

The HR Impact on University Education Quality

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Paper summary

- I. Introduction
- II. Research design
- III. Results analysis and interpretation
- IV. Conclusion and discussion
- V. Recommendation and further research

Research design

Research objectives

- Identifying students' perceptions regarding the education's quality in UAIC.
- Identifying problems faced by students in the university and its campuses with potential impact on the education's quality in UAIC.
- Identifying the manner of how UAIC auxiliary staff's activity affects the educational process's quality in

Research design

Research hypotheses

H1: If the services offered by the University to its students are high quality, the education's process in UAIC will be able to operate at optimum parameters.

H2: If the University management's structures will take better account of the problems faced by students, both within the university and its campuses, the education's quality in UAIC will be improved.

H3: If the University auxiliary staff would benefit from professional development courses, the education's quality in

Research design

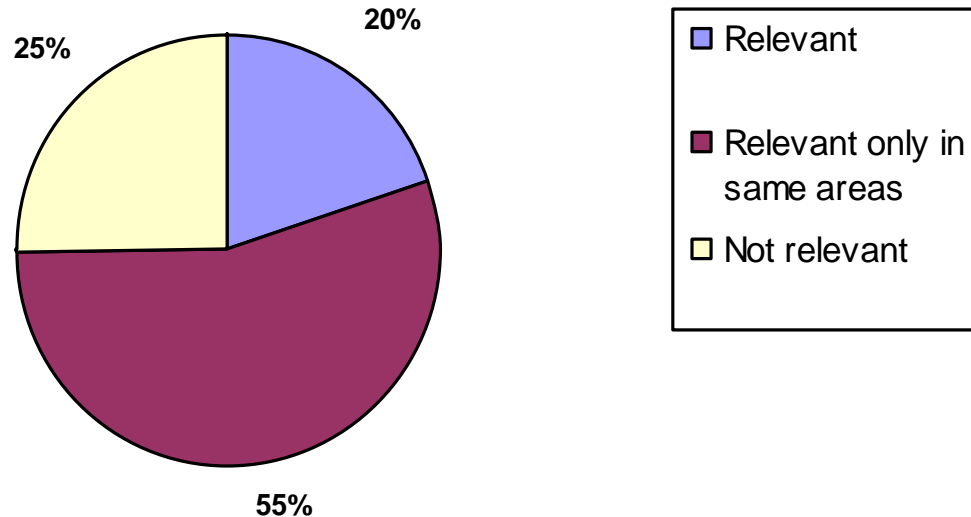
Research Methodology

- **Research method:** *survey sample*
- **Instrument:** *questionnaire*
- **Sample:** *295 students.*

Summary of the main results

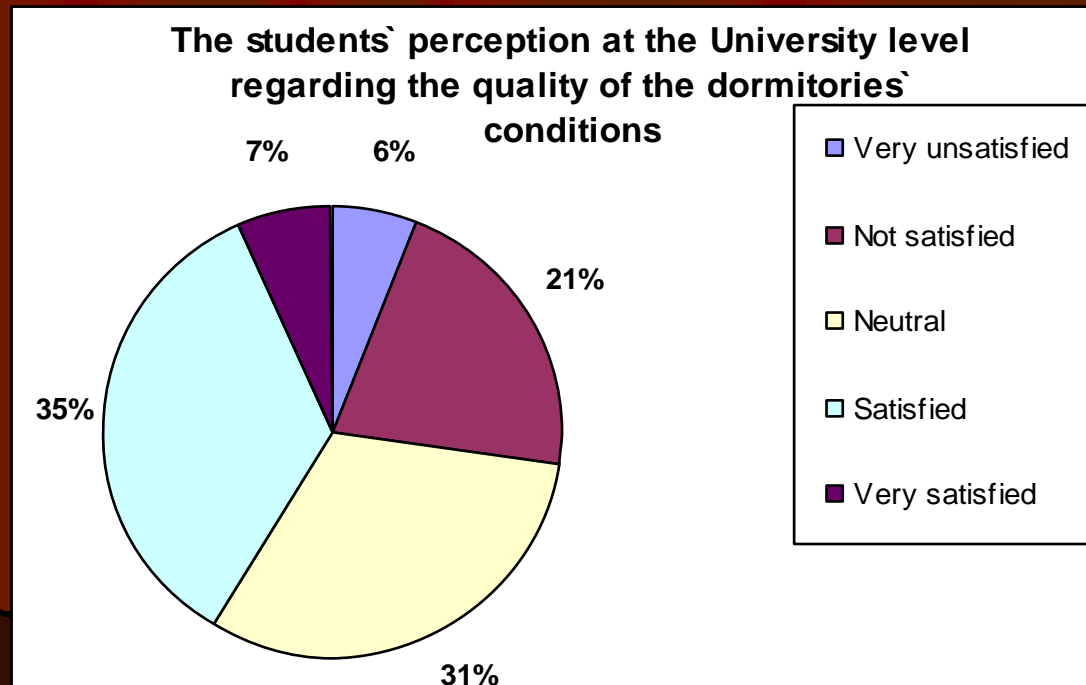
What do you think about the theory taught in school concerning the nowadays practical context?

