

Fall is the season for entering a work flow process. The university comes alive with new and renewed employees who rested during the summer, and with new goals and directions. Under the influence of the season's work energy that promises interesting tasks, we decided to dedicate the new issue of "That's So HSE" to the work process. To be more precise, it is dedicated to administrative personnel without whom the existence of the university would be impossible.

In this new issue we are featuring opinion of two groups: administrative management personnel (AMP) and administrative support personnel (ASP). Based on the data of Monitoring of administrative personnel, we present how employees of administrative divisions evaluate work conditions and their colleagues at NRU HSE, what they expect from their work at HSE, and what suggestions they have for development of the university.

Content:

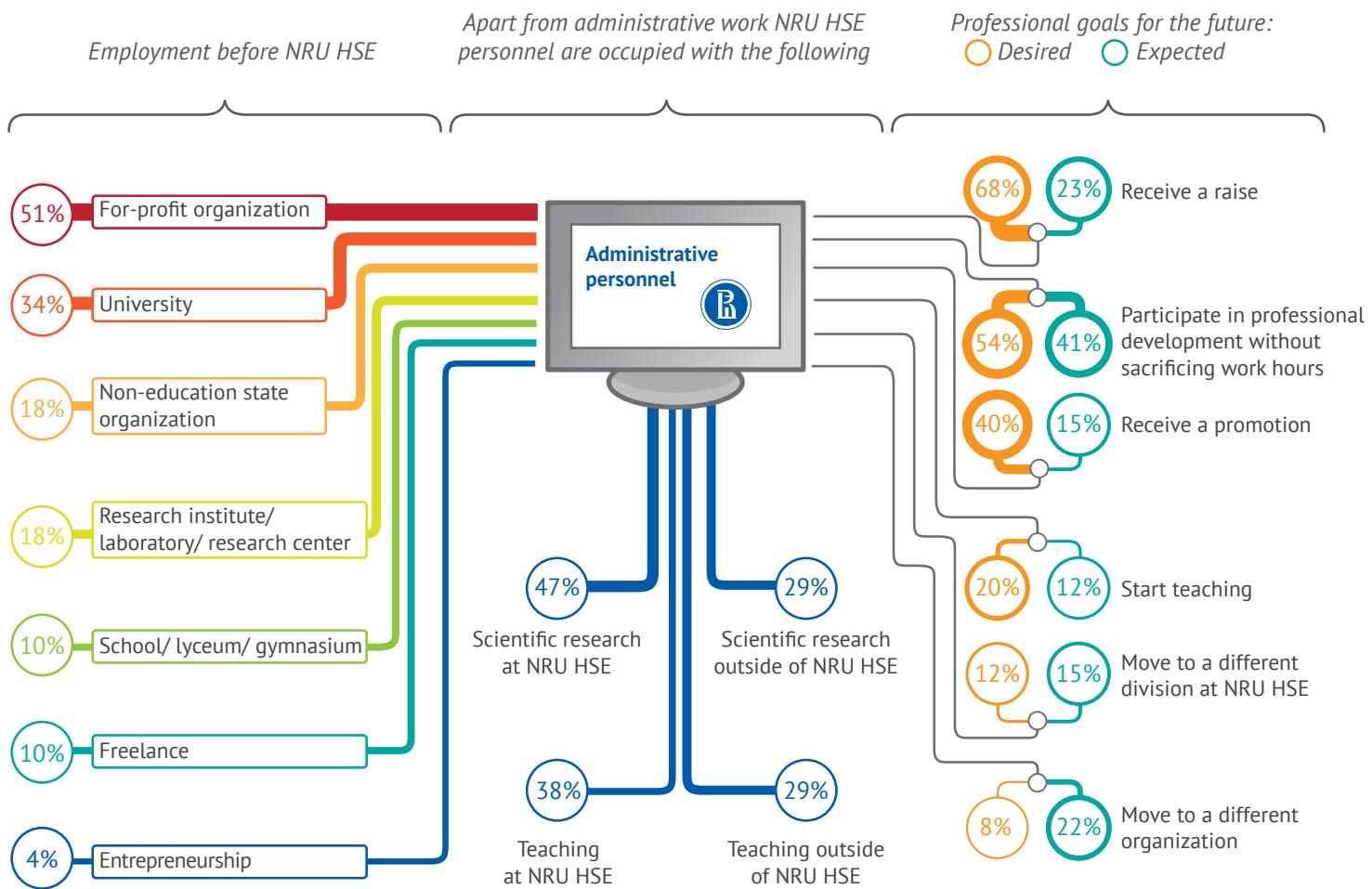
From A to B: professional trajectories and goals of administrative personnel

"How does everything work?" – About employee work process

Participation in the life of the university

Feedback for development of the university

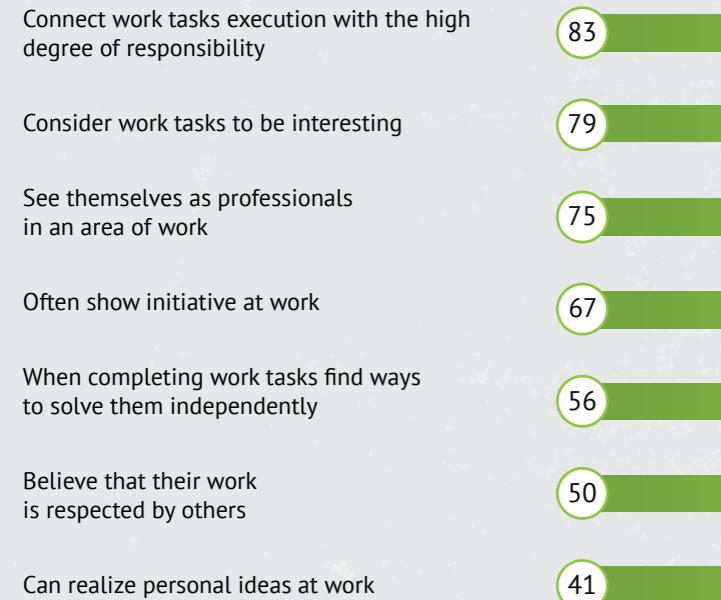
Professional trajectories and goals of administrative personnel





