



LEGAL BULLETIN

NICOLAUS COPERNICUS UNIVERSITY IN TORUŃ

Year 2023; item 379

ORDER No. 210

of the Rector of Nicolaus Copernicus University in Toruń

of 24 October 2023

on the procedure of evaluating job satisfaction of employees at Nicolaus Copernicus University in Toruń

Pursuant to art. 127.3 of resolution No. 37 of the Senate of Nicolaus Copernicus University in Toruń of 16 April 2019 - Statutes of Nicolaus Copernicus University in Toruń (NCU Legal Bulletin of 2019, item 120 as amended) and art.3.2 and art. 4.6 of resolution No. 45 of the Senate of Nicolaus Copernicus University in Toruń of 24 October 2023 on the Internal Quality Assurance and Work Organisation System at Nicolaus Copernicus University in Toruń (NCU Legal Bulletin of 2023, item 378)

it is o r d e r e d as follows:

Article 1

1. The purpose of the employee satisfaction survey procedure (BSP) at Nicolaus Copernicus University in Toruń, hereinafter referred to as the "University", is to introduce regulations regarding the implementation of the process of assessing the level of employee satisfaction with the quality of the functioning of the University, understood as the level of satisfaction with the image, the University authorities, and the direct superior, cooperation, communication, working conditions, remuneration, development opportunities, and then to use the results of this assessment to improve the functioning of the University in the context of the quality of education and work organization.
2. Any references hereinafter to:
 - 1) faculty - shall be understood as a university teaching unit, respectively;
 - 2) faculty coordinator for quality assurance and the faculty council for quality assurance - shall be understood as the coordinator for quality assurance and the council for quality assurance of the university teaching unit, respectively;
 - 3) dean – shall be understood as the director of a university teaching unit, respectively;
 - 4) analyst - shall be understood as a specialist carrying out the analyst's tasks.

Article 2

1. The subject of the employee satisfaction survey procedure is collecting data on the level of employee satisfaction related to the functioning of the University.

2. The assessment covers aspects of the University's work organization that are important from the point of view of employees, divided into such groups as:
 - 1) image;
 - 2) University authorities;
 - 3) authorities of the organizational unit;
 - 4) immediate superior;
 - 5) cooperation;
 - 6) communication;
 - 7) working conditions;
 - 8) remuneration;
 - 9) development;
 - 10) motivation and satisfaction;
 - 11) commitment and loyalty;
 - 12) dignity.
3. Employee satisfaction surveys shall be carried out at least once every two years.

Article 3

1. All University employees may participate in the survey.
2. The survey shall be anonymous and no data identifying employees shall be collected.
3. Participation in the survey means completing the survey questionnaire, access to which shall be provided electronically.
4. Each survey participant may formulate their own comments on each aspect, referred to in art 2.2.
5. The results of employee satisfaction measurement shall be prepared according to a uniform template.

Article 4

Based on the statistical analysis of the obtained data, the analyst shall create preliminary reports in the form of collective tables and charts and shall make them available to the relevant vice-rector for education, the chairman of the University Council for Quality Assurance, deans of faculties and faculty coordinators for quality assurance.

Article 5

1. The competent vice-rector for education shall supervise the process of measuring the level of employee satisfaction and shall support the implementation of the tasks arising from this order.
2. The dean shall supervise the process of measuring employee satisfaction at the faculty level and shall support the implementation of the tasks arising from this order.

Article 6

Faculty coordinators for quality assurance shall support deans in the process of measuring employee satisfaction, among others, the coordinators shall prepare a preliminary report and, together with faculty councils for quality assurance, create final versions of the report

containing recommendations for improving the elements assessed in the study and then submit them to the deans.

Article 7

The employee satisfaction survey procedure shall be carried out in accordance with the process map and instructions available on the website www.jakosc.umk.pl according to the following schedule:

Entity in charge	Task	Completion date and provider
Competent vice-rector for education	A letter to the University Centre for IT Services (UCI) with a request to verify the correctness of assigning employees to particular groups in the online questionnaire: academic teachers, non-academic employees	first week of April
University Centre for IT Services	Verification of the correctness of assigning the employees	until the end of April
University Centre for IT Services	A letter to the competent vice-rector for education with information about the readiness to start BSP, for the information of the Department of Education (Toruń)	until the end of April
Competent vice-rector for education	Application to the Department of Education (Toruń) starting BSP	first week of May
Department of Education (Toruń)	Message to UCI instructing BSP to be started	first week of May
University Centre for IT Services	Opening the survey	first week of May
Department of Promotion and Communication	Posting information about starting BSP in appropriate communication channels and sending a message to employees	second week of May
Department of Promotion and Communication	Posting information reminding about BSP in appropriate communication channels and sending messages to employees	last week of June and twice in September
University Centre for IT Services	Closing the survey and transferring data to the analyst in the Department of Education (Toruń)	30 September
Analyst in the Department of Education (Toruń)	Preparation of BSP results for departments/portal units/employees (UMK Toruń/CM) in Independent Human Resources Management	until 25 October

