



QUALITY CONTROL DOCUMENT

LABORATORY SERVICES REPORT

**ACADEMIC YEAR
2024/2025**



**QUALITY ASSURANCE AGENCY
UNIVERSITAS PGRI SEMARANG**

Upgrading with Quality

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FOREWORD

We give thanks to the Almighty God for His blessings and abundant grace, which have enabled the completion of the Monitoring and Evaluation (Monev) of Laboratory Services at Universitas Persatuan Guru Republik Indonesia, Semarang. for the 2024/2025 academic year.

We would like to express our gratitude to the honourable: 1) Chair of the YPLP PT PGRI Semarang; 2) Rector of the Universitas Persatuan Guru Republik Indonesia, Semarang. ; 3) As well as all relevant parties for the successful implementation of the Monitoring and Evaluation of Laboratory Services at the Universitas Persatuan Guru Republik Indonesia, Semarang. for the 2024/2025 academic year, with all the facilities and support provided.

This Laboratory Services Monitoring and Evaluation, as a quality assurance initiative, aims to gather information on laboratory services for students in relation to their academic interests, which forms part of the implementation of services within the four pillars of higher education towards the achievement of UPGRIS's vision and mission.

The UPGRIS Quality Assurance Agency hopes that the results of this Laboratory Services Monitoring and Evaluation can be used as input and consideration for the quality of higher education provision.

Furthermore, in the coming period, Monitoring and Evaluation of Laboratory Services at the Universitas Persatuan Guru Republik Indonesia, Semarang. will continue to be carried out so that the relevant parties can make improvements and enhancements.

Quality Assurance Agency, Universitas PGRI
Semarang

Dr. Ary Susatyo Nugroho, M.Si.

A. BACKGROUND

National educational development is an effort to foster rational thinking, shape the character and civilisation of the Indonesian nation to be intelligent and dignified. National educational development aims to develop the potential of learners so that they become individuals who are faithful and devout to God Almighty, possess noble character, are healthy, knowledgeable, competent, creative, independent, and become democratic and responsible citizens. Educational development is vital for the nation's progress; therefore, higher education institutions must actively fulfil the functions and roles of education through their vision and mission. As a higher education institution that nurtures scholars, Universitas Persatuan Guru Republik Indonesia, Semarang, must be capable of bringing about positive change for the Indonesian nation. Universitas Persatuan Guru Republik Indonesia, Semarang, possesses several buildings, fields, halls, and vehicles supporting activities spread across the entire campus area.

Public facilities are facilities provided for the public good. These facilities can be utilised by the entire academic community for personal development and the cultivation of professional and scholarly character. Facilities are continuously developed in line with global advancements. Facilities can provide well-being and benefits to those who use them, supporting intellectual and professional needs to ensure the smooth running of the teaching and learning process.

A laboratory (lab) is a place where scientific research, experiments, measurements or scientific training are carried out. Laboratories are usually designed to allow these activities to be carried out in a controlled manner (Anonymous, 2007). Meanwhile, according to Emha (2002), a laboratory is defined as a place for conducting experiments, investigations, and so on related to physics, chemistry, and biology or other fields of science. One of the efforts currently being made to ensure services meet their objectives is to optimise laboratory services by applying quality management principles to student services.




Given the importance of information regarding UPGRIS laboratory services, the Quality Assurance Agency needs to conduct Monitoring and Evaluation of Laboratory Services for the 2024/2025 Academic Year through a questionnaire, so that the results of this analysis are expected to serve as input and a basis for review by the university, in this case the Universitas Persatuan Guru Republik Indonesia, Semarang, particularly

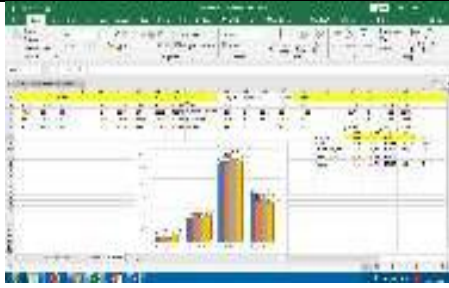



regarding laboratory services that can provide excellent service to the entire academic community.

B. IMPLEMENTATION MONITORING AND EVALUATION UPGRIS LABORATORY SERVICES

In the implementation of this monitoring and evaluation, various stages of activities were carried out with the following results.

