



STUDENT ORGANISATION SPACE EVALUATION EXERCISE YEAR 2024/2025



QUALITY ASSURANCE AGENCY
UNIVERSITAS PGRI SEMARANG

Moving Forward with Quality

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FOREWORD

Praise and thanks be to Allah SWT for all His mercy and guidance, so that this Report on Student Satisfaction with Student Organisations (Ormawa) at the Universitas PGRI Semarang (UPGRIS) for the 2024/2025 Academic Year could be successfully completed by the Quality Assurance Agency (LPM).

Student organisation spaces, whether for the Student Executive Board (BEM), the Student Representative Council (DPM), Student Associations (HIMA), or Student Activity Units (UKM), are vital facilities in supporting the development of students' leadership skills, interests, talents, and reasoning outside the classroom. This evaluation is designed to assess the suitability, adequacy, and comfort of these facilities in facilitating organisational activities.

We would like to thank the university leadership, the Student Affairs Office, and the student organisation officials who have actively participated in completing this quality control instrument. We hope this report will serve as a strategic foundation for the improvement of facilities supporting outstanding student activities.

Chair of the LPM UPGRIS



Dr. Ary Susatyo Nugroho, M.Si.

A. BACKGROUND

Higher education is a crucial phase in the development of students' character, intellectual capacity, and global competencies. At the Universitas PGRI Semarang (UPGRIS), the process of shaping graduate quality does not rely solely on curricular activities within classrooms or academic laboratories, but is also massively supported by co-curricular and extra-curricular activities facilitated through Student Organisations (Ormawa). Ormawa—which encompasses the Student Executive Board (BEM), the Student Representative Council (DPM), the Programme Study Student Association (HIMA), and various Student Activity Units (UKM)—serves as a social laboratory and the primary incubator for leadership. It is through these platforms that students hone essential soft skills, such as organisational ability, tactical communication, conflict resolution, teamwork, and collective problem-solving.

For student organisations to function optimally and productively, the availability of appropriate facilities and infrastructure is essential. The secretariat or student organisation room is not merely a place for storing administrative files, but serves as a command centre, a space for discussion, a venue for the formulation of creative ideas, and a space for cross-cultural interaction amongst officials. The comfort, safety, and physical suitability of these organisational spaces have a strong sociological correlation with work motivation, mental health, and the effectiveness of student programme implementation. High-quality non-academic support facilities will foster a healthy and high-achieving organisational culture.

In the 2024/2025 Academic Year, the dynamics of student activities at UPGRIS have seen a significant surge. This is driven by the extensive implementation of programmes focused on community service, the Merdeka Belajar Kampus Merdeka (MBKM) initiative, and preparations for national-level scientific and talent competitions. The high frequency of use of these secretariat spaces simultaneously presents complex challenges in the management of physical facilities. Various issues related to space capacity limitations (space management), the suitability of working equipment, thermal comfort (air circulation), and the availability of digital

infrastructure such as the campus internet network, are the most frequently encountered challenges by organisational executives in the field.

Recognising this urgency, the Quality Assurance Agency (LPM) of Universitas PGRI Semarang deemed it necessary to conduct a comprehensive evaluation based on the perspective of service users. This audit of student facilities was objectively conducted using quality control instruments to map the actual level of satisfaction among Ormawa officials. This Evaluation Report on Student Organisation Spaces for the 2024/2025 Academic Year has been compiled to identify the quality of facilities, analyse the root causes of issues hindering the comfort of organisational activities, and formulate data-driven strategic improvement recommendations. This initiative is a tangible manifestation of UPGRIS's commitment to providing a humanistic, inclusive, and supportive campus ecosystem to foster student achievements at both national and international levels.

B. QUALITY STANDARDS FOR THE EVALUATION OF UPGRIS STUDENT ORGANISATION SPACE SERVICES

The evaluation of the suitability of student organisation spaces at UPGRIS is based on the following quality criteria:

1. UPGRIS Non-Academic Facilities and Infrastructure Standards: Stipulate that every legally recognised student organisation must be provided with a secretariat space that is safe, clean, and supports the organisation's operational functions.
2. User Satisfaction Index (LPM): The satisfaction index regarding spaces supporting student activities must be at least in the "Good" category (score > 2.50).
3. Minimum Facility Standards: Secretariat rooms should ideally have adequate lighting, good air circulation, basic furniture (desks and chairs), and stable access to campus information/internet.

