



Section 5 - Job Satisfaction

Resident Director survey respondents were asked a series of questions to gauge their level of agreement with statements that may relate to their job satisfaction. Responses were collected on the Likert Scale of (1) Strongly Disagree; (2) Disagree; (3) Neither Agree nor Disagree; (4) Agree; (5) Strongly Agree, and questions were phrased such that Strongly Agree indicates strong satisfaction.

Figures 5.1-5.3 represent the responses to each statement, grouped as <40% of responses Strongly Agree (Figure 5.1), 40-55% of responses Strongly Agree (Figure 5.2), and >55% of responses Strongly Agree (Figure 5.3). While the figures present data in order of increasing overall job satisfaction, the sector should take note that there was no statement with which over 74% of Resident Directors strongly agreed and should pay considerable attention to the topics listed in Figures 5.1 and 5.2.

Figure 5.1 shows statements for which less than <40% of respondents indicated they Strongly Agree. This figure contains the statements with which the majority of Resident Directors did not strongly agree, indicating an overall lower level of job satisfaction in these specific areas of the job. Notable statements with which the majority of RDs do not strongly agree include: being able to take vacation when there are students on the ground, having opportunities for career advancement within the current institution, that the institution provides adequate professional development opportunities, that there is adequate staffing to provide services expected of the program, and that remuneration is fair and in line with the responsibilities.

Figure 5.2 shows statements for which between 40-55% of respondents indicated they Strongly Agree. This figure contains statements with which an increasing percentage of Resident Directors strongly agreed, yet the answers of approximately half of respondents indicate that they are less than fully satisfied in these specific areas of the job.

Figure 5.3 shows statements for which more than 55% of respondents indicated they Strongly Agree, to varying degrees, indicating an overall increasing level of job satisfaction in these specific areas of the job. Notable in this section is the strong overall agreement (>65%) with the statements that the

institution displays a dedication towards staff and student safety while abroad, the institution displays a dedication to international education, and that the work gives a feeling of personal accomplishment.

Raw data for Figures 5.1 - 5.3 are presented in Table 5.1.

