

# Workplace Satisfaction Survey



Quality Assurance Unit of Athens  
University of Economics and Business  
April 2026

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### Introduction

This study was conducted by the Quality Assurance Unit (QAU) of the Athens University of Economics and Business (AUEB).

The survey sample comprised 127 participants, including both male and female employees. The target population consisted of AUEB staff members. In total, 46 academic staff members and 81 administrative staff members participated in the survey.

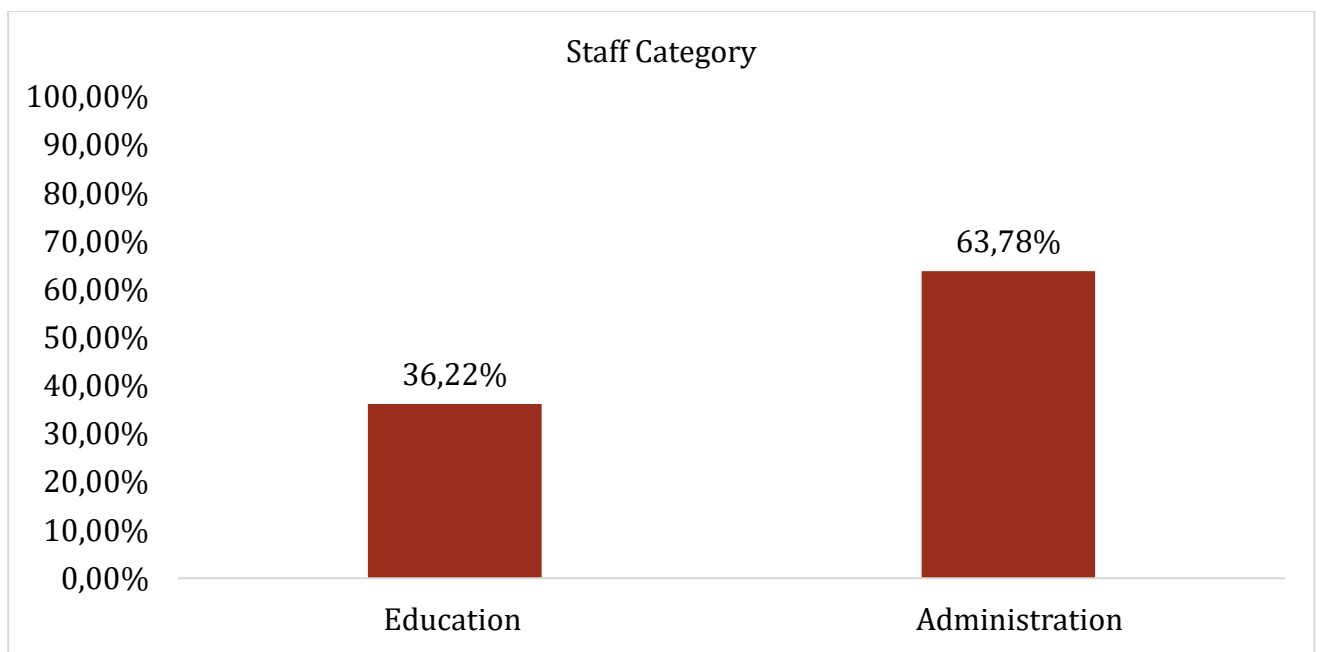
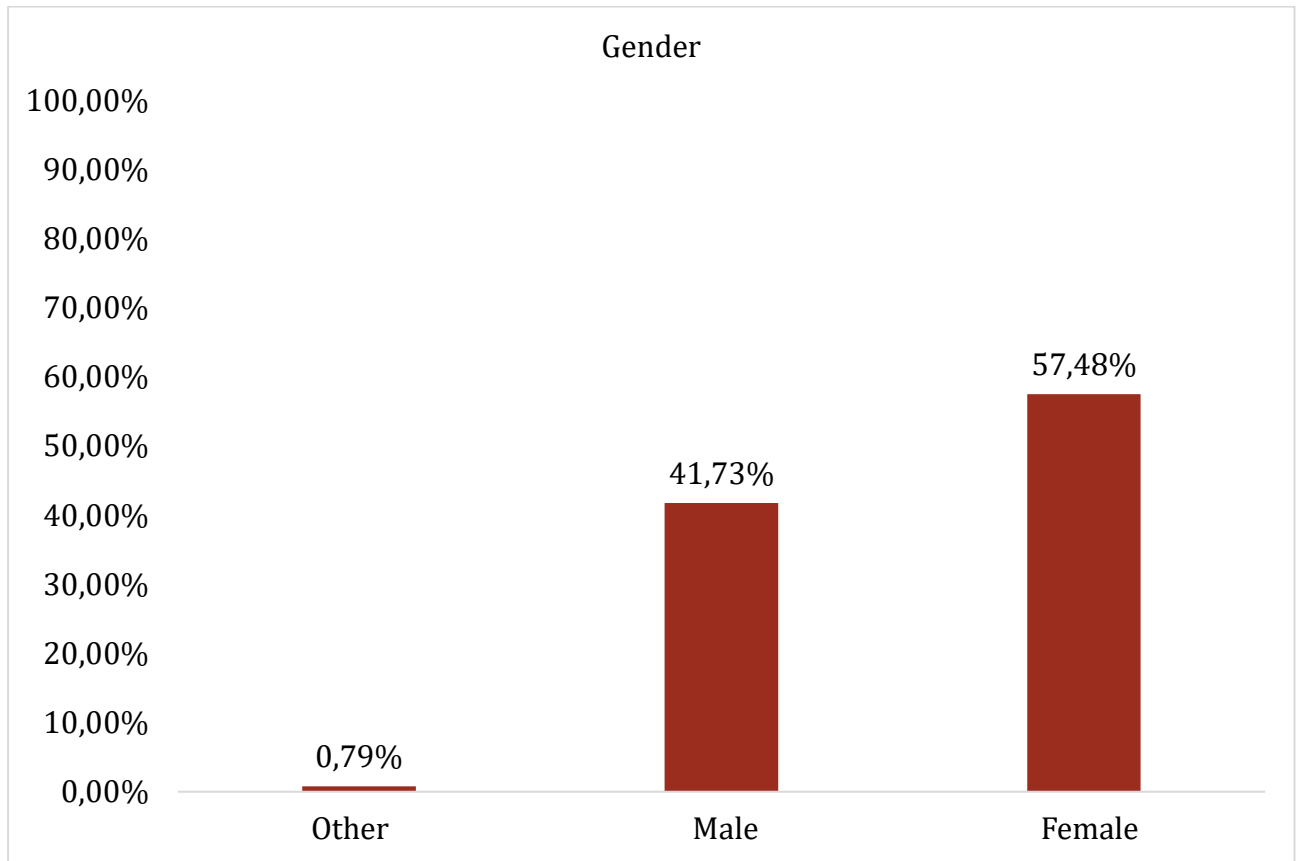
Data collection was carried out between 19 March and 30 March 2026 באמצעות structured online questionnaires administered through the LimeSurvey platform. The survey was disseminated via institutional email communication and relevant announcements.

