

Universitas Negeri Yogyakarta Sustainably Excellent, Creative, and Innovative

SATISFACTION SURVEY REPORT

FACULTY OF ENGINEERING



2022

Quality Assurance Unit Faculty of Engineering Yogyakarta State University

APPROVAL SHEET

Title	: Results of the 2022 Faculty of Engineering Survey Report	
Objective	: Understanding the implementation of the survey for the Faculty of	
	Engineering in 2022	
Surveying Period : September 1 ^{st,} 2022 to October 31 st , 2022		
Faculty	: Faculty of Engineering	
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Yogyakarta, November 15th 2022

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 supported this activity
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- 4. The Head of the Quality Assurance Unit who has coordinated this activity
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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 2022 The Writer,

Quality Assurance Unit Faculty of Engineering

TABLE OF CONTENTS

API	PROVAL SHEET	1
AC	KNOWLEDGEMENTS	2
TA	BLE OF CONTENTS	3
A.	Instrument and Result of Lecturer Satisfaction Survey	1
B.	Instruments and Results of Educational Staff Satisfaction Survey	11
C.	Instruments and Results of Educational Satisfaction Survey	12
D.	Students satisfaction survey instruments and results	15
E.	Instrument and Result of Alumnae User Satisfaction Survey	20
F.	Discussion	21
G.	Recommendation	22

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 for developing 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 scale method. This scale is used to determine the satisfaction category of respondents based on the following table:

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

Table 1. Respondent Satisfaction Category

A. Instrument and Result of Lecturer Satisfaction Survey

The lecturer satisfaction survey instrument in the Faculty of Engineering consists of 69 questions divided into seven aspects, namely 1) local governance, management system, and cooperation; 2) human resources; 3) finance, facilities, and infrastructure; 4) education; 5) research; 6) community service; and 7) outcomes and achievements of Tridharma. Survey data was taken in 2022 with a total of 69 lecturers from each Study Program in the Faculty of Engineering, but there was 1 respondent who was not detected for the name of the Study Program. Question items can be seen in Table 2.

Table 2. Questions items of the instrument of the lecturer satisfaction survey

No	Questions Items		
C2.	C2. Local Governance, Management System, and Cooperation		
	Implementation of the five pillars of governance (credible, transparent, accountable, responsible, and fair)		
1	The Credibility of Faculty/Graduate School Leadership		
2	Transparency Management of Faculty/Graduate School		
3	Performance Accountability of Faculty/Graduate School		

No	Questions Items		
4	Responsibility of the Faculty/Graduate School toward all policies that have been made		
5	Fairness of Faculty/Graduate School services to Lecturers/Teachers/Students (fair, non-discriminatory, and tolerant services)		
	B. Study Program Leadership (operational leadership, organizational leadership, and public leadership)		
6	Operational Leadership of Faculty/Graduate School (carrying out leadership according to the work plan (faculty's strategic and operational plans, and financial plans)		
7	Organizational Leadership of Faculty/Graduate School (carrying out leadership collaboratively collegial according to the organizational structure)		
8	Faculty/Postgraduate public leadership (leadership in establishing cooperation and involvement in public activities or organizations on a national, regional, and international scale)		
	unctional and operational management system (planning, organizing, staffing, leading, nd controlling)		
9	Planning Work Programs carried out by the Faculty/Postgraduate		
10	Organizing carried out by the Faculty/Graduate School in carrying out various programs/activities		
11	Compatibility of personnel placement with the main tasks and functions carried out by the Faculty/Postgraduate		
12	Exemplary Faculty/Graduate School leaders in carrying out their duties		
13	Monitoring and evaluation of performance carried out by the Faculty/Graduate School		
D. (Quality Assurance		
14	The Role of the Quality Assurance Unit in Faculty/Graduate School		
15	The availability of documents, guides, guidelines, and operational procedures in Faculty/Graduate School		
16	Implementation of quality assurance in Faculty/Graduate School		
17	Continuous quality improvement in the Faculty/Postgraduate		
C4.	Human Resources		
A. L	ecturer Profil		
1	Adequacy of lecturers supporting courses in study programs		
2	Availability of permanent lecturers with Doctoral education in study programs		
3	Availability of permanent lecturers who have professional/competence/industry certificates		
4	Availability of permanent lecturers with academic positions as Head Lector or Professor		
5	The ratio of the number of students to the number of permanent lecturers		
6	Feasibility of teaching load (Full Teaching Time Equivalence)		

