

SURVEY RESULT REPORT
LEVEL OF LECTURER SATISFACTION WITH SERVICE
MANAGEMENT IN FPMIPA UPI
YEAR 2022

By:

Quality Control Unit Team

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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. Work Plan and Budget of UPI Quality Assurance Unit Year 2022

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 Dharma 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; and
- 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 the foundation of the institution to determine the desired future condition and quality in achieving the vision and mission of the university.

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 FPMIPA 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, both in the preparation of lecturer satisfaction measurement instruments as well as implementation and reporting....

b. Implementation

This activity was carried out according to a predetermined schedule, 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	January 2022	
2.	Coordination with GKM and Study Program Leaders	January 2022	
3.	Updating satisfaction measurement instrument lecturers. Coordination of instrument updating with SPM	January 2022	
4.	Deployment and completion instrument via googel form by the lecturer		
5.	Data processing and data analysis lecturer satisfaction measurement odd semester		
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 Dharma PT in 2022, the following picture was obtained.

Table 1. Main Tasks in FPMIPA Environment

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLENT		OK		ENOUGH		LESS			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
	UPI lecturers teach courses in accordance with qualifications and competencies.	44	59	26	35	2	3	2	3	74	13
	Lecturer Performance Load is between 12 to 16 credits each semester.	36	49	31	42	5	7	2	3	74	13
	Lecturers are required to prepare RPS (Semester Learning Plan) in accordance with the courses they teach.	39	53	30	41	3	4	2	3	74	13
	Lecturers conduct learning evaluations objectively and transparently.	37	50	32	43	3	4	2	3	74	13
	Lecturers are empowered to become DPAs (Academic Supervisors) of students according to the provisions.	44	59	25	34	3	4	2	3	74	13
	Lecturers are empowered to become supervisors and examiners of students' final assignments according to the provisions	42	57	26	35	3	4	3	4	74	13
	Lecturers are given the opportunity to conduct research and service in accordance with their expertise, both funded by UPI internal and external parties.	39	53	30	41	3	4	2	3	74	13
	Lecturers are given the opportunity to develop hand outs, modules, textbooks, or scientific articles.	37	50	32	43	3	4	2	3	74	13
	AMOUNT	318	54	232	39	25	4	17	3	592	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 UPI environment, namely: teaching courses in accordance with qualifications and competencies as many as 44 lecturers (59%), Lecturer Performance Load between 12 to 16 SKS every semester as many as 36 lecturers (49%), required to prepare RPS (Semester Learning Plan) in accordance with the courses they teach as many as 39 lecturers (53%), Lecturers conduct learning evaluations objectively and transparently as many as 37 lecturers (50%), empowered to become DPA (Academic Advisor) students according to the provisions as many as 44 lecturers (59%), empowered to become supervisors and examiners of student final assignments according to the provisions as many as 42 (57%), given the opportunity

to conduct research and service in accordance with expertise, both funded by internal UPI and external parties as many as 39 lecturers (53%), given the opportunity to compile hand outs, modules, textbooks, or scientific articles as many as 37 lecturers (50%).

