



UNIVERSITAS NEGERI YOGYAKARTA

Excellent, Innovative, and Innovative with
Sustainability

Education Personnel Satisfaction Report Faculty of Engineering in 2023



QUALITY ASSURANCE UNIT

Engineering Faculty

Universitas Negeri Yogyakarta

2023

ENDORSEMENT SHEET

Title : Report on the Survey Results of the Faculty of Engineering
Education Personnel in 2023

Survey Objective :Knowing the implementation of the Faculty of Engineering
survey Year2023

Survey Time :July 17, 2023 to November 21, 2023

Faculty : Engineering

Address : Karang Malang Campus, Jl. Colombo No. 1, Karang Gayam,
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Compiler : Quality Assurance Unit FACULTY OF ENGINEERING UNY

Yogyakarta, November 23, 2023

Knowing

Dean of the Engineering Faculty

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FOREWORD

Praise and gratitude go to Allah SWT, who has given His grace and guidance so that the report on the results of the 2023 Faculty of Engineering education staff satisfaction survey can be prepared as well as possible. The preparation of the Faculty of Engineering survey report in 2023 can run well with the support and assistance of various parties. Therefore, on this occasion, we express our deepest gratitude and appreciation to:

1. Chairman and Secretary of LPMPP UNY, who have facilitated and supported this activity.
2. The Higher Education Monitoring and Evaluation Audit Center has facilitated and supported this activity.
3. Dean, Vice Dean, Head of Study Program, and their staff who have helped implement of this activity.
4. Head of the Quality Assurance Unit of the Faculty of Engineering who has coordinated this activity.
5. All parties who have helped with implementing this activity that we cannot mention one by one.

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

Yogyakarta, November 23, 2023
Compiler,

Faculty of Engineering Quality
Assurance Unit

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SURVEY REPORT

FT UNY surveyed an effort to improve the quality of FT UNY consistently and continuously to provide stakeholder satisfaction (students, parents, the world of work, government, lecturers, support staff, and other interested parties). The survey results are expected to be the basis for developing a sustainable quality culture to realize the vision of FT UNY. Data analysis was used to determine whether the survey was conducted using the rating scale method. This scale is used to determine the category of respondent satisfaction based on Table 1 below.

Table 1. Respondent satisfaction categories

No.	Score (%)	Category
1	0 - 25%	Very dissatisfied
2	>25% - 50%	Less satisfied
3	>50% - 75%	Satisfied
4	>75% - 100%	Very Satisfied

A. Instruments and Results of the Education Personnel Satisfaction Survey

The educational staff satisfaction survey instrument consists of 10 questions. Survey data was taken in 2023, and 19 respondents across the Faculty of Engineering. The question items can be seen in Table 2 below.

Table 2. Question items of Faculty of Engineering UNY education staff satisfaction survey instrument

No.	Question Item
1	Responsiveness: services are provided within the time required.
2	Reliability: the ability to provide services with accuracy and reliability.
3	Service friendliness (empathy).
4	Assurance: services are provided according to procedures.
5	Tangible: availability of academic and non-academic services.
a	Financial administration.
No.	Question Item
b	Infrastructure (such as: buildings, lecture halls, laboratories, workshops).

c	Learning facilities (such as: references, learning tools, tools for learning) laboratory/workshop).
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).

