**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**

- Alameda 70%
- CTN 21%
- Taguspark 9%

**Questionnaires answered | TYPE OF EMPLOYMENT**

- Email Contract 35%
- Other Civil Servants 25%
- IST Contract 15%
- Mobility in 15%
- ADST Contract 14%

**Questionnaires answered | POSITION**

- Senior Officials 45%
- Teachers 22%
- Superintendents 19%
- Administrative Assistants 9%

**SATISFACTION LEVELS**

- Highest valuation:
  - The will of “participating in changing projects” and “suggesting improvements”

- Lowest valuation:
  - The way the organization rewards individual effort
  - Dissatisfaction with working hours
  - Dissatisfaction with career development
  - Dissatisfaction with management and administration methods

**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 of opportunities

- **Highest valuation**
  - The will of “participating in changing projects” and “suggesting improvements”

- **Lowest valuation**
  - “The way the organization rewards individual effort”