Table 1. Stages of Monitoring and Evaluation of Laboratory Services at the Universitas Persatuan Guru Republik Indonesia, Semarang

Day/Date	Activity	Parties Involved	Results	Document
	Initial questionnaire			
Monday, 13 April 2026	Revised questionnaire	LPM, evaluation expert, curriculum expert	Final questionnaire	
Tuesday, 14–20 April 2026	Questionnaire completion	Students	Completed questionnaire	

Monday, 20 April 2026	Processing of questionnaires Lab Service Monitoring and Evaluation	LPM	Data analysis	
Wednesday, 22 April 2026	Drafting of the report	LPM	Draft report	
Thursday, 23 April 2026	Presentation of the draft report	LPM in FGD		
Friday, 24 April 2026	Compilation of the final	LPM	Report	

C. INSTRUMENT MONITORING AND EVALUATION LABORATORY SERVICES AT UPGRIS

SURVEY ON LABORATORY SERVICES AT UNIVERSITAS PGRI SEMARANG

Department/Programme :

Year/Semester :

Level : BSc/MSc*

Gender : Male Female

INSTRUCTIONS:

1. You are asked to complete the following questionnaire.
2. The purpose of this survey is to help UPGRIS evaluate your satisfaction with the Laboratory Services at UPGRIS.
3. Your responses will be used to help improve the quality of UPGRIS Laboratory Services.
4. This questionnaire is anonymous; you do not need to provide your name.
5. Please tick (√) the appropriate box from the available options:

1. Poor	3. Good
2. Fair	4. Very Good

No.	Statement	Answer Options			
		1	2	3	4
a. Attitude					
1.	The courtesy of laboratory staff in providing services.				
2.	The laboratory assistant's friendliness when providing service.				
3.	Laboratory staff's consideration in understanding students' interests and/or difficulties.				
b. Quality of Service					
1.	The quality of laboratory assistants' service in meeting students' needs				
2.	The presence of laboratory assistants at the workplace during working hours.				
3.	Laboratory assistants provide assistance to students when they encounter problems.				
4.	The speed of service provided by laboratory assistants.				
c. Competencies of a Laboratory Technician					
1.	Laboratory assistants have the ability to serve the interests of students.				
2.	Laboratory assistants' proficiency in mastering information and/or materials related to laboratory services.				
3.	Clarity of laboratory assistants' service procedures in providing services.				
4.	Consistency of laboratory technicians in providing their services.				
d. Facilities					
1.	Availability of equipment in the laboratory.				
2.	The modernity of equipment in the laboratory.				
3.	Workplace safety in the laboratory.				
4.	Comfort of the laboratory space.				

*) cross out what does not apply

D. SCORING METHOD FOR THE EVALUATION OF UPGRIS LABORATORY SERVICES

Data was collected from respondents using an online questionnaire via the form.upgris.ac.id system. The questionnaire results were subsequently processed using Microsoft Excel and scored on a scale of 1 to 4, with 1 indicating 'poor', 2 'good', 3 'very good' and 4 'excellent'.

$$N = \frac{((n1x1) + (n2x2) + (n3x3) + (n4x4))}{4}$$

Notes:

N = Percentage of Laboratory Service Satisfaction

n1 = number of 'poor' scores n3 = number of 'Good' scores

n2 = number of 'Good' scores n4 = number of excellent scores

With the following ratings:

- | | |
|-------------|--------------|
| 1. Poor | 3. Good |
| 2. Not Good | 4. Very Good |

The scoring criteria are as follows:

- | | |
|-------------------------------|----------------------------------|
| 1. 85 to 100 = Very Satisfied | 3. 55 to 69.9 = Fairly Satisfied |
| 2. 70 to 84.9 = Satisfied | 4. 0 to 54.9 = Not Satisfied |

E. MONITORING RESULTS

The results of the Monitoring and Evaluation of Laboratory Services successfully gathered a total of 4,123 respondents. The summary data of the Laboratory Services monitoring and evaluation (in percentages) by faculty is presented in the following table.