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

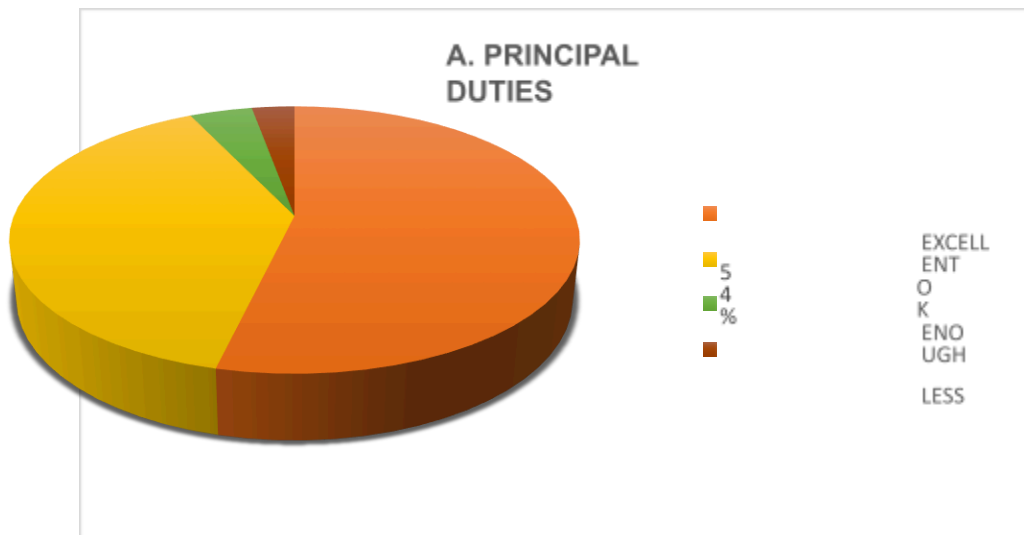


Figure 1: Categories of Assessment Levels of Lecturers' Main Duties

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 17 lecturers (3%) 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		EXCELLENT			
		ENOUGH		OK	LESS		
		Σ	%	Σ	%	Σ	%
		%	Σ	%	Σ		

1.	Classrooms are available with complete facilities to support the learning process.	34	46	33	45	6	8	1	1	74	11
2.	Classrooms are adequate and comfortable for teaching and learning	35	47	32	43	6	8	1	1	74	11
3.	Adequate lecturer workspace and internet access available	34	46	33	45	5	7	2	3	74	11
4.	Adequate and hygienic toilets available	35	47	32	43	5	7	2	3	74	11
5.	Adequate laboratories are available to support the learning and research process	35	47	34	46	4	5	1	1	74	11
6.	There is an adequate library with a representative collection of libraries and access to digital libraries	36	49	34	46	2	3	2	3	74	11
7.	Availability of adequate health/clinic facilities and amenities	33	45	35	47	5	7	1	1	74	11
8.	There are adequate canteens, shops, ATMs, parking areas, parks, places of worship, sports venues, art spaces, meeting rooms and other public facilities.	35	47	34	46	4	5	1	1	74	11
9.	Access for people with special needs is complete and functional	27	36	39	53	6	8	2	3	74	11
AMOUNT		304	46	306	46	43	6	13	2	666	100

Based on the data listed in table 2, it shows that lecturers give a **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 33 lecturers (45%), Adequate and comfortable classrooms for the teaching and learning process as many as 32 lecturers (45%), There are adequate lecturer workspaces and internet access as many as 33 lecturers (64%), There are adequate and hygienic toilets as many as 32 lecturers (43%), There are adequate laboratories to support the learning and research process as many as 34 lecturers (46%), There is an adequate library with a representative library collection and access to digital libraries as many as 34 lecturers (46%), There are adequate health facilities and facilities/clinics as many as 35 lecturers (47%), There are adequate canteens, shops, ATMs, parking areas, parks, places of worship, sports venues, art spaces, meeting rooms and other public facilities as many as 34 lecturers (46%), and There is access for people with special needs that is complete and functional as many as 39 lecturers (53%). The categorization of the level of satisfaction of lecturers in getting management services in the aspect of facilities and infrastructure can also be represented through the following figure.

