

IST EMPLOYEE SATISFACTION SURVEY (2013)

Objective: Under the SIQuIST (Integrated Quality Management System), the purpose is to add a self-assessment component of the institution's organizational performance by collecting information on the way IST employees perceive the organization, in order to determine the degree of satisfaction with it and the degree of motivation regarding the activities performed.

Target-population: Non teaching and non research staff of IST who perform their tasks at the 3 campuses: Alameda; CTN; Taguspark

Methodology: Adapted CAF (Common Assessment Framework)

Collection method: Questionnaire-based survey (online - Limesurvey) carried out anonymously. For those who did not have an email account, information was collected on paper.

Launch date: April-May 2014

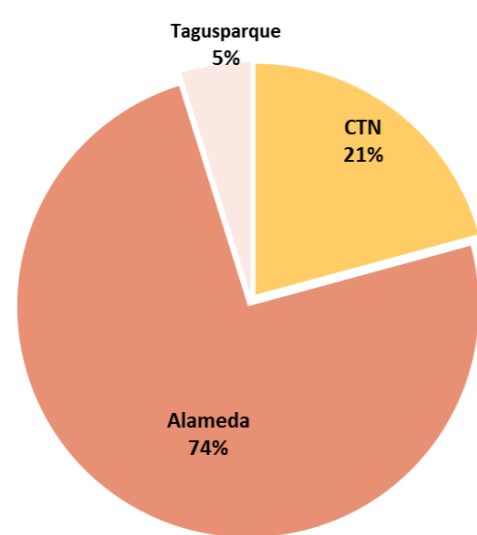
TOTAL POPULATION SURVEYED: 791

Questionnaires answered: 207

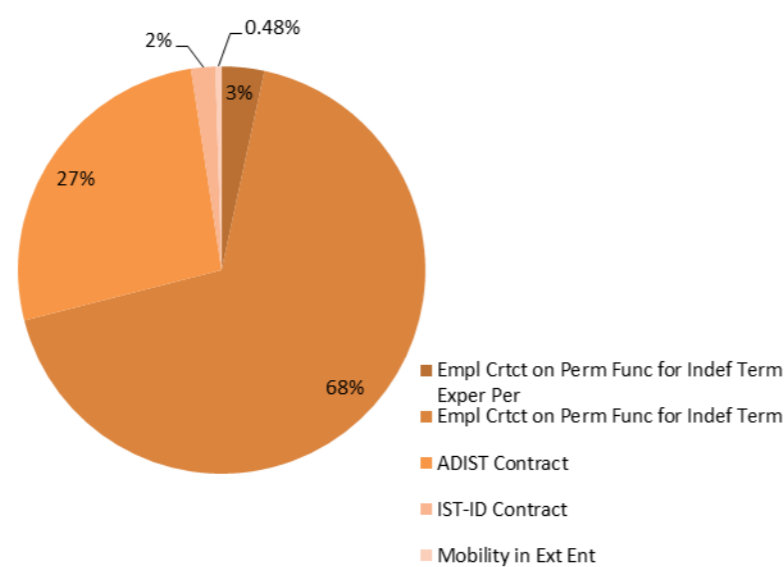
RATE OF RESPONSE:

