



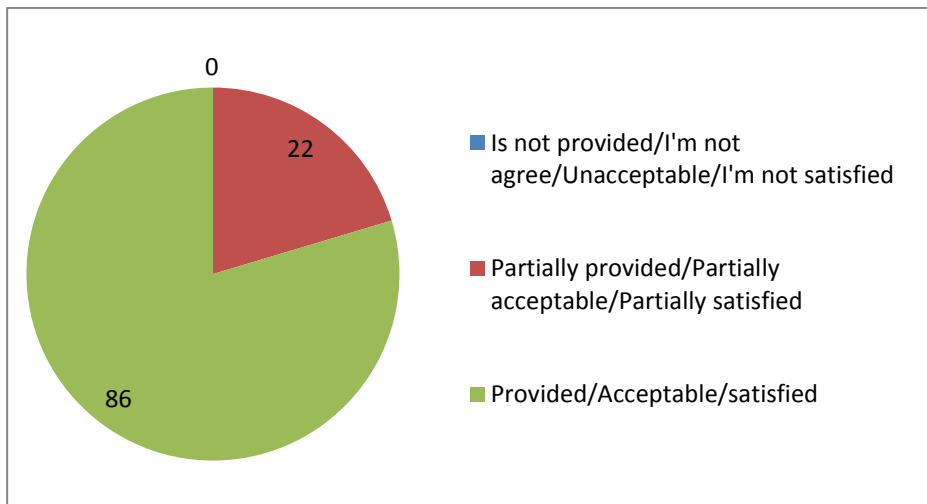
### BNTU from the eyes of staff

In 2018, first complex survey of staff satisfaction was conducted in BNTU, which implied evaluation of BNTU as an institution and evaluation of BNTU as a university by academic, as well as invited, administrative and supporting staff.

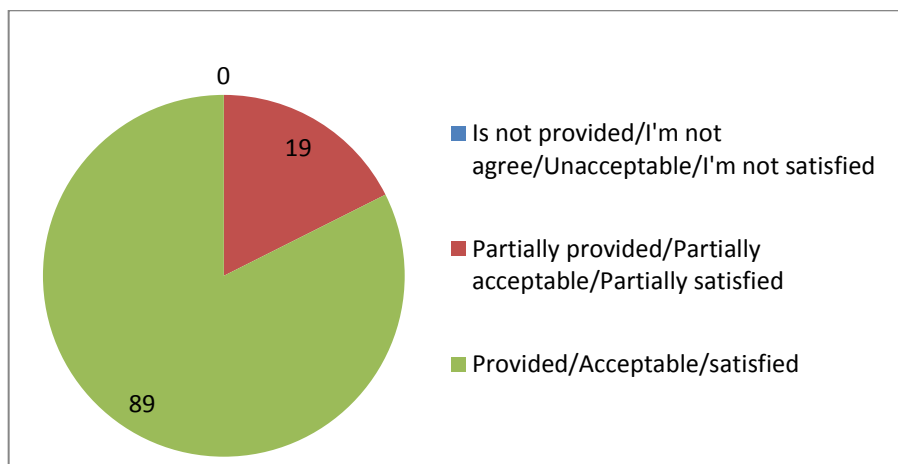
Total number of surveyed persons: 108.

Results of surveys are represented below:

**1. How much does the contract executed with BNTU protect your rights and legal interests?**

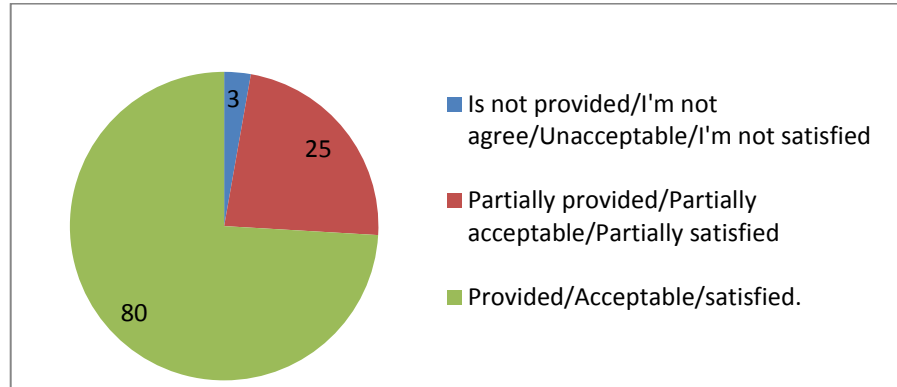


**2. Does BNTU fulfills terms and conditions of the contract executed with you?**

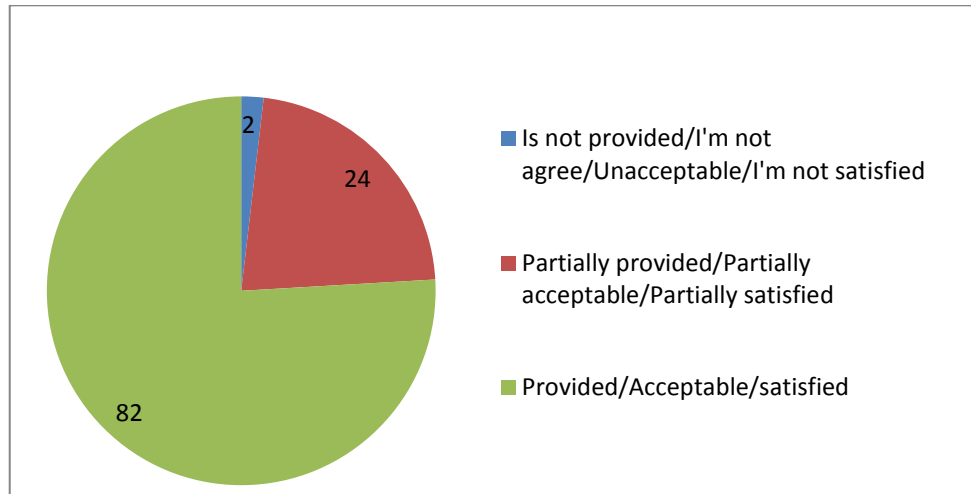




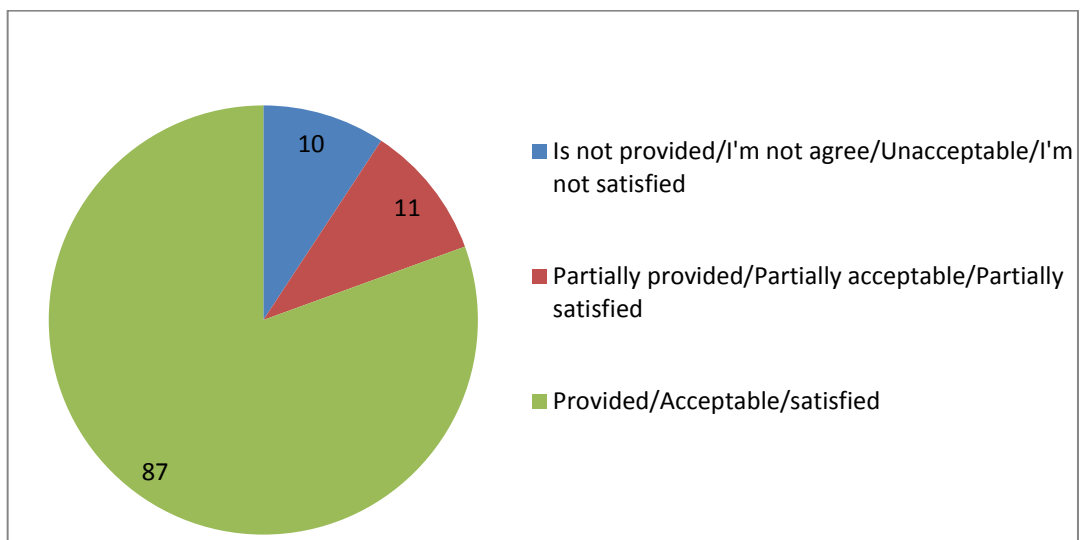
3. To what extent BNTU protects your rights and legal interests?



