



LECTURER SATISFACTION SURVEY REPORT

AY 2024–2025

REPORT COMPILER

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FOREWORD

Gratitude prayed to presence Almighty God His mercy and grace , so Report Evaluation Satisfaction Users regarding the Lecturer Room of Semarang PGRI University (UPGRIS) for the 2024/2025 Academic Year can completed with Good .

Report This arranged as form embodiment university commitment in maintain and improve quality service , comfort environment work , and fulfillment standard facilities and infrastructure academic . The data and analysis presented in report This obtained through filling instrument completed evaluation in a way objective by lecturers in the UPGRIS environment .

Compilation report This aim For give description real about level satisfaction users to dimensions physical , facilities work , technology , health and safety , to function social supporters in the room lecturer . Evaluation results This expected can become material reference , evaluation self , as well as base consideration for party management especially the Facilities and Infrastructure unit in determine priority improvement and development facility to front .

Realized that report This Still Far from perfection . Therefore that , criticism , suggestions and constructive input from various parties are highly expected for the sake of improvement system evaluation and reporting in the future come .

Finally, it is conveyed accept greatest love and appreciation to all the lecturers who have take time time For fill in instrument evaluation this , and to all the party that has help smoothness compilation report this . Hopefully report This can give benefit real for progress and improvement quality PGRI Semarang University institution .

Head of LPM UPGRIS



Dr. Ary Susatyo Nugroho, M.Si.

A. BACKGROUND

College tall is institutions education height that has role strategic in print source Power superior , characterful and empowered human beings global competitiveness through implementation Three Pillars Colleges that include education , research , and community service to society . For realize vision In this regard , Semarang PGRI University (UPGRIS) always committed For maintain and improve quality of governance institutional in a way Continuous Quality Improvement. One of the main pillars that supports success implementation guarantee quality external both internal and external is availability as well as eligibility adequate facilities and infrastructure .

Facility physical environment campus No just element support activity academic , but rather vital instruments that are direct influence productivity , comfort , and performance Work all over community academics . In context this , space lecturer hold a very central role . Lecturer's room No only functioning as place stop by or transit between timetable lectures , but rather A room Work professional place lecturer plan teaching , doing study literature , processing research data , compiling article scientific , up to carry out function service social in the form of guidance academic and counseling for students . Therefore that , condition environment physical , availability facility technology , level security , as well as accessibility room lecturer must fulfil standard ergonomic comfort to be able to stimulate atmosphere conducive academic environment .

In line with Regulation of the Minister of Education, Culture , Research, and Technology about National Standards for Higher Education (SN- Dikti), every college tall required For do monitoring , evaluation , and maintenance to facilities and infrastructure in a way periodically to ensure the continuity of a quality learning process . For ensure that facilities provided has fulfil need real users , is required A mechanism bait objective , measurable and accountable feedback direct from the lecturers as users main .

As step concrete in fulfil standard guarantee quality said , Semarang PGRI University has distribute questionnaire " Instrument Evaluation Satisfaction Lecturer Room Users " in the 2024/2025 Academic Year . Evaluation This designed in a way comprehensive For netting perception and level satisfaction lecturers who are measured through four dimensions main dimensions , namely : Physical Dimension , Comfort , and Environment (Tangibles); Dimension Facility Work and Technology (Reliability);

Health, Safety , and Accessibility Dimensions (Accessibility); and Dimensions Social and Function Supporters (Responsiveness).

Through objective data collection this , the party university management , especially the Facilities and Infrastructure (Sarpras) unit, will get clear mapping about aspects facilities that have been walk with good and aspects critical that requires repair immediately . Based on urgency said , then Report Evaluation Satisfaction Users regarding the Lecturer Room of Semarang PGRI University for the 2024/2025 Academic Year compiled . Report This expected can become document references strategic and recommendations factual for ranks leadership in take policy as well as determine work program priorities for improvement quality service infrastructure campus in the future .