C. IMPLEMENTATION OF THE EVALUATION OF STUDENT ORGANISATION ROOM SERVICES

This service evaluation will be carried out periodically during the 2024/2025 Academic Year with the following operational details:

1. Timing: Data collection will take place at the end of the Even Semester of the 2024/2025 Academic Year (May–June 2025).

2. Sampling Method: A digital questionnaire was distributed to representatives of active student organisations (BEM, DPM, HIMA, UKM) who utilise secretariat rooms on the UPGRIS campus.
3. Nature of the Evaluation: Conducted periodically and anonymously to ensure the objectivity of the assessment of the facilities provided by the university administration.

D. EVALUATION INSTRUMENT FOR STUDENT ORGANISATION ROOM SERVICES

The Quality Control Instrument designed by the LPM covers two main aspects of evaluation with the following items:

1. Physical Aspects & Environmental Comfort (Room Conditions):
 - a. Cleanliness and tidiness of the student organisation room.
 - b. Adequacy of air circulation and lighting within the room.
 - c. Appropriateness of room size/area in relation to the number of organisation members.
2. Support Facilities & Inventory Aspects (Facility Performance):
 - a. Availability of basic furniture (desks, chairs, filing cabinets).
 - b. Stability of internet/Wi-Fi access in the secretariat area.
 - c. Clarity regarding the procedure for requesting repairs to damaged student union facilities.

E. SCORING METHOD FOR THE EVALUATION OF STUDENT ORGANISATION ROOM SERVICES

The data collection method for respondents used an *online* questionnaire via the applications, <https://form.upgris.ac.id/> and . The questionnaire results were subsequently processed using Microsoft Excel and scored on a scale of 1 to 4, with 1 representing ‘poor’, 2 ‘fair’, 3 ‘good’ and 4 ‘very good’.

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

N = Results

n1 = number of ‘poor’ scores

n3 = number of ‘good’ scores

n2 = number of ‘fairly good’ scores

n4 = number of ‘very good’ scores

The scoring criteria are as follows:

- 85 to 100 = Very Satisfied 3. 55 to 69.9 = Dissatisfied
- 70 to 84.9 = Satisfied 4. 0 to 54.9 = Very Dissatisfied

F. EVALUATION RESULTS

Based on the tabulation of questionnaire data collected by the Quality Assurance Agency (LPM) from student respondents, the evaluation results for the Student Activity Centre services are as follows:

Table 1. Evaluation Results of the UPGRIS Student Activity Room Service for the 2024/2025 Academic Year

No	Evaluation Statement Indicator	Average Score	Category	Actual Field Conditions
A	Physical Aspects and Environmental Comfort			
1	Cleanliness and tidiness of the organisation's premises.	2.85	Good	The premises are assessed as clean, but the maintenance of internal tidiness is left to the commitment of each student organisation.
2	Adequacy of air circulation and lighting.	2.68	Good	The lighting is adequate, but some rooms feel hot during the day due to a lack of cooling units (fans/air conditioning).
3	Suitability of room size/area.	2.4	Fair	Critical Point: Some secretariat rooms (particularly HIMA) are considered too cramped when used for plenary meetings of members.
B	Support Facilities & Inventory Aspects			
1	Availability of basic furniture (tables, chairs, cupboards).	2.95	Good	Basic furniture facilities are well-provided for the organisation's administrative needs.
2	Stability of campus internet/Wi-Fi access.	2.25	Fairly good	Critical Issue: The Wi-Fi connection often experiences <i>delays</i> or disconnections during peak student activity times.
3	Clarity of procedures for requesting repairs to infrastructure.	3.02	Good	The process for reporting facility damage to the Housekeeping Department is considered clear and well-structured.

