UNIVERSITAS NEGERI YOGYAKARTA

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The Satisfaction Survey Report for Lecturer in Faculty of Engineering

2023

Head of Quality Assurance Unit

Faculty of Engineering

Universitas Negeri Yogyakarta

APPROVAL SHEET

Title	: Report on the Results of the 2023 Faculty of Engineering Lecturer Satisfaction Survey
Objective	: Understanding the implementation of the survey for the Faculty of Engineering in 2023
Waktu Survei	: 17 Juli 2023 s.d. 21 November 2023
Fakultas	: Faculty of Engineering
Alamat	: Kampus Karang Malang, Jl. Colombo No. 1, Karanggayam, Caturtunggal, Kec. Depok, Kabupaten Sleman, Daerah Istimewa Yogyakarta, 55281.
Penyusun	: Quality Assurance Unit Faculty of Engineering UNY

Yogyakarta, November 23rd, 2023

Acknowledge by,

Dean of Faculty of Engineering	Head of Quality Assurance Unit
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1. The Head and The Secretary of LPMPP UNY who have facilitated and supportedthis activity
2. Center for Audit Monitoring and Evaluation of Higher Education which has facilitated and supported this activity
3. Dean, Vice Dean, The Head of the Study Program, and the staff who have helpedcarry out this activity
4. The Head of the Quality Assurance Unit who has coordinated this activity
5. All parties who have helped carry out this activity that we cannot mention one byone

We hope that the audit activities that have been carried out will be useful for the Faculty of Engineering and UNY to improve internal quality standards.

Yogyakarta, November 18th 2023

The Writer,

Quality Assurance Unit Faculty of Engineering

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SURVEY REPORT

This survey is conducted by the Faculty of Engineering UNY as an effort to consistently and continuously improve the quality of FT UNY to provide stakeholder satisfaction (students, parents, world of work, government, lecturers, support staff, and other interested parties). The results of the survey are expected to be the basis fordeveloping a sustainable quality culture to realize the vision of the UNY Faculty of Engineering. Data analysis is used to determine the survey conducted using the rating scalemethod. This scale is used to determine the satisfaction category of respondents based on the following table:

Table 1. Respondent Satisfaction Category

No	Score (%)	Category
1	0 – 25%	Strongly Dissatisfied
2	>25% - 50%	Less Satisfied
3	>50% - 75%	Satisfied
4	>75% - 100%	Strongly Satisfied

A. Instruments and Results of Lecturer Satisfaction Surveys in the Fields of Management, Finance, and Infrastructure

The lecturer satisfaction survey instrument in the Faculty of Engineering in the fields of management, finance and infrastructure consists of 20 questions divided into three aspects, namely 1) management; 2) finance; and 3) infrastructure. Survey data was taken in 2023 with a total of 58 lecturers from each study program in the Faculty of Engineering. The question items can be seen in Table 2.

Table 2. Questions on the satisfaction survey instrument for lecturers at the Faculty of Engineering, UNY

No	Question Items
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	Assurance: services are provided according to procedures.
5	Tangible: availability of academic and non-academic services.
a	Financial administration management.

No	Question Items
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. 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)