4. To what extent the observance of rules of conduct, standards of ethics and academic ethics are provided in BNTU?

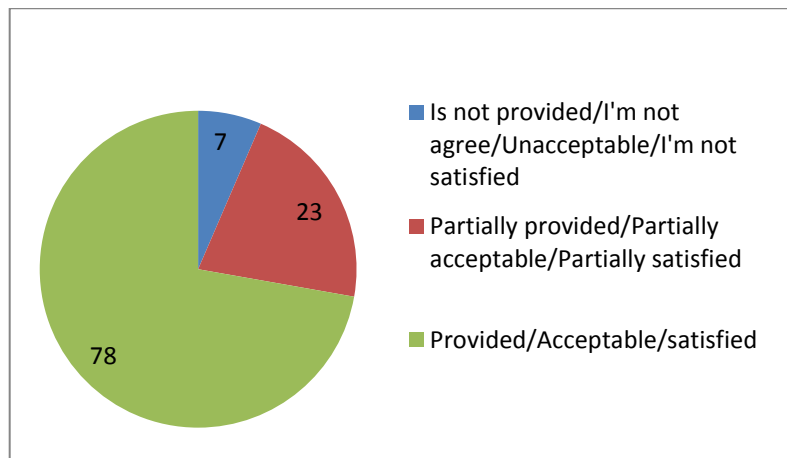


5. Are your functions and work to be done by you clearly determined?

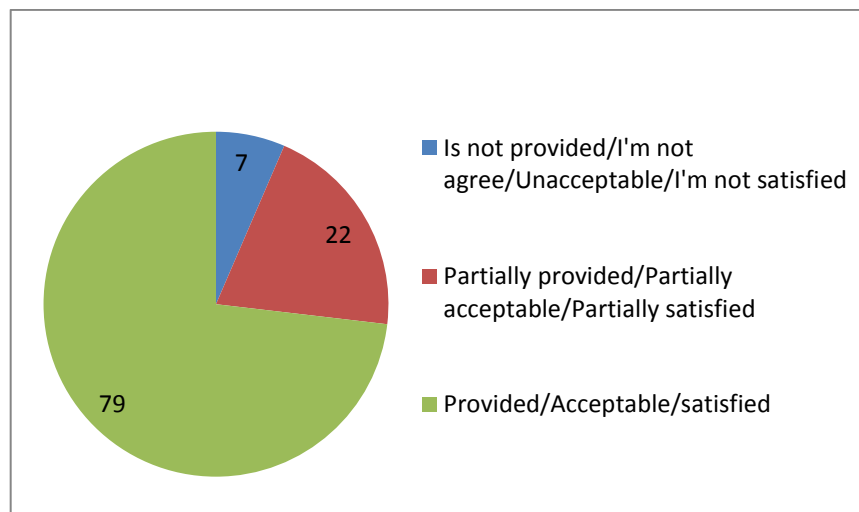




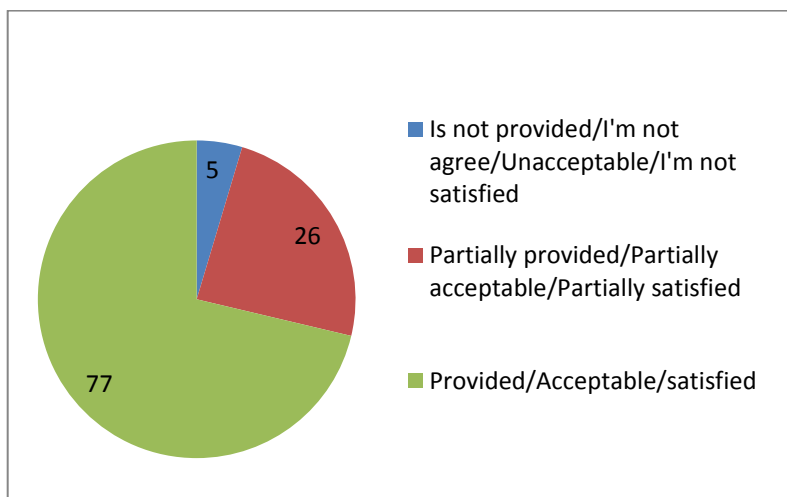
6. To what extent your functions and work to be done are performable?



7. To what extent are you satisfied with your position?

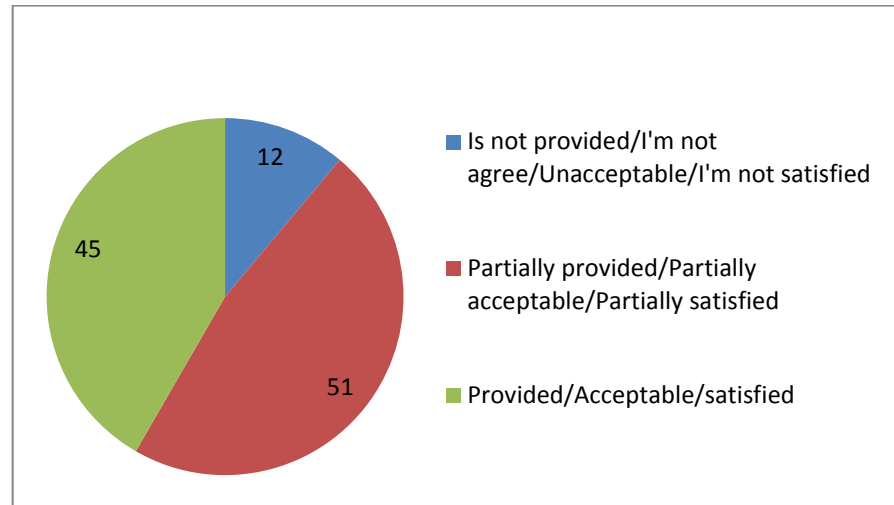


8. To what extent are you satisfied with work in BNTU?

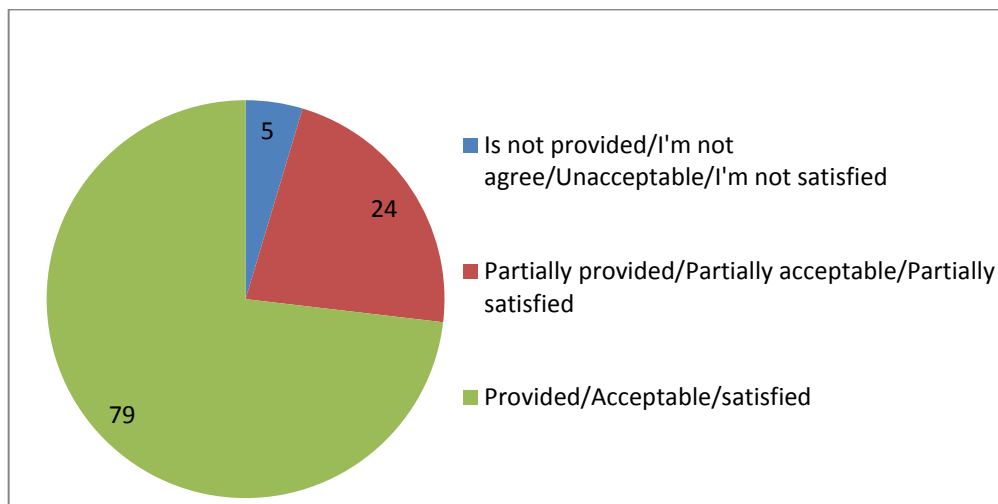




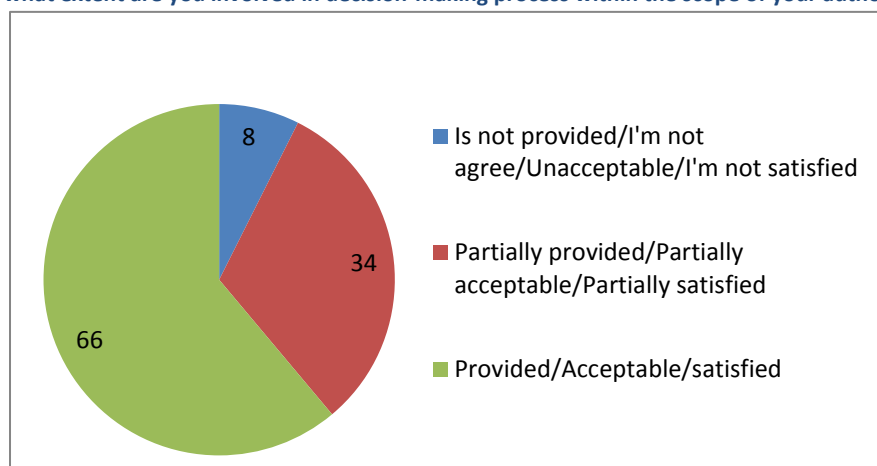
9. To what extent are you satisfied with employee pay?



10. To what extent the corporate culture is developed in BNTU?

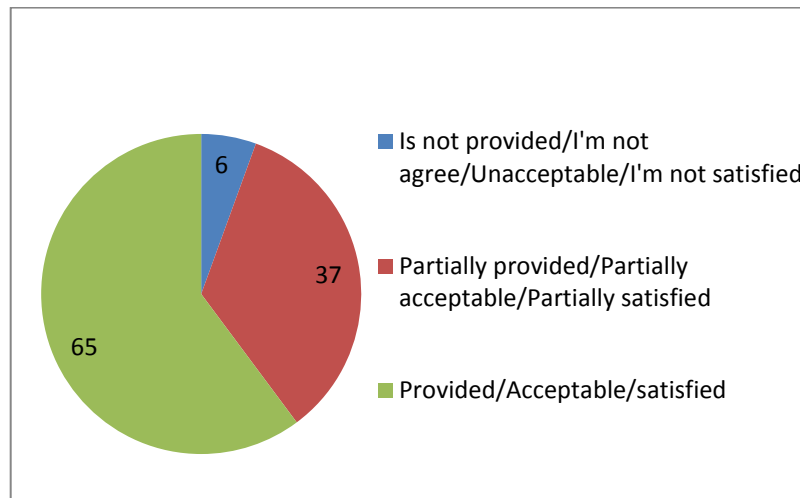


11. To what extent are you involved in decision-making process within the scope of your authority?

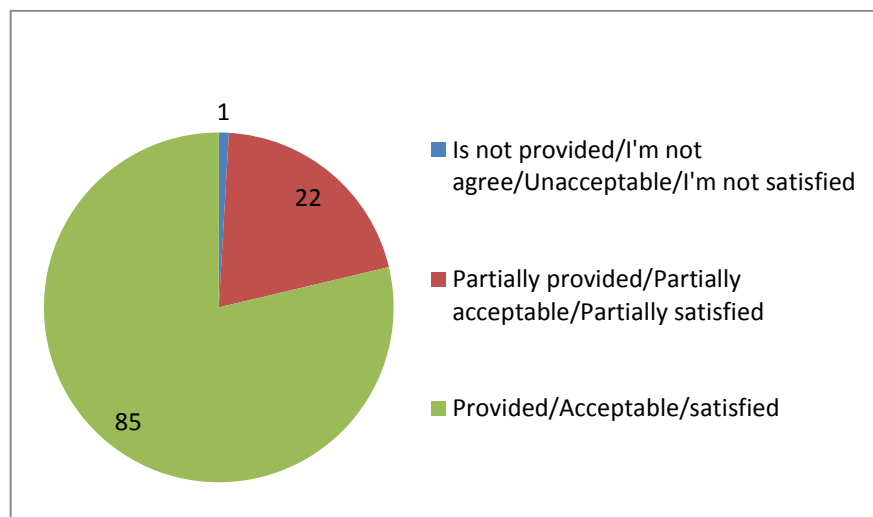




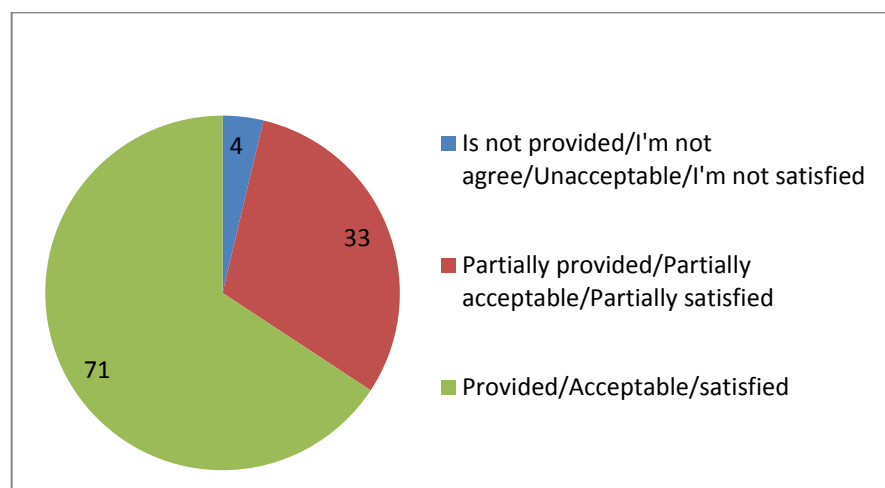
12. To what extent your participation in development and/or review of BNTU mission is provided?