B. QUALITY STANDARDS FOR EVALUATION OF SATISFACTION WITH UPGRIS LECTURERS' ROOMS

Quality Standards for Student Satisfaction Evaluation of LMS/E-Learning at UPGRIS we refer to several Internal Quality provisions, namely:

1. Physical Dimensions, Comfort, and Environment (Tangibles)
2. Dimensions of Work Facilities and Technology (Reliability)
3. Health, Safety, and Accessibility Dimensions
4. Social Dimension and Support Function (Responsiveness)

C. IMPLEMENTATION OF EVALUATION OF UPGRIS LECTURERS' ROOM

Evaluation service parking This implemented in a way periodically in the 2024/2025 Academic Year with details operational as following :

1. Implementation Time : Survey satisfaction This held in a way periodically at the end of the even semester Academic Year 2024/2025 (May – June 2025 Period).
2. Subject Evaluation (Respondent): Permanent Lecturer and lecturer No remain in the active environment of Semarang PGRI University (UPGRIS) utilise facility room lecturer as a basis for activity Work daily they .

D. EVALUATION INSTRUMENT TOWARDS UPGRIS LECTURERS' ROOMS
USER SATISFACTION EVALUATION INSTRUMENT
LECTURER ROOM, PGRI SEMARANG UNIVERSITY (UPGRIS)

Introduction

Dear Mr/Ms Lecturer , in frame increase quality service , comfort work , and fulfillment standard means infrastructure in the UPGRIS environment , please your willingness to fill in questionnaire evaluation room lecturer This in a way objective .

Rating Scale :

1 = Not satisfied

2 = Enough Satisfied

3 = Satisfied

4 = Very Satisfied

No	Statement / Indicator Evaluation	Less satisfied	Enough Satisfied	Satisfied	Very satisfied
A. Physical Dimensions, Comfort, and Environment (Tangibles)					
1	Cleanliness , tidiness and aesthetics room lecturer in a way general .				
2	Quality lighting inside room For support activity reading and working .				
3	Performance and comfort temperature air from cooler room (AC).				
5	Quality circulation air and availability ventilation inside room .				
B. Dimensions of Work Facilities and Technology (Reliability)					
1	Feasibility and ergonomics of the desks and work chairs provided.				
2	Availability and security of personal storage cabinets/lockers for documents.				
3	Speed and stability of internet connection (Wi-Fi) in the lecturer room area.				
4	Adequate number and position of power outlets (electrical plugs) in the work area.				
5	Availability and performance of shared facilities (such as printers or scanners).				
C. Health, Safety, and Accessibility Dimensions					
1	<i>The layout</i> of the lecturer's room provides safe space for movement.				

No	Statement / Indicator Evaluation	Less satisfied	Enough Satisfied	Satisfied	Very satisfied
2	Clarity of evacuation routes and availability of fire extinguishers (APAR) around the room.				
3	Easy access to the lecturer's room location from the classroom or parking area.				
4	Availability, proximity, and cleanliness of toilet facilities specifically for lecturers.				
D. Social Dimension and Support Function (Responsiveness)					
1	Availability of adequate areas/partitions to receive student guidance visits.				
2	Availability of supporting facilities (such as drinking water dispensers, rest areas/pantries).				
3	The speed and response of infrastructure officers in following up on complaints/facility damage.				

E. SCORING METHOD FOR EVALUATING SATISFACTION WITH THE LECTURERS' ROOM

collection method used an *online* questionnaire using the application <https://form.upgris.ac.id/>. The questionnaire results were then processed using Microsoft Excel and the results used a score scale method of 1 to 4, for the category of less good score 1, quite good score 2, good score 3 and very good score 4.

$$N = \frac{((n1 \times 1) + (n2 \times 2) + (n3 \times 3) + (n4 \times 4))}{4}$$

