1	4.51	0.71
		SUPPORT STAFF	-	-	4.2	41.7	47.9	6.3	4.47	0.58
10	Office of Campus Services	Manager	2.4	2.4	4.8	28.6	59.5	2.4	4.44	0.9
		Lecturer	0.8	0.8	7.1	31.5	57.5	2.4	4.48	0.74
		SUPPORT STAFF	-	-	2.1	42.7	50	5.2	4.51	0.55
11	Data Managemet & IT Office	Manager	-	-	2.4	26.2	69	2.4	4.68	0.52
		Lecturer	0.8	-	6.3	29.9	59.8	3.1	4.53	0.69
		SUPPORT STAFF	-	-	2.1	39.6	53.1	5.2	4.54	0.54
12	Faculty of Software Engineering	Manager	-	-	4.8	23.8	64.3	7.1	4.64	0.58
		Lecturer	0.8	-	6.3	28.3	61.4	3.1	4.54	0.69
		SUPPORT STAFF	-	-	4.2	40.6	45.8	9.4	4.46	0.59

Unit			Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
13	Faculty of Information Systems	Manager	2.4	-	7.1	21.4	61.9	7.1	4.51	0.85
		Lecturer	0.8	-	4.7	30.7	59.8	3.9	4.55	0.67
		SUPPORT STAFF	-	-	3.1	41.7	45.8	9.4	4.47	0.57
14	Faculty of Computer Engineering	Manager	-	-	4.8	26.2	61.9	7.1	4.62	0.59
		Lecturer	0.8	-	6.3	29.1	58.3	5.5	4.53	0.7
		SUPPORT STAFF	-	-	3.1	39.6	46.9	10.4	4.49	0.57
15	Faculty of Computer Networks & Communications	Manager	-	-	4.8	23.8	64.3	7.1	4.64	0.58
		Lecturer	5.8	-	7.1	29.9	56.7	5.5	4.5	0.71
		SUPPORT STAFF	-	-	4.2	39.6	45.8	10.4	4.47	0.59
16	Faculty of Computer Science	Manager	-	-	4.8	19	71.4	4.8	4.7	0.56
		Lecturer	0.8	-	6.3	29.9	57.5	5.5	4.52	0.7
		SUPPORT STAFF	-	-	3.1	43.8	43.8	10.4	4.45	0.57
17	Department of Mathematics - Physics	Manager	-	-	4.8	31	57.1	7.1	4.56	0.6
		Lecturer	0.8	-	7.1	33.1	54.3	4.7	4.47	0.71
		SUPPORT STAFF	-	-	4.2	40.6	41.7	13.5	4.43	0.59
18	Faculty of Information Science & Engineering	Manager	-	-	7.1	21.4	64.3	7.1	4.62	0.63
		Lecturer	0.8	-	6.3	28.3	59.7	4.7	4.54	0.7
		SUPPORT STAFF	-	-	4.2	41.7	42.7	11.5	4.44	0.59

Unit			Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
19	Library	Manager	-	-	2.4	26.2	69	2.4	4.68	0.52
		Lecturer	0.8	-	3.9	31.5	58.3	5.5	4.55	0.66
		SUPPORT STAFF	-	-	3.1	38.5	54.2	4.2	4.53	0.56
20	Center for IT Development (CITD)	Manager	-	-	7.1	35.7	52.4	4.8	4.48	0.64
		Lecturer	0.8	-	7.9	32.3	53.5	5.5	4.46	0.72
		SUPPORT STAFF	-	-	5.2	42.7	42.7	9.4	4.41	0.6
21	Laboratory of Multimedia Communications	Manager	-	-	9.5	23.8	61.9	4.8	4.55	0.68
		Lecturer	0.8	-	7.1	32.3	52.8	7.1	4.47	0.71
		SUPPORT STAFF	-	-	6.3	42.7	38.5	12.5	4.37	0.62
22	Laboratory of Information Systems	Manager	-	-	9.5	23.8	61.9	4.8	4.55	0.68
		Lecturer	0.8	-	5.5	31.5	55.1	7.1	4.51	0.69
		SUPPORT STAFF	-	-	6.3	42.7	38.5	12.5	4.37	0.62
23	Center for foreign language of UIT	Manager	-	2,4	11.9	35.7	47.6	2.4	4.29	0.87
		Lecturer	0.8	-	7.9	33.9	52.8	4.7	4.45	0.72
		SUPPORT STAFF	-	-	8.3	45.8	38.5	7.3	4.33	0.64
24	Office of Excellence Programs	Manager	2.4	-	11.9	23.8	59.5	2.4	4.41	0.89
		Lecturer	0.8	-	3.9	29,1	63	3.1	4.59	0.65
		SUPPORT STAFF	1.0	1.0	7.3	40.6	43.8	6.3	4.33	0.76