13. To what extent the BNTU mission is acceptable for you?

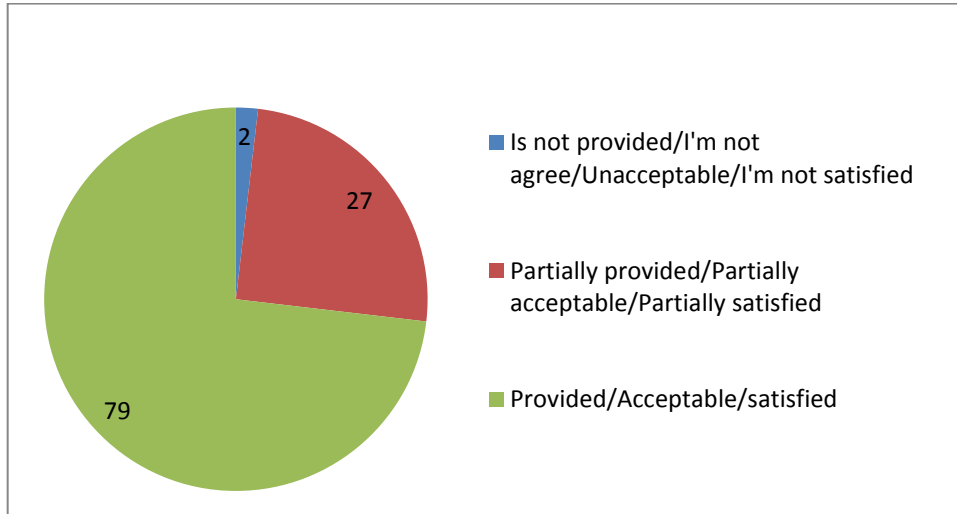


14. To what extent your participation in development and/or review of BNTU Development Strategic Plan is provided?

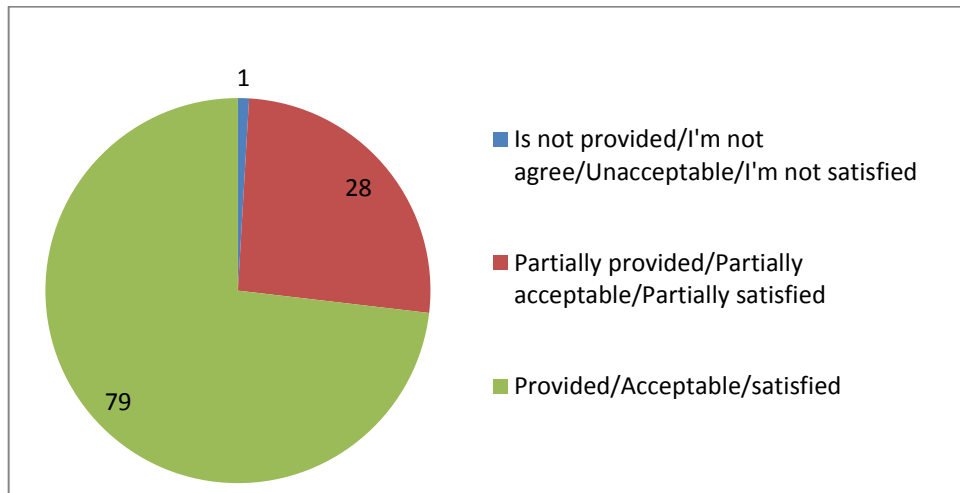




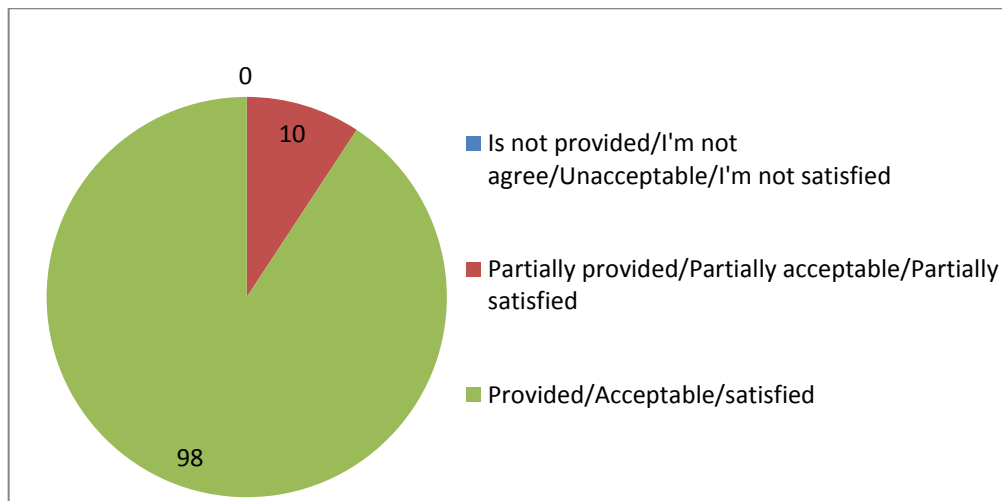
15. Are you familiarized with the final version of BNTU Development Strategic Plan?



16. To what extent the BNTU strategic priorities are acceptable for you?

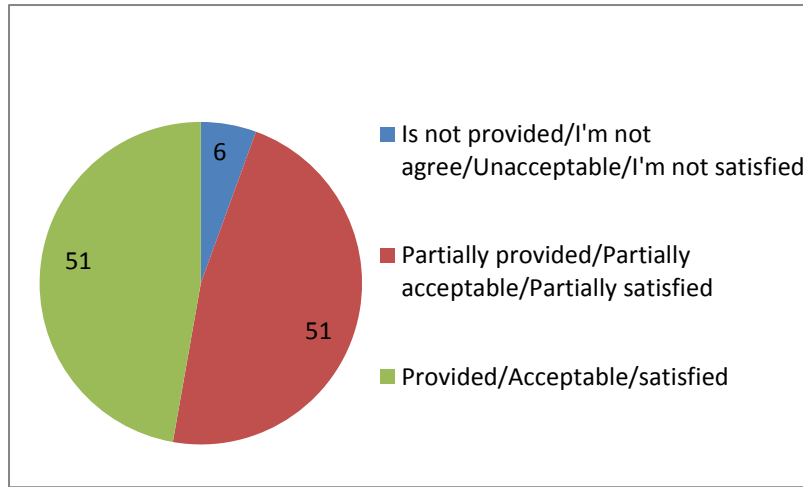


17. To what extent the BNTU Development Strategic Plan is acceptable for you?

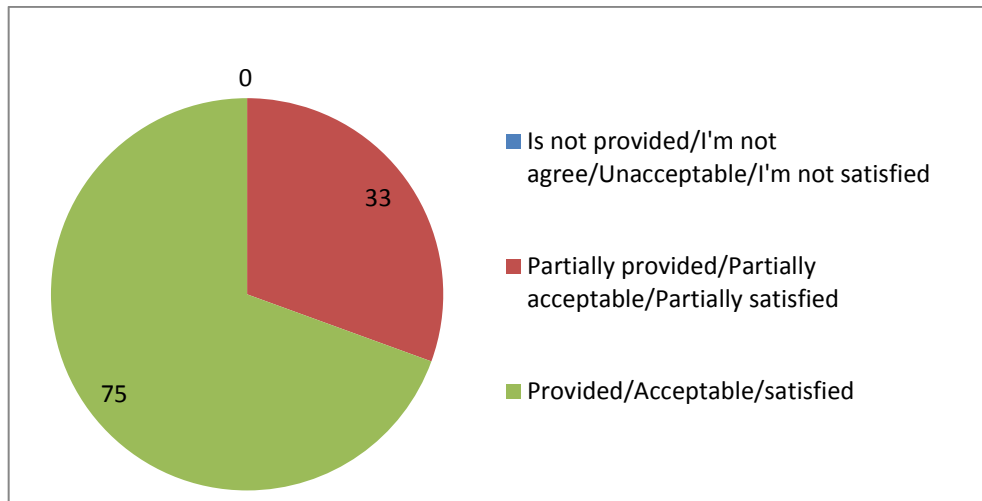




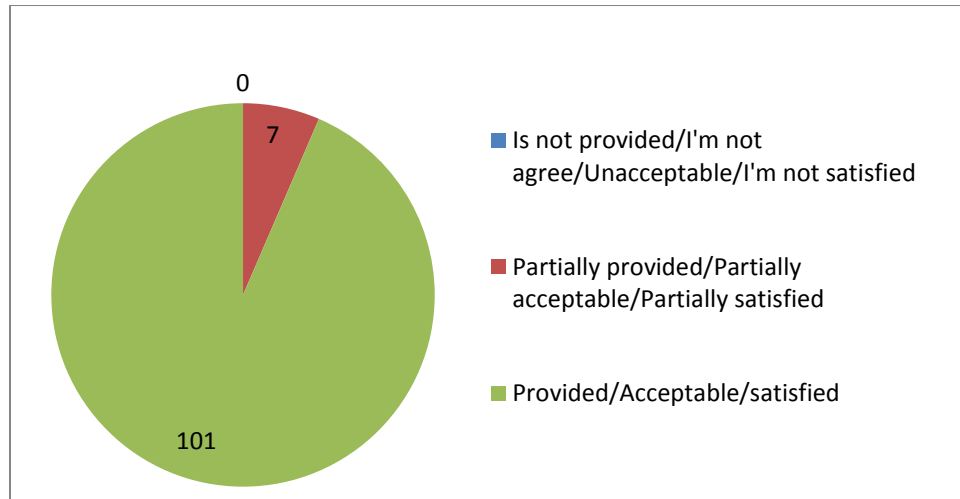
18. To what extent the staff monetary and non-monetary incentiviation policy is effective?



