

**SURVEY RESULT REPORT
LEVEL OF LECTURER SATISFACTION WITH SERVICE
MANAGEMENT IN FPMIPA UPI
YEAR 2021**

By:
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A. Legal Basis

The activity of measuring satisfaction with management services at FPMIPA Universitas Pendidikan Indonesia is carried out based on:

- a. Law No. 20/2003 on the National Education System (State Gazette of the Republic of Indonesia Year 2003 Number 78, Supplement, State Gazette of the Republic of Indonesia Number 4301);
- b. Law No. 19/2005 on National Education Standards;
- c. Law Number 12 of 2012 on Higher Education (State Gazette of the Republic of Indonesia of 2012 Number 156, Supplement, State Gazette of the Republic of Indonesia Number 5336);
- d. Government Regulation No. 58/2013 on the Form and Mechanism of Funding for Legal Entity Universities;
- e. Government Regulation Number 04 of 2014 concerning the Implementation of Higher Education and Management of Higher Education;
- f. Government Regulation Number 15 of 2014 concerning the Statute of Universitas Pendidikan Indonesia;
- g. Presidential Regulation No. 70/2012 on the Second Amendment to Presidential Regulation No. 54/2010 on Government Procurement of Goods/Services;
- h. Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 108 of 2013 concerning Operational Assistance for Higher Education organized by the Government;
- i. Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 50 of 2014 concerning Quality Assurance of Higher Education;
- j. Regulation of the Minister of Finance of the Republic of Indonesia Number 53/PMK.02/2014 concerning Cost Standards for Fiscal Year 2016;
- k. Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 87 of 2014 concerning Accreditation of Higher Education Study Programs;
- l. Regulation of the Board of Trustees Norm: 03/PER/MWA UPI/2014 concerning Implementation Regulations of Government Regulation No. 15 of 2014 concerning Statute of UPI PTNbh;
- m. Decree of the Board of Trustees Norm: 21/TAP/MWA UPI/2021 concerning the Strategic Plan (Renstra) of Universitas Pendidikan Indonesia 2021-2025;
- n. UPI Quality Assurance Unit Work Plan and Budget 2021

B. Beneficiaries of Lecturer Satisfaction Level Measurement

a. For Faculty Leaders

- As an evaluation material in providing and implementing management services to lecturers in the context of implementing the Tri Darma of PT;
- Obtain information and analyze the development of the level of lecturer satisfaction with the quality of management services;
- As input and basis for policies or strategies to improve the quality of management services to lecturers; and
- Increased lecturer satisfaction levels through continuous improvement of management service quality.

b. For Lecturers

- As a process of evaluation and assessment of the quality of management services in an open and independent manner;
- As an effort to improve the quality of implementation and results of the Tri Dharma PT activities.

c. For Faculty Leaders

- As an assessment material for leaders in evaluating the quality of management services to lecturers in the FPMIPA environment;
- As a foundation for the institution to determine the desired future conditions and quality in achieving the vision and mission of FPMIPA.

C. Strategy for Achieving Lecturer Satisfaction Level Measurement

1. Implementation Method

The method of measuring lecturer satisfaction with management services at FPMIPA Universitas Pendidikan Indonesia is:

- Planning and scheduling of measurement implementation.
- *Updating the* lecturer satisfaction measurement instrument.
- Coordination with study program leaders and quality control groups (GKM) related to online instrument distribution and filling (google form by lecturers).
- Data processing and analysis of lecturer satisfaction measurement data.
- Reporting the results of measuring lecturer satisfaction.
- Management review of lecturer satisfaction level measurement report.
- Follow-up on the improvement of the results of measuring the level of lecturer satisfaction with management services at Universitas Pendidikan Indonesia.

2. Activity Stages

This activity was carried out through the following mechanism and design:

a. Preparation

Preparation of activities is carried out by coordinating with the Quality Assurance Unit (SPM), Deputy Dean for Academic and Student Affairs, Head of study programs and GKM in the preparation of instruments for measuring lecturer satisfaction as well as implementation and reporting.

b. Implementation

This activity was carried out according to the schedule set out in the ToR, each study program leader and GKM helped socialize and remind lecturers to fill out the questionnaire.

c. Reporting and Evaluation

Reporting is made after the data from the questionnaire has been collected and has met the proportional requirements for analysis. The report is carried out by the Faculty/SKM. Evaluation is carried out to see the success of the measurement implementation, and to improve and enhance the quality of management services on an ongoing basis.

