

SURVEY RESULT REPORT
LEVEL OF LECTURER SATISFACTION WITH SERVICE
MANAGEMENT IN FPMIPA UPI
YEAR 2023/2024

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. 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 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; 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.

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

Based on the results of a survey of lecturers on the main tasks of implementing Tri Darma PT in 2023/2024, the following figure was obtained.

Table 1. Main Duties in FPMIPA Environment

NO	STATEMENT	CATEGORIES								AMOUNT	
		VERY GOOD		GOOD		AVERAGE		DEFICIENT			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1.	UPI lecturers teach courses in accordance with qualifications and competencies.	108	65%	55	33%	3	2%	1	1%	167	13%
2.	Lecturer performance Load is between 12 to 16 credits each semester.	81	49%	71	43%	12	7%	3	2%	167	13%
3.	Lecturers are required to prepare RPS (Semester Learning Plan) in accordance with the courses they teach.	95	57%	65	39%	7	4%	0	0%	167	13%
4.	Lecturers conduct learning evaluations objectively and transparently.	105	63%	56	34%	6	4%	0	0%	167	13%
5.	Lecturers are empowered to become DPAs (Academic Supervisors) of students according to the provisions.	117	70%	47	28%	2	1%	1	1%	167	13%
6.	Lecturers are empowered to become supervisors and examiners of students' final assignments according to the provisions	112	67%	50	30%	4	2%	1	1%	167	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.	83	50%	69	41%	11	7%	4	2%	167	13%
8.	Lecturers are given the opportunity to develop handouts, modules, textbooks, or scientific articles.	87	52%	69	41%	10	6%	1	1%	167	13%
AMOUNT		788	59%	482	36%	55	4%	11	1%	1336	100%

Based on the data listed in the table, it is shown that lecturers give a very good assessment of management services regarding core tasks within the FPMIPA environment, as follows: teaching courses in accordance with their qualifications and competencies (108 lecturers, 65%); maintaining a

workload of 12 to 16 SKS per semester (81 lecturers, 49%); preparing Semester Learning Plans (RPS) in alignment with the courses they teach (95 lecturers, 57%); conducting learning evaluations objectively and transparently (105 lecturers, 63%); being empowered to serve as Academic Supervisors (DPA) according to regulations (117 lecturers, 70%); being empowered to supervise and examine students' final projects as per guidelines (112 lecturers, 67%); receiving opportunities to conduct research and provide services aligned with their expertise, funded by both UPI and external sources (83 lecturers, 50%); and being provided the opportunity to create handouts, modules, textbooks, or scientific articles (87 lecturers, 52%).

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.

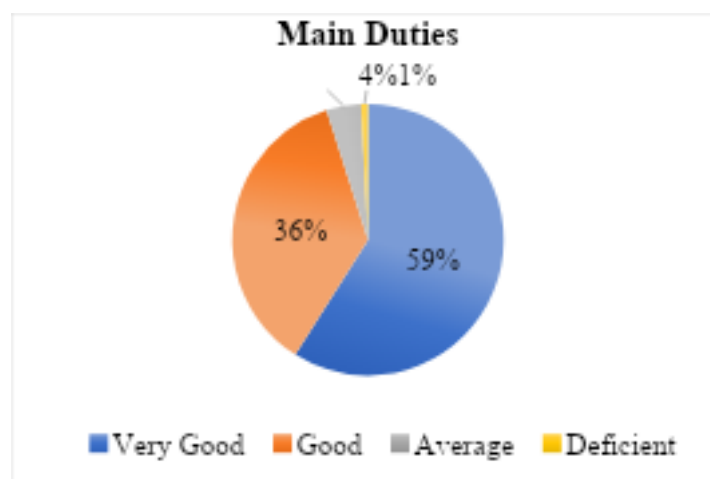


Figure 1: Categories of Assessment Levels of Lecturers' Main Duties

Based on Figure 1, it can be concluded that the level of lecturer satisfaction with management services in the area of Main Duties at FPMIPA falls into the very good category. However, there remains a small number of lecturers who rated this aspect as deficient, totaling 11 lecturers (1%).

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, the data are as shown in table 2 below.