19. To what extent the continuing education principle is provided for staff (development, competence development, training/retraining etc. possibilities)?

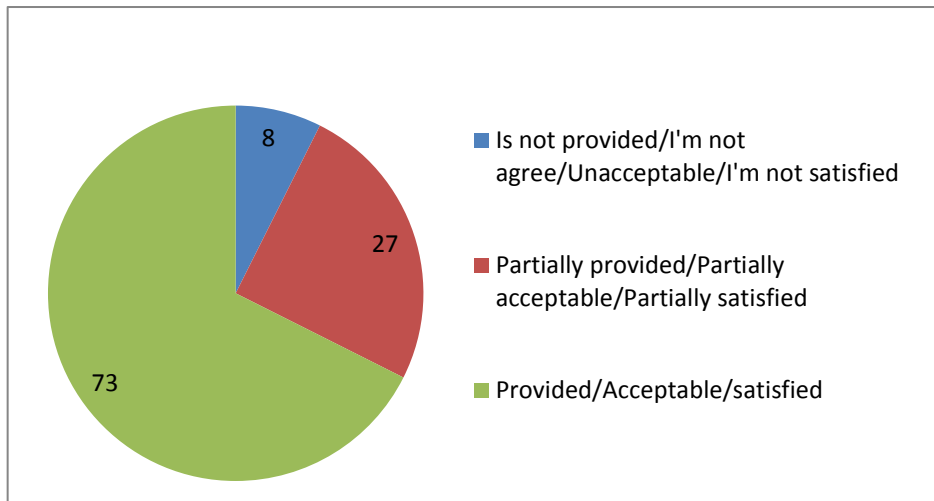


20. To what extent the continuing education principle is provided for students (possibilities of intellectual development, completion of additional education courses, training/re-training programmes etc.)?

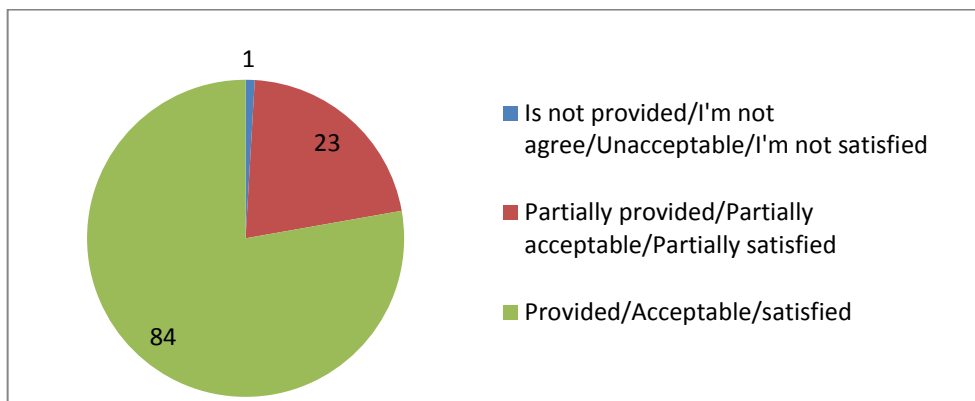




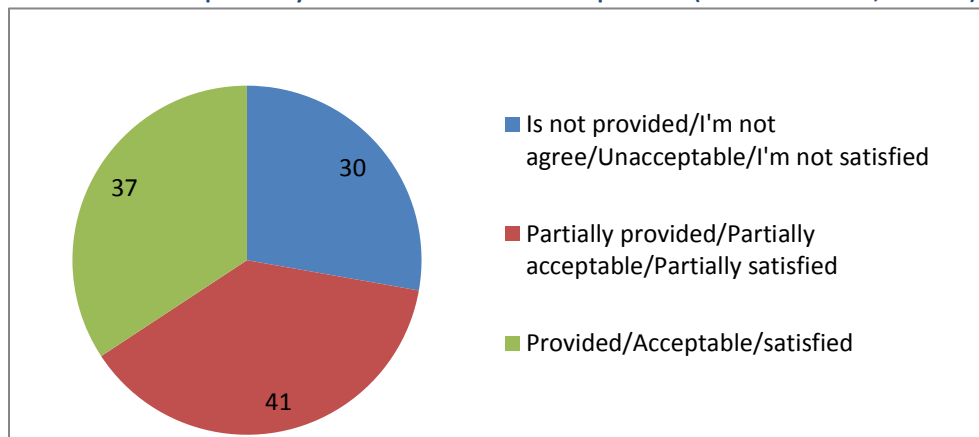
21. To what extent your participation in elaboration, evaluation and development of BNTU activity plan is provided?



22. To what extent the “physical environment” existing in BNTU is acceptable for you (general purpose infrastructure, fulfillment of sanitary and hygiene, and safety standards etc.)?



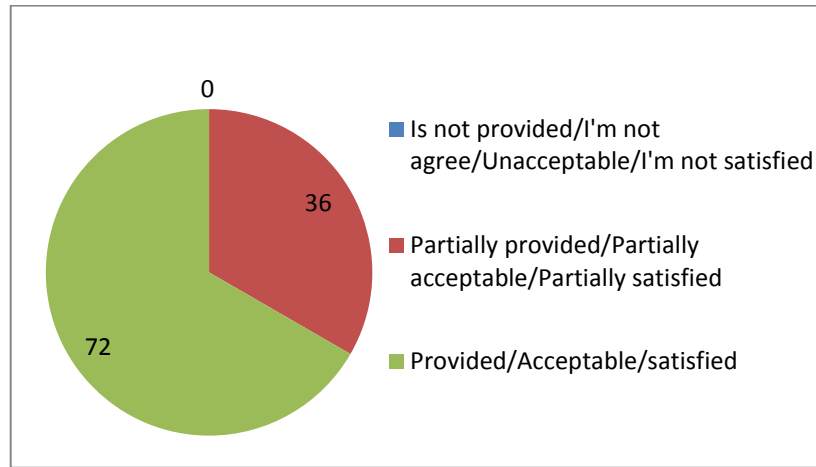
23. To what extent the possibility of comfortable lunch time is provided (recreational zone, café etc.)?



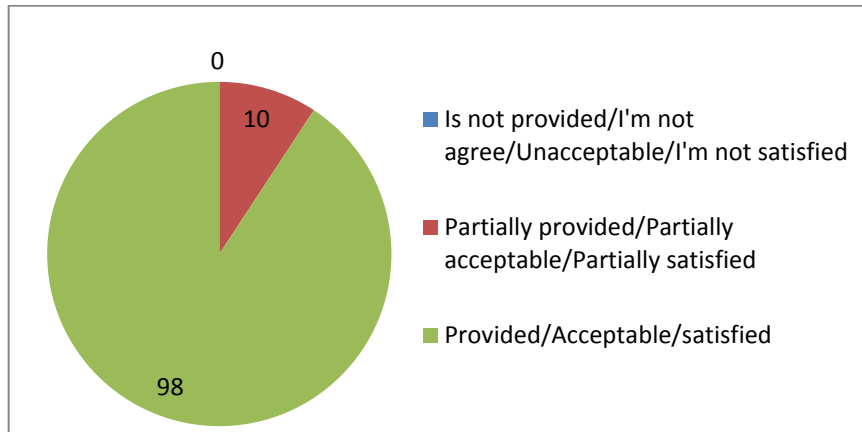




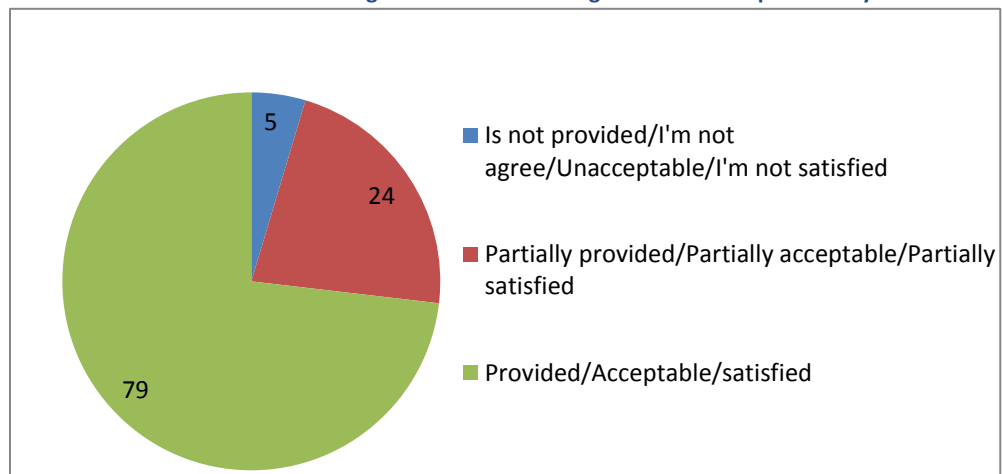
24. To what extent the BNTU academic area (rooms, laboratories, library area etc.) is well-equipped?