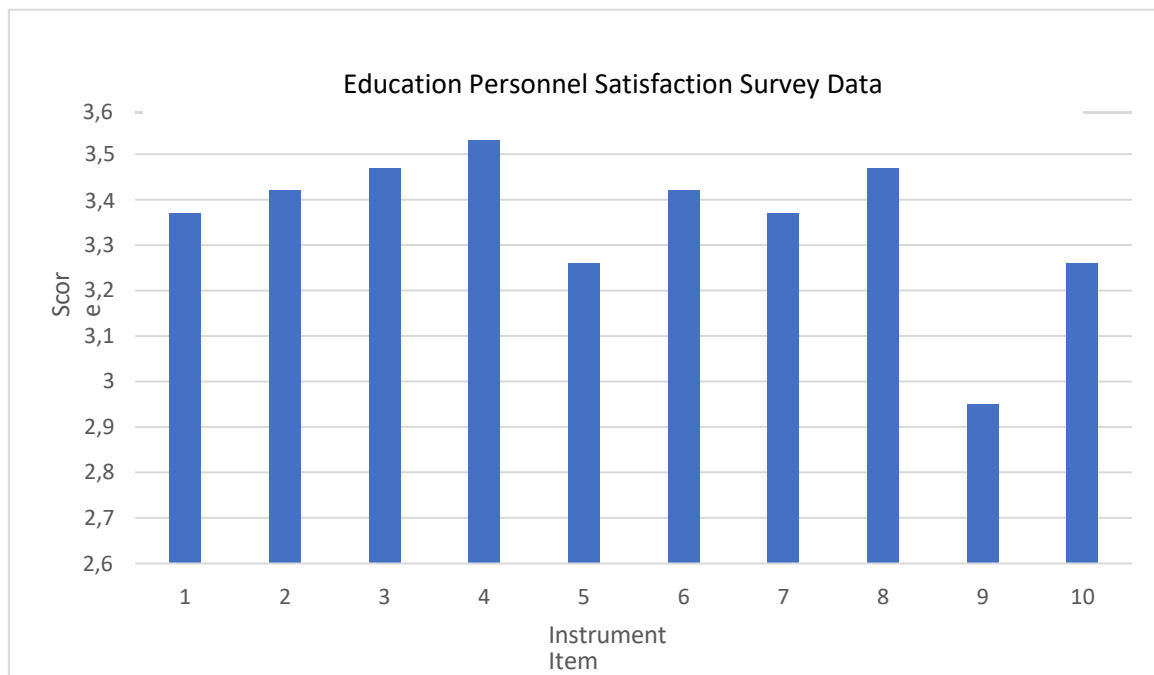
This survey involved 19 education staff respondents from the Faculty of Engineering according to the latest data in November 2023. Respondent satisfaction is measured using the rating scale method. The results of the analysis of the satisfaction of education personnel can be seen in Table 3.

Table 3. Data on the average score of satisfaction of education personnel of the Faculty of Engineering UNY

Grain	Maximum Score	Average Score
1	4	3,37
2	4	3,42
3	4	3,47
4	4	3,53
5	4	3,26
6	4	3,42
7	4	3,37
8	4	3,47
9	4	2,95
10	4	3,26
Total	40	33,53
Percentage (%)		83,82 %

The percentage obtained from data analysis is 83.82%; this shows that the education staff of the Faculty of Engineering are delighted with the management of human resources at the Faculty of Engineering. The data that has been obtained can be visualized in Figure 1.1.

Figure 1. The results of the satisfaction survey of education personnel within the Faculty of Engineering



Some respondents also provided various suggestions that can be used as a consideration for evaluation so that the services offered by the Faculty of Engineering are even better. The multiple suggestions given by respondents are as follows:

1. Improve fast response managerial skills to all staff at the strategic services and internationalization level.
2. The infrastructure for administrative services needs to be improved.
3. It is necessary to prepare funds to increase competence for all education personnel, especially laboratory personnel, who must be given funds to improve their competence because they are at the forefront of practicum PBM..

B. Discussion

Based on the result data processing carried out on the lecturer satisfaction instrument within the Faculty of Engineering UNY, the lecturers of the Faculty of Engineering UNY are very satisfied (83.82%) with the services provided by the Faculty of Engineering UNY. The results of data processing that have been carried out show that some of the average scores on each question item have varying values. The three question items that have the lowest scores are: 1) Career advancement services (functional, rank, and position). 2) Financial administration. 3) Competency and qualification improvement services (seminars, further education, and training). From these three items, an evaluation can be made so that in the

following year, it can increase. Based on the suggestions given by the respondents, improving services from the Faculty of Engineering can be done, especially in managerial skill improvement activities for education personnel. In addition, additional training and competency certification are also deemed necessary to be given to educational staff, especially laboratory/workshop technicians, to improve each educational staff's competence further.

C. Conclusion

Based Based on the survey data that educational staff respondents have filled in, the services of the Faculty of Engineering UNY to educational staff are categorized as very satisfying. Hence, the quality of service needs to be maintained. Still, several things need to be improved, including the following:

1. Improve education personnel career development services (functional, rank, and position).
2. Improved infrastructure for administrative services.
3. Improved services for developing the competencies and qualifications of education personnel.



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