The sampling approach was non-probabilistic, based on convenience sampling in combination with voluntary participation.

This report presents the findings of the workplace satisfaction survey for the academic year 2025–2026.

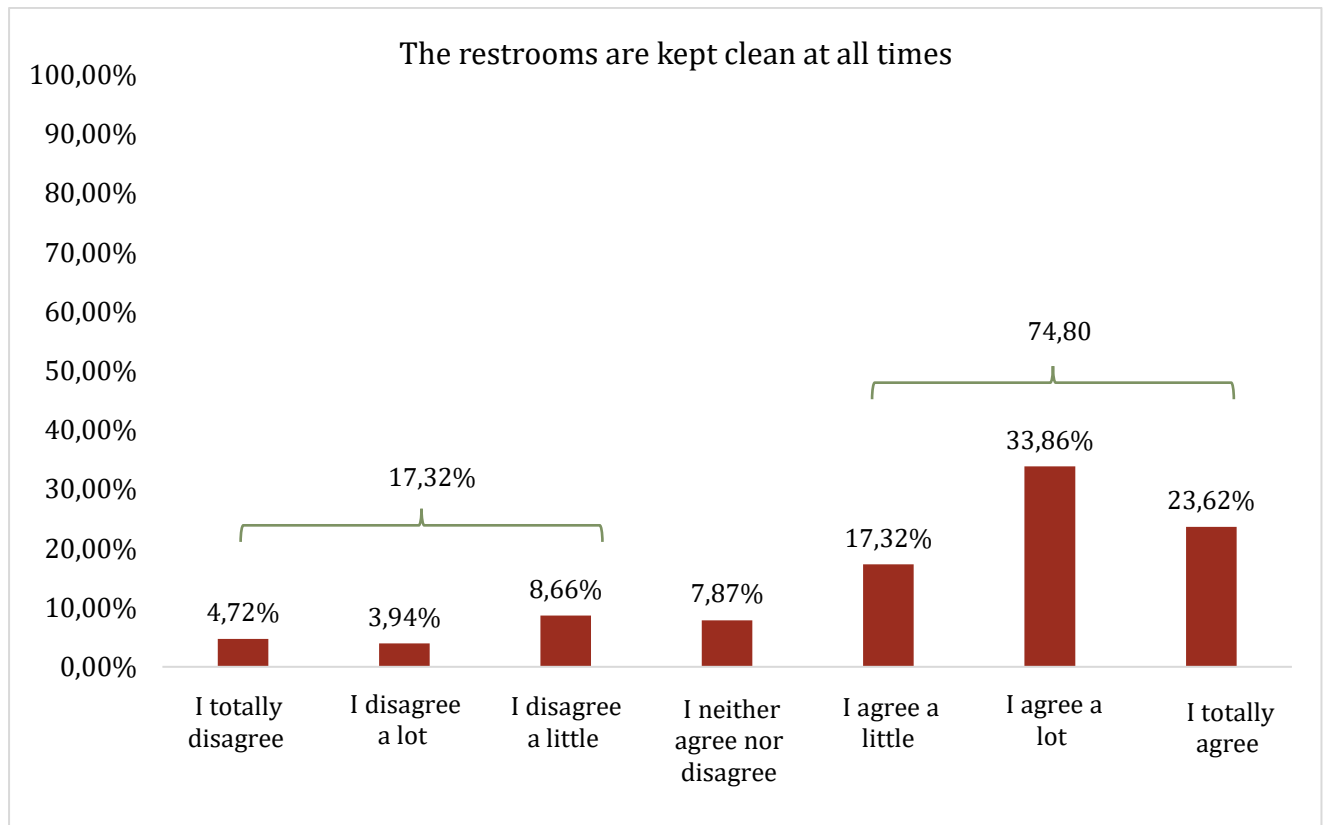
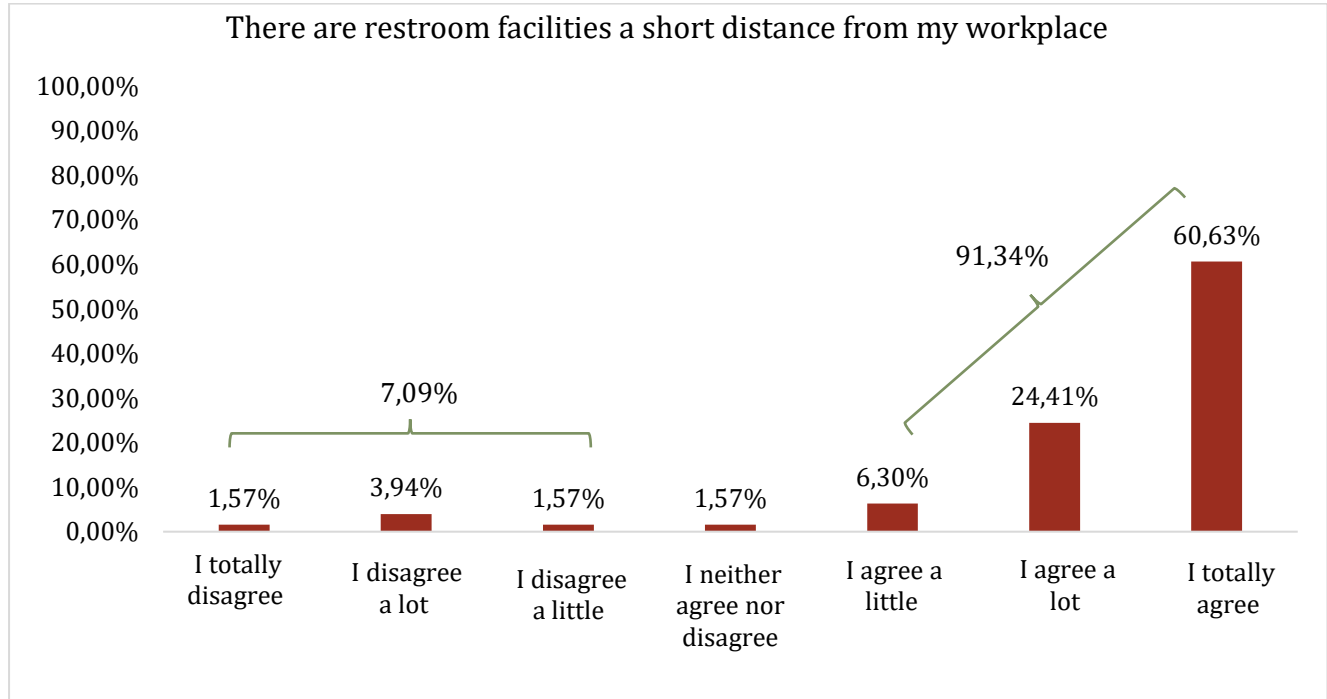
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## Demographics