	Positions (HR of employees who are not academic teachers)	
Department of Education (Toruń)	Message to coordinators of the Faculties/Unit for Quality Assurance/employees (UMK Toruń/CM) in Independent Human Resources Management Positions (HR of employees who are not academic teachers) with a request to prepare reports	until 25 October
Coordinator of the Faculty/Unit for Quality Assurance/employee (UMK Toruń/CM) in the Independent Position for Human Resources Management (HR of employees who are not academic teachers)	Preparation of a preliminary report	until 20 November
Faculty/Unit Council for Quality Assurance	Developing recommendations at a meeting of the Faculty/Unit for Quality Assurance	until 20 December
Dean of the Faculty/Director of the Unit/Chancellor	Developing, together with the coordinator of the Faculty/Unit for Quality Assurance/employee (UMK Toruń/CM) in the Independent Position for Human Resources Management (HR of employees who are not academic teachers), improvement activities and a schedule for their implementation	until 20 December
(at faculties) Dean's Council	Giving opinions on improvement activities and their implementation schedule	until 20 December
Dean of the Faculty/Director of the Unit/Chancellor	Signing the schedule of improvement activities implementation	until 20 December
Coordinator of the Faculty/Unit for Quality Assurance/employee (UMK Toruń/CM) in the Independent Position for Human Resources Management (HR of employees who are not academic teachers)	Sending the final report and schedule of improvement activities implementation (in the form of one document) to the Department of Education (Toruń)	until 20 December
Coordinator of the Faculty/Unit for Quality	Posting a report containing a schedule of improvement activities on the	until 22 December

Assurance/employee (UMK Toruń/CM) in the Independent Position for Human Resources Management (HR of employees who are not academic teachers)	website and sending a link to the report to employees by e-mail	
Department of Education (Toruń)	Posting reports with schedules of improvement activities implementation in the report zone on the website jakosc.umk.pl	until 22 December
University Council for Quality Assurance (URdsJK)	Analysis of the reports and development of recommendations	until 15 January
Dean of the Faculty/Director of the Unit together with the Coordinator of the Faculty/Unit for Quality Assurance/Chancellor	Organizing a meeting on BSP for employees	until the end of January
Chancellor	Presentation, together with employees (UMK Toruń/CM) in the Independent Human Resources Management Positions (HR of employees who are not academic teachers), of the report along with recommendations and a schedule of improvement activities implementation to the rector	until the end of January
University Council for Quality Assurance	Submitting the recommendations to the rector and the Department of Education in Toruń	until the end of January
Rector	Preparation of a message for employees in connection with the recommendations of URdsJK	until the end of February
Department of Education (Toruń)	Posting the rector's announcement for employees along with the recommendations of URdsJK on the website jakosc.umk.pl	until the end of February
Department of Promotion and Communication	Posting the rector's announcement along with the recommendations of URdsJK on the NCU website and Facebook channel and sending them to employees in the newsletter	until the end of February

Article 8

1. Assessments made by employees shall support the relevant bodies of the University or faculty in making decisions on improvement activities. The rector shall incorporate the recommendations of the University Council for Quality Assurance for improvement activities into the University management process.

2. Improvement activities may be assigned to the University, faculties or other units.
3. The rector shall respond to the recommendations of the University Council for Quality Assurance in the forum of the Senate and the Rector's Council of the University.

Article 9

The University Council for Quality Assurance shall review the validity of the employee satisfaction survey procedure once a year.

Article 10

Templates of forms for the implementation and documentation of the employee satisfaction measurement process shall be established, constituting annexes to this order:

- 1) map of the employee satisfaction survey process - Annex No. 1,
- 2) employee satisfaction survey questionnaire - Annex No. 2,
- 3) employee satisfaction survey report template - Annex No. 3,
- 4) template of the report on the satisfaction survey of central administration employees - Annex No. 4.

Article 11

Order No. 253 of the NCU Rector of 18 November 2020 on the procedure of evaluating job satisfaction of employees at Nicolaus Copernicus University in Toruń (NCU Legal Bulletin of 2020, item 411) shall be repealed.

Article 12

The order becomes effective as of 24 October 2023.

R E C T O R

prof. dr hab. Andrzej Sokala