The analysis at the University level over the students opinion regarding the relevance of the theory taught in school



Summary of the main results

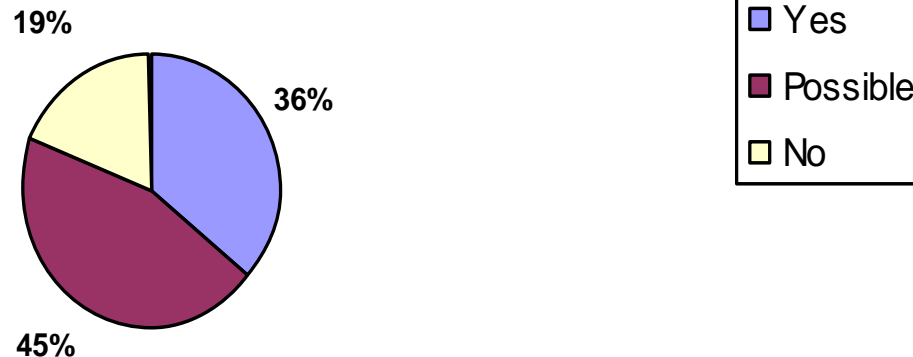
On a 1 to 5 scale, express your satisfaction level regarding the conditions offered by the University's dormitories.(1= V. unsatisfied; 5= V. satisfied)



Summary of the main results

Do you believe that the department in charge with students` accommodation and solving the problems that arise from this activity can influence the quality of education in the university?

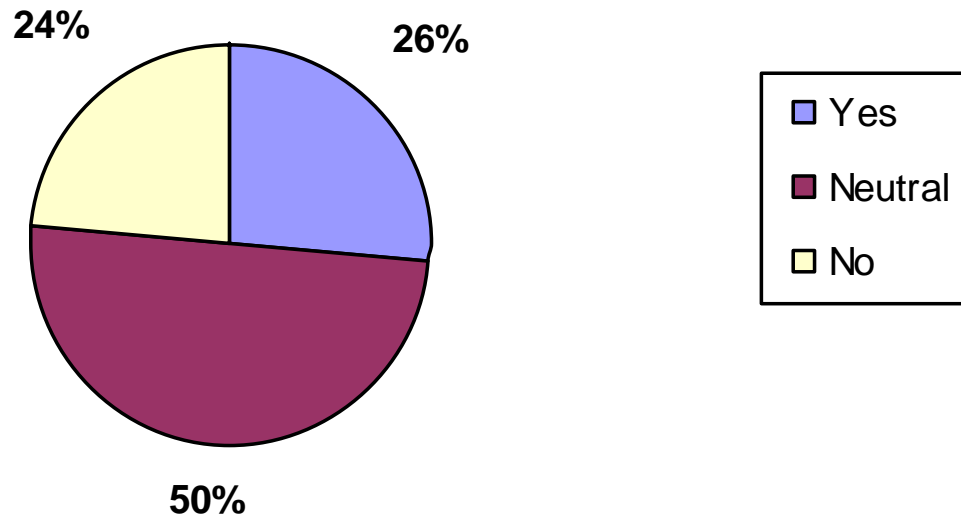
The respondents`s perception at the university level regarding the impact of the department in charge with students` accommodation on the overall educational quality