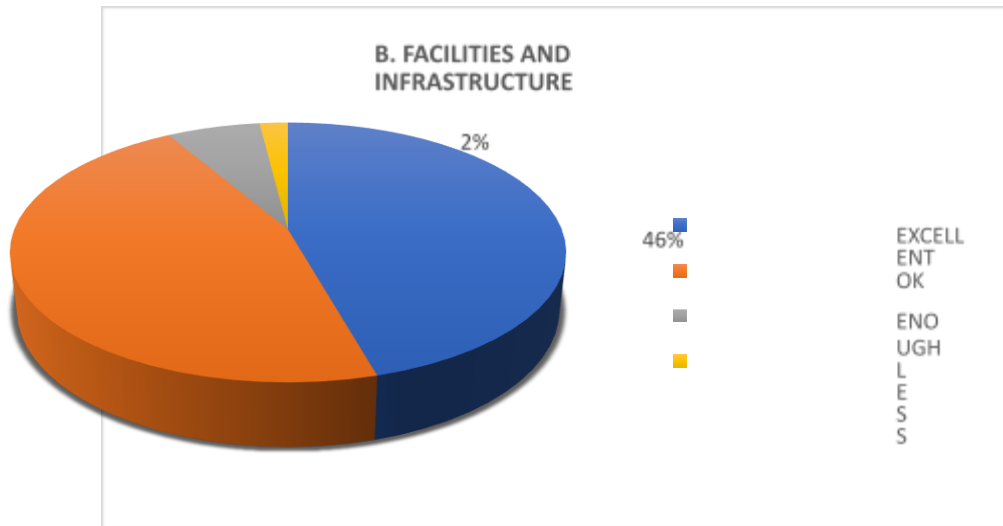


Figure 2. Category Level of Assessment of Facilities and Infrastructure

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 **good** category. However, there are still assessments of lecturers in the less category, namely as many as 13 lecturers (2%).

3. Description of Lecturer Assessment Results on 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	
		EXCELLENT		OK		ENOUGH		LESS			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1.	Leaders provide support and attention, (including rewards and sanctions) for the work done by lecturers	34	46	36	49	2	3	2	3	74	25
2.	Leaders communicate well with lecturers	32	43	36	49	3	4	3	4	74	25
3.	Leaders supervise the duties of lecturers	33	45	36	49	3	4	2	3	74	25
4.	Leaders provide support for the development of lecturers' competencies and careers	33	45	35	47	4	5	2	3	74	25
AMOUNT		132	45	143	48	12	4	9	3	296	100

Based on the data listed in Table 3, it shows that lecturers give a **good** assessment in getting management services on the aspect of relationships with leaders in FPMIPA, namely leaders provide support and attention, (including awards and sanctions) for the work done by lecturers as many as

36 lecturers (49%), leaders communicate well with lecturers as many as 36 lecturers (49%), leaders supervise the duties of lecturers as many as 36 lecturers (49%), and leaders provide support for the development of competence and career of lecturers as many as 35 lecturers (47%). The level of satisfaction of lecturers in getting management services on the aspect of relationships with leaders can also be represented through the following figure.

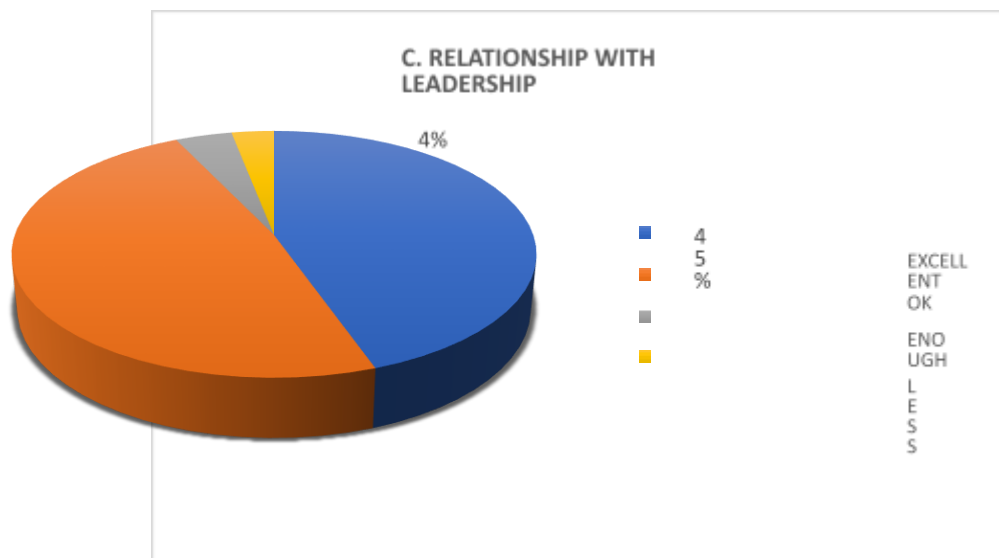


Figure 3: Categories of Rating Levels for Relationships with Leaders

Based on Figure 3 above, it can be concluded that the level of satisfaction of lecturers on the aspect of relationships with leaders is obtained as many as 143 lecturers (48%) are in the **good** category while as many as 9 lecturers (3%) are in the poor 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	
		EXCELLENT		OK		ENOUGH		LESS			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1.	Lecturers receive salaries, remuneration, and allowances in accordance with applicable regulations	35	47	33	45	4	5	2	3	74	25
2.	Lecturers get easy facilities in managing academic ranks and improving career paths	31	42	33	45	7	9	3	4	74	25
3.	Lecturers have the opportunity to participate in activities that support professionalism (training, seminars, etc.)	34	46	34	46	2	3	4	5	74	25

