

**LECTURER SATISFACTION SURVEY REPORT
YEAR 2023**



**JAVANESE LANGUAGE EDUCATION PROGRAMME
FACULTY OF LANGUAGES, ARTS, AND CULTURE
UNIVERSITAS NEGERI YOGYAKARTA
YEAR 2023**

BACKGROUND

Lecturers play a crucial role in driving education in higher education. They are supervisors and also the main implementers of academic activities. However, their effectiveness in carrying out their duties and responsibilities is often influenced by the extent to which they feel satisfied and supported by the institutions where they work. Factors such as working conditions, educational facilities, personal development opportunities, compensation, and professional recognition contribute greatly to their level of satisfaction. So, lecturer satisfaction surveys are very important. This survey not only aims to measure the level of satisfaction, but also to identify areas that require attention and improvement. Through the provided feedback, universities can understand the hopes, needs and challenges faced by lecturers. In this way, management can take proactive steps to overcome existing problems and implement appropriate solutions.

The SERVQUAL service quality theory from Parasuraman, Zeithaml, & Berry (1988) pays attention to the customer perspective in measuring the quality of services provided by institutions. In the context of higher education, this emphasizes the importance of quality perceived by customers, namely students, lecturers and educational staff. This service quality measurement is an assessment of the lecturer receiving the service regarding excellence or superiority. This is different from objective quality, but rather an attitudinal form that is related to but not simply satisfaction, and results from a comparison of expectations with perceptions of service performance. Therefore, even though this service is operationally carried out by higher education institutions, the measurement of how satisfactory this service is obtained from what is felt by lecturers as service recipients (Parasuraman, Zeithaml, & Berry, 1988: 15; Mularsih & Aritonang, 2017: 57).

METHOD

The survey used a SERVQUAL type instrument developed by Parasuraman, Zeithaml, & Berry (1988), covering the aspects of Tangible, Reliability, Responsiveness, Assurance, and Empathy.

1. *Tangible* (measurable evidence), describes physical facilities, equipment, and appearance of personnel and presence of users.
2. *Reliability*, refers to the ability to provide promised services accurately and reliably.
3. *Responsiveness*, namely the willingness to help customers and provide appropriate attention.
4. *Assurance* (guarantee), are polite and knowledgeable employees who provide a sense of trust and confidence.
5. *Empathy*, includes individual care and attention to users.

This survey uses an instrument in the form of a perception questionnaire with an attitude scale of 1-4. The survey on lecturer satisfaction with management services was carried out in an integrated manner with other online surveys via the website <https://survey.uny.ac.id/> in the period 11 June 2023 to 31 August 2023. Survey analysis is based on the answers of lecturer respondents who have filled out the survey. Survey analysis uses categories of respondents' level of satisfaction with services as follows.

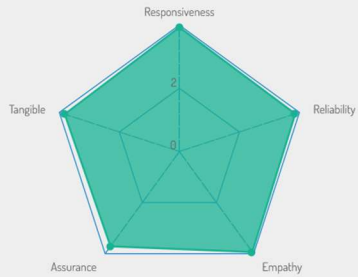
Score Range	Category
1	Not enough
2	Enough
3	Good
4	Very good

LECTURER SATISFACTION SURVEY RESULTS

Hasil INSTRUMEN SURVEY KEPUASAN DOSEN

SUMMARY HASIL SURVEY

SKOR KEPUASAN DOSEN TERHADAP MANAJEMEN



● Skor Kepuasan Dosen terhadap Manajemen

Skor Kepuasan Dosen terhadap Keuangan



Skor Kepuasan Dosen terhadap Sarana dan Prasarana



2023

Filter

DATA HASIL SURVEY

Export Excel Export Pertanyaan

14 hasil survey

No	Tanggal	A1	A2	A3	A4	A.5.a	A.5.b	A.5.c	A.5.d	A.5.e	A.5.f	B6	B7	B8	B9	B10	C11	C12	C13	C14	C15	Saran
1	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
2	11 Agustus 2023	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	3	4	3	4	4	
3	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	
4	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	
5	11 Agustus 2023	3	3	4	3	4	4	4	3	4	4	4	4	4	4	3	4	4	4	4	4	
6	11 Agustus 2023	4	3	3	3	3	4	3	4	3	4	4	3	4	3	3	4	4	3	4	4	
7	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
8	11 Agustus 2023	4	4	4	4	4	3	3	3	3	3	3	4	4	4	4	3	3	2	3	3	
9	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
10	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	

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DATA HASIL SURVEY

Export Excel Export Pertanyaan

14 hasil survey

No	Tanggal	A1	A2	A3	A4	A.5.a	A.5.b	A.5.c	A.5.d	A.5.e	A.5.f	B6	B7	B8	B9	B10	C11	C12	C13	C14	C15	Saran
11	11 Agustus 2023	4	4	4	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	
12	31 Juli 2023	4	4	4	3	4	4	3	3	3	4	4	4	4	4	4	4	3	3	3	4	Tingkatkan layanan daring
13	31 Juli 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
14	18 Juli 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	

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Table of Lecturer Satisfaction Survey Results

No	Instrument	Lecturer Satisfaction Level			
		Very good	Good	Enough	Not enough
A	Management				
1	Responsiveness: services are provided according to the specified time.	92.86%	7.14%	0%	0%
2	Reliability: the ability to provide services accurately and satisfactorily.	85.71%	14.29%	0%	0%
3	Friendly service (empathy).	92.86%	7.14%	0%	0%
4	Certainty (assurance): services are provided according to procedures.	71.43%	28.67%	0%	0%
5	Tangible: availability of academic and non-academic services.				
a	Financial administration management.	85.71%	14.29%	0%	0%
b	Infrastructure (such as: buildings, lecture halls, laboratory rooms, workshops).	85.71%	14.29%	0%	0%
c	Learning facilities (such as: references, learning tools, laboratory/workshop equipment).	71.43%	28.67%	0%	0%
d	Information and communication technology facility services.	78.57%	21.43%	0%	0%
e	Career advancement services (functional, rank and position).	78.57%	21.43%	0%	0%
f	Competency and qualification improvement services (seminars, further education and training).	92.86%	7.14%	0%	0%
B	Finance				