Job Satisfaction <40% Respondents Strongly Agree

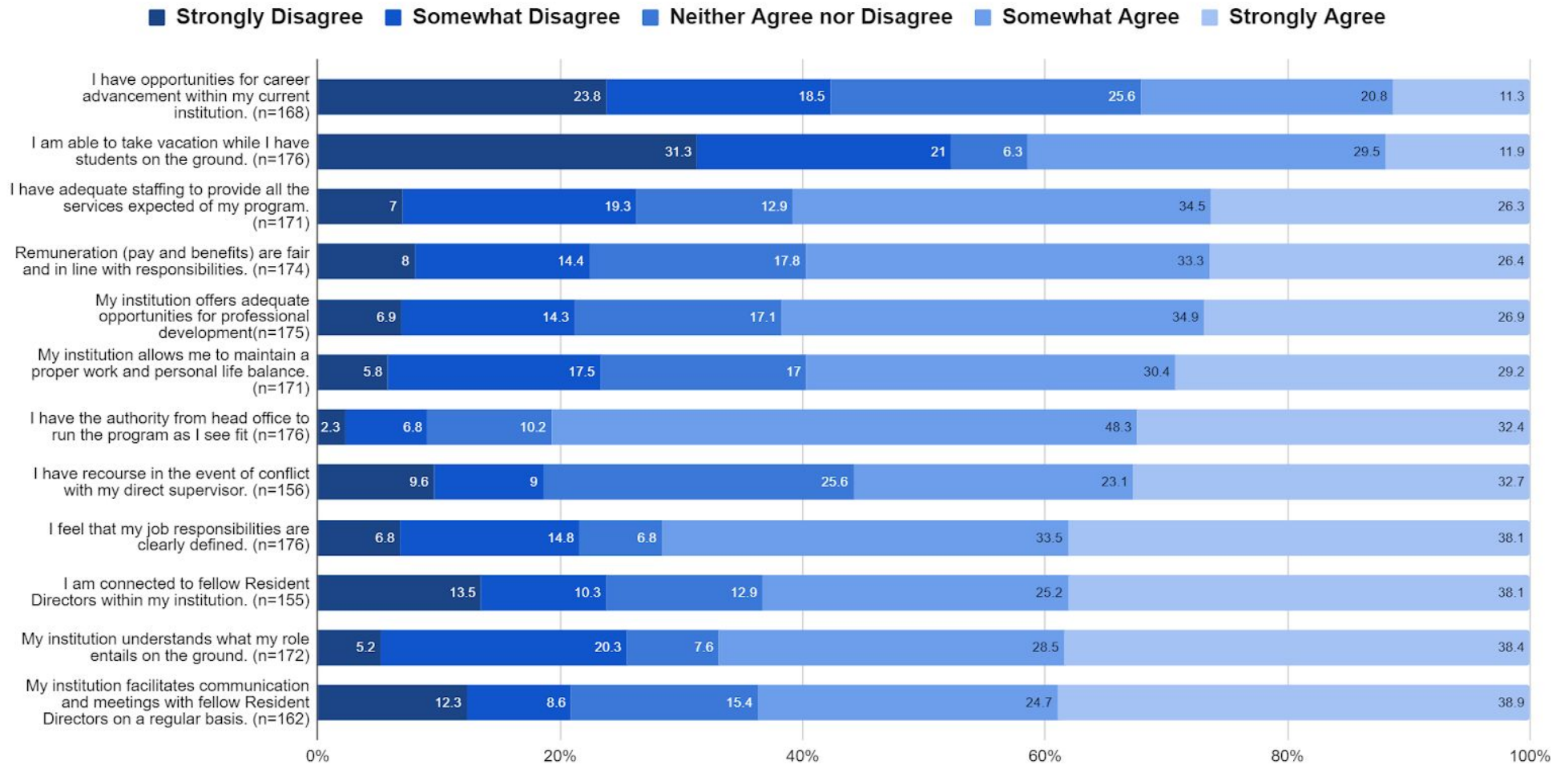


Figure 5.1. Statement responses to which <40% of Resident Directors responded they ‘Strongly Agree’, indicating an overall lower level of job satisfaction in these specific areas of the job.