25. To what extent the BNTU non-academic area (corridors, premises, adjacent territory) is well-equipped ?

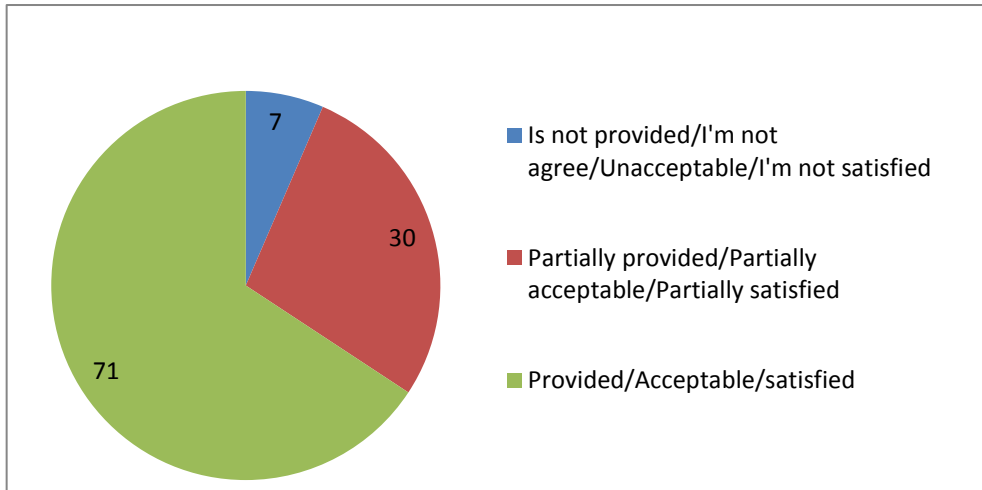


26. To what extent the working environment existing in BNTU is acceptable for you?

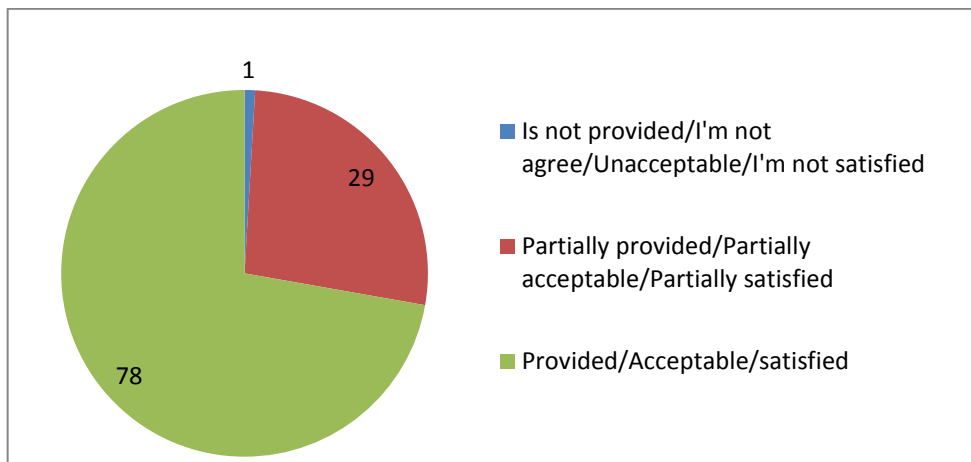




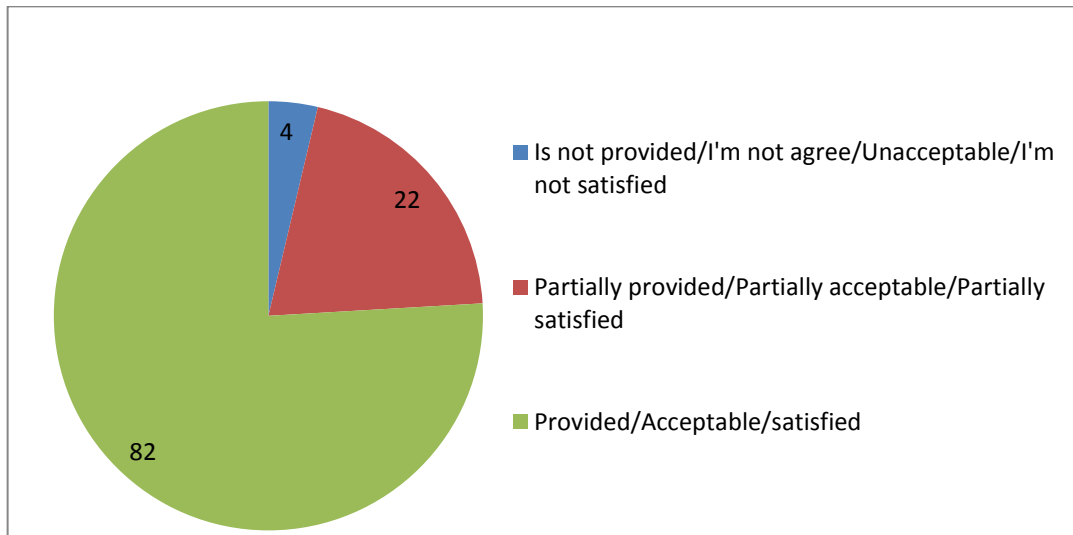
27. To what extent your working environment and conditions are acceptable for you?



28. To what extent the mechanisms of communication of staff with BNTU Administration are acceptable for you?

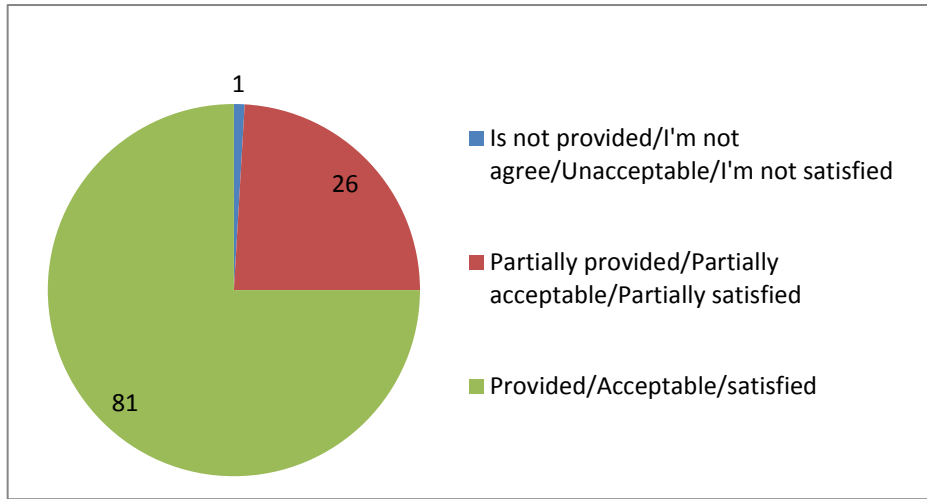


29. To what extent the staff activity monitoring system (mechanisms, procedures, periodicity, transparency etc. ) is acceptable for you?

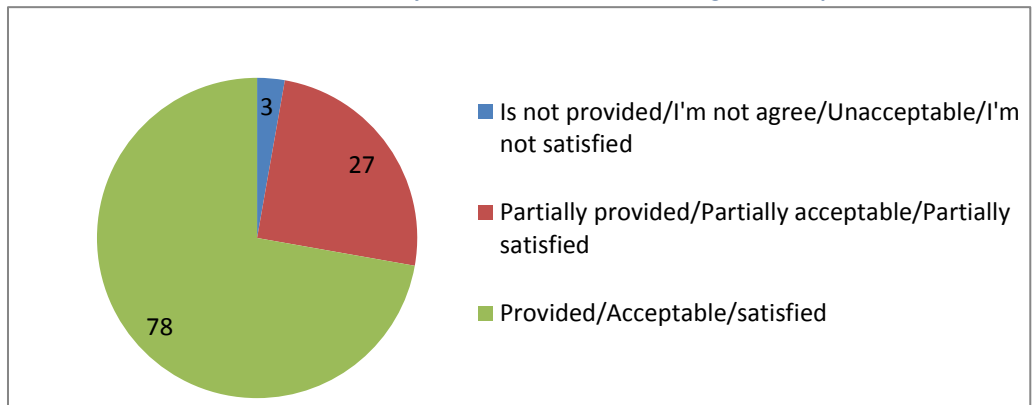




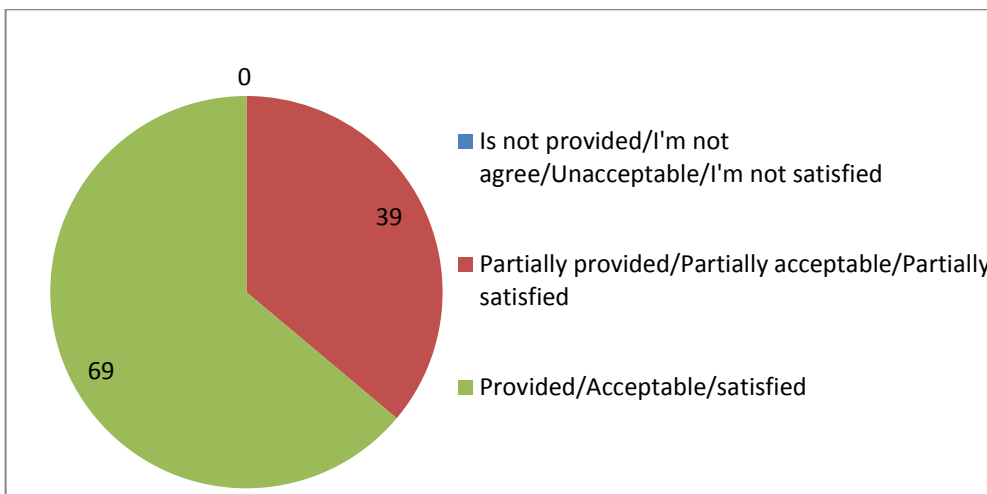
30. How fairly the evaluation of staff activity quality is carried out?