7 8	Lecturer Performance Recognition of expertise/achievement/performance of lecturers Lecturers research quantity
8	
	Lecturers research quantity
0	
,	The applicability of lecturer research
10	The quantity of community service by permanent lecturers
11	The applicability of permanent lecturers' community service
	The number of scientific publications/performances/exhibitions/presentations produced by permanent lecturers
13	Permanent lecturer's scientific work which is cited
C. L	ecturer Development
	Facilitation of lecturer competency and career development carried out by the Faculty/Graduate School
D. Ec	ducational Staff
	Adequacy of educational staff based on the type of work (administration, laboratory assistants, technicians, etc.) to serve the academic community
	Qualification of educational staff based on the type of work (administration, laboratory assistants, technicians, etc.) to serve the academic community
C5. I	Finance, Facilities, and Infrastructure
A. F	Finance
1	Targeted allocation fund for operational demands
2	The availability of lecturer research fund
3	Financial management service for lecturer research
4	The availability of funds for lecturer community service activity
5	Lecturer community service activity financial management service
6	The use of funds for investment (Human resources, facilities,s and infrastructure)
B.	Facilities
7	Availability, ownership, up-to-date, and readiness of facilities and equipment for learning activity
8	Availability, ownership, up-to-date, and readiness of facilities and equipment for research activity
9	Availability, ownership, up-to-date, and readiness of facilities and equipment for community service activity
C. A	Adequacy and Accessibility of the Infrastructure
10	Ease of utilizing infrastructure for learning activities

No	Questions Items		
11	Ease of utilizing infrastructure for research activities		
12	Ease of utilizing infrastructure for community service activities		
13	Availability and ease of access to infrastructure for people with special needs		
14	Adequacy of ICT infrastructure (Computer, bandwidth, network, data storage capacity)		
15	Accessibility of information system (sufficiency, ease of information system usage: siakad be smart, presence, etc)		
C6.	Education		
A.	Curriculum		
1	Stakeholder involvement in the curriculum evaluation and updating process		
2	Conformity of learning outcomes with graduate profiles and KKNI/SKKNI levels		
3	Accuracy of curriculum structure in the formation of learning outcomes		
C7.	Research		
Α. Τ	The relevance of DTPS research at UPPS		
1	Conformity of students and lecturer research with the research roadmap		
2	Student involvement in lecturer research		
3	Utilization of lecturer research as a learning reference and student final assignment		
C8.	Community Service		
A. T	The Relevance of community service activities DTPS at UPPS		
1	Availability of the roadmap which covers the PkM theme for students and lecturer		
2	Conformity of student and lecturer community service activity with the roadmap		
3	Evaluation of the suitability of PkM for lecturers and students against the PkM roadmap		
4	Utilization of evaluation results to improve the relevance of PkM and scientific development of study programs		
5	Student involvement in lecturer community service activity		
С9.	Outcome and Achievement of Tridharma		
A	. Outcome of Education Dharma		
1	Student's academic achievement		
2	Student's non-academic achievement		
3	The average period of the study		
4	Percentage of graduation on time		
5	Waiting time for graduates to get their first job or develop their own business in the field of work/business that is relevant to the field of the study program		
6	The suitability of the graduate's work field when getting the first job		

No	Questions Items
]	B. Outcome of Research and Community Service Dharma
7	Number of student publications/performances/exhibitions/scientific presentations, produced independently or with lecturers
8	Number of students' scientific works, produced independently or with lecturers, which were cited
9	Number of products/services produced by students, independently or jointly with lecturers, which are adopted by the industry/community
10	Number of other research/PkM outputs produced by students, either independently or with lecturers, for example, intellectual property rights, appropriate technology, products, artworks, social engineering, books with ISBNs, book chapters

This survey involved 69 lecturers from the Faculty of Engineering according to the latest data in 2022. Respondent satisfaction was measured using the rating scale method. The results of the analysis of the satisfaction of the Faculty of Engineering lecturers can be seen in Table 3.