D. Implementation Time

No.	Activity Description	Date	Place
1.	Planning and Preparation Measurement of lecturer satisfaction even semester T.A. 2021/2022	July 2021	
2.	Coordination with GKM and Study Program Leaders	July 2021	
3.	<i>Updating</i> satisfaction measurement instrument lecturers. Coordination of instrument updating with SPM	July 2021	
4.	Deployment and completion instrument via Google form by the lecturer	July 2021	
5.	Data processing and data analysis lecturer satisfaction measurement odd semester	December 2021	
6.	Preparation of result report lecturer satisfaction measurement even semester 2021/2022		
7.	Management review of the report measurements		
8.	Follow-up improvement of results measurements		
9.	Evaluation of measurement results lecturer satisfaction		

1. Description of the Results of Lecturer Assessment of Basic Duties in FPMIPA Environment

Based on the results of a survey of lecturers on the main tasks of implementing Tri Darma PT in 2021, the following picture is obtained.

Table 1. Main Tasks in FPMIPA Environment

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLEN T		O K		ENOUGH		LESS			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1.	UPI lecturers teach courses in accordance with qualifications and competencies.	93	77	25	21	3	2	0	0	121	12

2.	Lecturer Performance Load is between 12 to 16 credits each semester.	74	61	41	34	6	5	1	1	122	13
3.	Lecturers are required to prepare RPS (Semester Learning Plan) in accordance with the courses they teach.	92	75	26	21	4	3	0	0	122	13
4.	Lecturers conduct learning evaluations objectively and transparently.	84	69	34	28	4	3	0	0	122	13

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLEN		O		ENOUGH		LESS			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
5.	Lecturers are empowered to become DPAs (Academic Supervisors) of students according to the provisions.	103	84	16	13	3	2	0	0	122	13
6.	Lecturers are empowered to become supervisors and examiners of students' final assignments according to the provisions	96	79	23	19	3	2	0	0	122	13
7.	Lecturers are given the opportunity to conduct research and service in accordance with their expertise, both funded by UPI internal and external parties.	71	58	43	35	5	4	3	2	122	13
8.	Lecturers are given the opportunity to develop handouts, modules, textbooks, or scientific articles.	81	66	34	28	6	5	1	1	122	13
AMOUNT		694	71	242	25	34	3	5	1	975	100

Based on the data listed in the table, it shows that lecturers give a very good assessment in getting management services in the aspect of basic duties in the FPMIPA environment, namely: teaching courses in accordance with qualifications and competencies as many as 93 lecturers (77%), Lecturer Performance Load between 12 to 16 SKS each semester as many as 74 lecturers (61%), required to prepare RPS (Semester Learning Plan) in accordance with the courses they teach as many as 92 lecturers (75%), Lecturers conduct learning evaluations objectively and transparently as many lecturers (69%), empowered to become DPA (Academic Advisor) students according to the provisions as many as 103 lecturers (84%), empowered to become supervisors and examiners of student final assignments according to the provisions as many as 96 (79%), given the opportunity to conduct research and service in accordance with expertise, both funded by internal UPI and external parties as many as 71 lecturers (58%), given the opportunity to compile handouts, modules, textbooks, or scientific articles as many as 81 lecturers (66%).

The category of lecturer satisfaction level related to management services in the aspect of basic tasks in the FPMIPA environment (for each question) can be seen in the diagram as follows