N= Result

n1= number of dissatisfied scores

n3= number of satisfied scores

n2= number of scores quite satisfied

n4= number of scores very satisfied

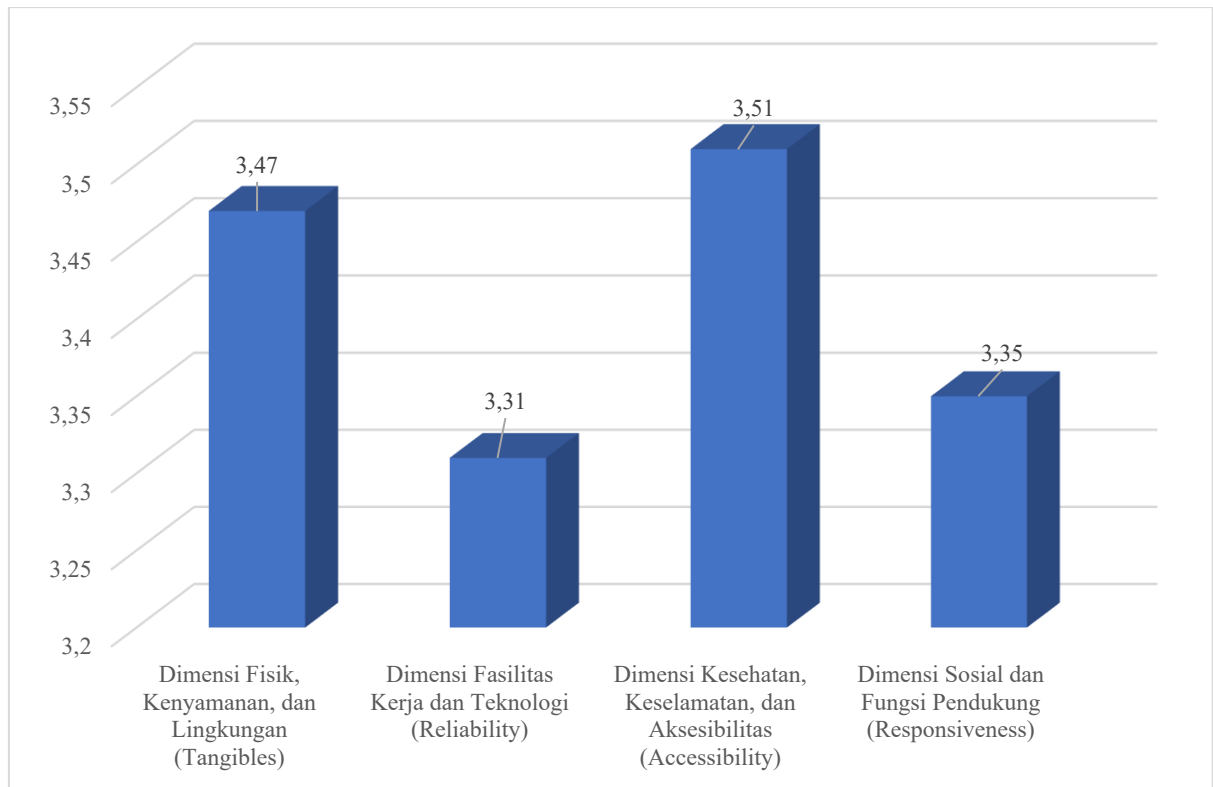
F. EVALUATION RESULTS

Overall, the user satisfaction index for UPGRIS lecturer rooms in the 2024/2025 academic year demonstrated very high and superior performance. Across the four dimensions tested, the cumulative average score ranged from 3.31 to 3.51, indicating that the lecturer room services and facilities were generally rated as **Very Satisfied (3.41)**.

Table 1. Results of the Evaluation of Satisfaction with UPGRIS Lecturer Spaces for the 2024/2025 Academic Year

