

RISE Questionnaire on Human Resource Management in South Mediterranean HEIs

This questionnaire aims at mapping current practice and needs as regards Human Resource Management in South Mediterranean universities from Algeria, Jordan, Morocco and Tunisia. For ease of reference, questions are grouped under the following sections:

1. Policy
2. HRM general practice
3. Recruitment
4. Motivation & promotion
5. Benefits
6. Labour unions

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|---|-----------------------|---|
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Policy

1. Does Human Resource Management (HRM) constitute a strategic priority for your university?
 - Yes
 - No

2. Have any HRM reforms been approved/implemented in your university / in your country in the last 5 years?
 - Yes, in my university
 - Yes, in my country
 - No

If yes, please, indicate those reforms:

Change in the Act no. 131/2002 of Collection of Laws on Higher Education and on amending and supplementing certain laws, as amended: from 2013, academic staff can have at most 3 employment relationships (while only 1 full-time employment)

3. What are the main HRM priorities for your university for the upcoming years?
 - The educational structure of staff – increasing the qualification requirements and publishing activities
 - Internal regulations, stating the criteria which the applicants applying for functional positions must meet

4. What are the main priorities in the area of HRM in Higher Education in your country?
 - Stated in the Act no. 131/2002 of Collection of Laws on Higher Education, as amended – Increasing the quality of higher education and ensuring high-quality staff

HRM general practice

5. Does your university have written policies in the area of HRM?

- Yes
- No

If yes, please, specify which of the following HR aspects are included:

- Recruitment
- Attendance
- Scheduling
- Leave entitlement (e.g. holidays, maternity...)
- Performance evaluation
- Health and safety
- Other. Please, specify:

6. Does your university use a computer-based system for HRM?

- Yes
- No

If yes, please, specify which of the following HR functions are IT-supported:

- Recruitment
- Attendance
- Scheduling
- Leave entitlement (e.g. holidays, maternity...)
- Performance evaluation
- Benefits administration
- Other. Please, specify:

7. How is communication with employees made?

- E-mail
- Newsletter
- Face-to-face
- Other. Please, specify:

8. Does the university have a formal protocol for health and safety?

- Yes
- No

9. Does the university provide health and safety training for employees?

- Yes
- Yes, to certain employees only. Please, specify:
- No

10. Please indicate which of the following aspects constitutes a HRM priority for your university: Please, tick only one option.

- Evaluation of employees' performance
- Measurement of occupational safety
- Keeping track of essential factors for university success
- Students' satisfaction
- Employees' absenteeism
- Gender balance
- Other. Please, specify:

11. Do you consider that gender balance exists in your university staff?

- Yes
 No

Recruitment

12. Do you consider that your university attracts essential employees at the academic and administrative levels?

- Yes
 No

If no, please indicate why:

13. How does your university recruit its staff? Please, tick all that apply.

- Ministerial online adverts
 University online adverts
 Newspaper adverts
 Employment agencies
 Referrals from current staff
 Other. Please, specify:

14. Does selection in your university emphasise characteristics and abilities required for providing high quality services?

- Yes
 No

15. Do selection processes in your university use behavioural-based interviews to identify applicants' strategic competencies?

- Yes
 No

16. Are values of the university and relevant faculties discussed with applicants in selection processes?

- Yes
 No

17. What percentage of the university staff is assigned to a job which has undergone a formal job analysis?

100 %

18. Do you consider that the academic staff has the skills and knowledge necessary to carry out their job in the best way?

- Yes
 No

If no, please indicate why:

- Low standards in recruitment criteria
 Lack of incentives
 Other. Please, specify:

19. Do you consider that administrative staff has the necessary skills and knowledge to carry out their job in the best way?

- Yes
- No
 - If no, please indicate why:
 - Low standards in recruitment criteria
 - Lack of training to improve
 - Lack of incentives
 - Other. Please, specify:

20. Do you consider that management staff has the necessary skills and knowledge to carry out their job in the best way?

- Yes
- No
 - If no, please indicate why:
 - Low standards in recruitment criteria
 - Lack of training to improve
 - Lack of incentives
 - Other. Please, specify:

21. Could you, please, rate the following skills of your university staff? (where 5 means: most of the staff have the relevant skill, and 1 means: most of the staff do not have the relevant skill)

| Skills | Academic staff | Administrative staff | Management |
|----------------------------------|----------------|----------------------|------------|
| Communication skills | 5 | 5 | 5 |
| Computer literacy | 4 | 5 | 4 |
| Leadership | 3 | 1 | 5 |
| Team-working skills | 5 | 3 | 5 |
| Willingness to implement changes | 3 | 3 | 5 |
| Command of foreign languages | 5 | 3 | 5 |

Motivation & promotion

22. Do you consider that academic staff in your university is sufficiently motivated to carry out their tasks and improve their performance?