4. Lecturers get the opportunity to continue their studies to a higher level with financial assistance from internal upi or external parties.	35	47	30	41	7	9	2	3	74	25
AMOUNT	135	46	130	44	20	7	11	4	296	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 35 lecturers (47%), getting easy facilities in managing academic rank and improving career paths as many as 31 lecturers (42%), getting the opportunity to participate in activities that support professionalism (training, seminars, etc.) as many as 34 lecturers (46%), and getting the opportunity to continue their studies to a higher level with financial assistance from internal upi or external parties as many as 35 lecturers (47%).

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.

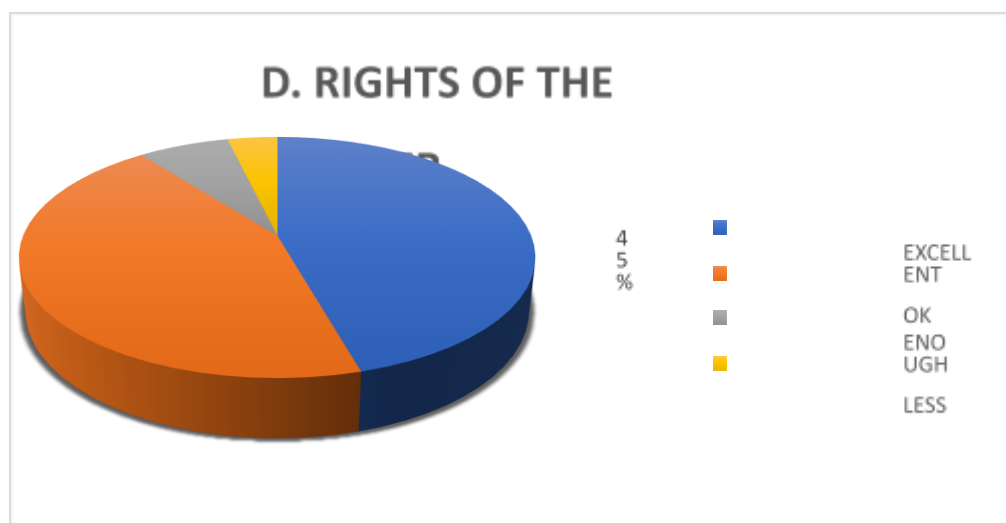


Figure 4: Categories of Lecturer Rights Satisfaction Level

Based on Figure 4, it can be concluded that the level of lecturer satisfaction on the aspect of lecturer rights is in the 46% category, namely 135 lecturers. However, there are still as many as 11 lecturers (4%) stated 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

CATEGORIES	AMOUNT
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NO	QUESTION	EXCELLENT		OK		ENOUGH		LESS			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%

1.	Lecturers get protection if they get psychological pressure in the workplace	30	41	36	49	6	8	2	3	74	33
2.	Lecturers receive assistance if there is a disaster that befalls the lecturer and / or family	34	46	34	46	3	4	3	4	74	33
3.	Lecturers get a good resolution if they experience or conflict related to work	34	46	35	47	3	4	2	3	74	33
AMOUNT		98	44	105	47	12	5	7	3	222	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 36 lecturers (49%), getting help, namely 34 lecturers (46%), and getting a good resolution if they experience conflict at work, namely 35 lecturers (47%). The level of satisfaction of lecturers in getting management services on the aspect of leadership concern can also be represented through the following figure.