Table 2. Facilities and Infrastructure

NO	STATEMENT	CATEGORIES								AMOUNT	
		VERY GOOD		GOOD		AVERAGE		DEFICIENT			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1.	Classrooms are available with complete facilities to support the learning process.	63	38%	71	43%	32	19%	1	1%	167	11%
2.	Classrooms are sufficient and comfortable for teaching and learning	63	38%	75	45%	26	16%	3	2%	167	11%
3.	Sufficient workspace and lecturer internet	54	32%	87	52%	20	12%	6	4%	167	11%

NO	STATEMENT	CATEGORIES								AMOUNT	
		VERY GOOD		GOOD		AVERAGE		DEFICIENT			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
	access available										
4.	Adequate and hygienic toilets available	62	37%	82	49%	20	12%	3	2%	167	11%
5.	Sufficient laboratories are available to support the learning and research process	63	38%	69	41%	29	17%	6	4%	167	11%
6.	There is an adequate library with a representative collection of libraries and access to digital libraries	59	35%	70	42%	34	20%	4	2%	167	11%
7.	Availability of Sufficient health/clinic facilities and amenities	65	39%	74	44%	24	14%	4	2%	167	11%
8.	There are sufficient canteens, shops, ATMs, parking areas, parks, places of worship, sports venues, art spaces, meeting rooms and other public facilities.	75	45%	74	44%	15	9%	3	2%	167	11%
9.	Access for people with special needs is complete and functional	54	32%	79	47%	29	17%	5	3%	167	11%
	AMOUNT	558	37%	681	45%	229	15%	35	3%	1503	100%

Based on the data listed in Table 2, it is shown that lecturers give a good assessment of management services in the area of facilities and infrastructure at FPMIPA, as follows: classrooms equipped with complete learning support facilities (71 lecturers, 43%); classrooms that are sufficient and comfortable for teaching and learning (75 lecturers, 45%); adequate lecturer workspaces and internet access (87 lecturers, 52%); adequate and hygienic toilets (82 lecturers, 49%); sufficient laboratories to support learning and research (69 lecturers, 41%); a well-equipped library with a representative collection and access to digital resources (70 lecturers, 42%); adequate health facilities and clinics (74 lecturers, 44%); canteens, shops, ATMs, parking areas, parks, places of worship, sports venues, art spaces, meeting rooms, and other public facilities (74 lecturers, 44%); and complete and functional access for people with special needs (79 lecturers, 47%).

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.

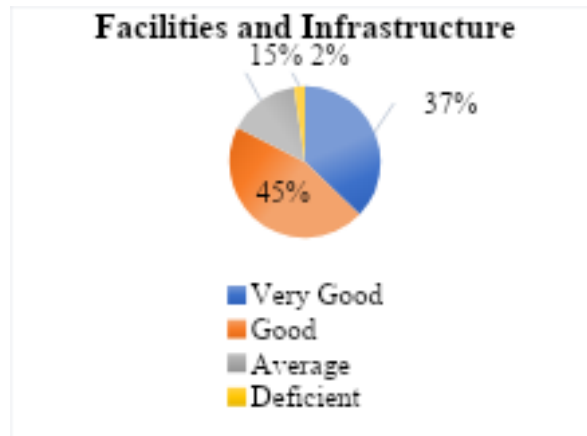


Figure 2. Category Level of Assessment of Facilities and Infrastructure

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 a good category. However, there are still 35 lecturers (3%) who are less satisfied with the facilities and infrastructure in the FPMIPA environment.

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, the data are as shown in table 3 below.