Job Satisfaction - 40-55% Respondents Strongly Agree

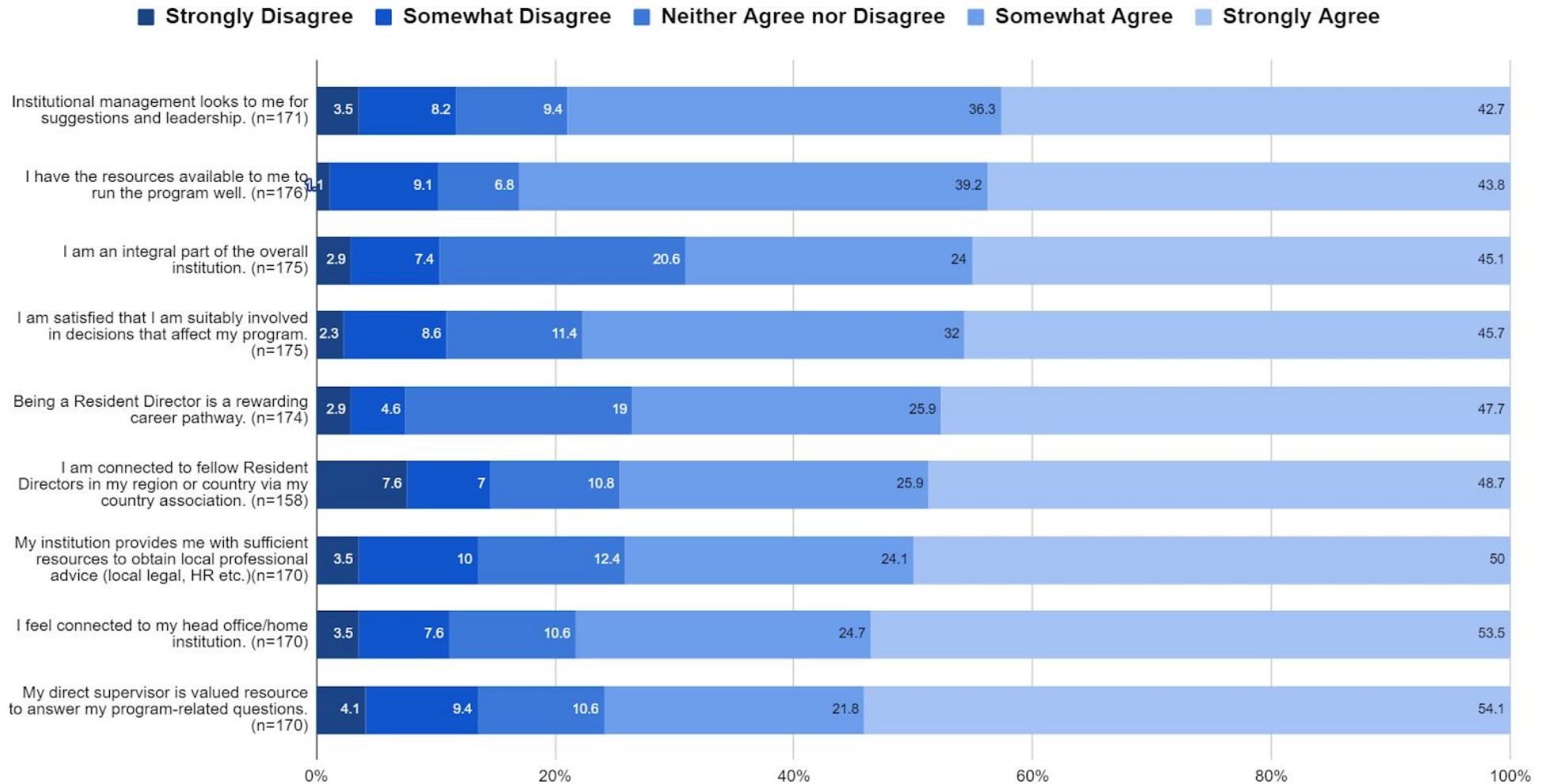


Figure 5.2. Statement responses to which 40-55% of Resident Directors responded they 'Strongly Agree', representing an increased percentage of strong agreement, yet the answers of approximately half of respondents indicate that they are less than fully satisfied in these specific areas of the job.