Table 3. Average data on the satisfaction score of the Faculty of Engineering lecturers

Items	Maximum Score	Minimum Score
1	4	3,72
2	4	3,55
3	4	3,62
4	4	3,75
5	4	3,72
6	4	3,64
7	4	3,67
8	4	3,65
9	4	3,67
10	4	3,58
11	4	3,55
12	4	3,77
13	4	3,64
14	4	3,78
15	4	3,58

Items	Maximum Score	Minimum Score
16	4	3,74
17	4	3,65
18	4	3,46
19	4	3,38
20	4	3,51
21	4	3,26
22	4	3,38
23	4	3,25
24	4	3,65
25	4	3,50
26	4	3,41
27	4	3,53
28	4	3,51
29	4	3,44
30	4	3,34
31	4	3,54
32	4	3,29
33	4	3,47
34	4	3,35
35	4	3,56
36	4	3,49
37	4	3,49
38	4	3,54
39	4	3,34
40	4	3,22
41	4	3,31
42	4	3,40
43	4	3,57
44	4	3,53

Items	Maximum Score	Minimum Score
45	4	3,62
46	4	3,35
47	4	3,47
48	4	3,66
49	4	3,58
50	4	3,64
51	4	3,64
52	4	3,57
53	4	3,52
54	4	3,42
55	4	3,46
56	4	3,54
57	4	3,49
58	4	3,48
59	4	3,61
60	4	3,57
61	4	3,46
62	4	3,33
63	4	3,30
64	4	3,41
65	4	3,46
66	4	3,35
67	4	3,32
68	4	3,28
69	4	3,29
Total	276	241,84
Percentage (%)	87,6	2 %

The percentage obtained from the data analysis shows a value of 87.62%, this shows that the Faculty of Engineering lecturers are very satisfied with the seven aspects assessed, namely 1) local governance, management system, and cooperation; 2) human resources; 3) finance, facilities, and infrastructure; 4) education; 5) research; 6) community service; and 7) outcomes and achievements of Tridharma in the Faculty of Engineering. The data that has been obtained can be visualized in Figure 1.