6	Allocation and use of funds for educational operations	92.86%	7.14%	0%	0%
7	Use of funds for research activities	92.86%	7.14%	0%	0%
8	Use of funds for PkM activities	100%	0%	0%	0%
9	Use of funds for publication activities	92.86%	7.14%	0%	0%
10	Use of funds for investment (HR, facilities and infrastructure)	78.57%	21.43%	0%	0%
C	Facilities and infrastructure				
11	Adequate Infrastructure (including: buildings, lecture halls, laboratory rooms, workshops)	71.43%	28.67%	0%	0%
12	Adequacy of learning facilities (including: references, learning tools, laboratory/workshop equipment)	78.57%	21.43%	0%	0%
13	Adequacy of information and communication technology facilities (including: internet access, bandwidth, information systems)	64.29%	28.67%	7.14%	0%
14	Updated Infrastructure (including: buildings, lecture halls, laboratory rooms, workshops)	71.43%	28.67%	0%	0%
15	Up to date learning facilities (including: references, learning tools, laboratory/workshop equipment)	85.71%	14.29%	0%	0%

Note: The survey data gathered from 14 respondents from Javanese Language Education Study Programme lecturers

REKAP HASIL INSTRUMEN SURVEY KEPUJASAN DOSEN																									
No	Partisipasi	Direktorat / Fakultas	Sub Direktorat / Program Studi	Tanggal	A	I	J	A	A	A.5	A.1	A	A	A	E	I	E	B	C	C	C	C			
147	144@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4		
163	160@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	3	4	3	4	
187	184@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4
189	186@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3
215	212@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	3	3	4	3	4	4	4	3	4	4	4	4	4	4	4	3	4	4	4	4	4
228	225@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	3	3	3	3	4	3	4	3	4	4	3	4	3	3	4	4	3	4	4	4
239	236@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
244	241@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	4	4	3	3	3	3	3	4	4	4	4	4	3	3	2	3	3	3
254	251@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
258	255@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
267	264@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	11 Agustus 2023	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4
310	307@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	31 Juli 2023	4	4	4	3	4	4	3	3	3	4	4	4	4	4	4	4	3	3	3	3	4
337	334@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	31 Juli 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
545	542@uny.ac.id	FBSB	Pendidikan Bahasa Jawa - S1	18 Juli 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

(Data Export Results)

Based on the scores from the survey results of Javanese language education lecturers, it can be analyzed that the “Very Good” criteria are obtained from all aspects, which include Management and Finance aspects. This is an FLAC achievement that must continue to be maintained and improved, especially in aspects that, although already in the Very Good criteria, have only achieved a score that is not yet optimal. An important note regarding the adequacy of information and communication technology facilities (including: internet access, bandwidth, information systems) there are still several lecturers who give a score of Adequate, this requires the attention of the faculty to immediately evaluate this, because the need for an information system is an important issue, a mandatory in the current era of the 21st century.

**EDUCATIONAL PERSONNEL (TENDIK)
SATISFACTION SURVEY REPORT
YEAR 2023**



**JAVANESE LANGUAGE EDUCATION PROGRAMME
FACULTY OF LANGUAGES, ARTS AND CULTURE
UNIVERSITAS NEGERI YOGYAKARTA
YEAR 2023**

BACKGROUND

Education personnel play a central role in operating the education system at the Faculty of Languages, Arts and Culture. *Tendik* act as agents of change, mentors, and main actors in academic activities. However, how effective *Tendik* are in carrying out their duties often depends on how much satisfaction and support they feel from the institution where they work. Aspects such as the work environment, educational facilities, opportunities for personal development, and awards in the profession play an important role in determining the level of employee satisfaction. In this situation, conducting a satisfaction survey for educational staff is very essential.

The aim of this survey is not only to measure the extent of staff satisfaction, but also to find sectors that need improvement and development. By getting input from educational staff, educational institutions can understand the expectations, needs and obstacles encountered by lecturers and staff. As a result, management can take the initiative in dealing with issues that arise and implement appropriate solutions. By carrying out satisfaction surveys, FLAC shows its dedication to consistently improving quality and recognizing the important role of education personnel in the education ecosystem. Through a method that prioritizes the opinions and suggestions of educational staff, FLAC can ensure that the policies and programmes implemented are in accordance with their needs and expectations, providing a strong impetus to realize the institution's vision and mission more effectively.

The SERVQUAL service quality theory from Parasuraman, Zeithaml, & Berry (1988) pays attention to the customer perspective in measuring the quality of services provided by institutions. In the context of higher education, this emphasizes the importance of quality perceived by customers, namely students, lecturers and educational staff. This service quality measurement is the assessment of the service recipient's teacher regarding excellence or superiority. This is different from objective quality, but rather an attitudinal form that is related to but not simply satisfaction, and results from a comparison of expectations with perceptions of service performance. Therefore, even though this service is operationally carried out by higher education institutions, the measurement of how satisfactory this service obtained from what is felt by the *Tendik* as the recipient of the service (Parasuraman, Zeithaml, & Berry, 1988: 15; Mularsih & Aritonang, 2017: 57).

METHOD

The survey used a SERVQUAL type instrument developed by Parasuraman, Zeithaml, & Berry (1988), covering the aspects of Tangible, Reliability, Responsiveness, Assurance, and Empathy.

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This survey uses an instrument in the form of a perception questionnaire with an attitude scale of 1-4. The survey on Tendik's satisfaction with management services was carried out in an integrated manner with other online surveys via the website <https://survey.uny.ac.id> in the period of 11 June 2023 to 31 August 2023. Survey analysis is based on the answers of lecturer respondents who have filled out the survey. Survey analysis uses categories of respondents' level of satisfaction with services as follows.