Table 3. Relationship with Leaders

NO	STATEMENT	CATEGORIES								AMOUNT	
		VERY GOOD		GOOD		AVERAGE		DEFICIENT			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1.	Leaders provide support and attention, (including rewards and sanctions) for the work done by lecturers	63	38%	76	46%	25	15%	3	2%	167	25%
2.	Leaders communicate well with lecturers	69	41%	77	46%	19	11%	2	1%	167	25%
3.	Leaders supervise the duties of lecturers	69	41%	79	47%	18	11%	1	1%	167	25%
4.	Leaders provide support for the development of lecturers' competencies and careers	72	43%	74	44%	18	11%	3	2%	167	25%
AMOUNT		273	41%	306	46%	80	12%	9	1%	668	100%

Based on the data presented in Table 3, lecturers give a good assessment of management services in the area of relationships with leadership within the FPMIPA environment. Specifically, 76 lecturers (46%) feel that leaders provide support and attention (including rewards and sanctions) for their work; 77 lecturers (46%) feel that leaders communicate well with them; 79 lecturers (47%) feel that leaders supervise their duties effectively; and 74 lecturers (44%) feel that leaders provide strong support for their professional and career development. 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 obtained as many as 306 (46%) lecturers are in the good category while as many as 9 lecturers (1%) are in the deficient 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, the data are as shown in table 4 below.

Table 4. Lecturer Rights

NO	STATEMENT	CATEGORIES								AMOUNT	
		VERY GOOD		GOOD		AVERAGE		DEFICIENT		Σ	%
		Σ	%	Σ	%	Σ	%	Σ	%		
1.	Lecturers receive salaries, remuneration, and allowances in accordance with applicable regulations	59	35%	77	46%	23	14%	8	5%	167	25%
2.	Lecturers get easy facilities in managing academic ranks and improving career paths	55	33%	73	44%	26	16%	13	8%	167	25%
3.	Lecturers have the opportunity to participate in activities that support professionalism (training, seminars, etc.)	62	37%	77	46%	22	13%	6	4%	167	25%
4.	Lecturers get the opportunity to continue their studies to a higher level with financial assistance from internal UPI or external parties.	74	44%	69	41%	19	11%	5	3%	167	25%
AMOUNT		250	37%	296	44%	90	13%	32	5%	668	100%

Based on the data listed in table 4, it shows that lecturers give good scores in getting management services in the aspect of lecturer rights, namely obtaining salaries, remuneration and allowances in accordance with the rules, as many as 77 lecturers (46%); getting facilities for ease in managing academic rank and improving career paths, as many as 73 lecturers (44%); getting the opportunity to participate in activities that support professionalism (training, seminars, etc.), as many as 77 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 69 lecturers (41%).

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.

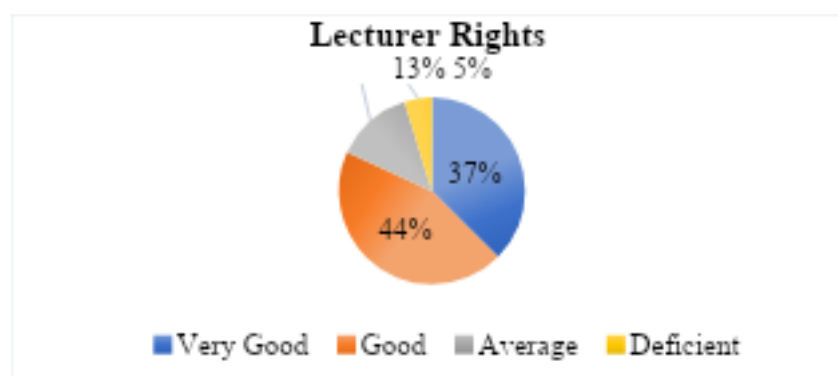


Figure 4: Categories of Lecturer Rights Satisfaction level

Based on Figure 4, it can be concluded that the level of lecturer satisfaction on the aspect of lecturer rights is in the good category (44%). However, there are still 32 lecturers (5%) stating deficient.

5. Description of the Results of Lecturers' Assessment of Leaders' Concerns

Based on the lecturers' assessment of management services on the aspect of leaders' concern, the data are as shown in Table 5 below.