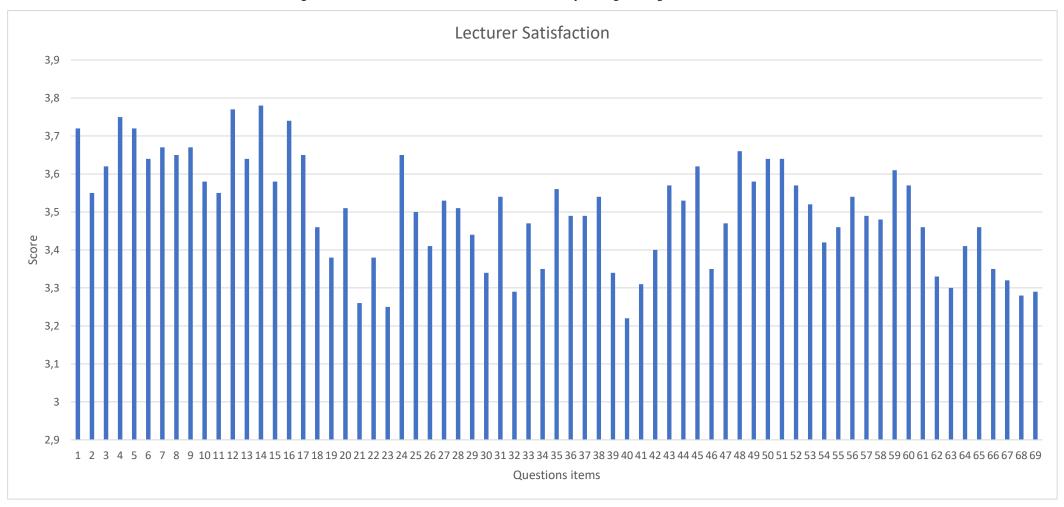


Fig. 1. The result of lecturer satisfaction in the Faculty of Engineering

Page | 9

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

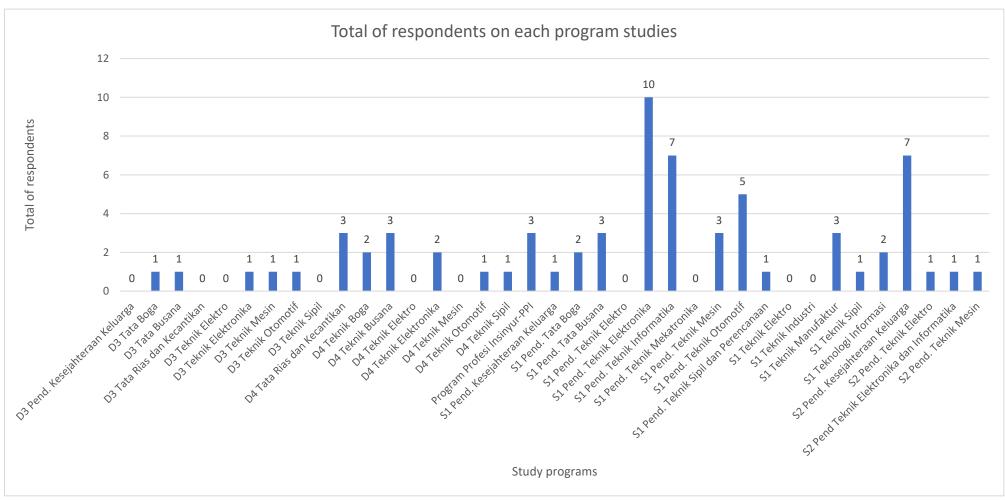


Fig. 2. Number of respondents in every study program

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. Improving the service that could be even better

2. Services as part of an effort to increase research output are improved with the right programs

3. There are no ideal situations between lecturer and administration composition

- 4. Maintaining and improving the quality programs
- 5. Improving more facilities and infrastructure in the Faculty of Engineering

6. There are no graduates yet

7. Mapping of areas of expertise related to the themes of final student's achievements is still needed

8. Teaching load this year is too heavy plus the task of implementing other programs

9. Re-strengthening the prospective research and student activities center (PKM) roadmap to support the progress of study programs in institutions as well as the community. Student products are oriented to sell and have broad benefits. Therefore, the role of supervising lecturers can be optimized, and the importance of fostering collaboration with students

10. Increasing study program achievements both in terms of quality and quantity so that they are always advanced and victorious

11. Increasing the allocation of funds is necessary for the investment of practical and laboratory equipment

B. Instruments and Results of Educational Staff Satisfaction Survey

The educational staff satisfaction survey instrument consists of 8 questions. The questions can be seen in Table 4. In this table, there are several questions for the educational staff satisfaction survey instrument at the Faculty of Engineering, Universitas Negeri Yogyakarta.

No	Question Items
1.	Fairness of Faculty/Postgraduate services to Lecturers/Teachers/Students (fair, non-
	discriminatory, and tolerant services)

2.	Adequacy of educational staff based on the type of work (administration, laboratory assistants, technicians, etc.) to serve the academic community
3.	Qualifications of educational staff based on the type of work (administration, laboratory assistants, technicians, etc.) to serve the academic community
4.	The accuracy of the allocation of funds for operational costs of education
5.	The use of funds for investment (HR, facilities, and infrastructure)
6.	Easier access to infrastructure for people with special needs (disabled) availability
7.	Adequacy of information technology infrastructure (computers, bandwidth, network, data storage capacity)
8.	Information system accessibility (adequacy, ease of use of information systems: siakad, Besmart (UNY's e-learning), attendance, etc.)

C. Instruments and Results of Educational Satisfaction Survey

The educational staff satisfaction survey instrument consists of 8 questions. The questions can be seen in Table 4.