Score Range	Category
1	Not enough
2	Enough
3	Good
4	Very good

RESULTS OF THE EDUCATIONAL PERSONNEL (TENDIK) SATISFACTION SURVEY



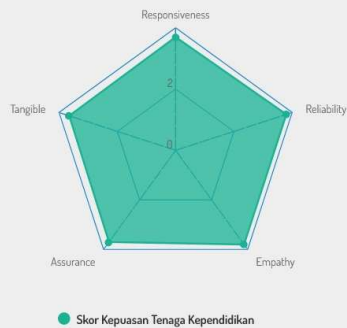
SURVEY UNY

Home / Forms / Hasil INSTRUMEN SURVEY KEPUASAN TENAGA KEPENDIDIKAN

Hasil INSTRUMEN SURVEY KEPUASAN TENAGA KEPENDIDIKAN

SUMMARY HASIL SURVEY

SKOR KEPUASAN TENAGA KEPENDIDIKAN



2023

Filter

Fakultas Bahasa, Seni dan Budaya

DATA HASIL SURVEY

Export Excel

Export Pertanyaan

33 hasil survey

No	Tanggal	1	2	3	4	5a	5b	5c	5d	5e	5f	Saran
1	14 Desember 2023	3	3	4	3	3	4	3	4	3	3	
2	11 Agustus 2023	4	4	4	4	3	3	4	4	4	4	
3	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	
4	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	
5	11 Agustus 2023	3	3	3	3	3	3	3	3	3	3	
6	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	
7	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	
8	11 Agustus 2023	4	4	3	4	4	4	3	3	4	4	Termotivasi untuk kegiatan yang berlandaskan kewajiban
9	11 Agustus 2023	4	4	4	4	4	4	4	4	4	4	Tetap senyum, salam, sapa ... agar tetap HUMANIS
10	11 Agustus 2023	3	4	4	3	3	2	3	3	3	3	

No	Participants	Directorate / Faculty	Department	Date	1	2	3	4	5a	5b	5c	5d	5e	5f	Suggestion
1	@uny.ac.id	FLAC	Administrative Services	December 14, 2023	3	3	4	3	3	4	3	4	3	3	
2	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	3	3	4	4	4	4	
3	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	
4	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	
5	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	3	3	3	3	3	3	3	3	3	
6	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	
7	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	
8	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	3	4	4	4	3	3	4	4	Motivated for activities based on obligations

No	Participants	Directorate / Faculty	Department	Date	1	2	3	4	5a	5b	5c	5d	5e	5f	Suggestion
9	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	Keep smiling, greeting, saying hello... to stay HUMANIST
10	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	4	4	3	3	2	3	3	3	3	
11	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	3	3	3	3	3	3	3	3	3	
12	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	4	4	3	3	3	3	3	3	3	
13	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	4	4	3	3	3	3	3	3	3	
14	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	4	4	3	3	3	3	3	3	3	
15	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	3	3	3	3	3	3	3	3	3	
16	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	3	3	3	2	3	2	2	2	2	

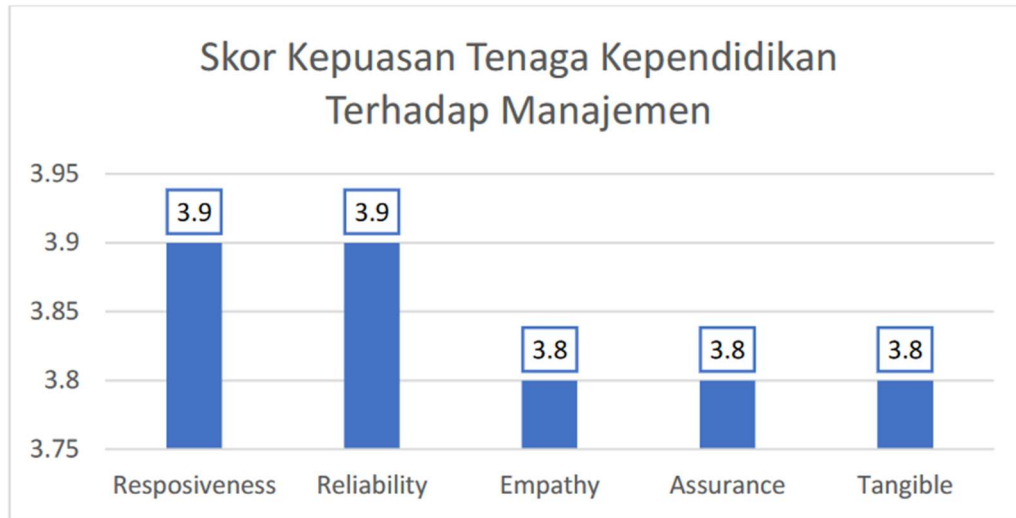
No	Participants	Directorate / Faculty	Department	Date	1	2	3	4	5a	5b	5c	5d	5e	5f	Suggestion
17	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	3	4	4	4	4	4	4	4	4	
18	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	
19	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	
20	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	3	3	4	3	3	3	3	3	3	
21	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	
22	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	3	4	4	4	4	4	4	
23	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	3	4	4	-
24	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	4	4	4	4	4	4	4	4	4	4	
25	@uny.ac.id	FLAC	Administrative Services	August 11, 2023	3	3	3	4	4	4	4	3	3	4	

(Data Export Results)

Notes:

Question Number	Question
1	Responsiveness: services are provided according to the specified time.
2	Reliability: the ability to provide services accurately and satisfactorily.
3	Friendly service (empathy).
4	Certainty (assurance): services are provided according to procedures.
5a	Tangible: availability of academic and non-academic services.
5b	Financial administration management.
5c	Infrastructure (such as: buildings, lecture halls, laboratory rooms, workshops).
5d	Learning facilities (such as: references, learning tools, laboratory/workshop equipment).
5e	Information and communication technology facility services.
5f	Career advancement services (functional, rank and position).

Student Satisfaction Survey Results Scores



Note: The survey data is from 33 FLAC *Tendik* Respondents

Based on the staff satisfaction score table, the analysis can be explained that:

Responsiveness aspect: services provided according to the specified time and

Reliability: the ability to provide services accurately and satisfactorily reached the highest score (3.9/Good).

This shows that management services at FLAC have met the quality of service on time, so that the administration process runs smoothly in supporting the service process to stakeholders. Apart from that, accuracy and satisfactory service have also been demonstrated by FLAC management, so that these two aspects (responsiveness and reliability) need to be maintained and continuously improved in accordance with current developments, so that they can achieve a score of 4 with Very Good criteria.