NO	STATEMENT	CATEGORIES								AMOUNT	
		VERY GOOD		GOOD		AVERAGE		DEFICIENT		Σ	%
		Σ	%	Σ	%	Σ	%	Σ	%		
1.	Lecturers get protection if they get psychological pressure in the workplace	56	34%	75	45%	28	17%	8	5%	167	33%
2.	Lecturers receive assistance if there is a disaster that befalls the lecturer and / or family	52	31%	77	46%	32	19%	6	4%	167	33%
3.	Lecturers get a good resolution if they experience or conflict related to work	51	31%	80	48%	28	17%	8	5%	167	33%
AMOUNT		159	32%	232	46%	88	18%	22	4%	501	100%

Based on the data presented in Table 5, it shows that 75 lecturers (45%) gave a good assessment of the protection they receive if they experience psychological pressure at work, 77 lecturers (46%) gave a

good assessment of the assistance they receive, and 80 lecturers (48%) gave a good assessment of the resolution provided in cases of workplace conflict.

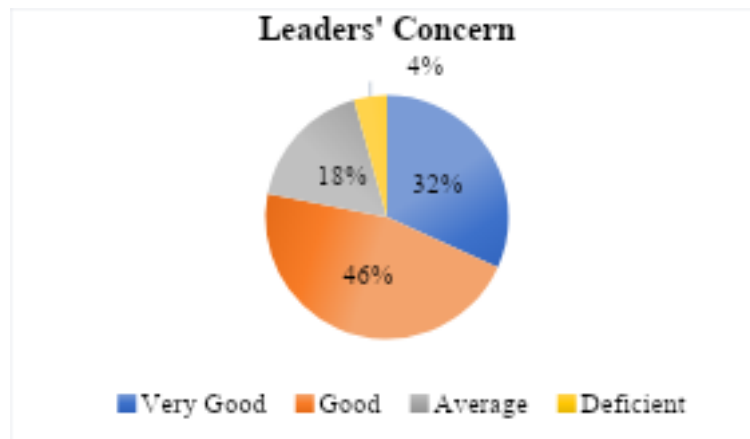


Figure 5: Category of Satisfaction Level of Leaders' Concern

Based on Figure 4, it can be concluded that the level of lecturer satisfaction in the aspect of leadership concern falls into the good category, with 232 lecturers (46%) expressing satisfaction. However, 22 lecturers (4%) indicated deficient.

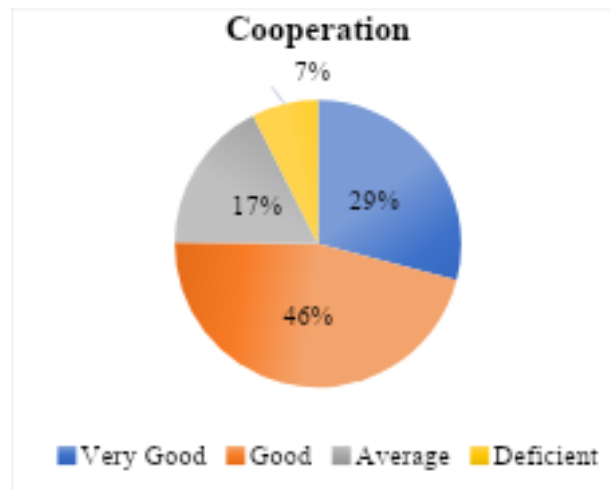
6. Description of Lecturer Assessment Results on Cooperation in FPMIPA Environment

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

Table 6. Cooperation

NO	STATEMENT	CATEGORIES								AMOUNT	
		VERY GOOD		GOOD		AVERAGE		DEFICIENT			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1.	Lecturers benefit from the collaboration between UPI and external parties.	48	29%	72	43%	32	19%	15	9%	167	50%
2.	Harmonious coordination/ collaboration is established among institutions, faculties, study programs, and units within UPI	49	29%	82	49%	26	16%	10	6%	167	50%
AMOUNT		97	29%	154	46%	58	17%	25	7%	334	100%

Based on the data presented in Table 6, it shows that lecturers receive good management services in the aspect of collaboration, with 72 lecturers (43%) benefiting from partnerships with external parties. Similarly, 82 lecturers (49%) indicated that harmonious coordination exists among institutions within UPI. The level of satisfaction of lecturers getting management services in the aspect of cooperation can also be visualized in the following figure.



Category of Satisfaction Level of cooperation

Based on Figure 6, it can be concluded that the level of lecturer satisfaction in the aspect of cooperation falls into the good category, with 154 lecturers (46%) expressing satisfaction. However, 25 lecturers (7%) indicated deficient.