2022

STUDENT SATISFACTION SURVEY REPORT ON INFRASTRUCTURE AND LEARNING FACILITIES

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Background

Human resources management at Universitas Negeri Yogyakarta refers to the Regulation of Minister of Education and Culture number 3 of 2020 concerning National Standard of Higher Education. In the process of recruitment, selection, education personnel at Universitas Negeri Yogyakarta refer to the selection system based on: (1) Law number 14 of 2005 concerning Teachers and Lecturers articles 45 and 46 concerning lecturer qualifications (2) Law number 5 of 2014 concerning State Civil Apparatus; (3) PP number 98 of 2002 concerning civil servant procurement jo PP number 78 of 2013 concerning Civil Servant Procurement jo PP number 17 of 2020 concerning Civil Servant Management; (4) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 27 of 2021 concerning Civil Servant Procurement; (5) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 29 of 2021 concerning Procurement of Government Employees with Work Agreements for Functional Positions; (6) National Civil Service Agency Regulation number 14 of 2018 concerning Technical Guidelines for Civil Servant Procurement; (7) Rector's Regulation No. IX. 16 of 2018 concerning Human Resources of UNY; (8) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 35 of 2017 concerning Statute of Universitas Negeri Yogyakarta.

The placement of administration staff at Universitas Negeri Yogyakarta is carried out by referring to 1) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 27 of 2021 concerning Procurement of Civil Servants and 2) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 29 of 2021 concerning Procurement of Government Employees with Work Agreements for Functional Positions; 3) PP number 98 of 2002 concerning civil servant procurement jo PP number 78 of 2013 concerning Civil Servant Procurement jo PP number 17 of 2020 concerning Civil Servant Management 4) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 35 of 2017 concerning the Statute of Universitas Negeri Yogyakarta. Related to the career development of administration staff is guided by 1) Law number 12 of 2012 concerning Higher Education; 2) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 35 of 2017 concerning the Statute of Universitas Negeri Yogyakarta. Meanwhile, the process of evaluating the performance of administration staff is carried out based on 1) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 8 concerning of civil servant Performance Management System; 2) PP number 30 of 2019 concerning Performance Appraisal of Civil Servants ; 3) UNY Rector Regulation number 41 of 2019 concerning Internal Quality Assurance System; 5) Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia RB number 35 of 2017 concerning the Statute of Universitas Negeri Yogyakarta and in terms of dismissal of administration staff at Universitas Negeri Yogyakarta refers to 1) PP number 21 of 2014 concerning Dismissal of Civil Servants; 2)

National Civil Service Agency Regulation number 3 of 2020 concerning Technical Guidelines for Dismissal of Civil Servants; 3) Permenpan RB number 35 of 2017 concerning the Statute of Universitas Negeri Yogyakarta.

It is very important to survey educators' satisfaction with HR management services with good HR services, administration staff can improve performance and professionalism in working to carry out the Three Principles of Higher Education and become an academic support system at the university. Therefore, this survey of students is always carried out every year and the results become the basis for consideration as well as follow-up system improvements.

Survey Results

The results of the graduate satisfaction survey can be obtained through the page: survey.uny.ac.id. By using the Faculty filter/selection, the responses of the administration staff of the Faculty of Language, Arts, and Culture (FLAC) UNY are recorded in excel data format which makes responses to 6 indicators, including the following.

Question Item	Indicators
1	General adequacy of learning facilities
2	Sufficiency of information and communication technology facilities
3	Accessibility of learning facilities in general
4	Accessibility of information and communication technology facilities
5	Accessibility of infrastructure for learning
6	Quality of infrastructure

1. General adequacy of learning facilities

Satisfaction with the adequacy of learning facilities includes supporting facilities, including a collection of library materials, LCD, *White Board*, lab equipment, etc.). The students responded with an average score of 3.1 which can be said to be GOOD.

2. Sufficiency of information and communication technology facilities

Information technology (IT) and communication facilities are defined as the ability of faculty management to provide (IT) and communication services accurately and satisfactorily. The students responded with an average score of 3.2 in the GOOD category.

3. Accessibility of learning facilities in general

Accessibility of learning facilities is defined as the ease of utilising supporting infrastructure such as library collections, LCDs, white boards, lab equipment, etc.). The survey results show a friendliness point of 3.1 in the GOOD category.

4. Accessibility of information and communication technology facilities

Accessibility of information and communication technology facilities is defined as the ease of utilising information and communication technology facilities to the fullest. In this case, the students of FLAC UNY responded with an average score of 3.1 in the GOOD category.

5. Accessibility of infrastructure for learning

Accessibility of learning infrastructure means the ease of utilising supporting infrastructure, such as libraries, classrooms, lab rooms, worship rooms, etc.). In this case, the students of FLAC UNY responded with an average score of 3.1 in the GOOD category.

6. Quality of infrastructure

The quality of infrastructure facilities is defined as the condition of the learning support tools used, whether they are still in good condition, maintained, and functioning properly. In this case, the FLAC UNY students responded with an average score of 3.1 in the GOOD category.

Visually, the graduate responses for indicators 1 - 6 can be presented as follows. These indicators are: 1) Adequacy of learning facilities in general; 2) Adequacy of information and communication technology facilities; 3) Accessibility of learning facilities in general; 4) Accessibility of information and communication technology facilities; 5) Accessibility of infrastructure for learning; 6) Quality of infrastructure facilities.

RESULTS OF STUDENT SATISFACTION SURVEY ON INFRASTUCTURE AND LEARNING FACILITIES
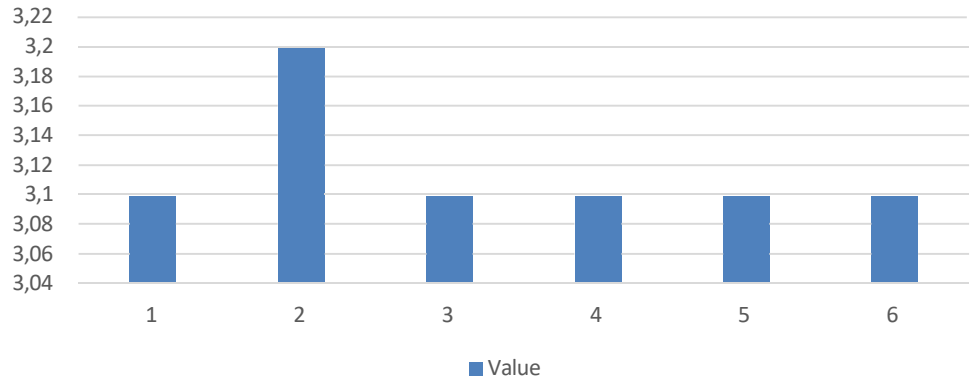
Follow-up Survey

As a reflection and follow-up to the survey results of student satisfaction with learning infrastructure, FLAC UNY conducted several follow-up programmes for teaching staff, among others:

1. Conduct regular *quality control (QC) of* learning support facilities carried out by credible/certified institutions.

2. Updating infrastructure that is more adequate and relevant to learning needs/academic needs.

3. Improve accessibility to facilities and infrastructure for learning in a more inclusive, equitable and practical manner.