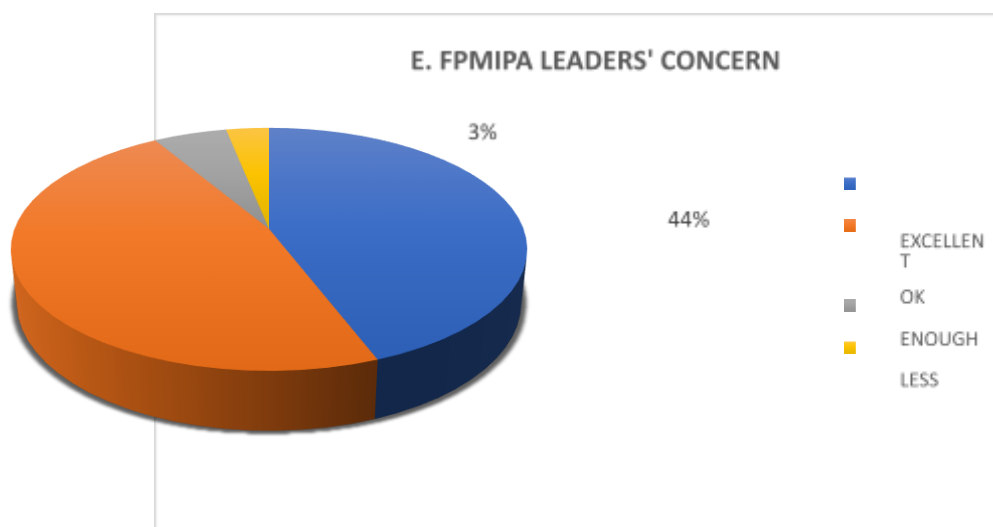


Figure 5: Category of Satisfaction Level of Leaders' Concern

Based on Figure 5, it can be concluded that the level of lecturer satisfaction on the aspect of leadership concern is in the **good** category, namely 105 lecturers (47%). However, there are still as many as 7 lecturers (3%) who stated 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.

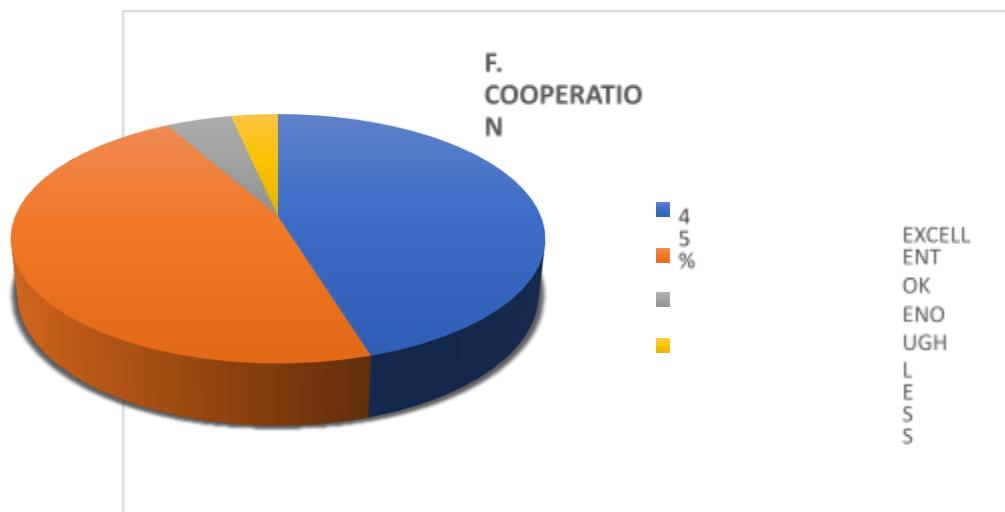
Table 6. Cooperation

NO	QUESTION	CATEGORIES								AMOUNT	
		EXCELLENT		OK		ENOUGH		LESS		Σ	%
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%

1.	Lecturers benefit from the results of UPI's cooperation with external parties	33	45	34	46	4	5	3	4	74	50
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2.	Harmonious coordination / cooperation between institutions, faculties, study programs, and units within UPI.	34	46	35	47	3	4	2	3	74	50
	AMOUNT	67	45	69	47	7	5	5	3	148	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 34 lecturers (46%). Likewise, the establishment of harmonious coordination between institutions within UPI, namely 35 lecturers (47%). The level of satisfaction of lecturers getting management services in the aspect of cooperation can also be visualized in 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 69 lecturers (47%). However, there are still as many as 5 lecturers (3%) stated less.