



# CENTRAL RESEARCH INSTITUTE

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## Survey on the level of satisfaction among students regarding the quality of the secretarial services

The survey results are based on a selective interviewing among the students. The data collection relies on a questionnaire. The most important variables were measured on a 5-step scale similar to the semantic differential.

Upon processing the results in the questionnaire, which had 579 respondents, the conclusions are as follows:

1. 56.83% of the students believe that the global quality of the secretarial services is excellent or very good, while 31.61% opted for good or satisfactory;
2. The information provided over the phone by the secretarial personnel is thought to be clear or very clear by 73.05% of the respondents, 16.93% needed more clarification and only 10.02% believed them unclear/evasive;
3. In terms of the promptness in solving the problems within the business hours, 62.7% of the students considers it very high or high, 22.45% satisfactory, while 14.85% went for a lack of promptness or negligence;
4. The time interval for solving issues on/releasing the study-related documents has been ranked as very short or short by 54.57% of the respondents, while 19% opted for long or very long;
5. 76.68% of the respondents have valued that the complaints handled by the secretarial personnel have been solved with very much or much involvement, and only 23.32% thought that they were acted on with superficiality or indifference;
6. The issues solving matches the expectation of the respondents in a very extended or extended measure for 68.56%, while 16.06%, think that the process places very low or unsatisfyingly compared to their expectations;
7. 69.08 % of the respondents think that the training of the personnel in charge with the students' requests is very good or good, whereas 11.05% believe that this level is deficient or very deficient;
8. The efficiency of solving various requests (study discontinuance, collecting the school documents, releasing certificates, re-enrolling, etc) is considered as very high or high by 62.53%, while 14.16% of the respondents think it as very poor or poor;
9. The secretarial personnel has been perceived as available and pleasant during the hours assigned to the students by 60.28%, whereas 13.30% think that these qualities are not satisfactory;
10. The work schedule with the students is believed to be very good or good by 56.31%, adequate for 18.13% and too short for 25.56%;
11. The quality level of the secretarial services within Spiru Haret University, compared to similar services in other institutions is much higher or higher for 62.01%, as good as the others for 20.73% and worse or much worse for 17.27%;
12. 58.38% of the respondents think that, overall, the cooperation with the secretarial personnel is excellent or very good, but a percentage of 18.65% considers it as deficient or very deficient;

13. The professionalism of the secretarial personnel was ranked as very high or high by 67.36%, whereas 13.82% see it as low or very low.

The survey also discloses the structure of the sample of the respondents, in dependence on the Faculty of their enrollment. Thus, most of the students come from the Faculty of Sociology-Psychology in Bucharest (19.52%), Faculty of Law and Public Administration (10.88%), Faculty of Veterinary Medicine (8.64%) and the Faculty of Accounting and Finance in Râmnicu Vâlcea (8.46%). Likewise, most respondents are in their senior year (38.69%) enrolled in the full-time courses (90.16%).