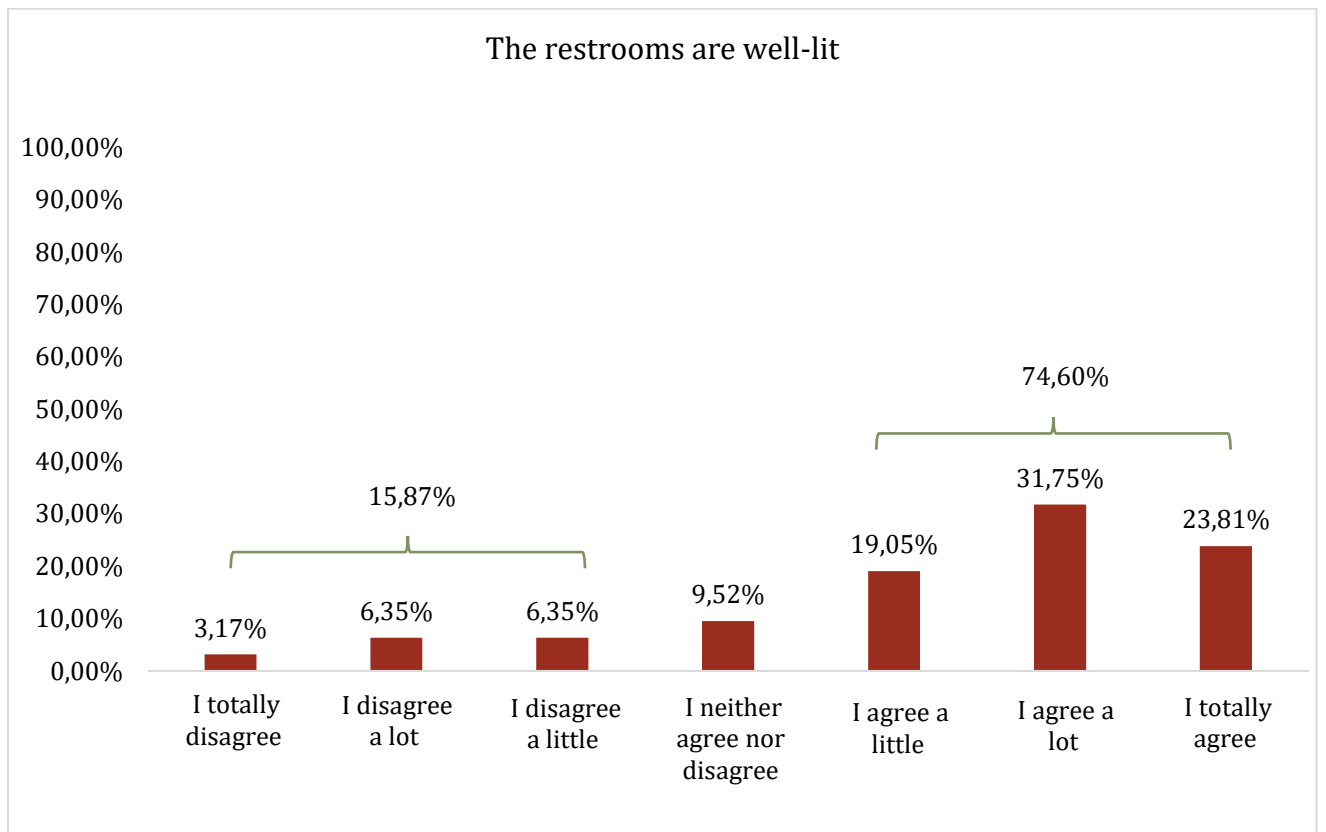
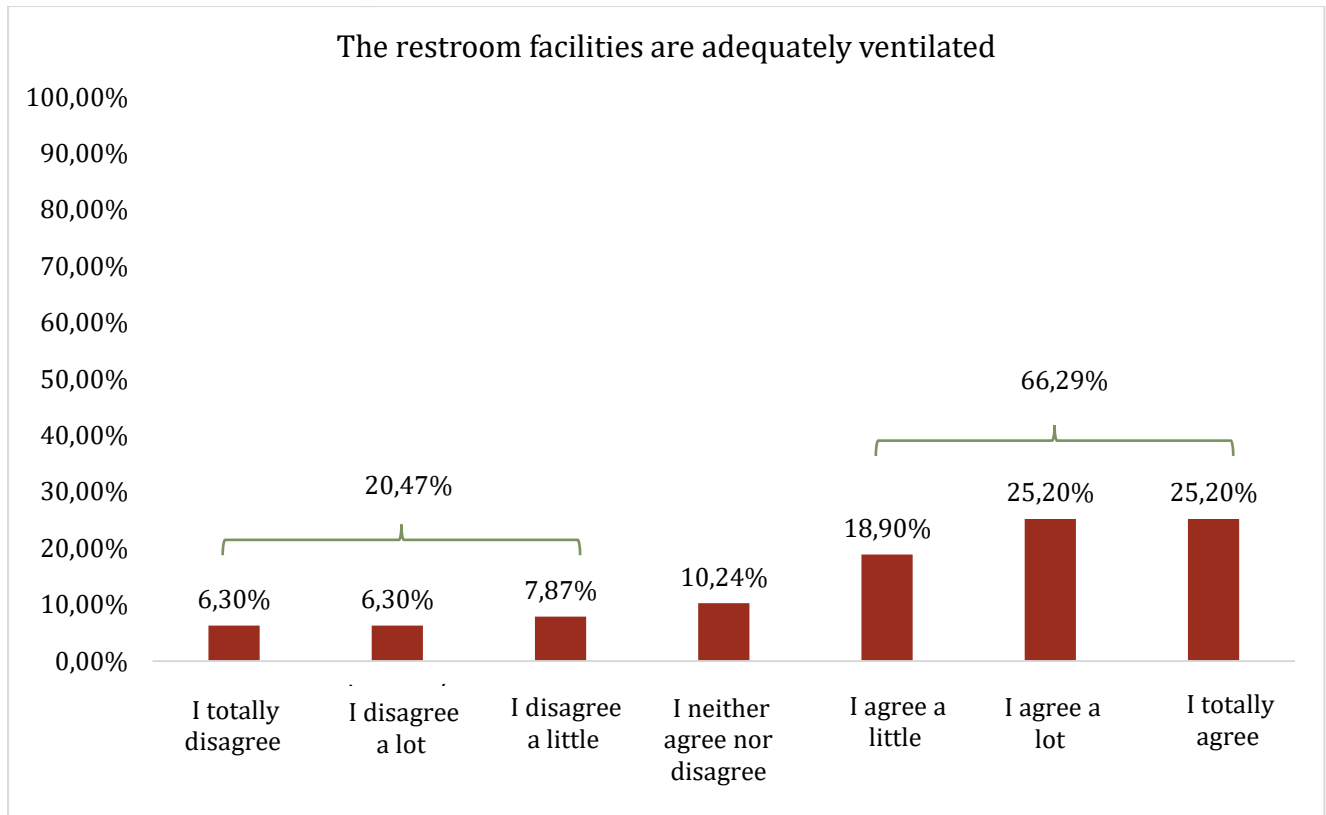


