



# EVALUATION REPORT ON FACILITY SERVICES

ACADEMIC YEAR 2024-2025



**LEMBAGA PENJAMINAN MUTU  
UNIVERSITAS PGRI SEMARANG**

*Melaju dengan Mutu*

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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 public facilities at the University of PGRI Semarang for the 2024/2025 academic year.

We would like to express our gratitude to the honourable: 1) Chair of YPLP PT PGRI Semarang; 2) Rector of PGRI University of Semarang; 3) As well as all relevant parties for the successful implementation of the Monitoring and Evaluation of Public Facility Services at PGRI University of Semarang for the 2024/2025 Academic Year, with all the facilities and support provided.

This monitoring and evaluation of public facilities is part of a quality assurance initiative aimed at gathering information on public facilities for students, in line with their general interests; it forms part of the implementation of services within the four pillars of higher education, contributing to the achievement of UPGRIS's vision and mission.

The UPGRIS Quality Assurance Agency hopes that the results of this monitoring and evaluation of public facility services can be used as input and consideration for the quality of higher education provision.

Furthermore, monitoring and evaluation of public facility services at PGRI University Semarang will continue in the coming period so that relevant parties can make improvements.



Quality Assurance Agency, University of PGRI  
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## **A. BACKGROUND**

The development of national education is a strategic endeavour to advance rational thinking and to internalise the formation of the character and civilisation of the Indonesian nation, fostering intellectual and dignified individuals. The fundamental objective of national education development is to optimise the potential of learners so that they may be realised as individuals who are faithful and devout to God Almighty, possess noble character, are physically and mentally healthy, are knowledgeable, competent, innovative, independent, and become democratic and responsible citizens. Given the significance of educational development for the nation's progress, higher education institutions have an imperative to actively realise the functions and roles of education through the implementation of their vision and mission. PGRI University of Semarang, as a higher education institution that produces scholars, has a responsibility to accelerate positive change for the advancement of the Indonesian nation. PGRI University of Semarang possesses a diverse range of physical infrastructure, including buildings, fields, halls of residence, and operational vehicles, spread across various locations within the campus environment.

Public facilities are infrastructure provided for the collective benefit of the entire community. These facilities may be utilised by the entire academic community for personal development and the cultivation of professional and scholarly character. Facility development is carried out in a sustainable and adaptive manner in response to global developments. The availability of these facilities is expected to provide benefits and enhance the well-being of their users, particularly in supporting intellectual and professional needs to ensure the smooth running of the teaching and learning process.

Given the urgency of information regarding public facility services at PGRI University of Semarang, the Quality Assurance Agency deems it necessary to carry out monitoring and evaluation of public facility services for the 2024/2025 Academic Year through an online questionnaire. Consequently, the results of the analysis obtained are expected to serve as constructive input and material for review by the university leadership, in this case PGRI University

Semarang, particularly regarding the optimisation of public facilities to ensure the comfort of the entire academic community.


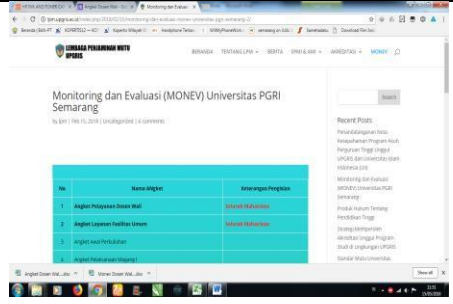


## **B. QUALITY STANDARDS FOR THE MONITORING AND EVALUATION OF PUBLIC FACILITY SERVICES AT UPGRIS**


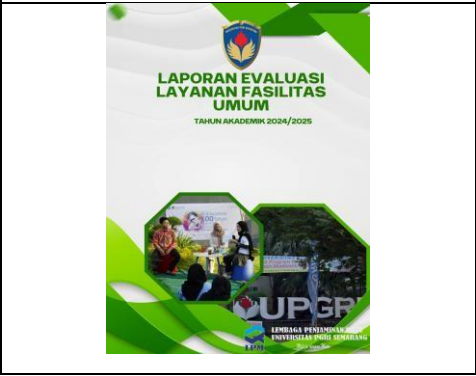
1. Adequacy of toilet facilities.
2. Availability of clean toilet facilities.
3. Worship facilities available to students at UPGRIS.
4. Sufficient and clean garden facilities.
5. Availability of open spaces for student activities.
6. Availability of a canteen.
7. A sufficient variety of menu options and hygienic canteens.
8. Availability of *Wi-Fi/hotspots* for students' use.
9. Notice boards (wall magazines) for student use.
10. Availability of banking services.
11. Availability of student activity venues (buildings/meeting rooms).
12. Availability of sports facilities.