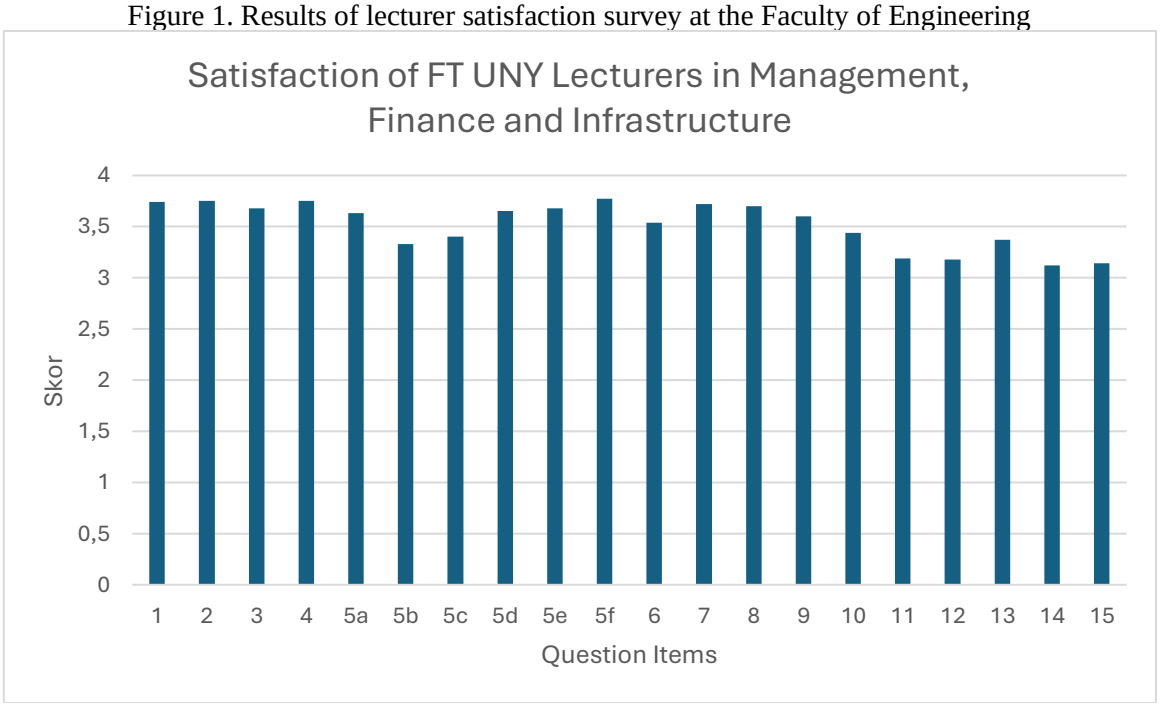
This survey involved 58 lecturers from the Faculty of Engineering according to the latest data in November 2023. Respondent satisfaction was measured using the rating scale method. The results of the analysis of the satisfaction of Faculty of Engineering lecturers can be seen in Table 3.

Table 3. Data on average satisfaction scores for lecturers at the Faculty of Engineering, UNY

Item	Maximum Score	Average Score
1	4	3,74
2	4	3,75
3	4	3,68
4	4	3,75
5a	4	3,63
5b	4	3,33
5c	4	3,40
5d	4	3,65
5e	4	3,68
5f	4	3,77
6	4	3,54
7	4	3,72
8	4	3,70
9	4	3,60
10	4	3,44
11	4	3,19
12	4	3,18
13	4	3,37
14	4	3,12
15	4	3,14