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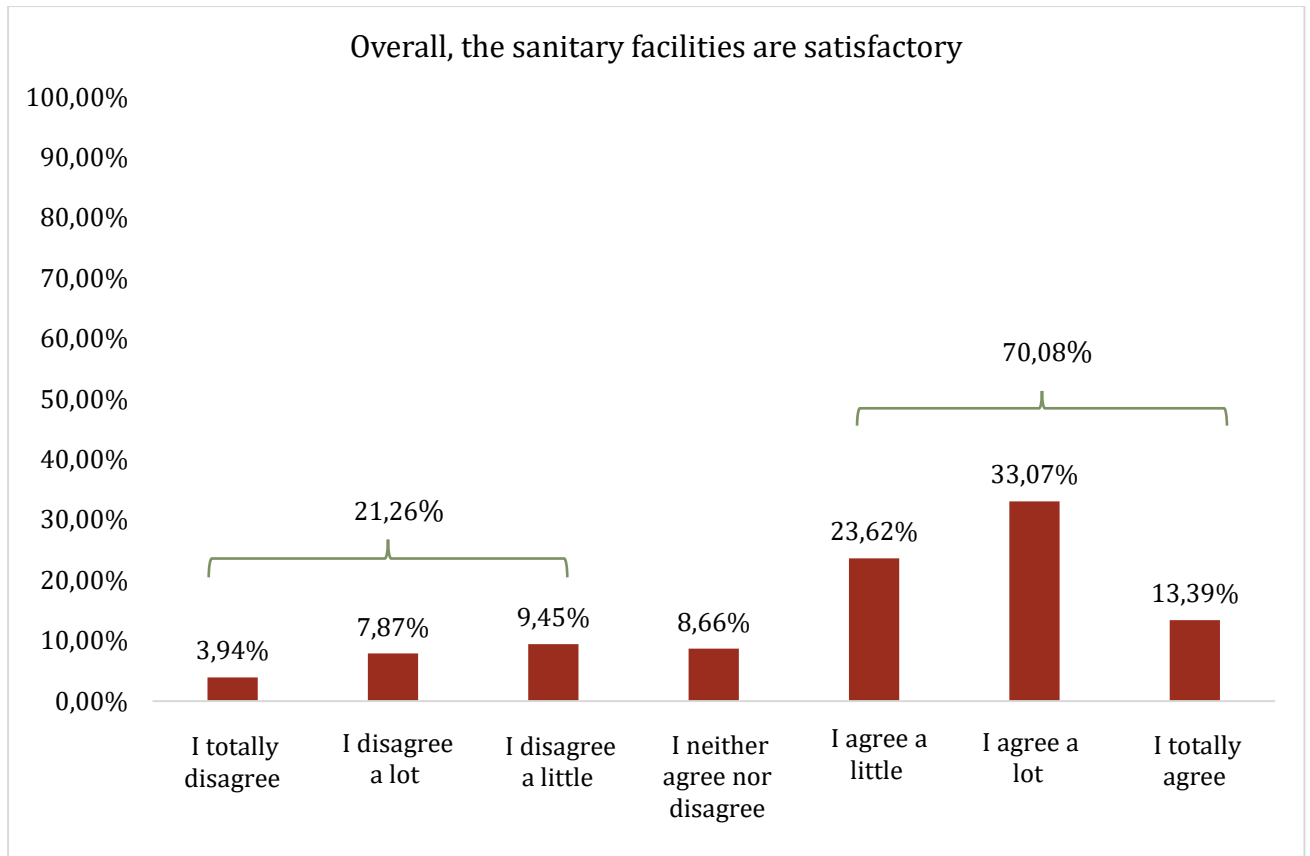
## Restroom Facilities