Summary of the main results

Are you pleased with the activity of the secretarial personnel from the faculty you are studying in?

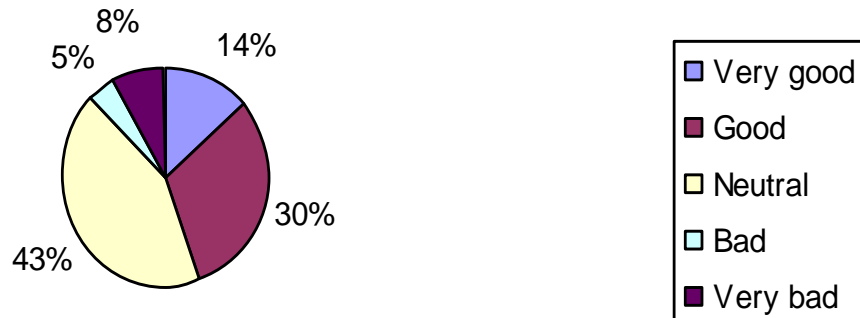
Students' opinion at the UAIC level regarding the secretarial personnel activity



Summary of the main results

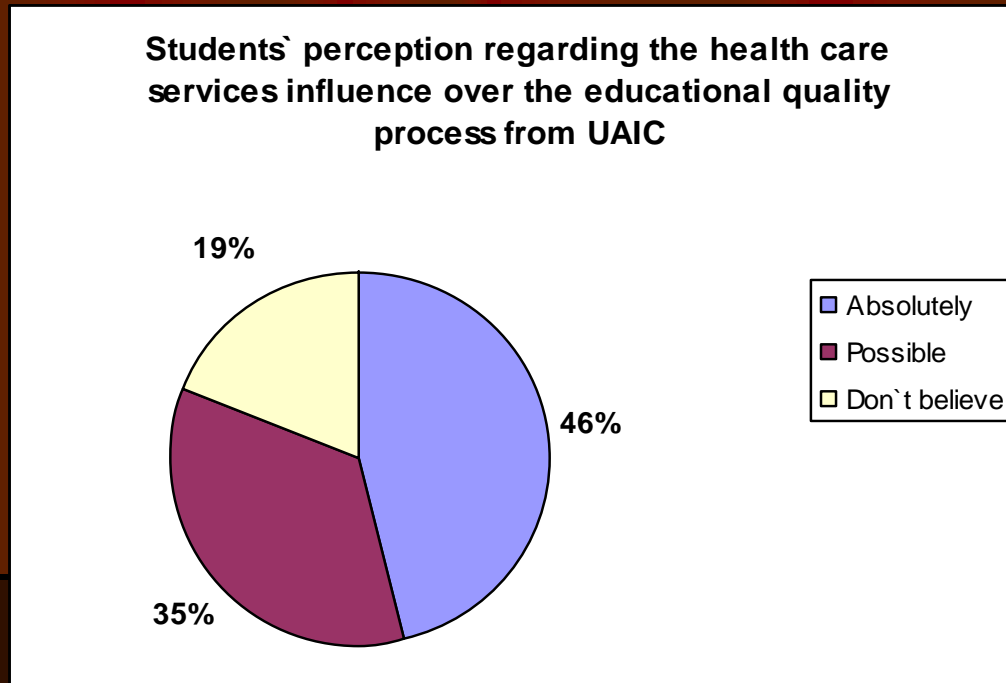
What opinion do you have regarding the staff working in health care facilities offered by the UAIC to its students (professionalism, attention offered to patients, waiting time, training)?