No	Dimensions and Indicators Evaluation	Average Score	Category
A	Physical Dimensions , Comfort , and Environment (<i>Tangibles</i>)	3.47	Very satisfied
1	Cleanliness , tidiness and aesthetics room lecturer in a way general .	3.55	Very satisfied
2	Quality lighting inside room For support activity reading and working .	3.48	Very satisfied
3	Performance and comfort temperature air from cooler room (AC).	3.44	Very satisfied
4	Quality circulation air and availability ventilation inside room .	3.42	Very satisfied
B	Dimensions Facility Work and Technology (<i>Reliability</i>)	3.31	Very satisfied
1	suitability and ergonomics table as well as chair work provided .	3.38	Very satisfied
2	Availability and security cupboard storage / locker personal For document .	3.35	Very satisfied
3	Speed and stability internet connection (Wi-Fi) in the living area lecturer .	3.12	Satisfied
4	Adequacy number and position of sockets (plugs) electricity) in the work area .	3.45	Very satisfied
5	Availability and performance facility together (such as a printer or scanner).	3.23	Satisfied
C	Health , Safety , and Accessibility Dimensions	3.51	Very satisfied
1	Space layout arrangement lecturer who gives room safe movement .	3.52	Very satisfied
2	Clarity track evacuation and availability tool fire extinguisher fire (APAR) around room .	3.6	Very satisfied
3	Convenience access location room lecturer from room class or parking area .	3.48	Very satisfied
4	Availability , proximity , and cleanliness special toilet facilities lecturer .	3.43	Very satisfied
D	Dimensions Social and Function Support (<i>Responsiveness</i>)	3.35	Very satisfied
1	Availability of adequate area / partition For accept visit guidance student .	3.18	Satisfied

No	Dimensions and Indicators Evaluation	Average Score	Category
2	Availability facility supporting facilities (such as drinking water dispensers , rest areas /pantries).	3.46	Very satisfied
3	Speed and response officer infrastructure in follow up complaints / damage facility .	3.42	Very satisfied



Graph 1. Evaluation of Satisfaction with Lecturer Rooms (UPGRIS) for the 2024/2025 Academic Year

G. EVALUATION AND FOLLOW-UP

As a form of commitment to continuous internal quality assurance (Continuous Quality Improvement), Universitas PGRI Semarang (UPGRIS) applies evaluation principles that do not only stop at data mapping, but are oriented towards real action.

Based on the results of the analysis of the achievements of the four dimensions of quality in Chapter IV, a draft Evaluation and Follow-up Plan (RTL) was prepared as a work guide for the Facilities and Infrastructure Bureau (Sarpras) and related units.

1. Priority Improvement Analysis (Gap Analysis)

Although the cumulative user satisfaction index is in the Very Satisfied range (3.41), several specific indicators remain in the Satisfied category (score <3.25). These

indicators are classified as Areas of Improvement (priority improvements) to achieve excellence in campus infrastructure services.

2. Follow-up Action Plan (RTL) Matrix for the 2024/2025 Fiscal Year

For realize measurable improvements , as follows is matrix plan actions , timelines , and guarantor answer fulfillment standard quality room lecturer :

No	Dimensions / Indicators Critical	Recommendations and Concrete Actions	Timeline (Execution)	Responsible Unit (PJA)	Final Achievement Target
1	Facility Work and Technology	• Do <i>upgrade bandwidth</i> specifically in cluster areas room lecturer .	Odd Semester of Academic Year 2025/2026 (August - September 2025)	ICT UPT & Infrastructure Bureau	speed of 10 Mbps per lecturer (<i>dedicated</i>) with stability network 98%.
	Speed and stability internet connection (Wi-Fi) in the living area lecturer .	• Adding a new <i>Access Point</i> (AP) unit For to unravel density users during peak hours lectures .			
2	Facility Work & Technology	• Provide at least 1 high-performance multidimensional laser printer (print-scan-copy) high in every floor room lecturer .	Odd Semester of Academic Year 2025/2026 (September 2025)	Bureau of Infrastructure & Household Section	Readiness shared printer operations reached 100% on the day Work .
	Availability and performance facility together (printer/scanner).	• Make a schedule monthly routine maintenance (filling ink and checking components).			
3	Social & Function Supporters	• Design and install partition portable (<i>partition acoustic</i>) made of damper surrounding sounds table lecturer .	Semester Break Period (July - August 2025)	Bureau of Facilities and Infrastructure & Deanery Faculty	The creation privacy Work lecturer without bother comfort student moment consult .

No	Dimensions / Indicators Critical	Recommendations and Concrete Actions	Timeline (Execution)	Responsible Unit (PJA)	Final Achievement Target
	Availability of adequate area / partition For accept visit guidance student .	• Optimize utilization <i>room counseling guidance together</i> in the hallway area main faculty .			
4	Physical & Comfort (Prevention)	• Maintain AC performance through implementation <i>Preventive Maintenance</i> (regular AC cleaning) every 3 months very .	Periodic (Every 3 Months)	Technical Infrastructure / Equipment Section	Temperature room consistent is in the range comfortable
	Performance and comfort temperature air from cooler room (AC).	• Replacement of the AC unit that has been over 5 years old with environmentally friendly inverter technology environment .			