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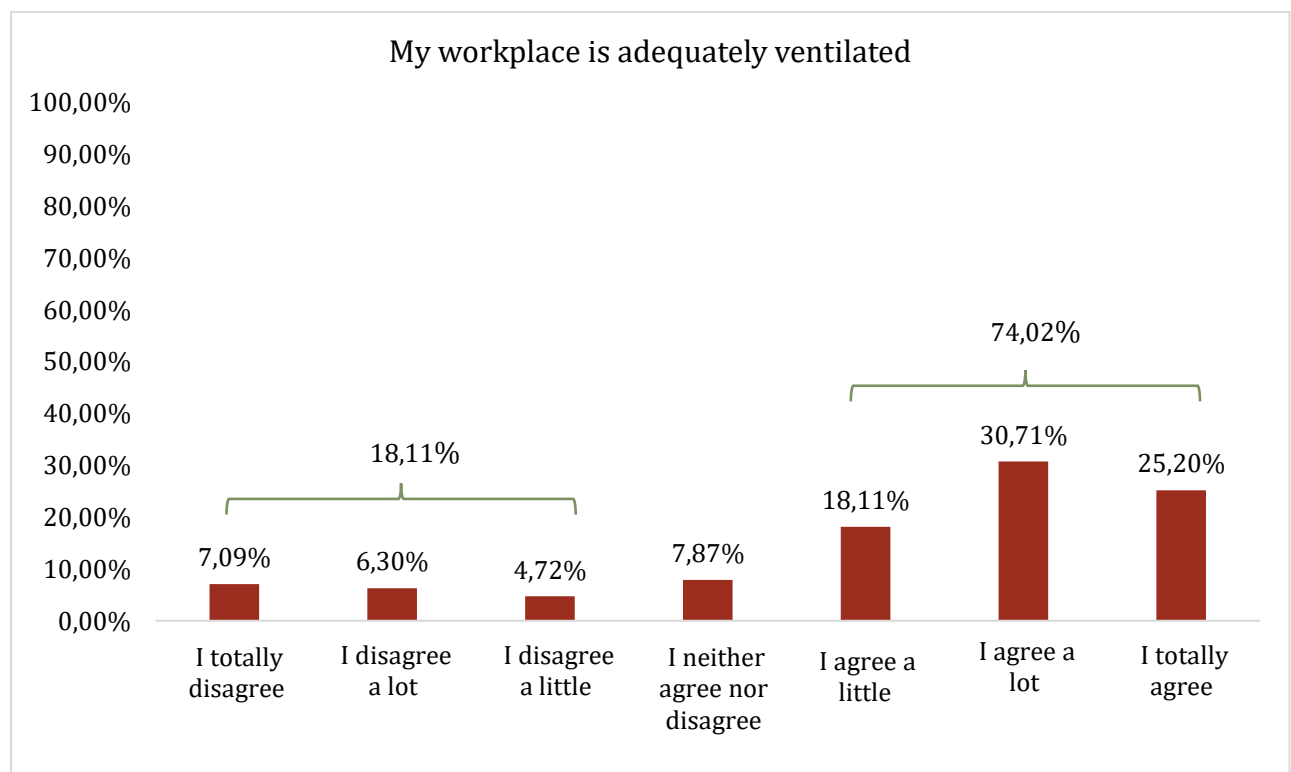
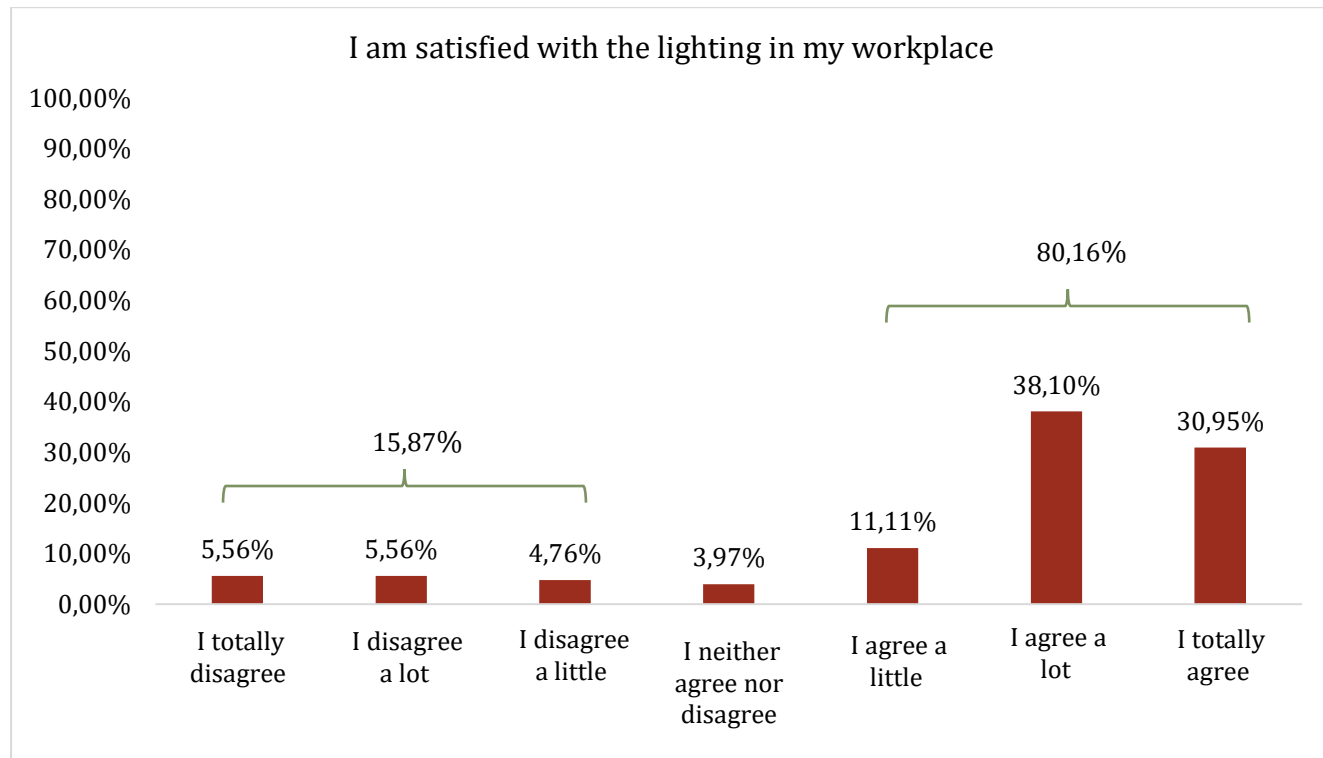


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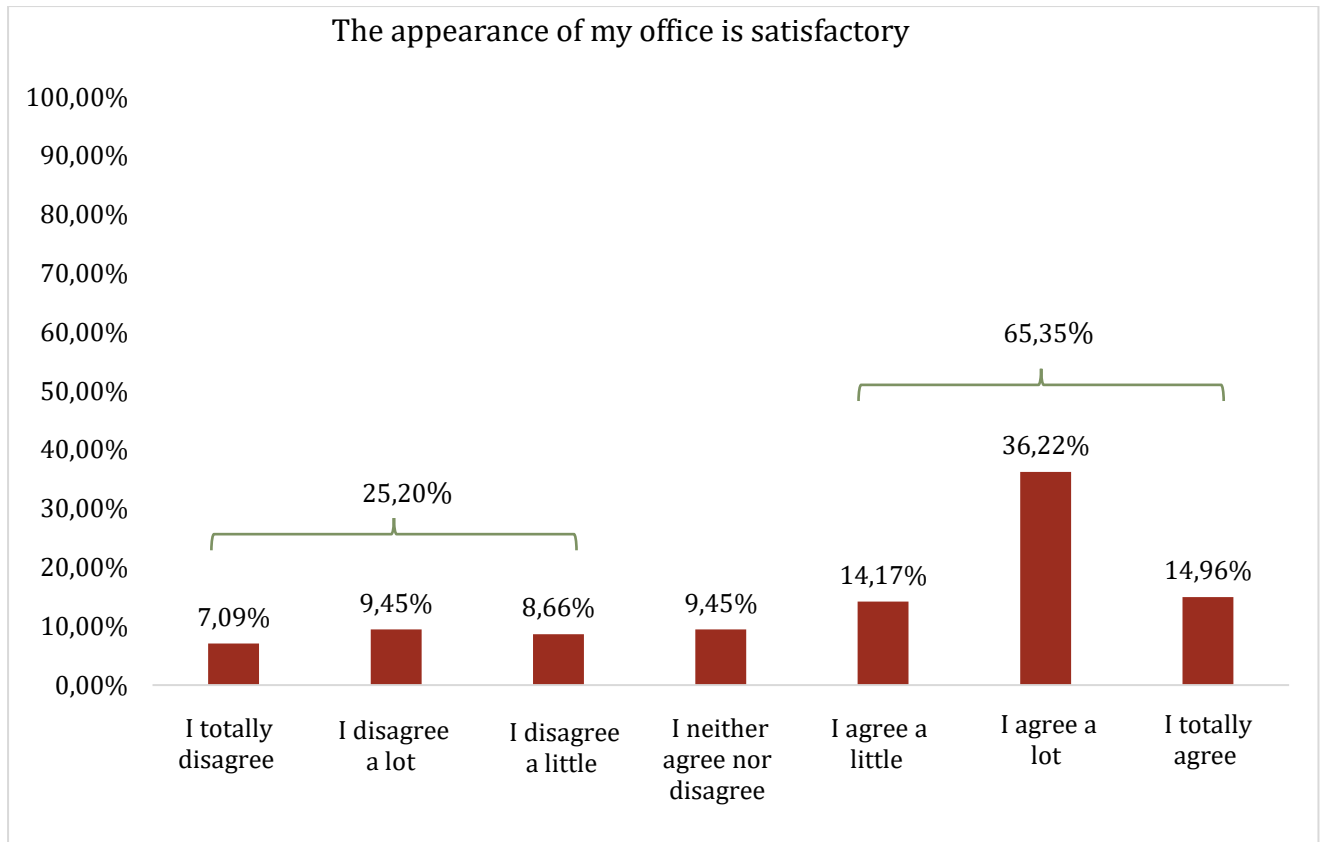