31. To what extent the availability of information on monitoring results is provided?

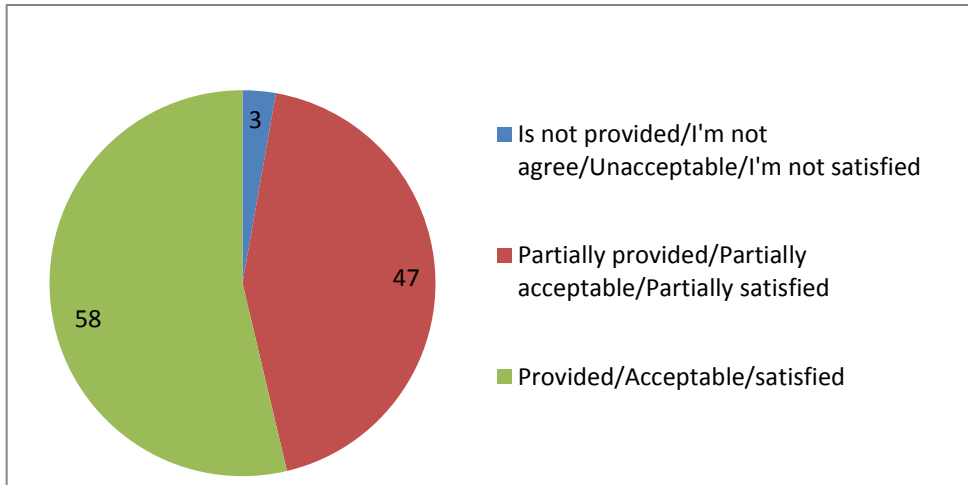


32. To what extent the response mechanisms on staff activity monitoring results are acceptable for you?

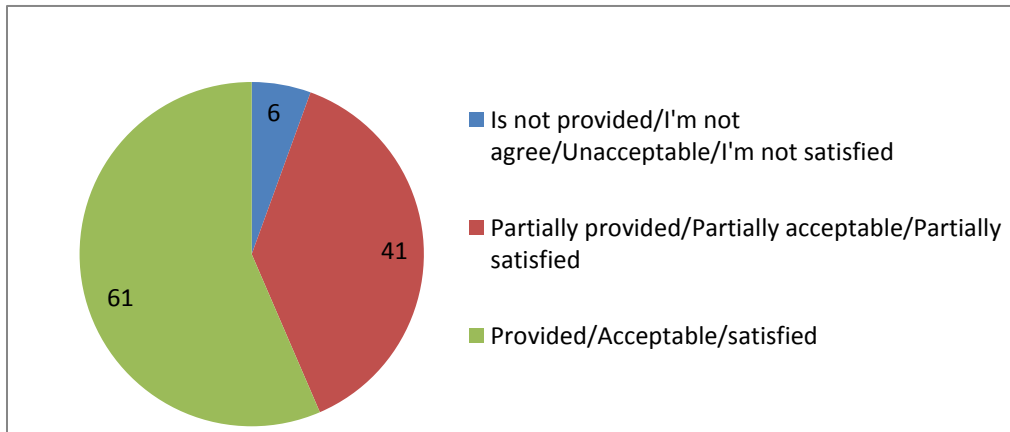




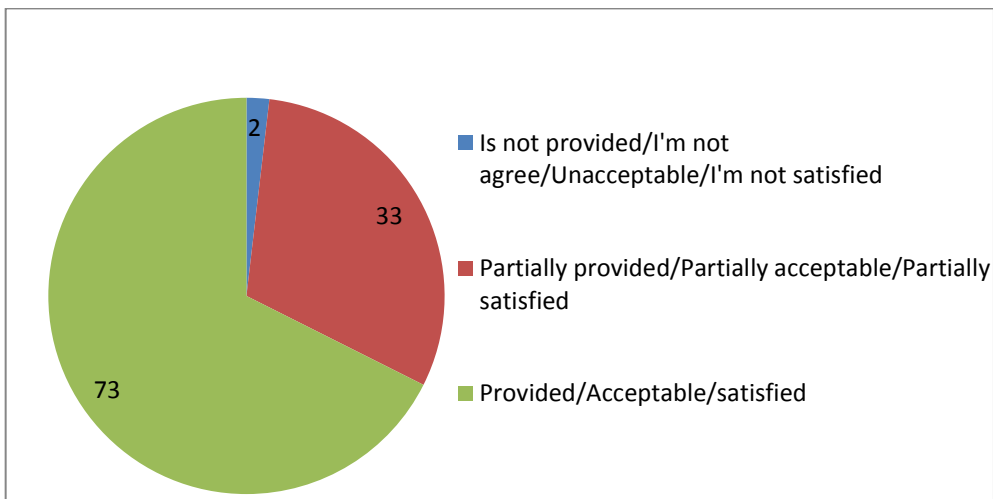
33. How fair and transparent are the staff stimulation mechanisms?



34. How effective are the staff stimulation mechanisms applied in BNTU?

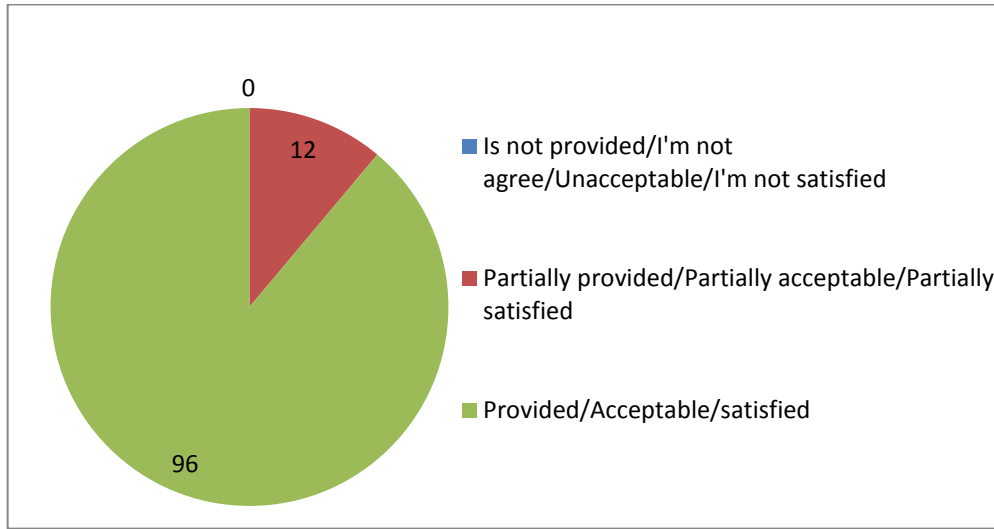


35. To what extent BNTU provides the staff with corresponding infrastructure?

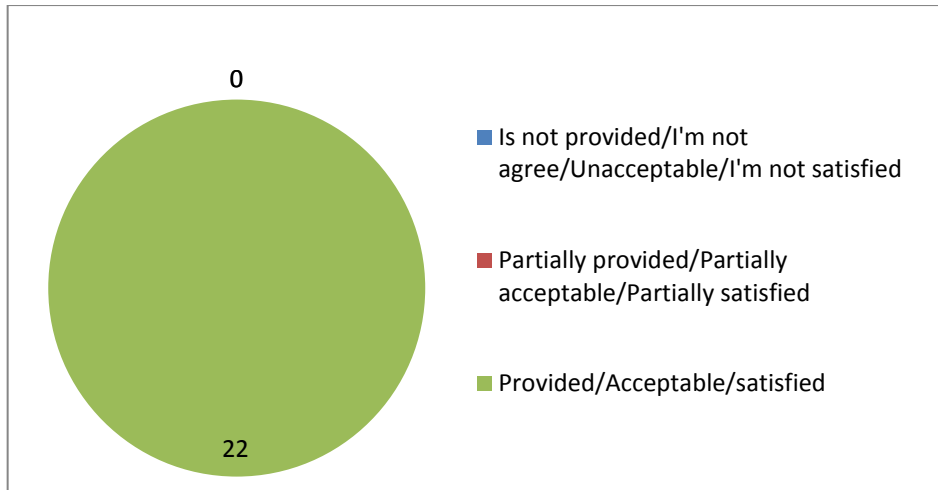




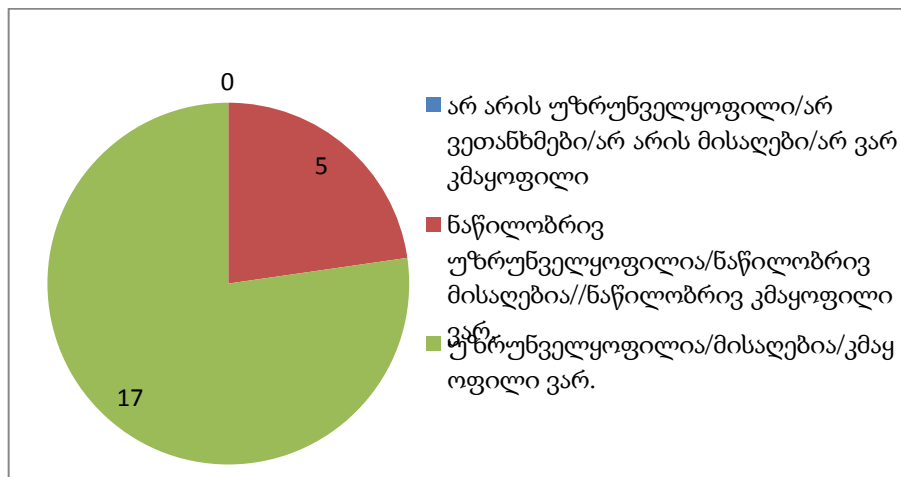
36. To what extent BNTU provides delivery of preliminary information to BNTU staff about research events, planned in BNTU/with participation of BNTU (in case of academic staff – about BNTU, local or international research grants and research projects as well)?