Table 4. Questions for the educational staff satisfaction survey instrument, Faculty of Engineering,

	UNY		
No	Questions Items		
1.	Fairness of Faculty/Postgraduate services to Lecturers/Teachers/Students (fair,		
	non-discriminatory, and tolerant services).		
2.	Adequacy of educational staff based on the type of work (administration, laboratory		
	assistants, technicians, etc.) to serve the academic community		
3.	Qualifications of educational staff based on the type of work (administration,		
	laboratory assistants, technicians, etc.) to serve the academic community		
4.	The accuracy of the allocation of funds for educational operation costs		
5.	The use of funds for investment (human resources, facilities, and infrastructure)		

6.	Easier access to infrastructure for people with special needs (disabled) availability	
7.	Accessibility of information systems (adequacy, easier use of information	
	systems, information of academic system (siakad), attendance, etc.)	

This survey involved 30 respondents of education staff from the Faculty of Engineering according to the latest data in 2022. Respondent satisfaction is measured using the rating scale method. The results of the analysis of educational staff satisfaction can be seen in Table 5.

Item	Maximum Score	Average Score
1	4	3,03
2	4	2,53
3	4	2,87
4	4	2,83
5	4	2,7
6	4	2,77
7	4	3,27
8	4	3,4
Total	32	23,4
Percentage (%)	73,13 %	

Table 5. Average scores of educational staff of the Faculty of Engineering

The percentage obtained from data analysis shows a total value of 73.13%, this means that the education staff are satisfied with the management of human resources in the Faculty of Engineering. The data that has been obtained can be visualized in Figure 2.

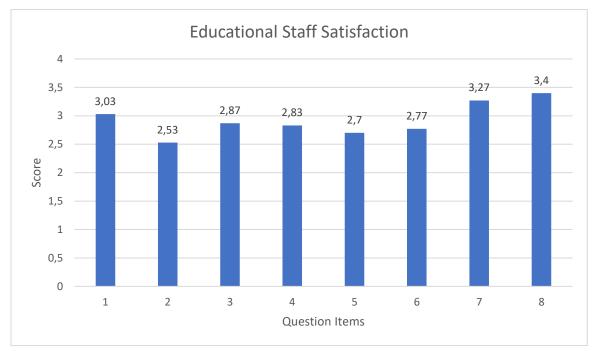


Figure 2. The results of the survey of satisfaction of educational staff within the Faculty of Engineering

Some respondents also provided various suggestions that can be used as considerations for evaluation. This can describe that the services provided by the Faculty of Engineering will be even better. Various suggestions given by respondents are as follows:

- Fostering to investigate the lack of educational staff especially in the laboratory. Do
 not just look at the places where there are a lot of staff. The laboratory needs staff with
 certain qualifications and competencies and not just transferring staff from other units.
- 2. Organizing some training in the field of special expertise for laboratory technicians with over workload to enhance their welfare
- 3. Organizing special training for staff who work appropriately with their diploma and duties
- 4. Maintaining the good ones and can be improved to be better
- 5. Improving personal income for technician
- 6. Keeping the good one
- 7. Giving the appropriate responsibilities with their abilities and distributing equal personal incomes.
- 8. Distributing completed educational facilities
- 9. Continuing the program and synergizing with the lecturer and educational staff
- 10. Adding educational and laboratory staff especially for technicians because there are so many laboratories in the Faculty of Engineering.

- 11. Adding the necessary technicians for several student practicum laboratories and providing training for technicians to obtain the certificate of expertise from the third party, which is not issued by UNY
- 12. Adding technicians and laboratory technicians for the implementation of the learning practicum because there are many overloaded duties (eg: handling 3 labs) and many of them have started to retire.
- 13. Getting better
- 14. Suffering an unstable internet connection which can cause the speed of work. Toilet facilities in the department are uncomfortable and not kept clean because no one has not responsible for cleanliness.
- 15. Maintaining technicians in all laboratories which appropriate with their Diploma or expertise.

D. Students satisfaction survey instruments and results

The student satisfaction survey instrument with the Faculty of Engineering consists of 29 questions. Survey data was taken in 2022 with a total of 1603 student respondents. Question items on the Faculty of Engineering student satisfaction instrument can be seen in Table 6 below.