The aspects of service friendliness (empathy), assurance: services are provided according to procedures, tangible: availability of academic and non-academic services which include financial administration. Infrastructure (such as: buildings, lecture halls, laboratory rooms, workshops), learning facilities (such as: references, learning tools, laboratory/workshop equipment), information and communication technology facility services received lower scores (3.8/Good). The friendliness, certainty and reality of academic and non-academic services are still in the Good criteria, so FLAC

needs to improve management service standards. Strategies, methods and evaluation are needed to support this, so that it can achieve a score of 4 with Very Good criteria.

2023

Faculty of Languages,
Arts and Culture,
Universitas Negeri
Yogyakarta

LECTURER AND EDUCATIONAL PERSONNEL SATISFACTION SURVEY REPORT



A. Mechanism

The lecturer and education staff satisfaction survey mechanism involves a series of steps designed to collect, analyze, and understand the perceptions of lecturers and education staff regarding various aspects of higher education. The following is the mechanism used:

1. Survey Planning

a. Determine survey goals and objectives

The aim of the survey has been set in point B of this report, while the target of the satisfaction survey is all lecturers and education personnel at the Faculty of Languages, Arts and Culture, Universitas Negeri Yogyakarta with the following details:

No	Respondent Group	Amount	Target Occupancy
1	Lecturer	209	75%
2	Education Personnel	59	70%

b. Develop an implementation timeline

No	Date	Activity	P.I.C
1	August 9, 2023	Preparatory meeting	UPM Leader
2	August 10, 2023	Equating Team Perceptions and Preparing Survey Guides	UPM Leader Support Team
3	August 11 -12 2023	Filling out satisfaction surveys by lecturers and education staff accompanied by a team	Teaching Lecturers for the Entire Team
4	13 – 20 August 2023	Collection data, analysis data, presentation of analysis results, and recommendations	UPM
5	August 21, 2023	Presentation of results and formulation of follow-up plans	UPM Leader

6	August 25, 2023	Preparation of final report	UPM
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c. Identify required resources

(1) Survey Completion Assistance Team

No	Name	Served as
1.	Prof. Dr. Sri Harti Widyastuti, M. Hum.	Director
2.	Dr. Zulfi Hendri, M.Sn.	Director
3.	Dr. Cipto Budy Handoyo, M.Pd.	Director
4.	Prof. Dr. Maman Suryaman, M.Pd.	PIC
5.	Dr. Fu'adi, MA	Chairman
6.	Beniati Lestyarini, S.Pd., M.Pd	Secretary
7.	Tien Kartika Komara Dewi. BC	Lecturer assistant coordinator
8.	Wakidi, M.Pd.	Staff support coordinator
9.	Ernita Destianingrum, SE,	Survey coordinator
10.	Altri Rohmat, ST	Lecturer Companion
11.	Tri Widarti, S.Pd.	Lecturer Companion
12.	Arif Nurhadi, ST	Lecturer Companion
13.	Tria Rafika, M.Pd.	Lecturer Companion
14.	Safarudin Citra Isrofi, S.Kom.	Lecturer Companion
15.	Agus Pandoyo Muncar, S.Pd.	Lecturer Companion
16.	Dedy Ismawanto	<i>Tendik</i> Companion

(2) Report Preparation Team

No	Name	Served as
1.	Prof. Dr. Sri Harti Widyastuti, M. Hum.	Director
2.	Dr. Zulfi Hendri, M.Sn.	Director
3.	Dr. Cipto Budy Handoyo, M.Pd.	Director
4.	Prof. Dr. Maman Suryaman, M.Pd.	PIC
5.	Dr. Fu'adi, MA	Chairman
6.	Beniati Lestyarini, S.Pd., M.Pd	Secretary
7.	Tien Kartika Komara Dewi. BC	Data collector and processor
8.	Wakidi, M.Pd.	Data collector and processor
9.	Ernita Destianingrum, SE,	Data collector and processor
10.	Altri Rohmat, ST	Data collector and processor
11.	Arif Nurhadi, ST	Data collector and processor

2. Types and Design of Questionnaires

The questionnaire for the satisfaction survey of lecturers and educational staff has been formulated by the Quality Assurance Unit of the Quality Assurance Directorate of Universitas Negeri Yogyakarta, namely:

No	Instrument	
A	Management	
1		Responsiveness: services are provided according to the specified time.
2		Reliability: the ability to provide services accurately and satisfactorily.
3		Friendly service (empathy).
4		Certainty (assurance): services are provided according to procedures.
5		Tangible: availability of academic and non-academic services.
	a	Financial administration management.
	b	Infrastructure (such as: buildings, lecture halls, laboratory rooms, workshops).
	c	Learning facilities (such as: references, learning tools, laboratory/workshop equipment).
	d	Information and communication technology facility services.

	e	Career advancement services (functional, rank and position).
	f	Competency and qualification improvement services (seminars, further education and training).
B	Finance	
	6	Allocation and use of funds for educational operations
	7	Use of funds for research activities
	8	Use of funds for PkM activities
	9	Use of funds for publication activities
	10	Use of funds for investment (HR, facilities and infrastructure)
C	Facilities and infrastructure	
	11	Adequate Infrastructure (including: buildings, lecture halls, laboratory rooms, workshops)
	12	Adequacy of learning facilities (including: references, learning tools, laboratory/workshop equipment)
	13	Adequacy of information and communication technology facilities (including: internet access, bandwidth, information systems)
	14	Updated Infrastructure (including: buildings, lecture halls, laboratory rooms, workshops)
	15	Up to date learning facilities (including: references, learning tools, laboratory/workshop equipment)

3. Data collection

a. Questionnaire Distribution

- The survey was carried out online via the survey.uny.ac.id page
- Lecturers and education staff are given socialization and guidance on filling out

b. Filling Period: 11 – 12 August 2023

c. Monitoring: The leadership monitors the completion of the questionnaire and gives warnings to respondents who have not filled out the survey questionnaire.

4. Data analysis

a. Collect and aggregate all responses.