Work and Career

Evaluation of statements about professional activity at NRU HSE¹

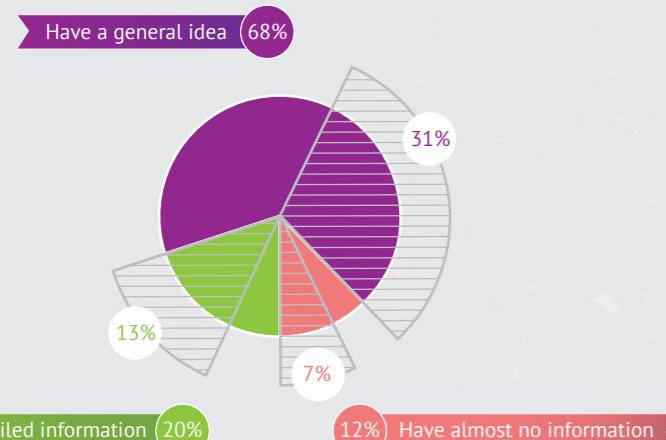


Evaluation of work conditions²



Professional development

Have information about opportunities for professional development at NRU HSE



Courses needed

English language

Information systems
(LMS, ASAВ, SDOU)

Management

French language

Organization of the educational process

Preparation and execution of presentations

German language

Software (Excel, Power Point, Word)

Graphics software



Colleagues

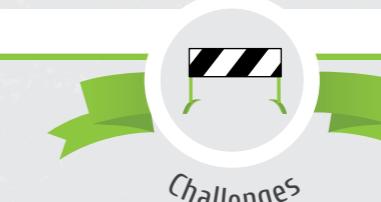
Completely agree with the statement that a direct supervisor...³



Relationship with colleagues

- I like working with colleagues from my division
- My colleagues provide necessary support for my successful execution of tasks
- I am interested in how work at other divisions of HSE is going
- There is much gossip in teams of my division
- I highly value professionalism of my colleagues
- There is high competition among my colleagues

█ Absolutely agree █ Rather agree █ Disagree



Challenges

Faced challenges

Division managers

50%

Employees

75%

Challenges faced by employees during work

59% Lack of time, a need to stay extra hours at work or do work outside of business hours

17% Lack of equipment, databases, and software

23% Challenges with e-systems (ASAВ, SDOU, etc.)

15% Lack of clear instructions from a direct supervisor

Challenges faced by division managers

66% Lack of employees to complete all tasks

66% Overworked employees

63% Challenge in obtaining a good office for comfortable placement of employees

61% Challenge in finding employees with acceptable qualifications

39% Lack of financial support for a division

18% Challenge in establishing communication with other divisions

16% Challenge in communicating with other divisions

News and events that interest employees*



Decisions of the university administration and academic council



Announcements about academic events and conferences at NRU HSE



Announcements about cultural events (concerts, festivals, productions by HSE Theater)



Announcements about professional development courses



News about student and faculty life

*A % of employees who follow the news regularly is given.

Feedback from administrative personnel regarding development of the university

» To improve collaboration between administrative divisions within HSE, have clear written instructions of functions for administrative divisions at HSE including areas of responsibility. Work of all HSE employees should be heading in one direction.

» To differentiate expectations for reports and development of different science fields and departments: delegate more responsibility to departments in developing individualized strategies that are aligned with the overall strategy. To make work of different expert groups more transparent and representative. To create a separate division, independent from management, that arranges all expert groups.

» I would like to see various educational options for the master programs at NRU HSE for HSE employees.

» I would like to see more opportunities for professional development and creativity as today many hindrances exist: recruitment into creative groups only runs once/twice a year, only employees who have worked at HSE for more than 6 months qualify to sign up for additional courses.

» Create a "Green University" project at HSE (recycling, energy efficient technologies, involvement of students in various projects related to environmental protection, etc.). Create small cozy green grounds around university campuses. Create a quality fitness center with convenient work hours (open until midnight) for administrative personnel and faculty or have agreement with fitness centers in Moscow offering corporate discounted rates. Create a corporate loyalty program which includes different business segments for all employees, students and alumni. Develop an internal social network.

» Create an analytical division which would be responsible for questions relating to development of infomedia at the university (web sites of all divisions, software, etc.). Hire highly qualified specialists, if needed, who can program and develop existing complicated information systems. Outsourcing these functions is not always effective from the cost and quality stand point.

Figure of the Month



47%

of employees believe that they perform more tasks and functions than expected in their contract.

AMP

Attendance of corporate events

ASP



HSE Center for Institutional Research Newsletter

Editors: Maria Pravdina, Daria Drozhzhina. Design: Daria Karpenko.
E-mail: infographics@hse.ru; phone: 775-9590 (1802);
hse.ru