37. Does BNTU support in publication of scientific papers, edition of theses?

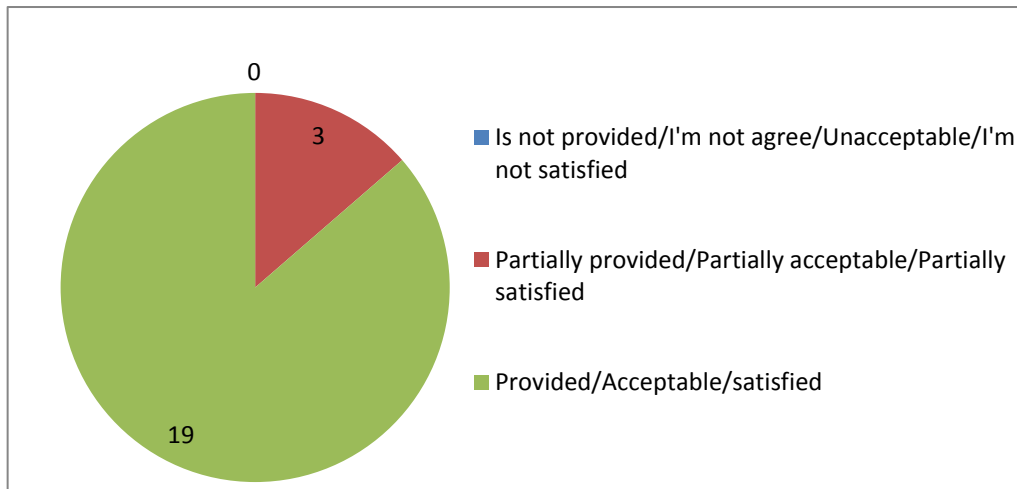


38. To what extent are you satisfied with the level of integration of BNTU in international educational space?

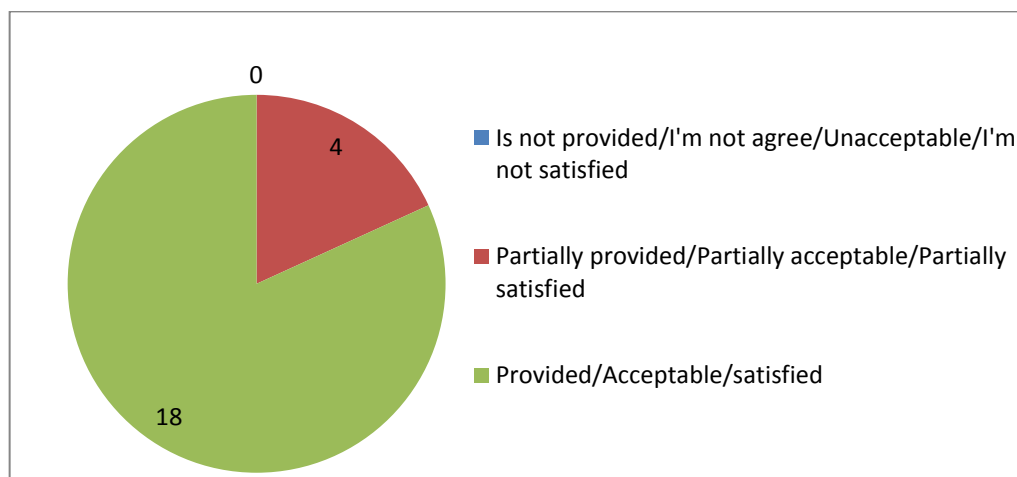




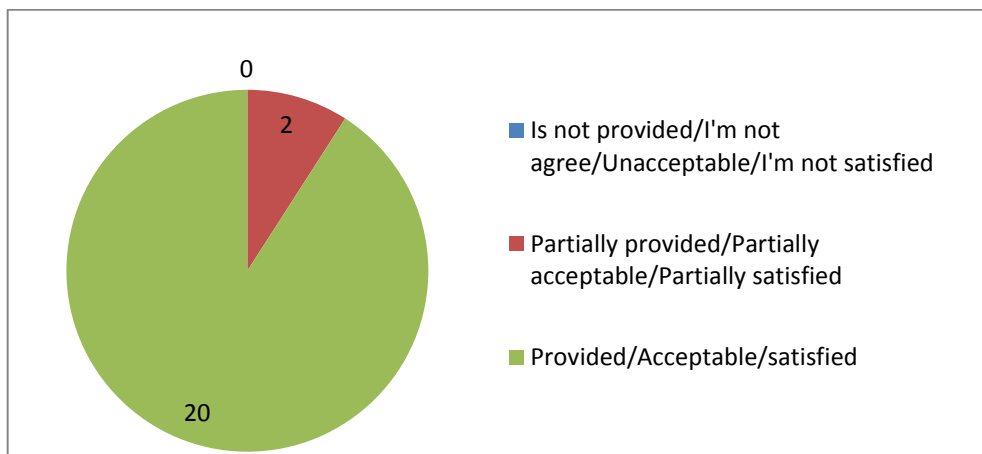
39. To what extent are you satisfied with the level of integration of BNTU in international scientific space?



40. To what extent are you agree with BNTU internationalization vision?

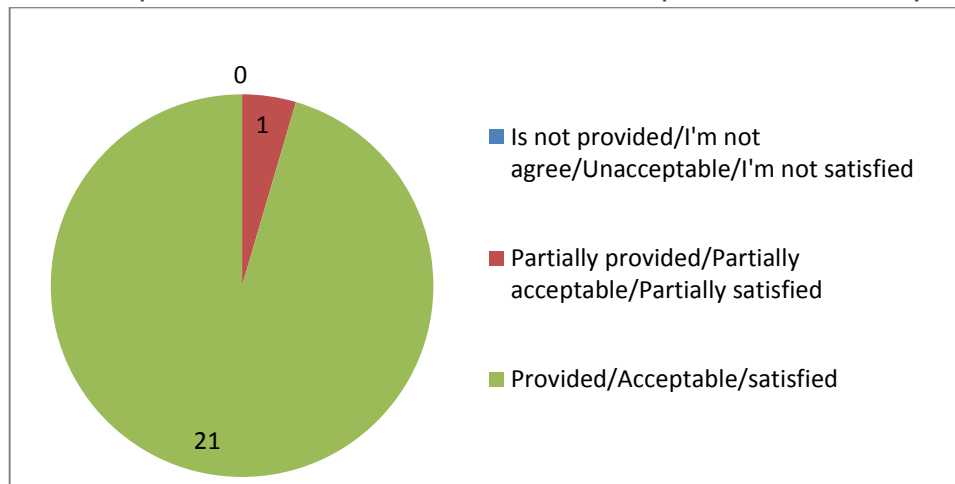


41. To what extent BNTU supports international cooperation (joint projects, participation in international conferences, educational programmes etc.)?

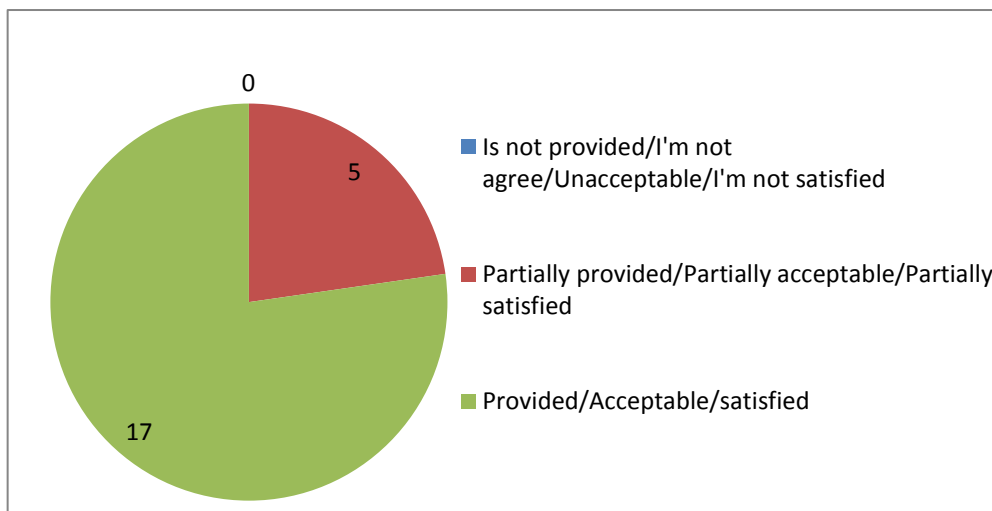




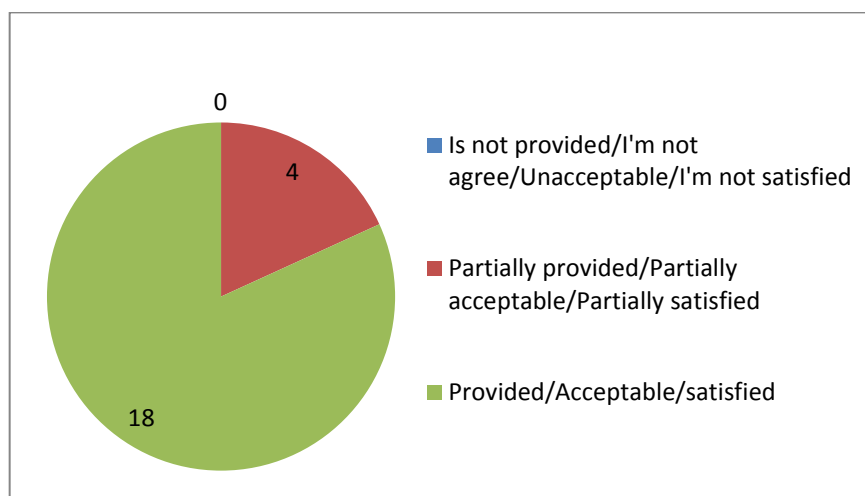
42. To what extent BNTU provides BNTU academic staff with the resources required for research activity?



