

INSTRUMENTS FOR EDUCATION STAFF

I. Filling Instructions

1. This questionnaire aims to ask for your opinion/response regarding your satisfaction with civil service and governance services, financial services, human resource management, facilities and infrastructure.
2. Your honest answer is very important for the improvement and improvement of the quality of civil service and governance services, financial services, human resource management, facilities and infrastructure in the future.
3. Choose the answer that you think is the most appropriate to reality.
4. The assessment criteria used are:

very satisfied = 5, satisfied = 4, quite satisfied = 3, less satisfied = 2, dissatisfied = 1

II. Identity

Name :

Unit :

Address :

Gender : a. male b. woman

Education Staff Satisfaction Instrument for Civil Service and Governance Services

No	Indicator	Question	Response				
			1	2	3	4	5
1.	Credibility	<ul style="list-style-type: none"> - Decision making by the leadership is carried out by deliberation and consensus - Moral/material support in the career development of education staffs. - Information and providing career path services 					
2.	Transparency	<ul style="list-style-type: none"> - Involvement in the preparation of the Study Program work program plan. - Involvement of education staffs in the implementation of work programs. - Opportunity to submit suggestions and criticism. 					
3.	Accountability	<ul style="list-style-type: none"> - Determination of subject education staffs according to the education staff's scientific field 					

		- Follow up on criticisms, suggestions and complaints submitted by education staffs.					
4.	Responsibility	- Monitoring the implementation of lectures at the beginning, middle and end of the semester. - Evaluation of education staff performance is carried out every semester. - Giving awards/sanctions for education staffs					
5.	Fair	- Fair treatment to all education staffs					
6.	Education staff Satisfaction in the Promotion Process	- Clarity of information about the terms and conditions of promotion - Ease in managing promotion files					
7.	Education staff Satisfaction in Scholarship	- Ease of getting scholarship information - Transparency in the distribution of scholarship awardee					
8.	Education staff Satisfaction in Ease of Continuing Study	- Providing motivation by the study program leader - Ease in managing further study files					
9.	Education staff Satisfaction in Leave Management	- Clarity of information about leave conditions - Ease of managing leave files					

Suggestions:

VI. Instrument of Satisfaction of the Academic Community on Financial Management Services

No	Question	Response
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		1	2	3	4	5
Planning						
1	The faculty has financial management guidelines as the basis for the preparation of the RKA-KL.					
2	Faculties involve units/departments/ study program /laboratories in the preparation of the RKA-KL					
3	Faculties plan activities that are arranged in the RKA-KL based on the vision, mission, strategic objectives					
Allocation						
6	Office services					
7	Learning					
8	library book					
9	student activities					
10	research activities					
11	community service activities					
12	governance system development services					
13	Institutional and HR					
14	Facilities and infrastructure fo learning					
Accountability						
18	Transparency of budget use in each budgeting post					

Suggestions:

VII. Education staff Satisfaction Instrument for Human Resources Management and Development Services

No	Question	Response				
		1	2	3	4	5
1.	Availability of SOPs regarding employee recruitment and selection					
2.	Availability of SOPs and regulations for implementing the work system					
3.	Information system regarding employee competencies and development plans					
4.	Self-development budget					
5.	Availability and transparency of information regarding seminars and training					
6.	Opportunities to develop self-potential and work (continue studies, training, seminars, etc.)					
7.	Clarity regarding work targets, systems and assessment					

	results					
8.	Giving rewards and punishments for performance results					
9.	Freedom of expression					
10.	Job promotion opportunities					
11.	Conformity of duties with competence					

Suggestions:

VIII. Instruments for the satisfaction of the education staff towards management services for facilities and infrastructure

No	Question	Response				
		1	2	3	4	5
1. Adequacy and Accessibility of Educational Facilities	1. Lecture room 2. Learning facilities in the lecture hall 3. Reference books in the library 4. Laboratories that are relevant to the scientific needs of students 5. Availability of toilet facilities. 6. Availability of worship facilities 7. Availability of lecturer rooms 8. Availability of meeting rooms					
2. Adequacy and Accessibility of Information and Communication Technology Facilities	1. Availability of internet facilities 2. Study program website in providing information					
3. Adequacy of Infrastructure Accessibility	1. Availability of information board facilities 2. Chair/table facilities for lectures 3. Availability of sports facilities 4. Availability of campus parking spaces					

Suggestions: