

SERVICE QUALITY SURVEY REPORT BY LECTURERS AND STAFF

I. Survey Purpose

To collect feedback from lecturers and staff on the service quality of Hoa Sen University (HSU). The results are used to enhance the service quality of the University.

II. Participants: all full-time lecturers and staff working at HSU

III. Survey Organization

- Type of survey: online through PeopleSoft (<http://httpql.hoasen.edu.vn/>)
- Frequency: once every year

IV. Survey Contents

The survey uses the 5-point rating scale to evaluate the following contents:

- Organization and management
- Working environment and culture
- Work, recognition, assessment, and promotion
- Facilities
- University's Policy
- Community activities

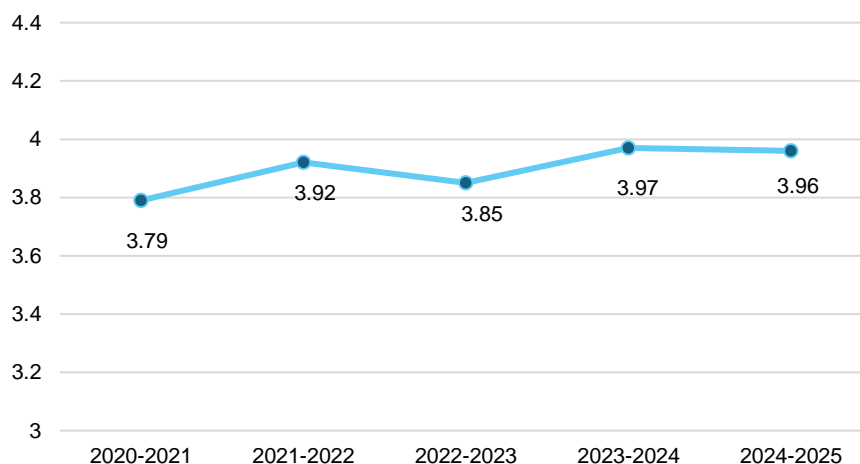
V. Survey Results

1. Survey Response

The 2024–2025 Lectures and Staff's Service Quality Survey recorded a 63% response rate. Among respondents, 83.4% agreed that their current job matches their field of training, reflecting the University's effective job placement and utilization of staff expertise. Overall, the survey results indicate a relatively positive level of engagement and participation from lecturers and staff.

2. General Results

a) The Satisfaction of Lecturers and Staff with the Service Quality over 5 Academic Years (2020–2021 to 2024–2025)



In general, the survey results show that lecturers and staff satisfaction with service quality fluctuated slightly between years but remained at a fairly high level and demonstrated an upward

trend over time. The satisfaction was lowest in 2020–2021 (3.79) and highest in 2023–2024 (3.97). The University needs to continue maintaining and enhancing service quality to ensure stability and continuous improvement in future academic years.

b) The Satisfaction of Lecturers and Staff with the Service Quality by Category in the 2024–2025 Academic Year

No.	Category	Satisfaction Rate	Average Point
A	Organization and Management	95.62%	4.20
	<i>Lecturers and staff are well aware of the University's vision and mission.</i>	96.98%	
	<i>Tasks within the divisions are properly assigned.</i>	96.66%	
	<i>Lecturers and staff are regularly updated on the University's activities.</i>	96.64%	
B	Working Environment and Culture at Hoa Sen University	95.87%	4.14
	<i>Lecturers and staff work in a dynamic, creative, and professional environment.</i>	97.32%	
	<i>Lecturers and staff intend to work long-term at the University.</i>	96.28%	
	<i>Lecturers and staff feel proud to tell others that they work at HSU.</i>	98.66%	
C	Work, Recognition, Evaluation, and Promotion	98.32%	4.12
	<i>Lecturers and staff clearly understand their job responsibilities.</i>	98.66%	
	<i>Task assignments allow lecturers and staff to show their capabilities well.</i>	98.32%	
	<i>Lecturers and staff strive to work well out of their career passion.</i>	98.32%	
D	Facilities	93.34%	3.95
	<i>Lecturers and staff are satisfied with the IT support services provided by the Office of Information Technology.</i>	95.99%	
	<i>HSU has adequate facilities to meet the needs of working, teaching, and learning.</i>	91.97%	
	<i>The library provides abundant resources to meet the needs for teaching and research.</i>	93.27%	
E	University Policies	87.06%	3.53
	<i>Lecturers and staff are willing to apply for more suitable positions when there is internal recruitment announced.</i>	94.93%	
	<i>KPI-based performance evaluation is considered necessary and fosters staff's proactivity.</i>	90.57%	
	<i>Academic management is effectively organized.</i>	91.50%	
F	Community Activities	92.38%	3.82
	<i>Lecturers and staff are satisfied with the cultural and sports activities</i>	96.31%	
	<i>Lecturers and staff are satisfied with the health and social care services.</i>	96.30%	
	<i>Lecturers and staff are satisfied with social community activities.</i>	95.24%	

Overall, the data indicate that most categories received highly positive ratings, with satisfaction rates above 90%. Among them, the **Work, Recognition, Evaluation, and Promotion** category recorded the highest satisfaction rate (98.32%), reflecting positive recognition of the working environment and career development opportunities. Meanwhile, the **Organization and Management** category achieved the highest average score (4.20) with 95.62%, indicating strong satisfaction with the University's stability and sustainability in governance and management, thereby enhancing the lecturers and staff's engagement and working quality.