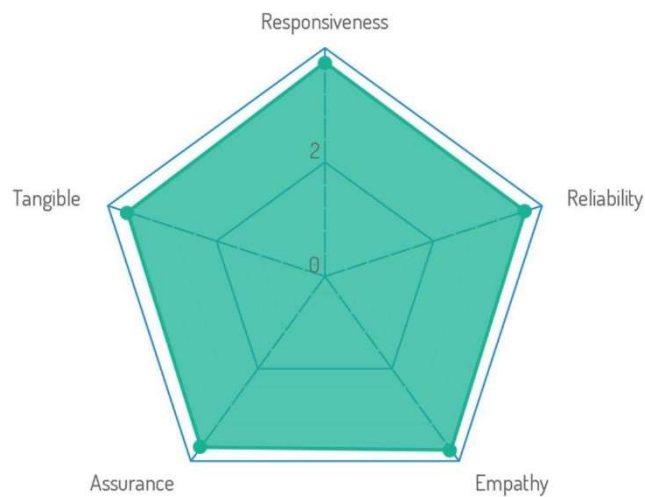
b. Analyze data to gain insight into satisfaction and areas requiring improvement.

- c. Use appropriate statistical tools for analysis.
- 5. Results Reporting
 - a. Prepare a report that includes findings, interpretations, and recommendations.
 - b. Presenting results to relevant stakeholders, such as university leaders, lecturers and education staff.
- 6. Follow-up
 - a. Identify concrete steps based on findings and recommendations from the survey.
 - b. Implement improvements and new initiatives based on survey results.
 - c. Evaluate the effectiveness of the actions taken.

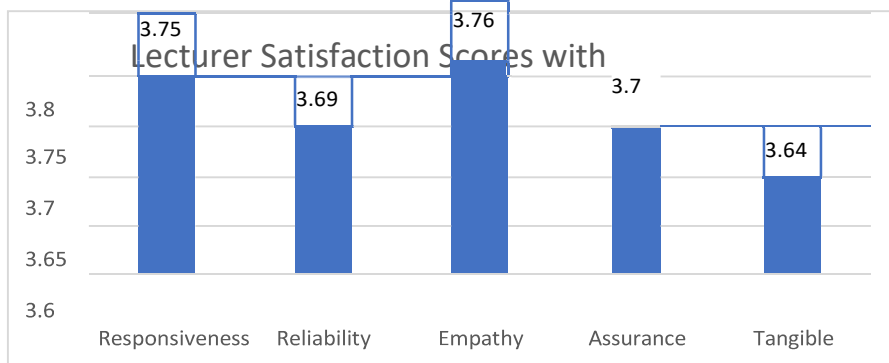
B. Results

1. Lecturer Satisfaction

SKOR KEPUASAN DOSEN TERHADAP MANAJEMEN

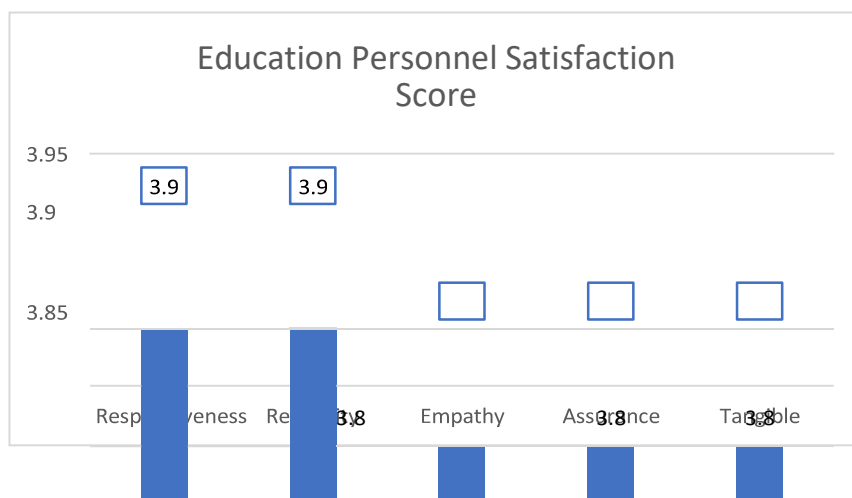
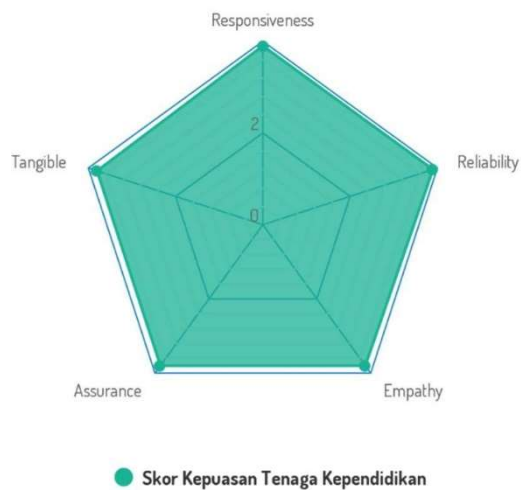