- Yes
- No
 - If no, please, specify why:
 - Low salaries
 - Too many hours of work
 - Lack of career perspectives
 - Lack of research opportunities
 - Lack of reward mechanisms
 - Other. Please, indicate:

23. Do you consider that administrative staff in your university is sufficiently motivated to carry out their tasks and improve their performance?

- Yes
- No

If no, please, specify why:

- Low salaries
- Too many hours of work
- Lack of career perspectives
- Lack of training options
- Lack of reward mechanisms
- Other. Please, indicate:

24. Do you consider that management staff in your university is sufficiently motivated to carry out their tasks and improve their performance?

- Yes
- No

If no, please, specify why:

- Low salaries
- Too many hours of work
- Lack of training options
- Lack of reward mechanisms
- Other. Please, indicate:

25. Does your university carry out job performance evaluations?

- Yes
- No

If yes, please indicate the purpose. Please, tick all that apply.

- Validate procedures
- Determine compensation
- Identify training needs
- Develop employees
- Other. Please, specify:

26. Please indicate the regularity of evaluations:

- Yearly
- Every two years
- Other. Please, specify:

27. Please indicate who is involved in the evaluations:

- Dean/head of administration
- Rector
- Peers
- Other. Please, specify:

28. In job performance evaluations, please indicate whether any of the following applies:

- Feedback is given to employees for improvement
- Evaluation bases on multiple sources (supervisors, self-reporting, co-workers, students' surveys, etc.)
- Evaluation bases on quantifiable objectives
- Employees' personal goals are taken into consideration

29. Does your university measure employees' satisfaction in any way?

- Yes
- No

If yes, please, specify how:

HR unit / labour union prepares questionnaires, e.g. about food in the canteen etc.

30. Does your university promote any of the following? Please, tick all that apply.

- Team building
- Employees' training
- Autonomous decision-making
- Involvement in decision-making at all levels
- Problem-solving teams
- Gender balance
- Inclusion of groups with specific difficulties

31. Does your university provide or support employees' training in-house/outside of the workplace?

- Yes, both
- Only in-house
- No

32. What type of training options does your university offer to its staff?

- None
- Foreign languages
- Computer related knowledge
- Pedagogy
- Research methodology
- Transversal skills (e.g. communication abilities, leadership, team building...)
- Project management
- Institutional management (e.g. strategy, finance, HR...)
- Other. Please, specify:

33. Do employees have good opportunities for promotion in your university?

- Yes
- No

34. Which of the following promotion decisions is applied in your university more often?

- Merit or performance rating alone
- Seniority only if merit is equal
- Seniority
- Personal relations
- Management determines on a case-by-case basis

35. Do you consider that your university is able to retain essential employees at the academic and administrative levels?

- Yes
- No

If no, please indicate why:

36. Do you consider that private HEIs constitute more attractive institutions to work at in your country in comparison with public HEIs?

- Yes
- No

If yes, please indicate why:

The main reason is the difference in salaries – remuneration in the public sector

37. Do you consider that companies constitute more attractive places to work at in your country in comparison with public HEIs?

- Yes
- No

If yes, please indicate why:

The main reason is the difference in salaries – remuneration in the public sector

Benefits

38. Is social protection included in your remuneration?

- Yes
- No

If yes, please indicate whether it comprises:

- Health insurance
- Pension plan
- Maternity leave

Please indicate the duration of the maternity leave (number of weeks): 34 (37 for single mothers, 43 for mothers with 2 or more new-borns)

39. Please indicate which of the following benefits are offered to employees in your university:

- Life insurance
- Tuition assistance
- Child care assistance
- Salary premium instead of benefits
Do employees share the costs in this case?
 - Yes
 - No
- Subsidised meals
- Free or subsidised housing
- Other. Please, specify: contribution to supplementary pension insurance, to risk environment
- None

Labour unions

40. Are there labour unions in your university?

- Yes
- No

If yes, please indicate whether, in your opinion, labour unions contribute to: Please, tick all that apply.

- Raising managers' awareness about HR related issues and problems
- Raising policy makers' awareness about HR related issues and problems in public HE
- Reforms at the institutional level
- Reforms at the national level

41. Do you consider that labour unions can play a more significant role in HRM?

- Yes
- No
- I don't know

If yes, please, specify:

They are engaged enough.

42. Please state any further comment you may have in relation to HRM in your university and country

THANK YOU!