



SABARAGAMUWA UNIVERSITY OF SRI LANKA

Policy Title –POLICY ON CONDUCTING EMPLOYEE SATISFACTION SURVEY

Policy Number – Policy / SUSL / Gov & Mgt/ 18

Date of Senate Approval – 08.11.2022

Date of Council Approval – 12.12.2022

Effective Date –12.12.2022

Revised Dates – NA

Approving Authority – The Council, Sabaragamuwa University of Sri Lanka

Administrative Responsibility – The Senate

1. Overview

Employee satisfaction is a pleasant emotional state which makes ourselves devoted for the services to be done. It will be resulting from the perception of work, assessment of work environment, conception of work environment, work experience and the perception of all the element of the work and workplace. Job satisfaction of the employee in higher education is an essential motivation for the enhancement of education towards excellence in education. All the employees of the University are key players behind the success story of the University. On the way of moving to success, SUSL regularly listen to the voice of the employee by assessing and evaluating their views is essential. Hence SUSL uses the Employee satisfaction survey as one of the instruments in receiving the thoughts of Employee.

2. Purpose

This policy is to ensure the continuous development of the University by incorporating responses given by employees on their experiences at SUSL. This policy focuses on the way of conducting the Employee Satisfaction survey, data analysis, reporting, making recommendation by the University authority, implementation and follow up of actions for the enhancement of the quality of the education and also the working environment at SUSL.

3. Scope

Every employee serving at the SUSL has the right and opportunity to provide the information for “Employee Satisfaction Survey” which is taken place at the University as an annual activity.

4. Legislative context

NA

5. Definitions

SUSL	Sabaragamuwa University of Sri Lanka
University	Sabaragamuwa University of Sri Lanka

6. Policy Statement

1. Employee Satisfaction Survey target all the employee serving to SUSL (temporary /contract basis / permanent / visiting staff).
2. Mode of the survey can be either as a paper based survey or online based survey, preferably as online. If the survey is done online, anonymity should be maintained.
3. In case where all the employees of the university has not respond to the survey, 50% of the employee (random selection) responses received can be taken for the further processing of data or above 25% can be taken in to consideration.
4. Heads of each centers / sections / divisions / faculties of SUSL are responsible for obtaining the “employee Satisfaction Survey” data.
5. “Employee Satisfaction Survey” should be performed using the approved format in the **Annexure 1**. In case where the employee satisfaction survey format is needed to be modified, it should be done with the approval of the Senate and the Council.
6. Entire community of employees should be made aware on the objectives of the “Employee Satisfaction Survey” and also about the maintaining the confidentiality of the information provided. University should motivate the employee participation in employee Satisfaction Survey process. Each section heads should ensure that the entire employee receives the Questionnaire of the survey.
7. The Registrar of SUSL should facilitate the feedback collection by allocating members (non-academic) to the task from each sections of SUSL. Responsibility of the overall coordination shall be bear by the Registrar.
8. Collected feedback from different sections should be forwarded to the central location of the University (Data Centre) which is established for data collection and processing. If there

is no such Centre created, till it is established at SUSL, handling of this information should be done in a place where the University higher authority agreed upon.

9. The Centre for data handling / the place where data is handling (as agreed by the University higher authority) should receive, collect and analyze the data of the employee satisfaction survey.
10. Data analysis should be done according to the Index developed and approved by the University.
11. Survey reports should be generated at the Data Centre of the University and it should be forwarded to the Centre for Quality Assurance, SUSL.
12. The Director, Centre for Quality Assurance should take necessary steps to prepare the final report in consultation with the Registrar to be submitted to the Vice Chancellor, the Chair of the Quality Assurance Committee (Senate Standing Committee of Quality Assurance).
13. The Vice Chancellor / Registrar / a committee appointed by him should made recommendations to the issues raised by the employees and it should be directed to the relevant entities for taking immediate measures. Final report should be maintained at Centre for Quality Assurance / Registrar office / at Vice Chancellors office or at a place where the University decided to maintain.
14. Members of the Senior Management Committee should be made aware on the outcome and they should actively take part in implementing the recommendations made based on the survey.
15. Follow up actions for improvements should be done and actions should be monitored by the University / Registrar / appointed committee / faculties. Progress should be reported to the Vice Chancellor.
16. The survey should be carried out at the end of the each Calendar year (December) or as agreed by the University.
17. Progress of the satisfaction level should be monitored every year referring to the index (Annex 2).
18. Reports should be made available immediately after the survey is being carried out not later than a month. Reports should be submitted to the CQA within a month post survey. CQA should submit the final report to the Vice chancellor within a month of receiving the report form University Data Centre. At least after three months of conducting the Survey, actions should be taken by the University to address the issues raised at the survey.

19. Confidentiality of the information provided by the employees should be maintained strictly at all the points. In any case the data are exposed to the unauthorized people (with clear evidence), actions can be taken against the particular individual by the Vice Chancellor.

20. Proper storage of collected data should be done, maintaining the confidentiality.

Supporting Documents:

1. Annexes 1 : Format for “Employee Satisfaction Survey”
2. Annexes 2 : Index for analysis of data

Responsibility:

Vice Chancellor

Promulgation:

- I. This will be available in University Web (On Quality Assurance web page)

Implementation

This policy will be implemented by Centre for Quality Assurance together with the Centre for employee supportive services & welfare, University Data Centre and Faculty Administration.

**Centre for Quality Assurance,
Sabaragamuwa University of Sri Lanka,
September 2022**

******This has been approved at the 269th Senate held on 08.11.2022 and at the 291st Council held on 12.12.2022***