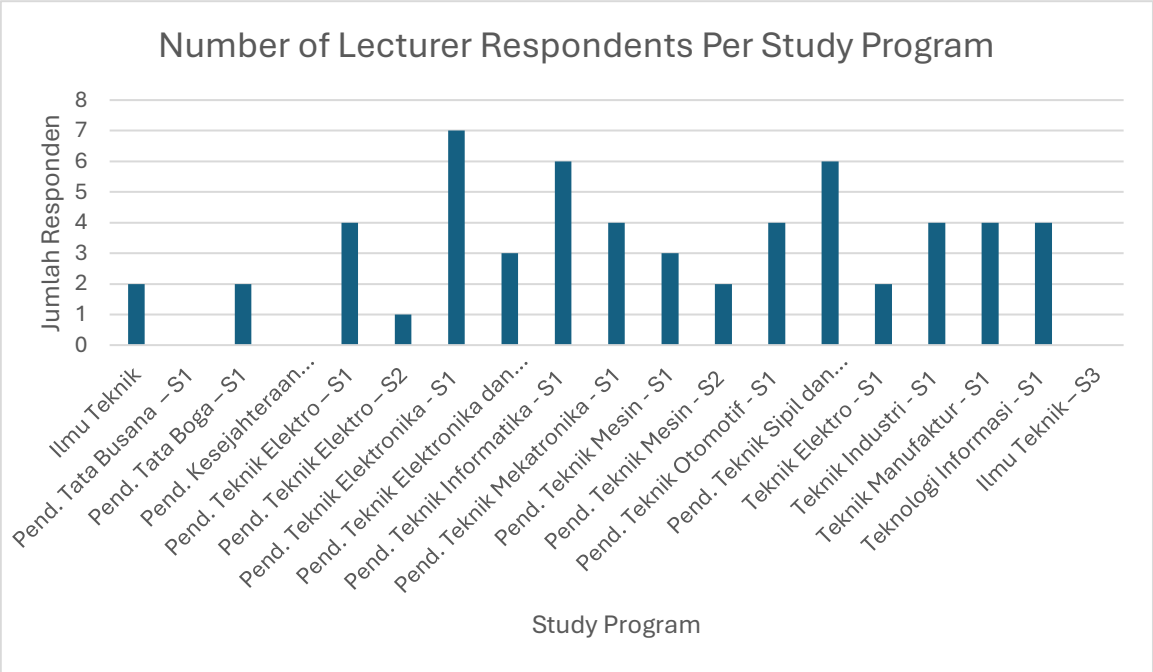
The percentage obtained from data analysis shows a value of 88.5%, this shows that the Faculty of Engineering lecturers are very satisfied with the three aspects assessed, namely 1) management; 2) finance; and 3) infrastructure; The data that has been obtained can be visualized in Figure 1.

Figure 1. Results of lecturer satisfaction survey at the Faculty of Engineering



The survey results were obtained through data with the number of respondents for each study program which is shown in detail in Figure 2.

Figure 2. Number of respondents for each study program



Several respondents provided various suggestions that could be used as considerations for evaluating so that the services provided by the Faculty of Engineering were even better. Here are some various suggestions given by respondents as follows:

1. Because it is a new major, there needs to be adjustments in terms of facilities and infrastructure
2. The existing facilities are left over from world banking projects so there is a lot that needs to be updated
3. Please buy an adequate machine, increase the lecture noise, the AC is not cold enough, the LCD often has problems and needs to be upgraded, especially the laboratory at DPTE.
4. Improve better service to consumers.
5. Facilities and infrastructure, especially practical equipment in workshops and labs. needs to be repaired. The practical buildings and theoretical lectures are inadequate (need to be repaired). Internet access in RE1 theory classes and so on is not smooth and sometimes can't even connect.
6. Improve facilities and infrastructure to support learning.
7. Many infrastructure facilities are out of date, they need to be updated again

8. Many of the equipment in the workshop are old, so it is best to renew them either all at once or in stages.

B. Instruments and Results of Lecturer/Researcher Satisfaction Surveys with Research Services

The survey instrument for lecturer satisfaction in the Faculty of Engineering in the fields of management, finance and infrastructure consists of 15 questions. Survey data was taken in 2023 with 51 respondents from each study program in the Faculty of Engineering. The question items can be seen in Table 4.

Table 4. Survey instrument questions on lecturer satisfaction with research services

No	Question Items
1	Submission of information or offers of research activities.
2	Research proposal upload service to the system
3	Timeframe for announcing and uploading proposals
4	Clarity of the results of the research proposal review.
5	Research proposal selection process.
6	Announcement of research winners.
7	Notification of contract signing to researchers.
8	Disbursement of research funds
9	Monitoring the implementation of research activities.
10	Competence of the research monitoring team.
11	Implementation of research results seminars.
12	Expertise of seminar discussants on research results.
13	Research report upload service.
14	Research report documentation.
15	Attitudes of research service personnel.