Table 2. Summary Data of Laboratory Service Monitoring and Evaluation,

Faculty of Education

No	Competency	Score				Average
		1	2	3	4	
1	Attitude	0	9.92	61.87	28.21	80.82
2	Service Quality	0	12.35	60.04	27.61	79.62
3	Competence	0	11.95	55.87	32.18	81.06
4	Facilities	0	8.78	60.98	30.24	81.37

Table 3. Summary Data on Monitoring and Evaluation of Laboratory Services at the Faculty of Social Sciences and Physical Education

No	Competency	Score				Average
		1	2	3	4	
1	Attitude	0	17.51	57	25.49	77.49
2	Service Quality	1.83	16.59	60.51	21.07	76.21
3	Competence	2.5	20.61	53.62	23.27	74.67
4	Facilities	1.48	20.92	56.88	20.72	74.96

Table 4. Summary Data on Monitoring and Evaluation of Laboratory Services at the

Faculty of Mathematics, Natural Sciences and Information Technology

No	Competency	Score				Average
		1	2	3	4	
1	Attitude	1.15	8.64	59.55	30.66	81.18
2	Service Quality	0	8.87	67.7	23.43	79.54
3	Competence	0	7.15	65.17	27.68	81.33
4	Facilities	1.25	13.85	59.83	25.07	78.18

Table 5. Summary Data on Monitoring and Evaluation of Laboratory Services at the Faculty of Language and Arts Education

No	Competency	Score				Average
		1	2	3	4	
1	Attitude	0.61	11.14	59.77	28.48	80.03
2	Service Quality	1.48	14.89	62.07	21.56	76.92
3	Competence	0.58	16.65	57.76	25.01	77.8
4	Facilities	2.5	14.72	59.05	23.73	76.75

Table 6. Summary Data on Monitoring and Evaluation of Laboratory Services at the Faculty of Engineering and Informatics

No	Competency	Score				Average
		1	2	3	4	
1	Attitude	0	9.42	60.99	29.59	81.14
2	Service Quality	0.56	15.46	54.52	29.46	79.17
3	Competence	0	9.53	58.24	32.23	81.43
4	Facilities	2.82	18.18	50.53	28.47	76.91

Table 7. Summary Data on Monitoring and Evaluation of the Faculty of Law

Laboratory Services

No	Competency	Score				Average
		1	2	3	4	
1	Attitude	0	8.35	33.33	58.32	88.49
2	Service Quality	0	16.78	27.78	55.44	85.67
3	Competence	0	0	39.87	60.13	90.53
4	Facilities	0	11.23	44.44	44.33	84.28

Table 8. Summary Data on Monitoring and Evaluation of Laboratory Services at the Faculty of Economics and Business

No	Competency	Score				Average
		1	2	3	4	
1	Attitude	0	6.5	48.15	45.35	85.59
2	Service Quality	0	7.02	56.94	36.04	83.18
3	Competence	0	8.65	65.28	26.07	80.36
4	Facilities	0	7.06	55.56	37.38	83.53

Table 9. Summary Data of Laboratory Service Monitoring and Evaluation

No	Competency	Score				Aver age
		1	2	3	4	
1	Attitude	0	10.37	54.38	35.25	81.85
2	Service Quality	0.1	14.3	55.65	29.95	79.61
3	Competence	0.17	11.07	56.8	31.96	80.71
4	Facilities	1.13	13.47	55.33	30.07	79.44