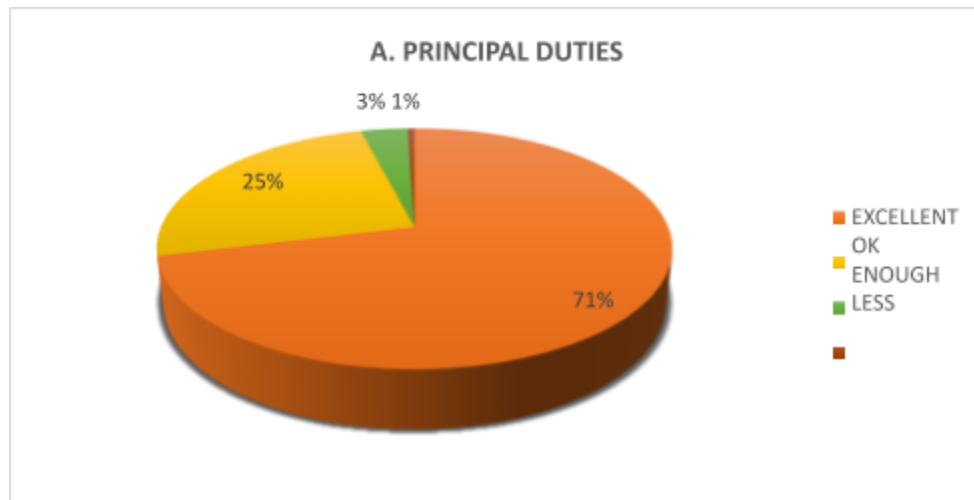


Figure 1: Categories of Assessment Levels of Lecturers' Main Duties

Based on Figure 1 above, it can be concluded that the level of lecturer satisfaction with management services in the aspect of basic tasks at FPMIPA is in the very good category. However, there are still 5 lecturers (1%) in the less category.

2. Description of the Results of Lecturer Assessment of Infrastructure Facilities in the FPMIPA Environment

Based on the lecturers' assessment of management services in the aspect of facilities and infrastructure for the implementation of the Tri Darma PT, the data are as shown in table 2 below.

Table 2. Facilities and Infrastructure

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLEN T		O K		ENOUGH		LES S		Σ	%
		Σ	%	Σ	%	Σ	%	Σ	%		
1.	Classrooms are available with complete facilities to support the learning process.	79	65	35	29	7	6	1	1	122	11
2.	Classrooms are adequate and comfortable for teaching and learning	77	63	34	28	8	7	3	2	122	11
3.	Adequate lecturer workspace and internet access available	78	64	32	26	9	7	3	2	122	11
4.	Adequate and hygienic toilets available	88	72	28	23	6	5	0	0	122	11
5.	Adequate laboratories are available to support the learning and research process	67	55	45	37	7	6	3	2	122	11
6.	There is an adequate library with a representative collection of libraries and access to digital libraries	56	46	53	43	10	8	3	2	122	11
7.	Availability of adequate health/clinic facilities and amenities	73	60	39	32	8	7	2	2	122	11
8.	There are adequate canteens, shops, ATMs, parking areas, parks, places of worship, sports venues, art spaces, meeting rooms and other public facilities.	74	61	43	35	4	3	1	1	122	11
9.	Access for people with special needs are complete and functional	31	25	60	49	22	18	9	7	122	11
AMOUNT		623	57	369	34	81	7	25	2	1098	100

Based on the data listed in table 2, it shows that lecturers give a very good assessment in

getting management services in the aspect of facilities and infrastructure in the FPMIPA environment, namely: There are classrooms with complete learning process support facilities as many as 79 lecturers (65%), Adequate and comfortable classrooms for the teaching and learning process as

many as 77 lecturers (63%), There are adequate lecturer workspaces and internet access as many as 78 lecturers (64%), There are adequate and hygienic toilets as many as 88 lecturers (72%), There are adequate laboratories to support the learning and research process as many as 67 lecturers (55%), There are adequate libraries with representative library collections and access to digital libraries as many as 56 lecturers (46%), There are adequate health facilities and facilities / polyclinics as many as 73 lecturers (60%), There are canteens, shops, ATMs, parking areas, parks, places of worship, sports venues, art spaces, meeting rooms and other adequate public facilities as many as 74 lecturers (61%), and There is access for people with special needs that is complete and functional as many as 31 lecturers (25%). Lecturers' level of satisfaction in getting management services on the facilities and infrastructure aspect, can also be represented through the following figure.