No.	Questions Items		
1.	Fairness of Faculty/ Postgraduate services to lecturers/teachers/students (fair, non-		
	discrimination, and tolerant)		
2.	Reasoning field services		
3.	Interest and talent services		
4.	Career guidance services (preparation for employment and channeling of graduates to		
	the workplace)		
5.	Entrepreneurship guidance services		
6.	Scholarship services		
7.	Health services		
8.	Library services		
9.	Easier financial services (tuition fees payments, scholarship arrangements, and		
	dispensation payments)		
9.	Availability, ownership, updating, and usability of teaching-learning facilities		
10.	Simply access academic facilities for special needs students (disabled)		

Table 6. Faculty of Engineering Students Satisfaction Survey

No.	Questions Items	
11.	Availability, ownership, up-to-date, and readiness of facilities and equipment for	
	learning activity	
12.	Ease the use of the facilities for learning activity	
13.	Availability and ease of access to infrastructure for people with special needs	
14.	Adequacy of information and technology infrastructure (computers, bandwidth, network, data storage capacity)	
15.	Accessibility of information system (ease of use of the information system: siakad,	
	Besmart (UNY's e-learning), presence, etc)	
16.	The conformity of learning with the characteristics of the course	
17.	The conformity of the assessment with the learning	
18.	The reliability of the lecturer in serving the student	
19.	The reliability of the educational staff in serving the students	
20.	The reliability of faculty/study program administrators in serving students	
21.	The rapidity of the lecturer in serving the student	
22.	The rapidity of educational staff in serving the student	
23.	The rapidity of faculty/study program administrators in serving the student	
24.	The accuracy of the lecturer in serving students by the regulation	
25.	The accuracy of educational staff in serving students by the regulation	
26.	The accuracy of administrators in serving students by the regulation	
27.	Lecturer concerned to give attention to student	
28.	Attention from educational staff to the student needs	
29.	Attention from the administrator to the student's needs	

This survey involved 1603 students from the Faculty of Engineering according to the latest data in 2022. Respondent satisfaction was measured using the rating scale method. The results of the analysis of the satisfaction of the Faculty of Engineering lecturers can be seen in Table 7.

Items	Maximal score	Average score
1	4	3,30
2	4	3,28
3	4	3,27

Table 7. The average score of Students Satisfaction

Items	Maximal score	Average score	
4	4	3,20	
5	4	3,19	
6	4	3,19	
7	4	3,12	
8	4	3,16	
9	4	3,29	
10	4	3,20	
11	4	3,18	
12	4	3,24	
13	4	3,20	
14	4	3,24	
15	4	3,30	
16	4	3,30	
17	4	3,30	
18	4	3,28	
19	4	3,29	
20	4	3,28	
21	4	3,22	
22	4	3,26	
23	4	3,25	
24	4	3,28	
25	4	3,28	
26	4	3,28	
27	4	3,28	
28	4	3,27	
29	4	3,26	
Total	116	94,22	
Percentage (%)		81 %	

The percentage obtained from data analysis shows a value of 81%, this shows that Engineering Faculty students are very satisfied with the services provided by the Faculty of Engineering, UNY.

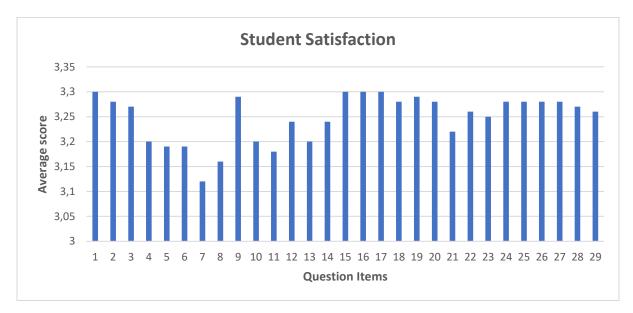


Figure. 3. The result of the student satisfaction survey in the Faculty of Engineering

The distribution of data obtained from the student satisfaction survey is shown in Figure 4 below,