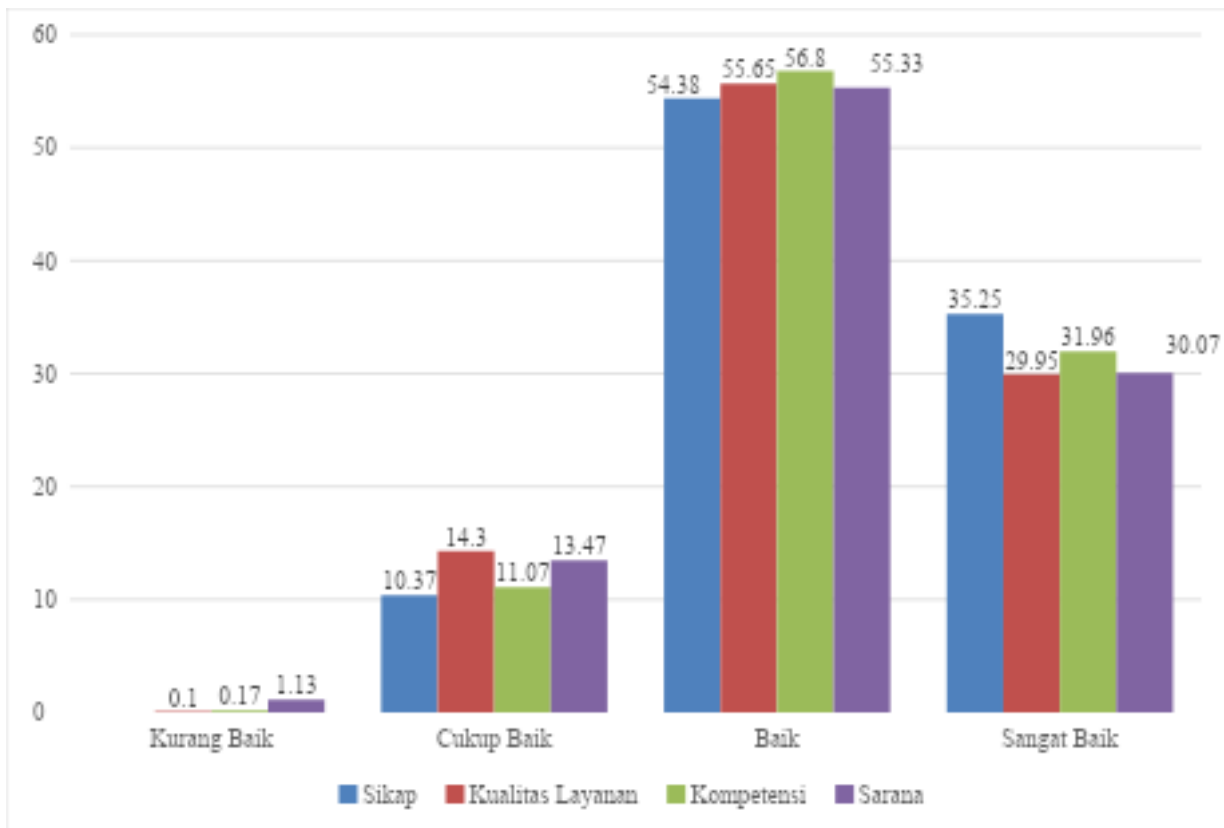


Figure 1. Summary Data of Laboratory Service Monitoring and Evaluation

F. EVALUATION AND FOLLOW-UP

Based on the results of the Monitoring and Evaluation (Monev) of Laboratory Services at Universitas Persatuan Guru Republik Indonesia, Semarang for the 2024/2025 Academic Year, which involved 4,123 respondents, it was found that laboratory services

were generally in the 'Good' category. The Attitude aspect received an average score of 81.85; Competence received an average score of 80.71; Service Quality received an average score of 79.61; and Facilities received an average score of 79.44.

These results indicate that laboratory staff have provided good service to students, in terms of courtesy, friendliness, service ability, and laboratory facilities support. Nevertheless, there are still several aspects that need to be improved to achieve the 'Very Good' category across the board.

The evaluation of each aspect is as follows:

1. Attitude

The attitude aspect received the highest score compared to the other aspects. This indicates that laboratory assistants have been able to provide courteous, friendly, and caring service towards students' needs. However, consistency in service to all students needs to be maintained and improved.

Follow-up

- a. Conduct training and strengthen a culture of excellent service for all laboratory staff.
- b. Organise training in effective communication and service based on user satisfaction.
- c. Conduct regular monitoring of the quality of interactions between laboratory staff and students.

2. Service Quality Aspect

The service quality aspect received an average score of 79.61, indicating that laboratory services are functioning well. However, some respondents still felt that there was a need to improve the speed of service and the availability of laboratory staff during service hours.

Follow-up

- a. Developing and disseminating more effective standard operating procedures (SOPs) for laboratory services.
- b. Optimise service schedules and laboratory staff attendance in line with user needs.
- c. Develop a digital-based service system to facilitate access to laboratory services.

3. Competence Aspect

The competency aspect achieved an average score of 80.71, indicating that laboratory technicians possess good ability in providing information and guidance to students.

However, improvements in technical competence and mastery of laboratory technology are still required.

Follow-up

- a. Enhancing training programmes and certification of laboratory technicians' competencies.
- b. Involve laboratory technicians in workshops, seminars, and continuous professional development activities.
- c. Conduct periodic competency evaluations to ensure alignment with advancements in laboratory technology.

4. Facilities

The facilities aspect received an average score of 79.44 and was the aspect with the lowest score compared to the others. These results indicate the need to improve the quality of laboratory facilities, particularly regarding the completeness and modernity of equipment, workplace safety, and the comfort of laboratory spaces.

Follow-up

- a. Conduct regular inventories and mapping of laboratory equipment requirements.
- b. Allocate a budget for the procurement and updating of laboratory equipment that supports practical work and research activities.
- c. Improve laboratory occupational health and safety (OHS) standards.
- d. Carry out routine maintenance and improve the comfort of the laboratory environment.