The respondents' opinion regarding the personnel working in the medical facilities offered by UAIC to its students



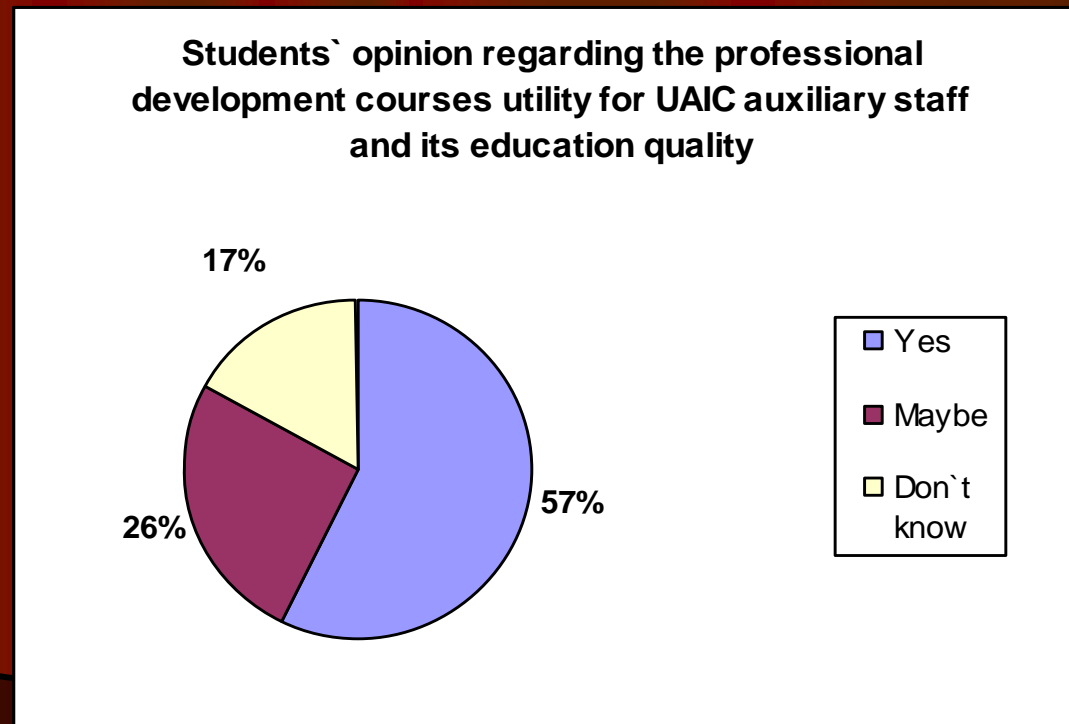
Summary of the main results

Do you believe that the quality of care services can influence the overall quality of the educational process, by placing the student in the middle of the process?



Summary of the main results

Do you consider that professional development courses for UAIC auxiliary staff are likely to influence the overall quality of the educational process?



Conclusion and discussion

- Theoretical basis used in most of the faculties is considered by the students as outdated and in inconsistency with today's common practices.
- Secretarial work is seen as deficient in all UAIC's faculties.
- The staff from the university's medical facilities is seen as having poor training and moral conduct.

Conclusion and discussion

- Students are having lots of complaints regarding the manner of how the accommodation activity is organized.
- The majority of the surveyed students considered staff`s professional development courses as having a real impact on the university`s educational process.
- Hypotheses 1 and 3 were validated.
- Hypothesis 2 is to be verified in a future research.

Recommendations

- Opening an information office in order to relief secretariats` work and to allow them to dealing with more severe problems.
- A more rigorous medical check-up of the students` dossiers in order to get an accommodation place.
- Bibliography`s enrichment and updating as possible, especially in the faculties that require it.
- Professional medical services able to serve even in more complex cases.

References

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Thanks for your patience !