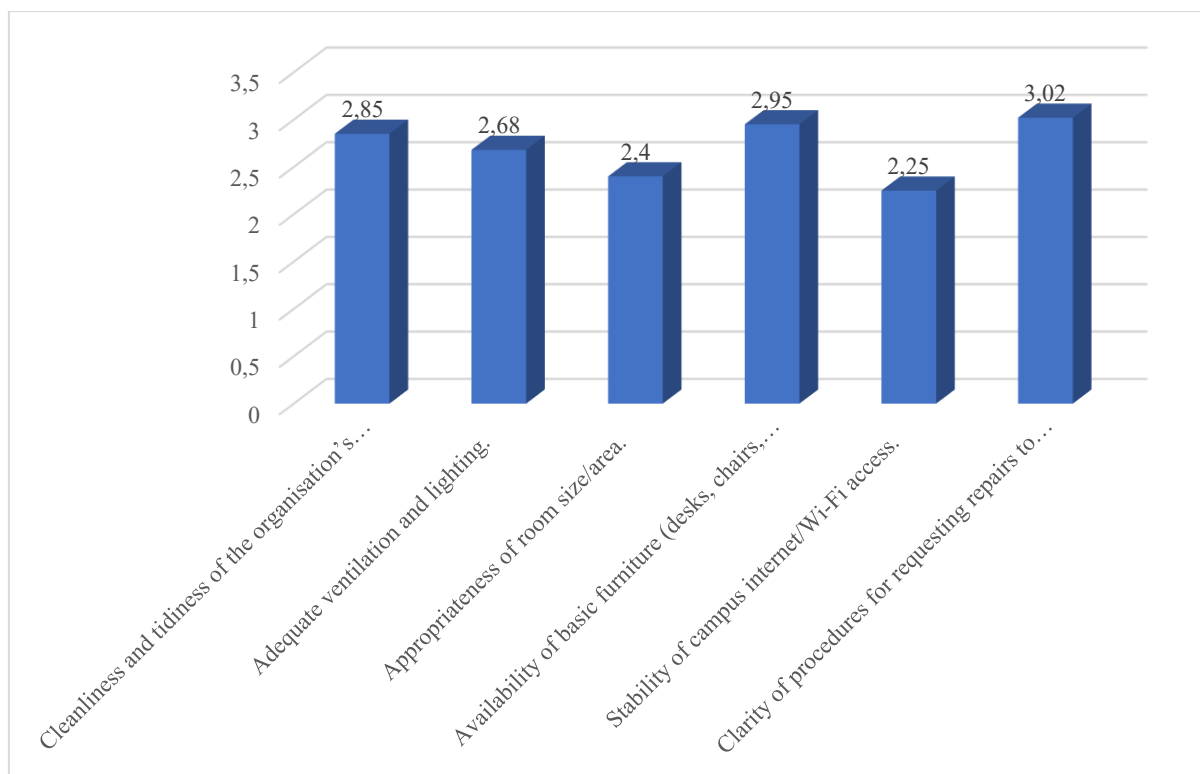


Figure 1. Evaluation of Student Activity Room Services (UPGRIS) Academic Year 2025/2026

G. EVALUATION AND FOLLOW-UP

Based on the compilation of quantitative data from evaluation instruments distributed by the Quality Assurance Agency (LPM) to student organisation officials (BEM, DPM, HIMA, and UKM) and reinforced by the results of field audits, the evaluation team identified a number of critical gaps between the quality standards for student facilities and the reality on the ground.

The following is an in-depth analysis, together with a recommended action plan matrix (RTL), to be implemented in the next academic year:

1. Sectoral Gap Analysis

A. Analysis of Room Density and Suitability (Score: 2.40 – Category: Fairly Good)

Critical Findings: The indicator for the suitability of room size or area received the second-lowest score. Students, particularly those serving as officers in the Programme Study Student Association (HIMA), complained about the limited capacity of the secretariat rooms, which average only 3x4 square metres in size. This area is considered inadequate when the organisation needs to hold plenary coordination meetings or store logistics for large-scale activities.

Root Cause Analysis: The shortage of physical space is caused by the growth in the number of new degree programmes and the diversification of student organisations at UPGRIS, which has not been matched by the addition of a Student Centre. Consequently, a single room has had to be partitioned in a makeshift manner, or even several small organisations have had to share the same functional space.

B. Analysis of Campus Digital Infrastructure/Wi-Fi Barriers (Score: 2.25 – Category: Fairly Good)

The indicator for the stability of internet access was identified as the weakest point in this survey. Slow internet connections or frequent disconnections were deemed to significantly hinder the efficiency of drafting activity proposals, preparing accountability reports (LPJ), and digital coordination among student officers.