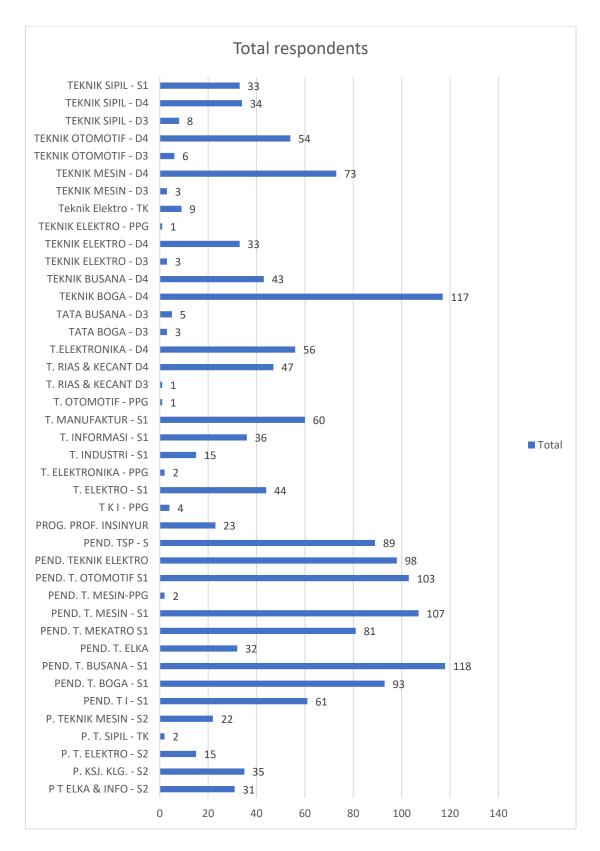


Fig. 4. Distribution of student study program filling

E. Instrument and Result of Alumnae User Satisfaction Survey

The alumnae user satisfaction survey instrument in the Faculty of Engineering consists of 7 instruments which include Integrity (ethics and morals), Expertise in the knowledge field (professionalism), Ability to use foreign languages, and use of Information Technology. Survey data was taken in 2022 with a total of 191 respondents. Instrument items can be seen in Table 8 below,

Table 8. Instrument of Faculty of Engineering alumnae users satisfaction survey

No.	Questions Items
1.	Integrity (ethics and morals)
2.	Expertise in the knowledge field (professionalism)
3.	Ability to use foreign language
4.	Ability to use information technology
5.	Speaking skill
6.	Teamwork
7.	Self-Development

This survey involved 191 Faculty of Engineering alumnae users according to the latest data in 2022. Respondent satisfaction was measured using the rating scale method. The results of the analysis of user satisfaction for graduates of the Faculty of Engineering can be seen in Table 9.

Items	Maximum Score	Minimum Score
1	4	3,73
2	4	3,60
3	4	3,19
4	4	3,64
5	4	3,60
6	4	3,67
7	4	3,66
Total	28	25,09
Percentage(%)	89,6 %	

Table 9. The average score of Faculty of Engineering alumnae users

The percentage obtained from data analysis shows a value of 89.6%, this shows that users of Faculty of Engineering alumni are very satisfied with graduates from the Faculty of Engineering UNY.