● Skor Kepuasan Dosen terhadap Manajemen



2. Satisfaction of Education Personnel (*Tendik*)

SKOR KEPUASAN TENAGA KEPENDIDIKAN



Appendix 1. Answers to the Lecturer Satisfaction Questionnaire

No	Respondent	Study Program	Date	A1	A2	A3	A4	A.5.a	A.5.b	A.5.c	A.5.d	A.5.e	A.5.f	B6	B7	B8	B9	B10	C11	C12	C13	C14	C15	Total	Avg
1	Lecturer 1	20224	August 15, 2023	4	4	4	4	4	4	3	3	3	3	4	4	4	4	3	2	3	3	3	3	69	3.45
2	Lecturer 2	20724	August 13, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	77	3.85
3	Lecturer 3	20224	August 13, 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2	3	2	3	57	2.85
4	Lecturer 4	20124	August 12, 2023	4	4	4	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	64	3.2
5	Lecturer 5	21425	August 12, 2023	3	3	4	4	4	3	4	4	3	4	4	4	4	3	4	3	3	3	4	4	72	3.6
6	Lecturer 6	20224	August 12, 2023	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	3	3	4	3	4	75	3.75
7	Lecturer 7		August 11, 2023	4	3	3	4	3	3	3	4	3	3	4	3	4	3	4	3	3	3	3	3	66	3.3
8	Lecturer 8	20524	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
9	Lecturer 9	22425	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
10	Lecturer 10	20924	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
11	Lecturer 11	20324	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
12	Lecturer 12	20624	August 11, 2023	3	3	4	3	4	4	4	4	3	4	3	4	4	3	3	3	3	3	3	3	68	3.4
13	Lecturer 13	21525	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	78	3.9
14	Lecturer 14	20625	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	78	3.9
15	Lecturer 15	21014	August 11, 2023	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	3	4	3	3	76	3.8
16	Lecturer 16	20124	August 11, 2023	4	4	4	4	4	4	3	4	4	4	4	3	3	4	4	3	4	3	4	3	74	3.7
17	Lecturer 17	20324	August 11, 2023	4	4	4	4	4	4	4	4	3	4	3	2	2	2	3	3	4	4	3	3	68	3.4
18	Lecturer 18	20324	August 11, 2023	3	3	4	4	3	3	4	4	4	4	4	4	4	3	3	3	3	3	3	4	70	3.5
19	Lecturer 19	20624	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
20	Lecturer 20	20724	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
21	Lecturer 21	20724	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
22	Lecturer 22	20224	August 11, 2023	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	75	3.75
23	Lecturer 23	20424	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	78	3.9
24	Lecturer 24	20524	August 11, 2023	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	3	4	3	4	4	76	3.8

25	Lecturer 25	22425	August 11, 2023	4	4	4	4	3	4	4	4	3	3	3	2	2	2	2	3	3	3	3	3	63	3.15
26	Lecturer 26	20924	August 11, 2023	4	4	4	4	4	4	4	4	4	4	3	4	4	3	3	3	3	3	3	3	72	3.6
27	Lecturer 27	20625	August 11, 2023	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	4	4	4	4	74	3.7
28	Lecturer 28	21114	August 11, 2023	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	4	4	3	3	72	3.6
29	Lecturer 29	20624	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	77	3.85
30	Lecturer 30	20124	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
31	Lecturer 31	20324	August 11, 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2	2	2	2	55	2.75
32	Lecturer 32	20624	August 11, 2023	4	3	3	3	4	4	3	3	3	3	3	3	3	3	4	4	3	3	4	4	67	3.35
33	Lecturer 33	20124	August 11, 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60	3
34	Lecturer 34	20124	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	4	3	4	76	3.8
35	Lecturer 35	20526	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
36	Lecturer 36	21014	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
37	Lecturer 37	20624	August 11, 2023	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	79	3.95
38	Lecturer 38	22425	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
39	Lecturer 39	20324	August 11, 2023	4	4	4	4	4	4	3	4	4	4	4	4	4	4	3	4	3	4	4	3	76	3.8
40	Lecturer 40	22425	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
41	Lecturer 41	20924	August 11, 2023	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	64	3.2
42	Lecturer 42	20724	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
43	Lecturer 43	20924	August 11, 2023	3	3	4	4	4	3	4	4	3	4	3	4	4	3	4	4	3	4	4	4	73	3.65
44	Lecturer 44	21425	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	4	78	3.9
45	Lecturer 45	21014	August 11, 2023	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	78	3.9
46	Lecturer 46	21014	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
47	Lecturer 47	20524	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	79	3.95
48	Lecturer 48	21625	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
49	Lecturer 49	20524	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	75	3.75
50	Lecturer 50	22425	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
51	Lecturer 51	20625	August 11, 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60	3
52	Lecturer 52	20625	August 11, 2023	4	4	4	4	4	4	3	4	3	4	4	4	3	3	4	4	4	4	4	3	75	3.75

53	Lecturer 53	20124	August 11, 2023	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	79	3.95
54	Lecturer 54	20324	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
55	Lecturer 55	21525	August 11, 2023	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	70	3.5
56	Lecturer 56	20624	August 11, 2023	3	3	4	3	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3	63	3.15
57	Lecturer 57	20724	August 11, 2023	4	4	4	4	4	3	3	3	3	4	4	4	3	4	4	4	3	3	3	71	3.55
58	Lecturer 58	20424	August 11, 2023	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	3	4	3	3	76	3.8
59	Lecturer 59	20624	August 11, 2023	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	78	3.9
60	Lecturer 60	20624	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
61	Lecturer 61	20924	August 11, 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60	3
62	Lecturer 62	21525	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
63	Lecturer 63	20924	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	4	4	4	4	77	3.85
64	Lecturer 64	21625	August 11, 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	3	58	2.9
65	Lecturer 65	22425	August 11, 2023	4	3	4	3	3	4	3	3	3	3	3	3	3	3	4	3	3	4	3	65	3.25
66	Lecturer 66	20324	August 11, 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60	3
67	Lecturer 67	20124	August 11, 2023	4	3	4	4	4	3	3	3	3	4	3	3	4	3	4	3	3	3	3	67	3.35
68	Lecturer 68	20926	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
69	Lecturer 69	20224	August 11, 2023	4	3	4	3	3	3	3	3	4	3	3	3	4	3	3	3	3	3	3	64	3.2
70	Lecturer 70	20724	August 11, 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	4	76	3.8
71	Lecturer 71	20624	August 11, 2023	3	2	3	2	2	3	2	3	2	2	2	2	2	1	2	1	1	2	1	39	1.95
72	Lecturer 72	20224	August 11, 2023	3	3	3	2	3	3	2	3	3	2	3	3	3	3	2	3	2	3	3	55	2.75
73	Lecturer 73	20625	August 11, 2023	4	3	4	4	3	3	4	4	4	4	4	4	4	3	3	4	4	3	4	74	3.7
74	Lecturer 74	20824	August 11, 2023	4	3	3	4	4	3	3	3	3	4	3	3	3	3	4	3	3	3	3	65	3.25
75	Lecturer 75	20524	11 August 2023	3	3	4	3	4	4	4	3	4	4	4	4	4	3	4	4	4	4	4	75	3.75
76	Lecturer 76	20624	11 August 2023	4	4	3	3	4	3	3	4	4	4	4	4	4	4	4	4	3	4	4	75	3.75
77	Lecturer 77		11 August 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60	3
78	Lecturer 78	21625	11 August 2023	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	79	3.95
79	Lecturer 79	20624	11 August 2023	3	4	4	4	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3	65	3.25
80	Lecturer 80	21625	11 August 2023	4	4	4	4	4	3	3	4	4	4	4	4	4	4	3	3	3	3	3	73	3.65
81	Lecturer 81	21625	11 August 2023	4	3	4	4	4	3	4	4	4	4	4	4	4	4	3	3	3	3	3	72	3.6