3. Monitoring and Quality Control (PPEPP Cycle)

Mechanism supervision to implementation This Follow-Up Plan will escorted strictly by the UPGRIS Quality Assurance Institute (LPM) through stages following :

- a. Control : LPM together team guarantee quality faculty will do inspection field (*Internal Quality Audit - AMI*) in the middle of the Odd Semester of the 2025/2026 Academic Year for ensure partition dividers , new printers , and additions internet *access point* has installed in accordance plan .
- b. Improvement : The results of the internal audit will brought together in the Review forum University level Management (RTM) to discuss effectiveness budget infrastructure and do improvement standard quality infrastructure in the year academic next .

H. CONCLUSION

Based on results data analysis and discussion that has been described in the chapters previously about Evaluation Satisfaction Users regarding the Lecturer Room of Semarang PGRI University (UPGRIS) for the 2024/2025 Academic Year , then can withdrawn a number of conclusion main as following :

1. Superior Quality Satisfaction Level , in general overall , implementation service and quality means infrastructure room UPGRIS lecturers in the 2024/2025 academic year were successful reach excellent performance . This is proven with acquisition the university's cumulative average score of 3.41, which places index satisfaction users is in the Very Satisfied Category .
2. Achievements Highest in Aspect Safety and K3 , Health , Safety and Accessibility dimensions *were* successful record score highest (3.51). Indicator clarity track evacuation as well as availability tool fire extinguisher fire (APAR) becomes most superior points with score 3.60. This is reflect height university commitment in apply K3 standards for the safety of lecturers .
3. Priority Areas Development Technology and Social , although all over dimensions succeed touching the high satisfaction zone , there is a number of necessary indicators get attention as well as maintenance periodically Because is in the " Satisfied " category (score < 3.25). Indicator the covering stability Wi-Fi connection (3.12), performance shared printer/scanner machine (3.23), as well as provision partition adequate portable for guidance area students (3.18).

In a way general , results evaluation from 120 respondents lecturer This confirm that policy procurement and maintenance facility work at UPGRIS has walk optimally and appropriately with expectation user . Report This expected can become foothold strategic for the Bureau of Facilities and Infrastructure (Sarpras) in prepare a work program data - *driven* policy to maintain and improve quality atmosphere Work academic excellence in the future .

I. RECOMMENDATION

Based on the results of data analysis, discussion, and gap analysis evaluation *of* the level of user satisfaction of UPGRIS lecturer rooms for the 2024/2025 academic year, the drafting team formulated several strategic recommendations aimed at the university management, especially the Facilities and Infrastructure Bureau (Sarpras) and the ICT UPT:

1. Campus Wi-Fi Network Optimization
2. Provision and Rejuvenation Shared Facilities (Printer & Scanner)
3. Installation of Partition Walls Portable for Guidance Area
4. System Integration Reporting Damage Digital Based

J. CLOSING

Report Evaluation Satisfaction Users regarding the Lecturer Room of Semarang PGRI University (UPGRIS) for the 2024/2025 Academic Year is one of the embodiment accountability institutions in guard eligibility facilities and infrastructure support academic . Through mapping comprehensive instruments , reports This has give description real about various achievements positive as well as some crucial areas that require repair and maintenance more carry on .

The evaluation results show level satisfaction in the Very Satisfied category (Score 3.41) became proof real that university efforts in fulfil standard comfort , safety and reliability technology in space lecturer has walking on the right track . Although Thus , recommendations and plans action continued that has been formulated in report This must viewed as map urgent strategic roadmap For executed in order to prevent decline quality future services .

Finally, the team compiler convey accept greatest love to all over the party that has contribute , start from filling instruments by the lecturer in person objective until stage processing report this . Hopefully report evaluation This can give contribution meaningful in realize environment Work UPGRIS campus is increasingly prime, ergonomic and professional to support achievement vision superior university.

K. REFERENCE

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