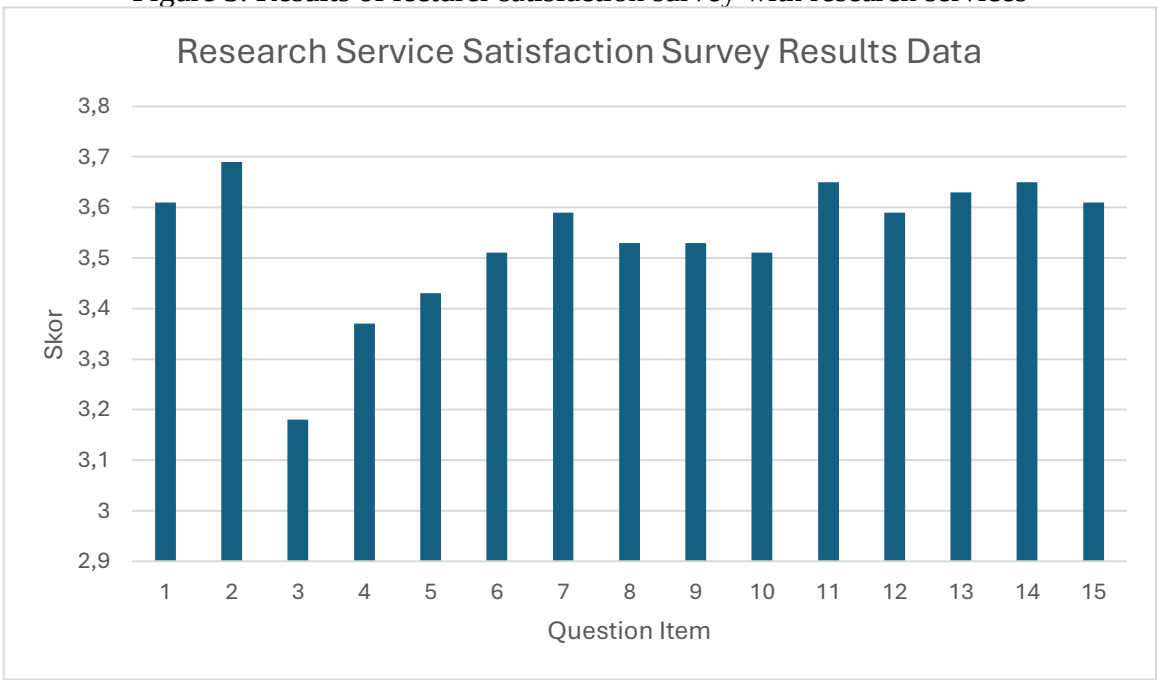
This survey involved 51 lecturers from the Faculty of Engineering according to the latest data in November 2023. Respondent satisfaction was measured using the rating scale method. The results of the analysis of the satisfaction of Faculty of Engineering lecturers can be seen in Table 5.

Table 5. Data on average lecturer satisfaction scores with research services

Item	Maximum Score	Average Score
1	4	3,61
2	4	3,69
3	4	3,18
4	4	3,37
5	4	3,43
6	4	3,51
7	4	3,59
8	4	3,53
9	4	3,53
10	4	3,51
11	4	3,65
12	4	3,59
13	4	3,63
14	4	3,65
15	4	3,61