138	Lecturer 138	20424	11 August 2023	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	2	3	2	3	2	71	3.55	
139	Lecturer 139	20424	11 August 2023	4	4	4	4	3	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	74	3.7
140	Lecturer 140	20324	11 August 2023	4	3	4	3	4	4	4	4	4	4	3	4	4	4	4	4	3	4	3	3	74	3.7	
141	Lecturer 141	20124	11 August 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	78	3.9	
142	Lecturer 142	20124	11 August 2023	4	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	65	3.25	
143	Lecturer 143	20124	11 August 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4	
144	Lecturer 144	20124	11 August 2023	4	4	4	4	4	4	3	3	3	4	4	4	4	3	4	3	3	3	3	3	71	3.55	
145	Lecturer 145	20424	11 August 2023	4	3	4	4	3	4	3	3	4	3	2	2	2	2	3	2	2	4	3	3	60	3	
146	Lecturer 146	20224	10 August 2023	3	3	4	3	3	3	2	2	4	3	3	3	3	2	2	2	2	2	2	2	53	2.65	
147	Lecturer 147	20224	4 August 2023	4	4	4	4	4	3	2	2	4	3	4	4	4	4	4	3	2	2	2	2	65	3.25	
148	Lecturer 148	20224	31 July 2023	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	79	3.95	
149	Lecturer 149	20524	31 July 2023	4	4	4	3	4	4	3	3	3	4	4	4	4	4	4	4	3	3	3	4	73	3.65	
150	Lecturer 150	20625	31 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	79	3.95	
151	Lecturer 151	20526	31 July 2023	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	78	3.9	
152	Lecturer 152	20926	31 July 2023	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	4	4	3	4	77	3.85	
153	Lecturer 153	20224	31 July 2023	4	4	4	4	3	3	3	3	4	3	4	4	4	4	4	3	3	3	3	3	70	3.5	
154	Lecturer 154	20224	31 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4	
155	Lecturer 155	20224	31 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	78	3.9	
156	Lecturer 156	21014	31 July 2023	4	3	4	3	3	4	4	4	4	4	4	4	4	3	3	4	4	3	3	3	72	3.6	
157	Lecturer 157	20424	31 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4	
158	Lecturer 158	20924	31 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	78	3.9	
159	Lecturer 159	20624	31 July 2023	3	3	3	3	3	3	3	3	4	4	3	4	3	3	3	3	3	4	3	3	64	3.2	
160	Lecturer 160	20324	31 July 2023	3	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	77	3.85	
161	Lecturer 161	20124	31 July 2023	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	4	4	3	4	77	3.85	
162	Lecturer 162	20524	31 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4	
163	Lecturer 163	21525	31 July 2023	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	78	3.9	
164	Lecturer 164	20224	30 July 2023	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	3	3	3	3	3	73	3.65	
165	Lecturer 165	20526	30 July 2023	4	4	4	4	4	3	4	3	4	4	4	4	4	3	2	3	4	3	3	4	72	3.6	
166	Lecturer 166	20924	28 July 2023	3	4	4	4	4	4	3	4	3	3	3	3	3	3	3	3	3	4	3	4	68	3.4	

167	Lecturer 167	20824	27 July 2023	3	3	3	3	4	4	3	3	3	3	4	4	3	3	3	4	3	3	3	3	65	3.25
168	Lecturer 168	20224	27 July 2023	3	3	4	3	4	3	4	4	4	4	3	4	4	3	3	3	4	3	3	4	70	3.5
169	Lecturer 169	20124	27 July 2023	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	3	4	3	4	4	76	3.8
170	Lecturer 170	20924	22 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	79	3.95
171	Lecturer 171	20824	21 July 2023	4	3	3	4	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	63	3.15
172	Lecturer 172	20824	20 July 2023	4	3	4	3	4	3	3	3	4	4	3	3	3	3	3	3	3	3	3	3	65	3.25
173	Lecturer 173	20324	20 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	3	77	3.85	
174	Lecturer 174	20824	20 July 2023	3	3	4	3	3	4	3	3	4	3	3	4	4	3	3	4	3	3	4	3	67	3.35
175	Lecturer 175	21114	19 July 2023	4	4	4	4	4	3	3	3	4	4	4	4	4	4	3	3	3	3	3	72	3.6	
176	Lecturer 176	20824	18 July 2023	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	60	3
177	Lecturer 177	20824	18 July 2023	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	2	3	3	2	57	2.85
178	Lecturer 178	20824	18 July 2023	3	3	3	3	3	2	2	3	3	3	3	3	3	3	2	2	2	2	2	2	53	2.65
179	Lecturer 179	20524	18 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
180	Lecturer 180	20824	18 July 2023	3	3	4	3	3	4	4	3	3	3	3	4	4	3	3	4	4	4	4	3	69	3.45
181	Lecturer 181	20824	18 July 2023	3	3	4	3	4	3	3	2	4	3	3	3	4	3	3	3	3	2	3	3	62	3.1
182	Lecturer 182	21114	18 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
183	Lecturer 183	20924	17 July 2023	3	3	4	4	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	61	3.05
184	Lecturer 184		17 July 2023	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	3	3	4	3	76	3.8
185	Lecturer 185	21114	17 July 2023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	4
186	Lecturer 186	20424	17 July 2023	4	4	4	4	4	4	4	4	4	4	4	3	3	2	3	4	3	3	3	3	71	3.55
187	Lecturer 187	21625	17 July 2023	4	4	4	4	4	3	3	4	4	4	3	3	3	3	4	3	3	4	3	3	70	3.5
	Total			702	691	713	698	692	678	660	682	693	696	677	684	688	661	673	646	644	652	644	643	13517	
	Average			3.75	3.70	3.81	3.73	3.70	3.63	3.53	3.65	3.71	3.72	3.62	3.66	3.68	3.53	3.60	3.45	3.44	3.49	3.44	3.44		3.61