Unit			Strongly disagree	disagree	Confused	Agree	Totally agree	No response	Average	DLC
25	Office of the Party Committee	Manager	-	-	2.4	28.6	64.3	4.8	4.65	0.53
		Lecturer	0.8	-	7.9	31.5	55.9	3.9	4.48	0.72
		SUPPORT STAFF	-	-	6.3	36.5	51	6.3	4.48	0.62
26	Labor Union Office	Manager	-	-	7.1	31.0	59.5	2.4	4.54	0.64
		Lecturer	0.8	-	4.7	29.1	61.4	3.9	4.57	0.67
		SUPPORT STAFF	-	-	4.2	39.6	50	6.3	4.49	0.59
27	Youth Union	Manager	2.4	-	7.1	38.1	50	2.4	4.37	0.83
		Lecturer	0.8		7.1	33.9	52	6.3	4.45	0.71
		SUPPORT STAFF	-	-	7.3	41.7	40.6	10.4	4.37	0.63
28	Office of Communications & Admissions Support	Manager	-	-	7.1	33.3	57.1	2.4	4.51	0.64
		Lecturer	0.8	-	9.4	29.1	54.3	6.3	4.45	0.75
		SUPPORT STAFF	1.0	1.0	5.2	42.7	42.7	7.3	4.35	0.74

The survey results show that the satisfaction level for most units in the University is high, with an average score mainly above 4.4. The ratio of "Satisfied" and "Completely Satisfied" dominated in the majority of units, reflecting the positive evaluation and relatively good level of consensus of employees. However, the difference in the average score and the dispersion of opinions between some units shows that there is still room to continue to improve and improve operational efficiency in the coming time.

9. Other opinions

In addition to evaluating the above criteria, there were 58 out of 33 employees who gave more opinions on what they wanted the University to improve. Some of the classifications of suggestions and frequency of occurrence are summarized as follows:

- *Regarding Facilities – Infrastructure – Equipment: 13/58 comments – 22.4%* (Classrooms; Wifi, Internet, lack of power outlets, roofs; teaching – research – laboratory equipment; working spaces, lecturer break rooms; facility is not commensurate with the development orientation).
- *Regarding Green Space – Sports – Utilities – Environment: 9/58 comments – 15.5%* (playgrounds, gymnasiums, gyms; green spaces, green living; waste management, educational environment; building a tobacco-free environment).
- *Regarding Human Resource Management – Evaluation – KPI – Assignment: 12/58 comments – 20.7%* (Evaluation of officials, KPIs are not clear, not quantified).
- *For the specifics of the Multimedia / Interdisciplinary Communication major: 8/58 comments – 13.8%* (Scientific research KPIs are not suitable for the specific sector; lack of facility, specialized learning materials; proposed specific mechanisms for interdisciplinary disciplines).
- *Regarding scientific research – Cooperation – Resources: 6/58 opinions – 10.3%* (Investment in scientific research equipment, GPUs, computing infrastructure; increase in scientific conferences, scholarships, grants; expand international cooperation)
- *Administration – Process – Internal Coordination: 7/58 comments – 12.1%* (administrative procedures, guidance, form publicity; coordination between units, control of training process & accreditation standards).

10. Conclusion

The survey results in 2025 have the participation of 70.3% of employees (higher than in 2023: 62.6% and 2021: 52.1%) and

with the full participation of components from management staff, teachers, and employees (including service staff: Security Team, Cleaning Team, Driving Team).

In general, the criteria groups are highly appreciated by employees from 87.1% to 96%, especially the criterion group of service activities the community affairs of employees have a lower approval rate, 71.3% and the criteria for *land use planning and facilities to meet the University's development goals* reach 64%. Most of the criteria have a < 1.0 , showing a relatively consensus opinion; some criteria have $DLC > 1.0$ such as technology transfer and library materials. These are the contents with cognitive differentiation. The fact that there are distributed criteria shows that the survey is not completely "artificial consensus", which helps increase the reliability of the survey.

In addition, there were 58 comments from 33 employees who wished the University to consider and improve. Comments on facilities – infrastructure, remuneration policies, show that these are also areas that the University needs to prioritize improvement in the coming period.

**HEAD OF LEGAL AFFAIRS –
QUALITY ASSURANCE OFFICE**

(signed)

Trinh Thi My Hien