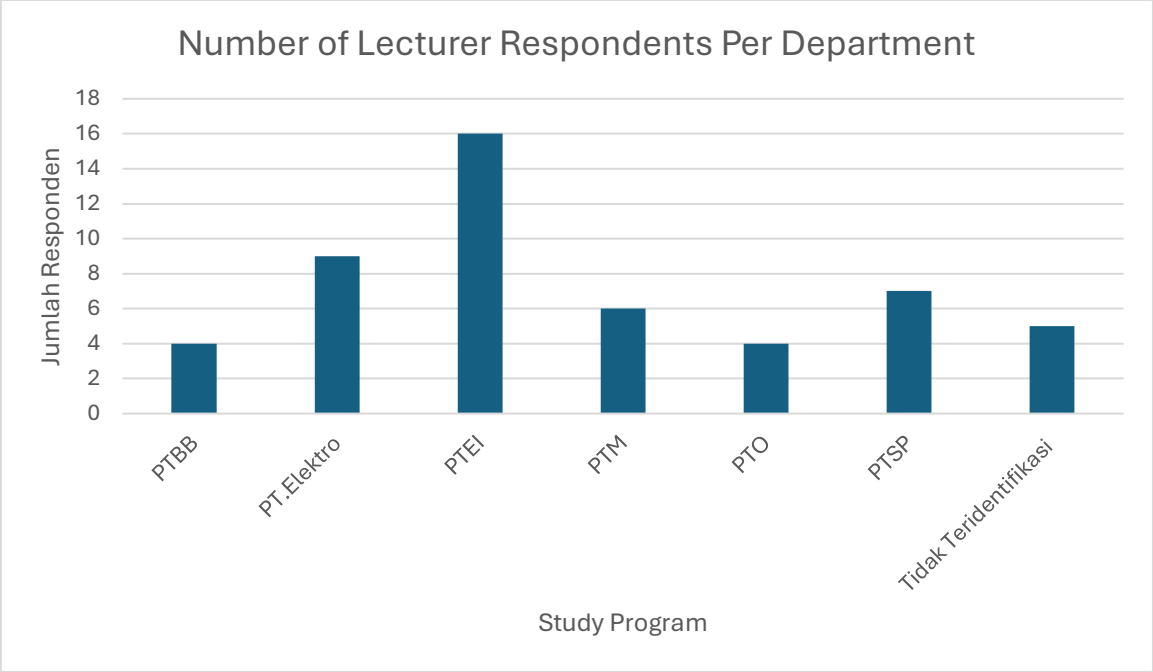
The percentage obtained from data analysis shows a value of 88.43%, this shows that the Faculty of Engineering lecturers are very satisfied with the research services provided. The data that has been obtained can be visualized in Figure 3.

Figure 3. Results of lecturer satisfaction survey with research services



The survey results were obtained through data with the number of respondents for each study program which is shown in detail in Figure 4.

Figure 4. Number of respondents for each department



Several respondents also provided various suggestions that can be used as considerations for conducting evaluations so that the services provided by the Faculty of Engineering are even better. Various suggestions given by respondents are as follows:

1. Research information earlier in time.
2. Increase the usefulness of research output for the betterment of society.
3. System improvements and schema additions
4. Announcement of research winners is less transparent.
5. Maintain and Continue
6. Results of the review process for research proposals by reviewers for RG research. Please do this as is (not just a formality) so that there is a possibility that the proposal will be rejected... and there is time to revise the proposal.
7. Improve research services to make them even better.
8. You need to synchronize the questions with the answers, so the right answer is from very bad to very good
9. It is necessary to clarify the research clusters in line with the expected results

C. Instrument and Results of Lecturer Satisfaction Survey with PkM Services

The survey instrument for the satisfaction of lecturers in the Faculty of Engineering with Community Service services consists of 15 questions. Survey data was taken in 2023 with 50 respondents from each study program in the Faculty of Engineering. The question items can be seen in Table 6.

Table 6. Survey instrument questions on lecturer satisfaction with PkM services

No	Question Items
1	Submission of information or offers of Community Service activities.
2	PkM proposal upload service to the system
3	Timeframe for announcing and uploading proposals
4	Clarity of the results of the PkM proposal review.
5	PkM proposal selection process.
6	Announcement of PkM winners.
7	Notification of contract signing to servants
8	Disbursement of PkM funds
9	Monitoring the implementation of PkM activities.
10	Competence of the PkM monitoring team
11	Implementation of PkM results seminars.
12	Expertise of PkM results seminar discussants..
13	PkM report upload service.
14	PkM report documentation
15	The attitude of PkM service officers

This survey involved 50 lecturers from the Faculty of Engineering according to the latest data in November 2023. Respondent satisfaction was measured using the rating scale method. The results of the analysis of the satisfaction of Faculty of Engineering lecturers can be seen in Table 7.