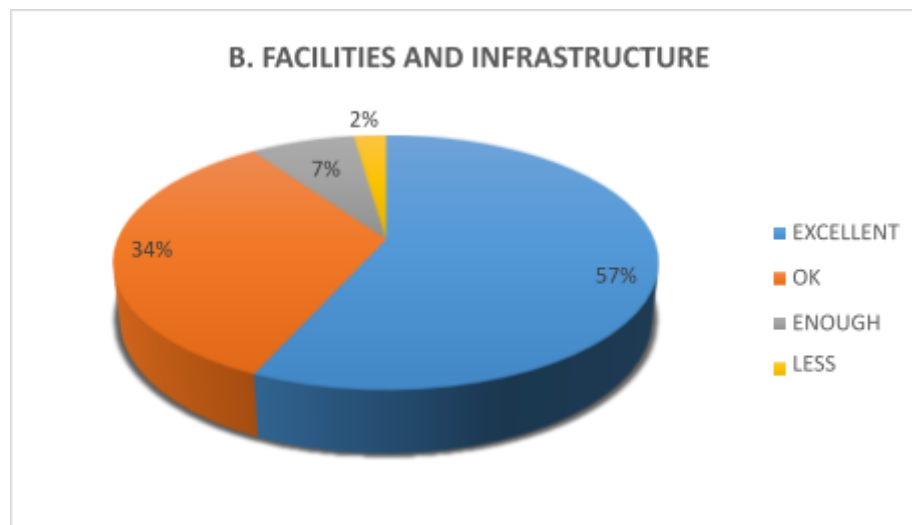


Figure 2. Category Level of Assessment of Facilities and Infrastructure

Based on Figure 2, it can be concluded that the level of lecturer satisfaction with facilities and infrastructure services in the FPMIPA environment is in the very good category. However, there are still assessments in the less category, namely as many as 25 lecturers (2%).

3. Description of the results of lecturers' assessment of relationships with leaders in the FPMIPA environment

Based on the lecturers' assessment of management services on the aspect of relationships with leaders in the implementation of the Tri Darma PT, the data are as shown in Table 3 below.

Table 3. Relationship with Leaders

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLEN		O		ENOUGH		LESS			
		T	%	K	%		%		%		%
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%

1.	Leaders provide support and attention, (including rewards and sanctions) for the work done by lecturers	57	47	55	45	9	7	1	1	122	25
2.	Leaders communicate well with lecturers	65	53	51	42	5	4	1	1	122	25

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLEN		OK		ENOUGH		LESS		Σ	%
		Σ	%	Σ	%	Σ	%	Σ	%		
3.	Leaders supervise the duties of lecturers	58	48	56	46	7	6	1	1	122	25
4.	Leaders provide support for the development of lecturers' competencies and careers	60	49	55	45	5	4	2	2	122	25
AMOUNT		240	49	217	44	26	5	5	1	488	100

Based on the data listed in Table 3, it shows that the lecturers give a very good assessment in getting management services on the aspect of relationships with leaders in FPMIPA, namely the leaders give support and attention, (including awards and sanctions) for the work done by lecturers as many as 57 lecturers (47%), leaders communicate well with lecturers as many as 65 lecturers (55%), leaders supervise the duties of lecturers as many as 58 lecturers (48%), and leaders provide support for the development of competence and career of lecturers as many as 60 lecturers (49%). The level of satisfaction of lecturers in getting management services on the aspect of relationships with leaders can also be visualized in the following figure.

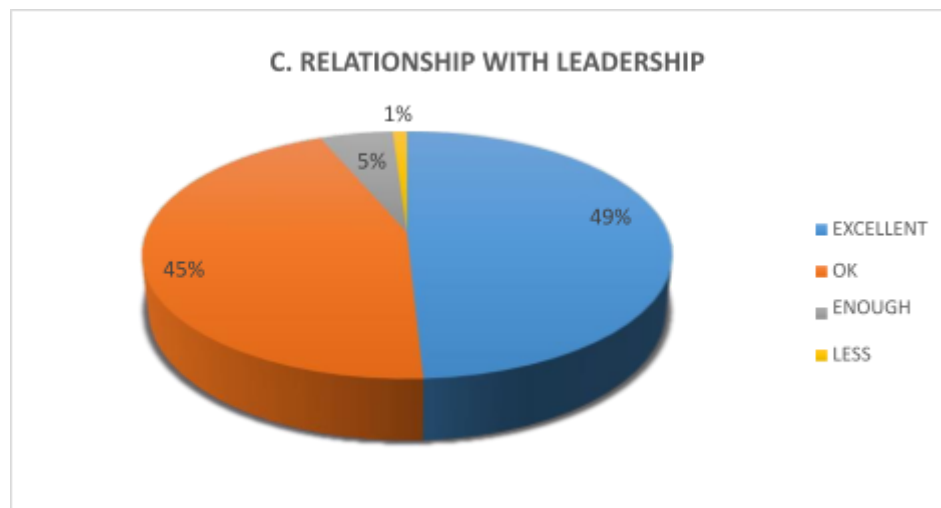


Figure 3: Categories of Rating Levels for Relationships with Leaders

Based on Figure 3 above, it can be concluded that the level of satisfaction of lecturers on the aspect of relationships with leaders obtained as many as 240 (49%) lecturers are in the excellent category while as many as 5 lecturers (1%) are in the less category.