Root Cause Analysis: the density of devices connected at a single point (high device density) in the Ormawa block area is very high. The large number of students accessing the campus Wi-Fi simultaneously, without any specific bandwidth restrictions or allocation per secretariat room, causes the router to become overloaded (throughput bottleneck).

C. Analysis of Physical Comfort and Air Circulation (Score: 2.68 – Good Category)

Although classified as ‘Good’, the air circulation score is at the lower end of the scale. During the day (11:00–14:00 WIB), the temperature inside some of the secretariat rooms rises sharply, causing thermal discomfort for students carrying out their activities.

Root Cause Analysis: The ventilation design of the old student centre tends to have few external windows, with the majority relying solely on a single wall-mounted fan. The high accumulation of paper documents, organisational materials, and the non-ergonomic arrangement of furniture further exacerbate poor indoor air quality.

2. Priority-Based Action Plan (RTL) Matrix

As a concrete mitigation measure based on the findings of the above analysis, the following follow-up programme has been developed in collaboration between the Student Affairs Office, the Facilities and Infrastructure Section (Sarpras), and UPTTIK UPGRIS:

No	Problem Indicators & Scores	Analysis of Improvement Needs	Follow-up Plan (RTL) / Work Programme (FY 2025/2026)	Quality Achievement Targets	Person in Charge (Pari Passu)
1	Campus Wi-Fi Stability (Score: 2.25)	Improvement of <i>bandwidth</i> and digital connection stability in the secretariat block.	<ul style="list-style-type: none"> • Installation of <i>High-Density Access Point</i> (AP) upgrades in the main Ormawa corridor. 	Stable connection with low <i>latency</i> , free from disruptions during peak lecture hours.	UPTTIK & Student Affairs Office
			<ul style="list-style-type: none"> • Implementing a dedicated <i>bandwidth</i> allocation configuration (minimum 20 Mbps per secretariat) secured with an internal password for the management. 		
2	Suitability of Floor Area (Score: 2.40)	A solution to physical space constraints without the need for new building construction.	<ul style="list-style-type: none"> • Initiating the creation of an integrated "Ormawa Co-Working Space" using an unused communal hall. 	Reducing staff congestion in cramped independent secretarial offices by up to 40%.	Facilities & Student Affairs Division
			<ul style="list-style-type: none"> • Providing an online application-based system for booking large meeting rooms (<i>smart scheduling</i>) to ensure order and organisation. 		
3	Air Circulation and Comfort (Score: 2.68)	Improvements to the layout and reduction of room temperature (<i>thermal comfort</i>).	<ul style="list-style-type: none"> • Procuring and installing <i>exhaust fans</i> in every room with few windows. 	The rooms have healthy fresh air circulation and a more ergonomic layout .	Student Affairs Office & Student Organisation Representatives

No	Problem Indicators & Scores	Analysis of Improvement Needs	Follow-up Plan (RTL) / Work Programme (FY 2025/2026)	Quality Achievement Targets	Person in Charge (Pari Passu)
			<ul style="list-style-type: none"> Organising the "Student Organisation Green & Clean Campaign" programme, comprising a cleanliness audit and the digitisation of old paper archives to dispose of unused items. 		

3. Sustainability Analysis

The Quality Assurance Agency (LPM) emphasises that the refurbishment of student organisation spaces is not merely a matter of the aesthetics of physical facilities. A comfortable secretariat space, supported by responsive internet connectivity, has been proven to psychologically enhance the organisation's work efficiency, reduce stress levels among officials, and stimulate students' creativity and productivity outside of lecture hours.

Conversely, if these shortcomings (particularly regarding internet access and space constraints) are ignored, there is a risk of a decline in the quality of student organisation administration, delays in the submission of activity proposals, and a reduction in the competitiveness of UPGRIS students in achieving success at various national-level student competitions. Integrated improvements in the coming academic year are essential.

H. CONCLUSION

Based on the entire process of data collection, gap analysis, and root cause investigation conducted by the Quality Assurance Agency (LPM) regarding student organisation facilities, the following key conclusions can be drawn:

1. Facility Quality Index Within the Safe Range Overall, the facilities and spaces for student organisations at the Universitas PGRI Semarang for the 2024/2025 academic year are deemed adequate and meet minimum operational standards. This is indicated by an

Average Aggregate Index score of 2.69 out of 4.00, placing student officials' satisfaction in the 'Good' category.