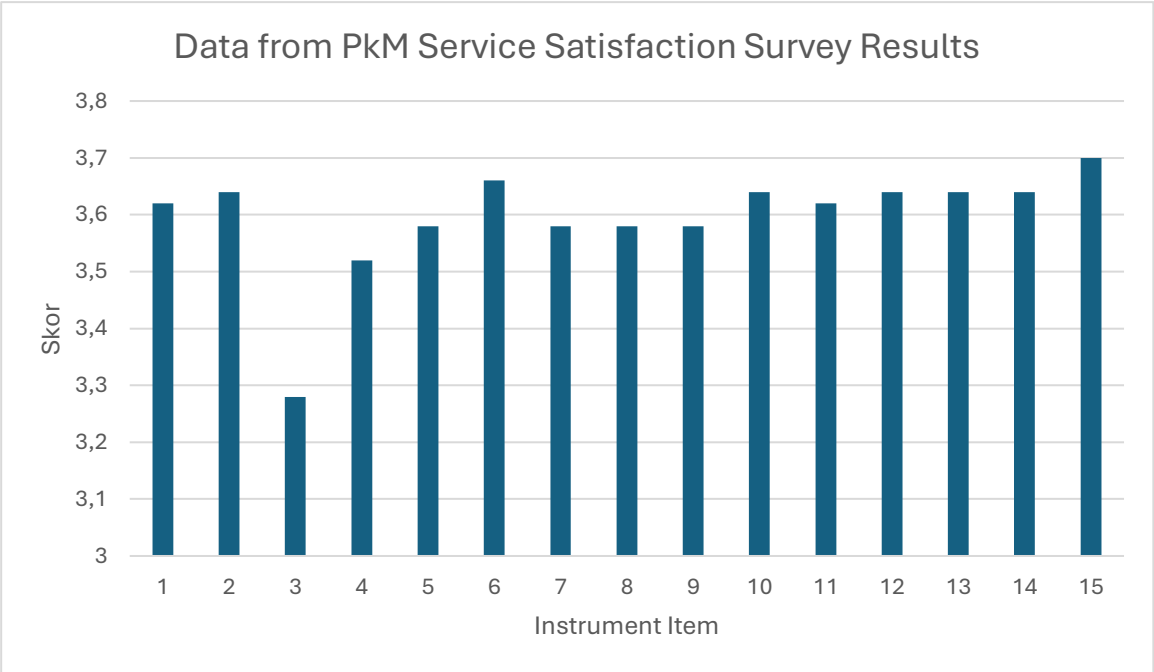
Table 7. Data on average lecturer satisfaction scores with PkM services.

Item	Maximum Score	Average Score
1	4	3,62
2	4	3,64
3	4	3,28
4	4	3,52
5	4	3,58
6	4	3,66
7	4	3,58
8	4	3,58
9	4	3,58

Item	Maximum Score	Average Score
10	4	3,64
11	4	3,62
12	4	3,64
13	4	3,64
14	4	3,64
15	4	3,70