26%

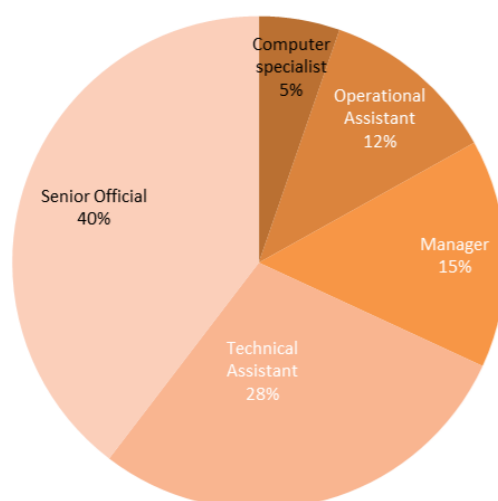
Questionnaires answered || LOCATION



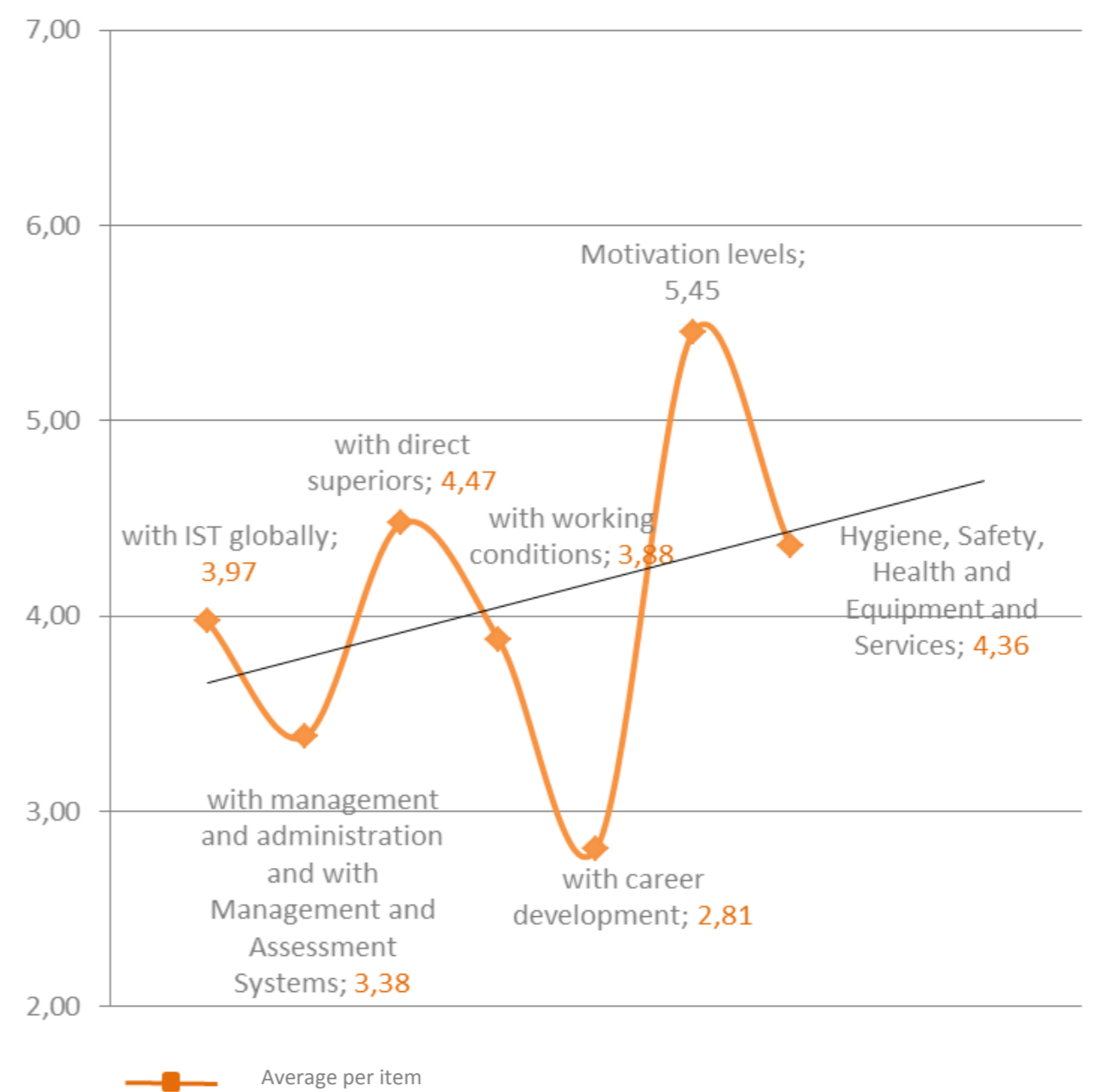
Questionnaires answered || TYPE OF EMPLOYMENT



Questionnaires answered || POSITION



SATISFACTION LEVELS



CONCLUSIONS

Best valued items

- All those related to **employee's motivation and organization image**

Worst valued items:

- Those related to **career development** and (in)equality of opportunities

Highest valuation

- The will of "participating in changing projects" and "suggesting improvements"

Lowest valuation

- "The way the organization rewards individual effort"

Most comments focused on

- Dissatisfaction with **working hours**
- Dissatisfaction with **career development**
- Dissatisfaction with **management and administration methods**



TÉCNICO LISBOA

IST, Lisbon October 2014