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## Office Facilities

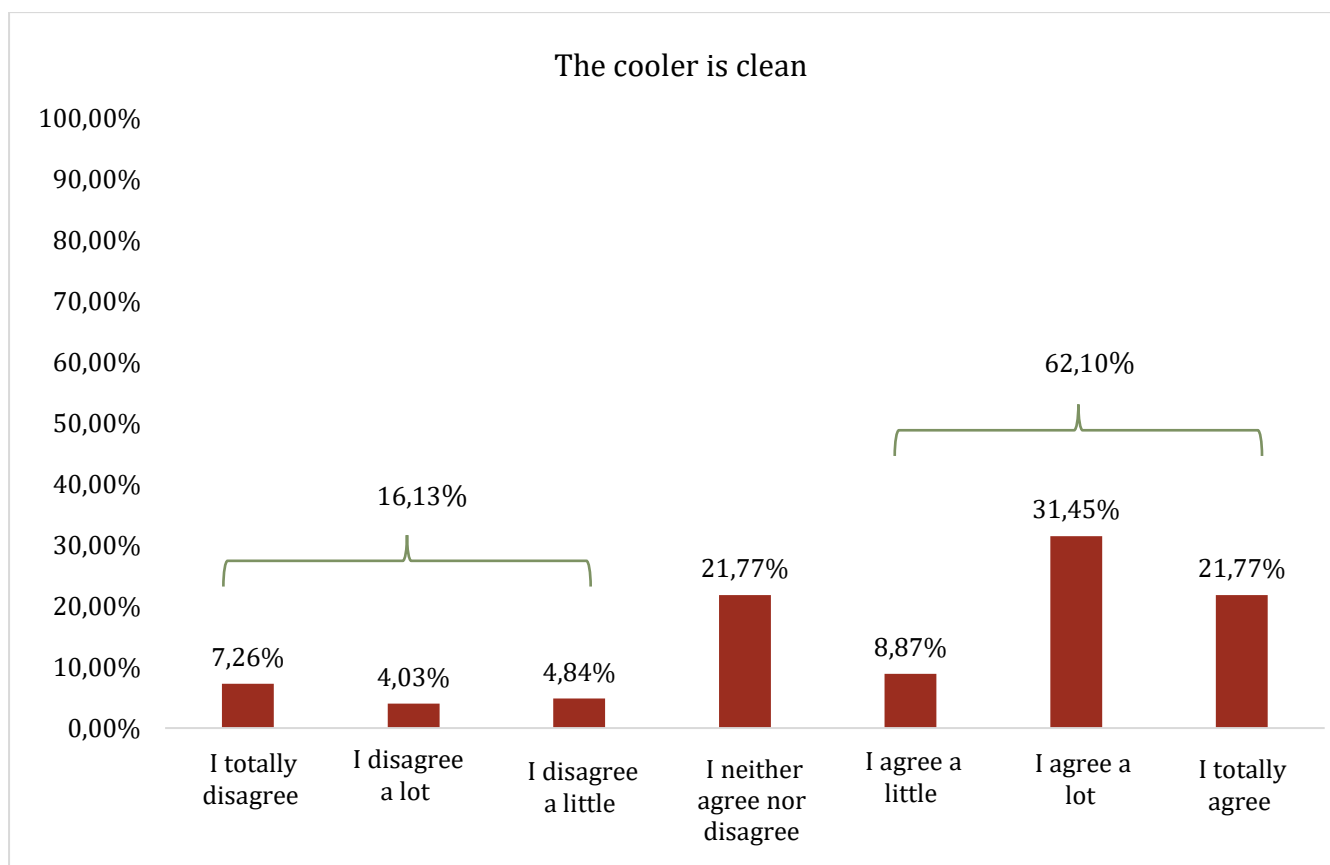
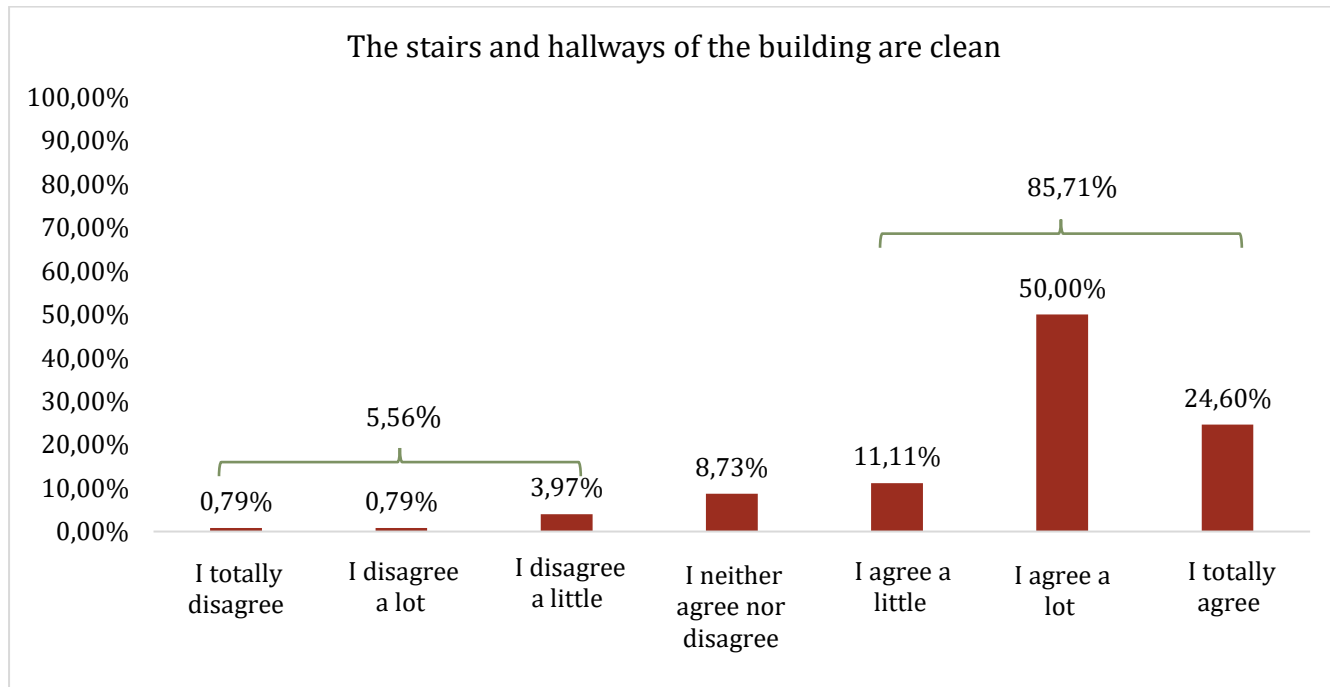


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## Other Building Facilities



## Conclusions

The findings of the Workplace Satisfaction Survey conducted by the QAU indicate that, overall, employees report moderate to high levels of satisfaction with their working environment.

Quantitative results suggest relatively strong performance across core dimensions, including cleanliness, lighting conditions, and accessibility of facilities. In addition, participation increased by 9.48% (11 additional respondents) compared to the 2023 survey, indicating growing engagement.

However, the analysis of qualitative data (open-ended responses) reveals a number of critical issues that are not fully captured by quantitative indicators. Key concerns relate to the adequacy and quality of sanitary facilities, including cleanliness standards, availability of essential supplies, and privacy conditions. Furthermore, challenges are identified in relation to the maintenance and functionality of office spaces, particularly with regard to heating, cooling, humidity, and general wear and tear, as well as the overall condition of building infrastructure.

Attention is drawn to factors directly affecting day-to-day working conditions, such as external noise, insufficient sound insulation, inadequate ventilation, and delays in the resolution of technical issues. In parallel, gaps are identified in shared facilities and staff-support infrastructure (e.g. rest areas, kitchen facilities, availability of water dispensers), alongside accessibility barriers for persons with disabilities.

Taken together, the findings point to a generally positive overall assessment, while underscoring the need for targeted interventions in specific areas.

Policy and operational priorities should focus on:

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- strengthening cleanliness standards and increasing the frequency of maintenance interventions,
- upgrading sanitary facilities, with a focus on hygiene and privacy,
- improving heating, cooling, and ventilation systems,
- enhancing the efficiency and responsiveness of technical support services,
- and developing adequate shared and staff-support spaces.

It should be noted that the findings must be interpreted considering certain methodological limitations, including the use of a non-probability sample and voluntary participation, which may affect the generalizability of results.

Foreseeing, it is recommended that the survey be conducted on a regular basis to enable longitudinal monitoring of employee satisfaction and to assess the impact of corrective actions and policy measures.

Ensuring a high-quality, safe, and functional working environment remains a key institutional priority and a fundamental condition for staff well-being and organizational effectiveness.