Lampiran 2. Answer of Education Personnel (*Tendik*) Satisfaction Questionnaire

No	Unit / Faculty	Section / Study Programme/ Department	Date	1	2	3	4	5a	5b	5c	5d	5e	5f	Tot	Avg
1	<i>Tendik 1</i>	Administration Services	11 August 2023	4	4	4	4	3	3	4	4	4	4	38	3.80
2	<i>Tendik 2</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
3	<i>Tendik 3</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
4	<i>Tendik 4</i>	Administration Services	11 August 2023	3	3	3	3	3	3	3	3	3	3	30	3.00
5	<i>Tendik 5</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
6	<i>Tendik 6</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
7	<i>Tendik 7</i>	Administration Services	11 August 2023	4	4	3	4	4	4	3	3	4	4	37	3.70
8	<i>Tendik 8</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
9	<i>Tendik 9</i>	Administration Services	11 August 2023	3	4	4	3	3	2	3	3	3	3	31	3.10
10	<i>Tendik 10</i>	Administration Services	11 August 2023	3	3	3	3	3	3	3	3	3	3	30	3.00
11	<i>Tendik 11</i>	Administration Services	11 August 2023	3	4	4	3	3	3	3	3	3	3	32	3.20
12	<i>Tendik 12</i>	Administration Services	11 August 2023	3	4	4	3	3	3	3	3	3	3	32	3.20
13	<i>Tendik 13</i>	Administration Services	11 August 2023	3	4	4	3	3	3	3	3	3	3	32	3.20
14	<i>Tendik 14</i>	Administration Services	11 August 2023	3	3	3	3	3	3	3	3	3	3	30	3.00
15	<i>Tendik 15</i>	Administration Services	11 August 2023	3	3	3	3	2	3	2	2	2	2	25	2.50
16	<i>Tendik 16</i>	Administration Services	11 August 2023	4	3	4	4	4	4	4	4	4	4	39	3.90
17	<i>Tendik 17</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
18	<i>Tendik 18</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
19	<i>Tendik 19</i>	Administration Services	11 August 2023	3	3	3	4	3	3	3	3	3	3	31	3.10
20	<i>Tendik 20</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
21	<i>Tendik 21</i>	Administration Services	11 August 2023	4	4	4	3	4	4	4	4	4	4	39	3.90
22	<i>Tendik 22</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	3	4	4	39	3.90
23	<i>Tendik 23</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	40	4.00
24	<i>Tendik 24</i>	Administration Services	11 August 2023	3	3	3	4	4	4	4	3	3	4	35	3.50
25	<i>Tendik 25</i>	Administration Services	11 August 2023	3	3	3	3	4	4	4	3	4	3	34	3.40
26	<i>Tendik 26</i>	Administration Services	11 August 2023	3	3	3	3	3	3	3	3	3	3	30	3.00
27	<i>Tendik 27</i>	Administration Services	11 August 2023	3	4	3	3	4	3	3	3	4	3	33	3.30
28	<i>Tendik 28</i>	Administration Services	11 August 2023	4	4	4	4	3	4	3	4	3	3	36	3.60

29	<i>Tendik 29</i>	Administration Services	11 August 2023	4	4	4	4	4	4	4	4	4	4	4	40	4.00
30	<i>Tendik 30</i>	Administration Services	11 August 2023	4	4	4	4	3	3	3	3	3	3	4	35	3.50
31	<i>Tendik 31</i>	Administration Services	17 July 2023	4	4	4	4	4	4	4	4	4	4	4	40	4.00
32	<i>Tendik 32</i>	Administration Services	17 July 2023	4	4	4	4	4	4	4	4	4	4	4	40	4.00
Total				115	119	118	116	114	114	113	111	114	114	1148		
Average				3.59	3.72	3.69	3.63	3.56	3.56	3.53	3.47	3.56	3.56		3.588	

Conclusion:

1. The lecturer's level of satisfaction towards management can be described as the responsiveness aspect, namely the service provided according to the specified time, reaching a score of 3.75 (Good) and the friendliness of service/empathy aspect reaching a score of 3.76. This shows that management services at FLAC have met the quality of service on time, so that the administration process runs smoothly in supporting the service process to stakeholders. Apart from that, the friendliness of service has been demonstrated by FLAC management, so that these two aspects (responsiveness and empathy) are continuously improved so that they can achieve a score of 4 with Very Good criteria. As for reliability (the ability to provide services accurately and satisfactorily) and certainty/assurance (services provided according to procedures) each received a score of 3.69 and 3.7 which are in the Good criteria, so the faculty must improve it. The tangible aspect received the lowest score, namely 3.64, so actions need to be sought so that the score increases to Very Good.
2. The level of satisfaction of educational staff can be described in terms of Responsiveness aspect: services provided according to the specified time and Reliability: the ability to provide services accurately and satisfactorily reaching the highest score (3.9/Good). This shows that management services at FLAC have met the quality of service on time, so that the administration process runs smoothly in supporting the service process to stakeholders. Apart from that, accuracy and satisfactory service have also been demonstrated by FLAC management, so that these two aspects (responsiveness and reliability) need to be maintained and continuously improved in accordance with current developments, so that they can achieve a score of 4 with Very Good criteria. The aspects of service friendliness (empathy), assurance: services are provided according to procedures, tangible: availability of academic and non-academic services which include financial administration. Infrastructure (such as: buildings, lecture halls, laboratory rooms, workshops), learning facilities (such as: references, learning tools, laboratory/workshop equipment), information and communication technology facility services received lower scores (3.8/Good). The friendliness, certainty and reality of academic and non-academic services are still in the Good criteria, so FLAC needs to improve management service standards. Strategies, methods and evaluation are needed to support this, so that it can achieve a score of 4 with Very Good criteria.