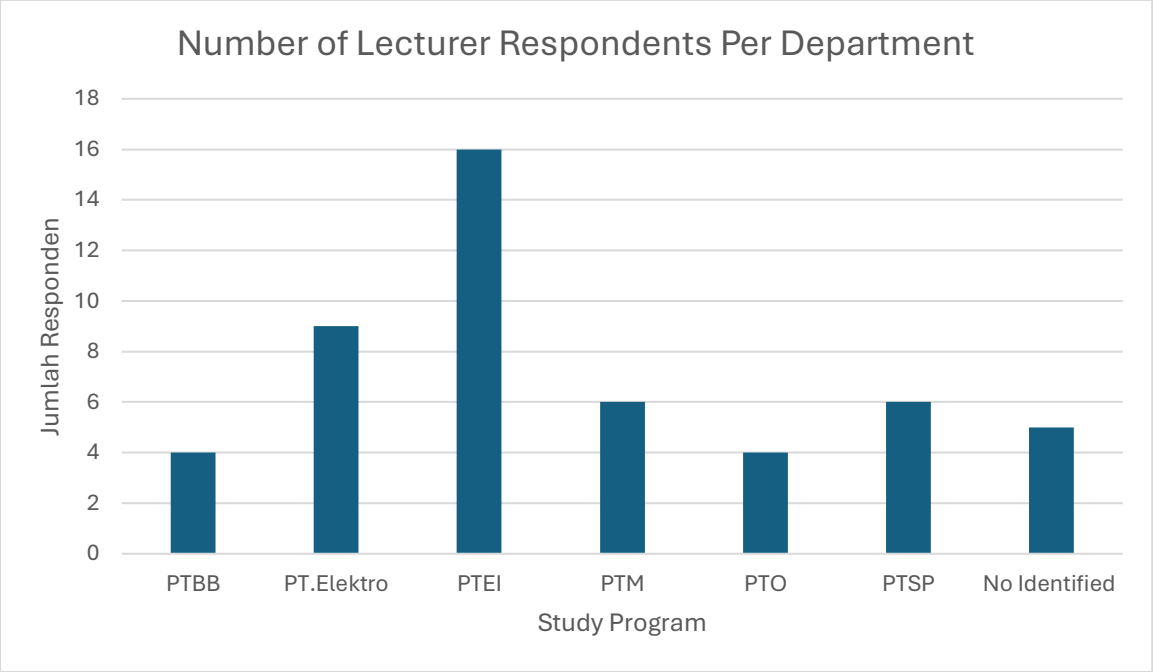
The percentage obtained from data analysis shows a value of 89.86%, this shows that the Faculty of Engineering lecturers are very satisfied with the Community Service services provided. The data that has been obtained can be visualized in Figure 5.

Figure 5. Results of lecturer satisfaction survey with PkM services



The survey results were obtained through data with the number of respondents for each study program which is shown in detail in Figure 6.

Figure 6. Number of respondents for each department



Several respondents also provided various suggestions that can be used as considerations for conducting evaluations so that the services provided by the Faculty of Engineering are even better. Various suggestions given by respondents are as follows:

1. It is hoped that the research contract and PkM documents can be downloaded to the LPPM account by logging in first.
2. Please improve the PkM service to make it even better.
3. It is necessary to synchronize questions and answers, in order from very bad to very good.
4. For the PkM implementing team, be a true servant to bring about change in society for the better and progress in the future.

D. Discussion

Based on the results of data processing that has been carried out on the lecturer satisfaction instrument within the Faculty of Engineering, UNY, it can be seen that the lecturers at the Faculty of Engineering, UNY, are very satisfied with the services provided by the Faculty of Engineering, UNY. The results of the data processing that has been carried out show that the average scores for each question item have varying values. The three question items that had the lowest scores in the areas of management, finance and infrastructure were: 1) Update of infrastructure (including: buildings, lecture halls, laboratory rooms, workshops); 2) Up-to-date learning facilities (including: references, learning tools, laboratory/workshop equipment); 3) Adequacy of learning facilities (including: references, learning tools, laboratory/workshop equipment). Meanwhile, in the field of research services and community service, the three

question items with the lowest scores were: 1) Announcement timeframe; 2) Clarity of review results; and 3) Research/service proposal selection process. So that the three items for each field can be re-evaluated so that in the following year there can be improvements. From the various suggestions given by respondents, services from the engineering faculty in terms of management, finance, infrastructure, as well as research and service need to be improved so that they are even better, especially related to the development of facilities and infrastructure within the Faculty of Engineering, UNY.

E. Recomendation

Based on survey data that has been filled out by lecturer respondents regarding question instruments in the fields of management, finance, infrastructure, and research and service services, the UNY Faculty of Engineering's services to lecturers are categorized as very satisfactory, so the quality of service needs to be maintained. However, based on the discussion, there are several things that need to be improved and re-evaluated services, namely:

1. Updated infrastructure (including: buildings, lecture halls, laboratory rooms, workshops)
2. Up-to-date learning facilities (including: references, learning tools, laboratory/workshop equipment)
3. Adequacy of learning facilities (including: references, learning tools, laboratory/workshop equipment)
4. Improving research and community service services related to the timeframe for announcing grant funds, clarity on the results of grant proposal reviews, as well as the implementation of research/service proposal selection.

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