43. To what extent BNTU provides delivery of preliminary information to BNTU academic staff about research events, planned in BNTU/with participation of BNTU, BNTU, local or international research grants and research projects

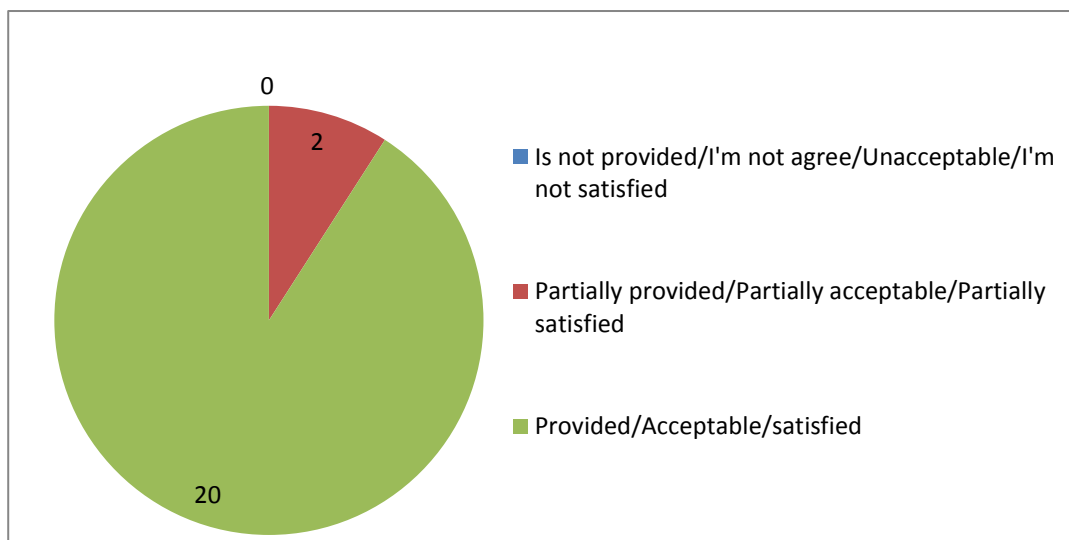


44. To what extent are you satisfied with the provision of educational process (preparation and equipment of rooms, laboratory, workshop, state of technical resources, software etc.)?





## 45. To what extent BNTU provides academic freedom?



As a result of survey, percentage of BNTU staff satisfaction was distributed as follows:

#	Evaluation aspect	Percentage of evaluation (%)		
		Yes	Yes	Partially
1.	How much does the contract executed with BNTU protect your rights and legal interests?	80%	0%	20%
2.	Does BNTU fulfills terms and conditions of the contract executed with you?	83%	0%	17%
3.	To what extent BNTU protects your rights and legal interests	74%	2.7%	23.3%
4.	To what extent the observance of rules of conduct, standards of ethics and academic ethics are provided in BNTU?	76%	1.8%	22.2%
5.	Are your functions and work to be done by you clearly determined?	81%	9%	10%
6.	To what extent your functions and work to be done are performable?	6.5%	72.2%	21.3%
7.	To what extent are you satisfied with your position?	73.2%	6.5%	20.3%
8.	To what extent are you satisfied with work in BNTU?	71.4%	4.6%	24%
9.	To what extent are you satisfied with employee pay?	41.7%	11.1%	47.2%
10.	To what extent the corporate culture is developed in BNTU?	73.2%	4.6%	22.2%
11.	To what extent are you involved in decision-making process within the scope of your authority?	61.2%	7.4%	31.4%
12.	To what extent your participation in development and/or review of BNTU mission is provided?	60.3%	5.5%	34.2%
13.	To what extent the BNTU mission is acceptable for you?	78.7%	0.9%	20.4%
14.	To what extent your participation in development and/or review of BNTU Development Strategic Plan is provided?	65.8%	3.7%	30.5%
15.	Are you familiarized with the final version of BNTU Development Strategic Plan?	73.2%	1.8%	25%
16.	To what extent the BNTU strategic priorities are acceptable for you?	73.2%	0.9%	25.9%
17.	To what extent the BNTU Development Strategic Plan is acceptable for you?	90/8%	0%	9.2%
18.	To what extent the staff monetary and non-monetary incentivation policy is effective?	47.2%	5.6%	47.2%





19.	To what extent the continuing education principle is provided for staff (development, competence development, training/retraining etc. possibilities)?	69.5%	0%	30.5%
20.	To what extent the continuing education principle is provided for students (possibilities of intellectual development, completion of additional education courses, training/re-training programmes etc.)	93.5%	0%	6.5%
21.	To what extent your participation in elaboration, evaluation and development of BNTU activity plan is provided?	67.5%	7.5%	25%
22.	To what extent the "physical environment" existing in BNTU is acceptable for you (general purpose infrastructure, fulfillment of sanitary and hygiene, and safety standards etc.)?	78%	0.9%	21.1%
23.	To what extent the possibility of comfortable lunch time is provided (recreational zone, café etc.)?	35%	27%	38%
24.	To what extent the BNTU academic area (rooms, laboratories, library area etc.) is well-equipped ?	67%	0%	33%
25.	To what extent the BNTU non-academic area (corridors, premises, adjacent territory) is well-equipped ?	90.5%	0%	9.5%
26.	To what extent the working environment existing in BNTU is acceptable for you?	73.2%	4.6%	20.2%
27.	To what extent your working environment and conditions are acceptable for you?	66%	6.4%	27.6%
28.	To what extent the mechanisms of communication of staff with BNTU Administration are acceptable for you?	72.1%	0.9%	27%
29.	To what extent the staff activity monitoring system (mechanisms, procedures, periodicity, transparency etc. ) is acceptable for you?	76%	3.7%	20.3%
30.	How fairly the evaluation of staff activity quality is carried out?	75%	0.9%	24.1%
31.	To what extent the availability of information on monitoring results is provided?	73%	2.7%	24.3%
32.	To what extent the response mechanisms on staff activity monitoring results are acceptable for you?	64%	0%	36%
33.	How fair and transparent are the staff stimulation mechanisms?	53.7%	2.7%	43.6%
34.	How effective are the staff stimulation mechanisms applied in BNTU?	56.5%	5.5%	38%
35.	To what extent BNTU provides the staff with corresponding infrastructure?	67.7%	1.8%	30.5%
36.	To what extent BNTU provides delivery of preliminary information to BNTU staff about research events, planned in BNTU/with participation of BNTU (in case of academic staff – about BNTU, local or international research grants and research projects as well)?	88.9%	0%	11.1%



Note: The table below is filled in only by academic staff

#	Evaluation aspects	Percentage of evaluation (%)		
		Yes	No	Partially
37.	Does BNTU support in publication of scientific papers, edition of theses?	100%	0%	0
38.	To what extent are you satisfied with the level of integration of BNTU in international educational space?	73%	0%	27%
39.	To what extent are you satisfied with the level of integration of BNTU in international scientific space?	90%	0%	10%
40.	To what extent are you agree with BNTU internationalization vision?	82%	0%	18%
41.	To what extent BNTU supports international cooperation (joint projects, participation in international conferences, educational programmes etc.)?	91%	0%	9%
42.	To what extent BNTU provides BNTU academic staff with the resources required for research activity?	95.5%	0%	4.5%
43.	To what extent BNTU provides delivery of preliminary information to BNTU academic staff about research events, planned in BNTU/with participation of BNTU, BNTU, local or international research grants and research projects	78%	0%	22%
44.	To what extent are you satisfied with the provision of educational process (preparation and equipment of rooms, laboratory, workshop, state of technical resources, software etc.)?	82%	0%	18%
45.	To what extent BNTU provides academic freedom?	91%	0%	9%

### Conclusion:

Represented graphical charts show that Batumi Navigation Teaching University in the view of BNTU staff is result-oriented higher education institution capable to offer high-quality services.

Especially high is a satisfaction of BNTU academic staff with research activity support, integration into international scientific space, provision of research activity with required resources, intensity of international cooperation, prospective vision regarding BNTU internationalization, provision of educational process with material and technical resources, academic freedom. Relatively low figure of satisfaction of academic staff was fixed regarding the level of integration of BNTU into international educational space. This problem is already considered by BNTU Administration and corresponding structural units in BNTU Strategic Development Plan of 2019-25.

The highest share of staff satisfaction (from 75 to 100%) is accounted for the aspect such as satisfaction with contracts executed with BNTU, fulfillment of terms and conditions of contract by BNTU, clear distribution of functions to be fulfilled, development direction, considered under strategic plan and the level of involvement in development of the plan, provision of continuing education principles, "physical environment" existing in BNTU, state of non-academic area, transparency of staff activity monitoring system, impartiality of evaluation of quality of staff activity, provision of information.

73% of staff shows moderate satisfaction with held position, working in BNTU and level of culture, 41% - satisfaction with employee pay, 56.5% - satisfaction with staff activity stimulation mechanisms. On the basis of fixed data, BNTU Quality Assurance Service thinks reasonable to give recommendation to BNTU Chancellor and Finance Department to take relevant measures for the purpose of increase in level of satisfaction of staff with employee pay and monetary and non-monetary incentivation mechanisms.

Index of satisfaction less than 75% was fixed in the aspects such as involvement of staff in various fundamental processes (review and development of mission, decision-making process), provision of conditions for



comfortable lunch break, improvement of working environment, and unlimited availability of information on monitoring results. Hence, it is necessary that BNTU Administration and management provide complete involvement of staff in decision-making and fundamental processes, as well as regarding delivery of information on monitoring results to all employees. Moreover, it is reasonable that BNTU Chancellor take into consideration the necessity of creation of recreational zone (café, rest area).

**Corrective measures to be taken on the basis of survey of BNTU staff satisfaction are represented below:**

No	Work to be done	Responsible person	Probable terms of fulfillment	Persons, responsible for performance monitoring (confirmed with signature)
1	Increase in satisfaction of staff with employee pay	BNTU Chancellor L. Khvedelidze	2018-19 academic year	N. Miqeltadze O. Tsintsadze
2	Increase in satisfaction of staff with monetary and non-monetary incentivitation	BNTU Chancellor L. Khvedelidze	2018-19 academic year	N. Miqeltadze O. Tsintsadze
3	Arrangement of café and recreational zone in BNTU	BNTU Chancellor L. Khvedelidze	2018-19 academic year	N. Miqeltadze O. Tsintsadze
4	Arrangement of information meetings for the purpose of delivery of complete information to staff about performed monitoring	Head of QAS N. Miqeltadze	2018-19 academic year	O. Tsintsadze
5	Increase in level of involvement of staff in working and fundamental processes running in BNTU	BNTU Rector P. Khvedelidze Dean of Marine-Engineering Faculty - E. Muskhajba Dean of Logistics Faculty - K. Goletiani Head of QAS N. Miqeltadze		L. Khvedelidze O. Tsintsadze

This analysis will be referred to in annual management review of BNTU Quality Management System of the year of 2018.

Head of BNTU Quality Assurance Service's

N. Miqeltadze