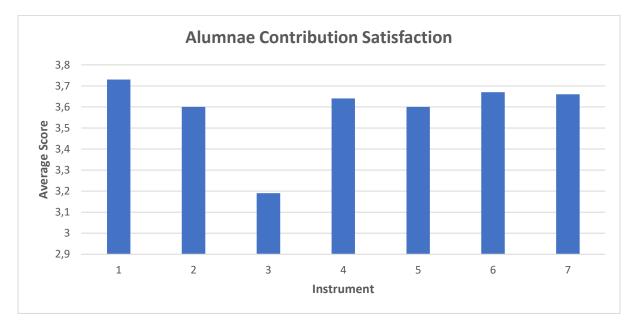


Fig. 5. Result of Faculty of Engineering alumnae user satisfaction survey

F. Discussion

Based on the result of data processing which has been done to the instrument of lecturer satisfaction in the Faculty of Engineering UNY, it can be seen that the lecturer of the Faculty of Engineering was very satisfied with the services provided by the Faculty of Engineering UNY. The result of the processing data that has been done shows several average scores in each question item having varying values. Three question items which have the lowest score are 1) Availability, ownership, up-to-date, and readiness of facilities and equipment for learning; activity 2) Feasibility of teaching load (Full Teaching Time Equivalence) ; 3) Availability of permanent lecturers with academic positions as Head Lector or Professor. Therefore, from these three items, it can be re-evaluated so that in the following year it can experience an increase. From the various suggestions given by respondents, the services of the engineering faculty both in terms of research, service, facilities, and infrastructure in the learning process need to be improved to make it even better. Furthermore, it is necessary to map the areas of expertise of lecturers so that they can support the themes in making student final assignments which will later be able to advance study programs and can be utilized by the general public.

The satisfaction of teaching staff in the Faculty of Engineering at UNY is in the satisfying category with a percentage of 73.13%. Based on data processing, three question items were obtained that had the lowest scores: 1) Adequacy of education staff based on the type of work (administration, laboratory assistants, technicians, etc.) to serve the academic community; 2) Use of funds for investment (HR, facilities, and infrastructure); and 3) Availability and ease of access to infrastructure for people with special needs (disabled). Then based on the suggestions given by the respondents, improving services from the Faculty of Engineering can be done, especially in the placement of work units by educational staff so that they are adjusted to the competencies of these educational staff; this can be seen from the diplomas and competency certificates they have. In addition, additional training and competency certification are also deemed necessary to be given to educational staff to further enhance the competence of each educational staff.

Based on the processing of the data obtained from the results of the student satisfaction survey within the UNY Faculty of Engineering, the percentage achievement is 81%, which means that students are very satisfied with the services and facilities provided by the UNY Faculty of Engineering. The lowest score is 3.12 on The ease of use of infrastructure for learning activities. This is due to the transition period from COVID conditions to access restrictions on campus. In addition to the use of lab equipment, there is still a sharing lab, which limits student access to the use of infrastructure because they have to wait for an empty schedule or other users. Not all study programs have filled out the number of respondents who filled out this survey questionnaire. As can be seen in Figure 4, the distribution of study programs that are filled is only 45 study programs including the PPG program.

Furthermore, referring to the acquisition of data on the results of the user satisfaction survey, graduates of the UNY Faculty of Engineering have achieved a percentage of 89.6%, which means that graduate users are very satisfied with graduates from the UNY Faculty of Engineering. The lowest score is 3.19 on the Foreign Language Proficiency instrument, so it is necessary to increase confidence in using foreign languages, especially English.

G. Recommendation

Based on survey data that has been filled in by respondents, both lecturers, education staff, students, and graduate users, the recommendations that can be given are :

- 1. The services of the UNY Faculty of Engineering to lecturers are categorized as very satisfying, so the quality of service needs to be maintained. However, based on the discussion, several things need to be improved and re-evaluated:
 - a. Availability, ownership, up-to-dateness, and availability of facilities and equipment for learning activities.
 - b. Feasibility of teaching load (Full Teaching Time Equivalence)
 - c. Availability of permanent lecturers for study programs with academic positions as Head Lector or Professor;
- 2. The services of the UNY Faculty of Engineering to educational staff are categorized as satisfactory, but the quality of service needs to be improved again. Some things that need to be improved again are:
 - a. Adequacy of educational staff based on the type of work (administration, laboratory assistants, technicians, etc.) to serve the academic community.
 - b. Use of funds for investment (HR, facilities, and infrastructure).
 - c. Availability and ease of access to infrastructure for people with special needs (disabled).
- 3. The services provided by the UNY Faculty of Engineering to students are categorized as very satisfying. However, based on the discussion, it is necessary to increase several service items, namely:
 - a. Scholarship service;
 - b. Health services need to be improved again;
 - c. Availability, ownership, up-to-dateness, and availability of facilities and equipment for learning activities need to be improved again.
- 4. The need to improve foreign language skills for students of the UNY Faculty of Engineering.



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