Overall, the evaluation results indicate that the laboratory services at Universitas Persatuan Guru Republik Indonesia, Semarang are functioning well and are able to meet user needs. However, continuous improvement efforts remain necessary to enhance service quality so as to achieve the 'Very Good' category across all assessed aspects.

G. CONCLUSION

Based on the results of the Monitoring and Evaluation (Monev) of the Universitas Persatuan Guru Republik Indonesia, Semarang Laboratory Services for the 2024/2025 Academic Year, which involved 4,123 respondents, an average laboratory service satisfaction score of **80.04** was obtained, falling into the **Satisfied** category. These results indicate that laboratory services have been able to meet students' expectations regarding staff attitude, service quality, laboratory staff competence, and laboratory facilities.

When compared with the results of the Monev for the previous academic year, which achieved an average score of **78.14**, there was an **increase of 2.89%** in the 2024/2025 academic year. This improvement reflects the continuous enhancement of laboratory service quality undertaken by Universitas Persatuan Guru Republik Indonesia, Semarang through the development of laboratory staff competence, optimisation of student services, and improved management of laboratory facilities and infrastructure.

Although these achievements indicate a positive trend, UPGRIS must continue to make sustained efforts to improve quality, particularly in the areas of service quality and laboratory facilities, which still have a relatively lower average score compared to other aspects. Consequently, it is hoped that in the coming period, all aspects of laboratory services will achieve the **'Very Good'** category and make a more optimal contribution to the delivery of education, research, and community service at Universitas Persatuan Guru Republik Indonesia, Semarang.

H. RECOMMENDATIONS

Based on the results of the Monitoring and Evaluation (Monev) of the Universitas Persatuan Guru Republik Indonesia, Semarang Laboratory Services for the 2024/2025 Academic Year, which showed an average satisfaction score of 80.04 and an increase of 2.89% compared to the previous year, the following recommendations are made:

1. To improve the quality of laboratory services by strengthening a culture of excellent service, so that laboratory staff can provide services that are more responsive, friendly, and student-centred.
2. Continuously improve laboratory staff competence through training, workshops, certification, and professional development activities relevant to developments in laboratory technology.

3. Improve laboratory occupational health and safety (OHS) by providing safety facilities, disseminating safety procedures, and monitoring the implementation of OHS standards.
4. Improving the comfort of the laboratory environment through spatial planning, cleanliness, lighting, air circulation, and other supporting facilities to support practical and research activities.
5. Setting targets for improving laboratory service satisfaction in the next academic year so that the average satisfaction rating can rise from the 'Good' category to the 'Very Good' category.

Through the consistent and sustained implementation of these recommendations, it is hoped that the quality of laboratory services at Universitas Persatuan Guru Republik Indonesia, Semarang will continue to improve and be able to support the achievement of the university's vision, mission, objectives, and quality targets.

I. CONCLUSION

The Monitoring and Evaluation (Monev) of Universitas Persatuan Guru Republik Indonesia, Semarang Laboratory Services for the 2024/2025 Academic Year is one form of implementation of the Internal Quality Assurance System (SPMI) in an effort to foster a culture of sustainable quality within the university. This activity aims to gather information and feedback from students as users of laboratory services in order to measure satisfaction levels and identify aspects that need to be maintained or improved.

The results of the monitoring and evaluation indicate that the laboratory services at Universitas Persatuan Guru Republik Indonesia, Semarang are in the 'Good' category with an average satisfaction score of 80.04, representing an increase of 2.89% compared to the evaluation results from the previous academic year. This achievement demonstrates the commitment and sustained efforts of all parties in enhancing the quality of laboratory services to support the learning process, research, and the development of students' competencies.

The Quality Assurance Agency hopes that the findings of this report will serve as a basis for consideration by university leadership, faculties, study programmes, and laboratory managers in formulating policies and programmes to improve the quality of laboratory services. It is hoped that the various recommendations outlined will be systematically and continuously implemented to enhance service quality in the coming period.

Finally, we would like to express our gratitude to all students who participated as respondents, as well as to all parties who supported the implementation of the Monitoring and Evaluation of Laboratory Services at Universitas Persatuan Guru Republik Indonesia, Semarang for the 2024/2025 Academic Year. We hope that the results of this evaluation will contribute to the development of laboratory service quality and the overall progress of Universitas Persatuan Guru Republik Indonesia, Semarang.

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