4. Description of the Results of Lecturer Assessment of Lecturer Rights in the FPMIPA Environment

Based on the lecturers' assessment of management services on the aspect of lecturers' rights in the implementation of the Tri Darma PT, the data are as shown in table 4 below.

Table 4. Lecturer Rights

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLEN		OK		ENOUGH		LES		Σ	%
		Σ	%	Σ	%	Σ	%	Σ	%		
1.	Lecturers receive salaries, remuneration, and allowances in accordance with applicable regulations	68	56	45	37	9	7	0	0	122	25
2.	Lecturers get easy facilities in managing academic ranks and improving career paths	37	30	57	47	20	16	8	7	122	25
3.	Lecturers have the opportunity to participate in activities that support professionalism (training, seminars, etc.)	55	45	54	44	10	8	3	2	122	25
4.	Lecturers get the opportunity to continue their studies to a higher level with financial assistance from internal UPI or external parties.	70	57	43	35	6	5	3	2	122	25
AMOUNT		230	47	199	41	45	9	14	3	488	100

Based on the data listed in Table 4, it shows that lecturers give a very good assessment of getting management services in the aspect of lecturer rights, namely obtaining salaries, remuneration and allowances in accordance with the rules as many as 68 lecturers (56%), getting easy facilities in managing academic rank and improving career paths as many as 37 lecturers (37%), getting the opportunity to participate in activities that support professionalism (training, seminars, etc.) as many as 55 lecturers (45%), and getting the opportunity to continue their studies to a higher level with financial assistance from internal UPI or external parties as many as 70 lecturers (57%).

The category of assessment of the level of satisfaction of lecturers in obtaining management services on the aspect of lecturer rights can also be represented through Figure 4 as follows.

D. RIGHTS OF THE TEACHER

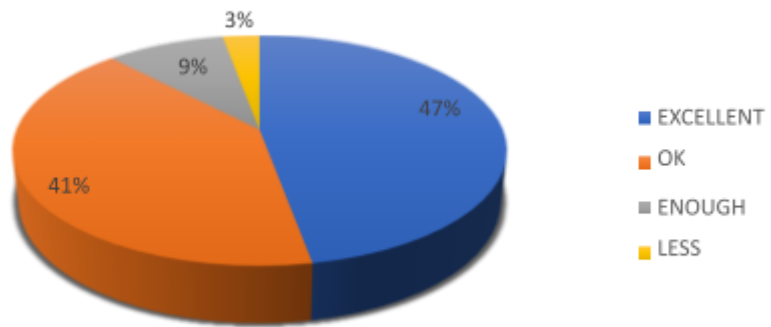


Figure 4: Categories of Lecturer Rights Satisfaction Level

Based on Figure 4, it can be concluded that the level of lecturer satisfaction on the aspect of lecturer rights is in the 47% category, namely 230 lecturers. However, there are still as many as 14 lecturers (3%) stating less.

5. Description of the Results of Lecturers' Assessment of FPMIPA's Concerns

Based on the lecturers' assessment of management services on the aspect of leadership concern in the implementation of the Tri Dharma PT, the data are as shown in Table 5 below.

Table 5. Leaders' concern

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLENT		OK		ENOUGH		LESS		Σ	%
		Σ	%	Σ	%	Σ	%	Σ	%		
1.	Lecturers get protection if they get psychological pressure in the workplace	37	30	65	53	16	13	4	3	122	33
2.	Lecturers receive assistance if there is a disaster that befalls the lecturer and / or family	36	30	64	52	15	12	7	6	122	33
3.	Lecturers get a good resolution if they experience or conflict related to work	35	29	69	57	14	11	4	3	122	33
AMOUNT		108	30	198	54	45	12	15	4	366	100

Based on the data listed in Table 5, it shows that lecturers give a **good** assessment in getting protection if they get psychological pressure at work, namely 65 lecturers (65%), getting help, namely 64 lecturers (52%), and getting a good resolution if they experience conflict at work, namely 69 lecturers (53%). The level of satisfaction of lecturers in getting management services on the aspect of leadership concern can also be represented through the following figure.