Job Satisfaction - >55% Respondents Strongly Agree

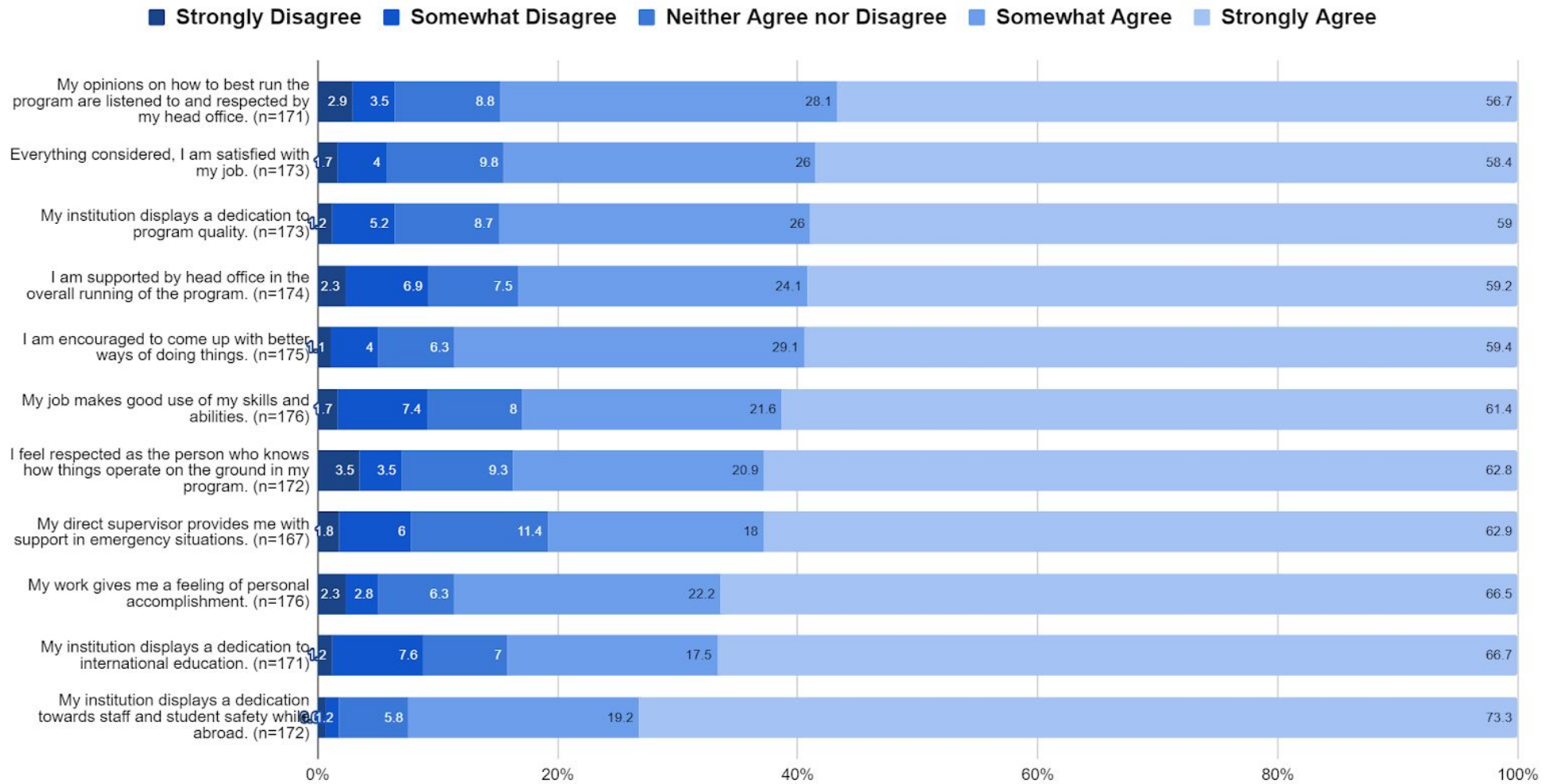


Figure 5.3. Statement responses to which >55% of Resident Directors responded they 'Strongly Agree', indicating an overall increasing level of job satisfaction in these specific areas of the job.

Table 5.1. Responses to statements concerning job satisfaction (% respondents).

Statement regarding job satisfaction	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
I have opportunities for career advancement within my current institution. (n=168)	23.8	18.5	25.6	20.8	11.3
I am able to take vacation while I have students on the ground. (n=176)	31.3	21.0	6.3	29.5	11.9
I have adequate staffing to provide all the services expected of my program. (n=171)	7.0	19.3	12.9	34.5	26.3
Remuneration (pay and benefits) are fair and in line with responsibilities. (n=174)	8.0	14.4	17.8	33.3	26.4
My institution offers adequate opportunities for professional development(n=175)	6.9	14.3	17.1	34.9	26.9
My institution allows me to maintain a proper work and personal life balance. (n=171)	5.8	17.5	17.0	30.4	29.2
I have the authority from head office to run the program as I see fit. (n=176)	2.3	6.8	10.2	48.3	32.4
I have recourse in the event of conflict with my direct supervisor. (n=156)	9.6	9.0	25.6	23.1	32.7
I feel that my job responsibilities are clearly defined. (n=176)	6.8	14.8	6.8	33.5	38.1
I am connected to fellow Resident Directors within my institution. (n=155)	13.5	10.3	12.9	25.2	38.1
My institution understands what my role entails on the ground. (n=172)	5.2	20.3	7.6	28.5	38.4
My institution facilitates communication and meetings with fellow Resident Directors on a regular basis. (n=162)	12.3	8.6	15.4	24.7	38.9
Institutional management looks to me for suggestions and leadership. (n=171)	3.5	8.2	9.4	36.3	42.7
I have the resources available to me to run the program well. (n=176)	1.1	9.1	6.8	39.2	43.8
I am an integral part of the overall institution. (n=175)	2.9	7.4	20.6	24.0	45.1
I am satisfied that I am suitably involved in decisions that affect my program. (n=175)	2.3	8.6	11.4	32.0	45.7
Being a Resident Director is a rewarding career pathway. (n=174)	2.9	4.6	19.0	25.9	47.7
I am connected to fellow Resident Directors in my region or country via my country association. (n=158)	7.6	7.0	10.8	25.9	48.7
My institution provides me with sufficient resources to obtain local professional advice (local legal, HR etc.)(n=170)	3.5	10.0	12.4	24.1	50.0
I feel connected to my head office/home institution. (n=170)	3.5	7.6	10.6	24.7	53.5

My direct supervisor is a valued resource to answer my program-related questions. (n=170)	4.1	9.4	10.6	21.8	54.1
My opinions on how to best run the program are listened to and respected by my head office. (n=171)	2.9	3.5	8.8	28.1	56.7
Everything considered, I am satisfied with my job. (n=173)	1.7	4.0	9.8	26	58.4
My institution displays a dedication to program quality. (n=173)	1.2	5.2	8.7	26	59.0
I am supported by head office in the overall running of the program. (n=174)	2.3	6.9	7.5	24.1	59.2
I am encouraged to come up with better ways of doing things. (n=175)	1.1	4.0	6.3	29.1	59.4
My job makes good use of my skills and abilities. (n=176)	1.7	7.4	8.0	21.6	61.4
I feel respected as the person who knows how things operate on the ground in my program. (n=172)	3.5	3.5	9.3	20.9	62.8
My direct supervisor provides me with support in emergency situations. (n=167)	1.8	6.0	11.4	18.0	62.9
My work gives me a feeling of personal accomplishment. (n=176)	2.3	2.8	6.3	22.2	66.5
My institution displays a dedication to international education. (n=171)	1.2	7.6	7.0	17.5	66.7
My institution displays a dedication towards staff and student safety while abroad. (n=172)	0.6	1.2	5.8	19.2	73.3