2. Compliance with Procedures and Availability of *Basic Furniture* Are Key Strengths Student organisation officials gave positive feedback on two key indicators: *the clarity of procedures for requesting repairs to infrastructure*, which received the highest score of 3.02 (Good), and *the availability of basic furniture* (tables, chairs, filing cabinets), which scored 2.95 (Good). The university administration was assessed as responsive and transparent in facilitating the basic logistical needs of organisational administration.
3. Digital Network Infrastructure as the Main Obstacle The evaluation identified a critical cyber issue regarding *the stability of campus internet/Wi-Fi access*, which received the lowest score of 2.25 (Fair). User density during peak hours of student activity triggers an overload on the transmitters, thereby hindering the smooth completion of digital administrative tasks and the drafting of Ormawa work programme proposals.
4. Spatial Constraints Reduce Physical Comfort *The indicator for room size/area* falls within the vulnerable zone with a score of 2.40 (Fair Category), particularly within the Student Programme Associations (HIMA). The growth in the number of students and organisations, which is not linear with the availability of physical space, creates overcrowding within the secretariat, which indirectly reduces thermal comfort and clean air circulation (score 2.68) for officials whilst carrying out activities during the day.

I. RECOMMENDATIONS

Based on the conclusions of the evaluation and *root cause analysis* of student organisations at UPGRIS, the Quality Assurance Agency (LPM) has formulated several strategic recommendations addressed to the Student Affairs Bureau, UPTTIK, and the Infrastructure and Facilities Section (Sarpras), as follows:

1. Upgrading Digital Infrastructure Through Targeted *Bandwidth* Restrictions: To address the lowest score for internet stability (score 2.25), UPTTIK is recommended to install *high-density Access Points (APs)* in the main corridors of the Ormawa building. Furthermore, a network locking configuration based on *a password* specific to the executive committee should be implemented, with a minimum *bandwidth* allocation of 20 Mbps per secretariat to ensure that digital administrative tasks are free from *delays*.
2. Optimising Physical Comfort Through Active Air Circulation: To address thermal discomfort during the day (score 2.68), the Facilities Management Department is advised to procure and install *exhaust fans* in every secretariat room with limited

external window ventilation. This measure is effective in promoting the circulation of fresh air and removing humidity from the room.

3. The Independent Spatial Planning Movement (*Ormawa Clean & Eco-Office*): The Student Affairs Office is recommended to organise regular competitions or implement standardisation of cleanliness and tidiness in the office. Students are encouraged to digitise old paper archives to reduce *clutter*, thereby making the secretariat's limited space feel more spacious, clean and ergonomic.

J. CLOSING

This Evaluation Report on the Student Organisations (Ormawa) of Universitas PGRI Semarang (UPGRIS) for the 2024/2025 Academic Year has been compiled as a concrete manifestation of the institution's commitment to transparency, accountability, and compliance with the Internal Quality Assurance Standards (SPMI) in the non-academic support sector. Through the collection of objective and independent feedback from the organisation's officials, this report has successfully mapped out a realistic picture of the suitability of the student secretariat as a crucial instrument in the development of students' character and soft skills outside the classroom.

The average aggregate index score of 2.69 (Good category) demonstrates that the ecosystem supporting student activities at UPGRIS is generally operating above the established quality standards. The adequacy of basic administrative facilities and the high responsiveness of the university administration in addressing infrastructure improvements are positive achievements that must be maintained. Nevertheless, the results of this satisfaction audit also provide a clear indication of critical challenges regarding the stability of the digital network (score 2.25) and the limited spatial dimensions of rooms (score 2.40), which require priority-based tactical mitigation measures.

In closing, the Student Press Council (LPM) would like to express its deepest appreciation and gratitude to all student organisation executives and the academic community who have actively contributed to the preparation of this report. We hope that this self-evaluation will encourage the development of adaptive policies aimed at creating student facilities at UPGRIS that are representative, comfortable and transformative, thereby supporting the achievement of outstanding student performance at both national and international levels.

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