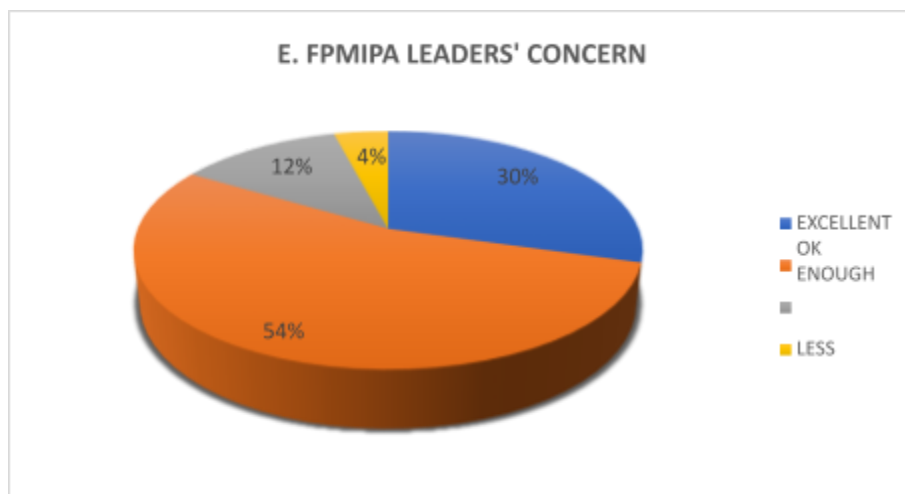


Figure 5: Category of Satisfaction Level of Leaders' Concern

Based on Figure 4, it can be concluded that the level of lecturer satisfaction on the aspect of leadership concern is in the good category, namely 198 lecturers (54%). However, there are still as many as 15 lecturers (4%) stating less.

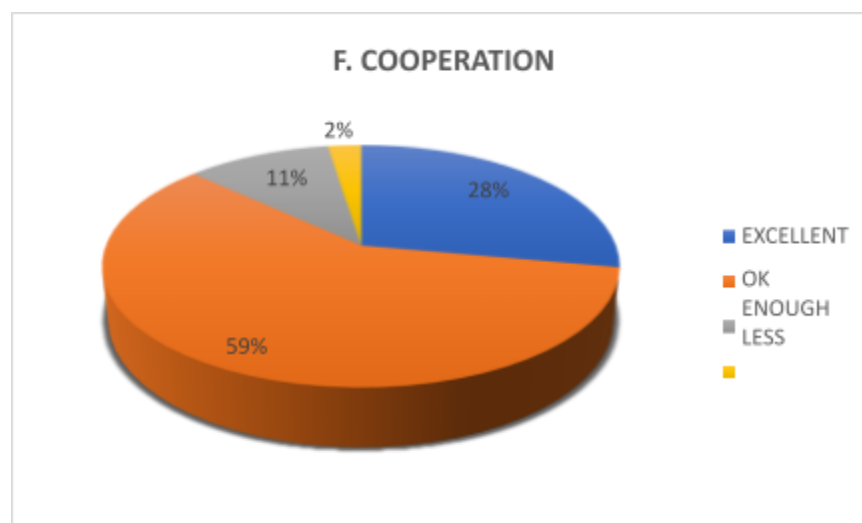
6. Description of Lecturer Assessment Results on Cooperation in UPI Environment

Based on the lecturers' assessment of management services in the aspect of cooperation in the implementation of Tri Darma PT, the results are as shown in Table 6 below.

Table 6. Cooperation

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLENT		OK		ENOUGH		LESS			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1.	Lecturers benefit from the results of UPI's cooperation with external parties	31	25	77	63	11	9	3	2	122	50
2.	Harmonious coordination / cooperation between institutions, faculties, study programs, and units within UPI.	37	30	67	55	15	12	3	2	122	50
AMOUNT		68	28	144	59	26	11	6	2	244	100

Based on the data listed in table 6, it shows that lecturers get management services in the aspect of cooperation in the **good** category in getting benefits from the results of cooperation with external parties, namely 77 lecturers (63%). Likewise, the establishment of harmonious coordination between institutions within UPI, namely 67 lecturers (55%). The level of satisfaction of lecturers getting management services in the aspect of cooperation can also be represented through the following figure.



Based on Figure 6, it can be concluded that the level of lecturer satisfaction in the aspect of cooperation is in the **good** category, namely 144 lecturers (59%). However, there are still as many as 6 lecturers (2%) who stated less.