## **C. IMPLEMENTATION OF MONITORING AND EVALUATION OF UPGRIS PUBLIC FACILITY SERVICES**

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

Table 1. Stages of Monitoring and Evaluation Activities for Public Facilities at PGRI University, Semarang

Day/Date	Activity	Party Involved	Outcome	Document
Tuesday, 5 February 2024	Survey design	LPM	Questionnaire	
1 to 12 April 2025	Completion of the public facilities service questionnaire	LPM Officer	Completed questionnaire	
Monday, 12 April 2025	Processing of the Public Facility Service Monitoring and Evaluation Questionnaire	LPM	Data analysis	
Wednesday, 16 April 2025	Drafting of the report	LPM	Draft report	

<p>Friday, 18 April 2025</p>	<p>Presentation of the draft report</p>	<p>LPM in FGD</p>		
<p>Thursda y, 24 April 2025</p>	<p>Preparation of the final report</p>	<p>LPM</p>	<p>Report</p>	

**D. MONITORING AND EVALUATION INSTRUMENT FOR PUBLIC FACILITIES SERVICES AT UPGRIS**

SURVEY ON PUBLIC FACILITY  
SERVICES AT PGRI UNIVERSITY OF  
SEMARANG

Department/Programme: .....

Year/Semester: .....

Level : BSc/MSc\*

Gender ;  Male  Female

Date of Completion: .....

**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 academic administrative services at UPGRIS.
3. Your responses will be used to help improve the quality of UPGRIS's academic administrative services.
4. This questionnaire is anonymous; you do not need to provide your name.
5. Please tick (✓) the appropriate box from the options provided:
  1. Poor
  2. Fair
  3. Good
  4. Very Good

No	STATEMENT	ANSWER OPTIONS			
		1	2	3	4
1.	Adequacy of toilet facilities.				
2.	Availability of clean toilet facilities.				
3.	Prayer facilities available for use by students at UPGRIS.				
4.	Availability of adequate and clean garden facilities.				
5.	Availability of open spaces for student activities.				
6.	Availability of a canteen.				
7.	Adequacy of the menu and hygiene in the canteen.				
8.	Availability of <i>Wi-Fi/hotspots</i> for the benefit of students.				
9.	Notice board (wall magazine) for student use.				
10	Availability of banking services.				
11.	Availability of student activity venues (buildings/meeting rooms).				
12.	Availability of sports facilities.				

\*) Cross out as appropriate

## E. SCORING METHOD FOR THE MONITORING AND EVALUATION OF PUBLIC FACILITY SERVICES

The data collection method for respondents utilised an *online* questionnaire via the *Google Forms* application. The questionnaire results were subsequently processed using Microsoft Excel, with a scoring scale of 1 to 4 applied: 1 for 'poor', 2 for 'fair', 3 for 'good' and 4 for '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:

1. 85 to 100 = Very Satisfactory

3. 55 to 69.9 = Satisfactory

2. 70 to 84.9 = Satisfactory

4. 0 to 54.9 = Unsatisfactory

## F. -MONITORING RESULTS

The Public Facilities Service Evaluation successfully gathered 412 respondents via an *online* survey. The summary data of student satisfaction with public facilities services (in percentages) is presented in Table 2 below.

Table 2. Summary Data of the Public Facilities Service Evaluation

No	Components	Score				Result
		Not Good	Fair	Good	Very Good	
1	Adequacy of toilet facilities.	2.01	7.79	55.62	34.59	80.70
2	Availability of clean toilet facilities.	3.3	12.70	59.23	24.77	76.37
3	Worship facilities available to students at UPGRIS.	3.81	10.63	48.38	37.17	79.72
4	Sufficient and clean park facilities.	7.43	12.96	56.13	23.48	73.92
5	Availability of open spaces for student activities.	4.59	11.93	57.43	26.06	76.25
6	Availability of canteens.	4.33	9.86	59.49	26.32	76.95
7	Variety of dishes and hygiene of the food court.	4.85	11.41	50.97	32.78	77.93
8	Availability of <i>Wi-Fi/hotspots</i> for student use.	5.88	10.38	46.83	36.91	78.69
9	Noticeboard (wall magazine) for student use.	3.56	9.15	54.58	32.71	79.11
10	Availability of banking services.	0.2	10.38	53.55	35.88	81.28
11	Availability of student activity venues (buildings/meeting rooms).	1.23	11.15	49.42	38.2	81.15
12	Availability of sports facilities.	1.23	7.53	54.07	37.17	81.80

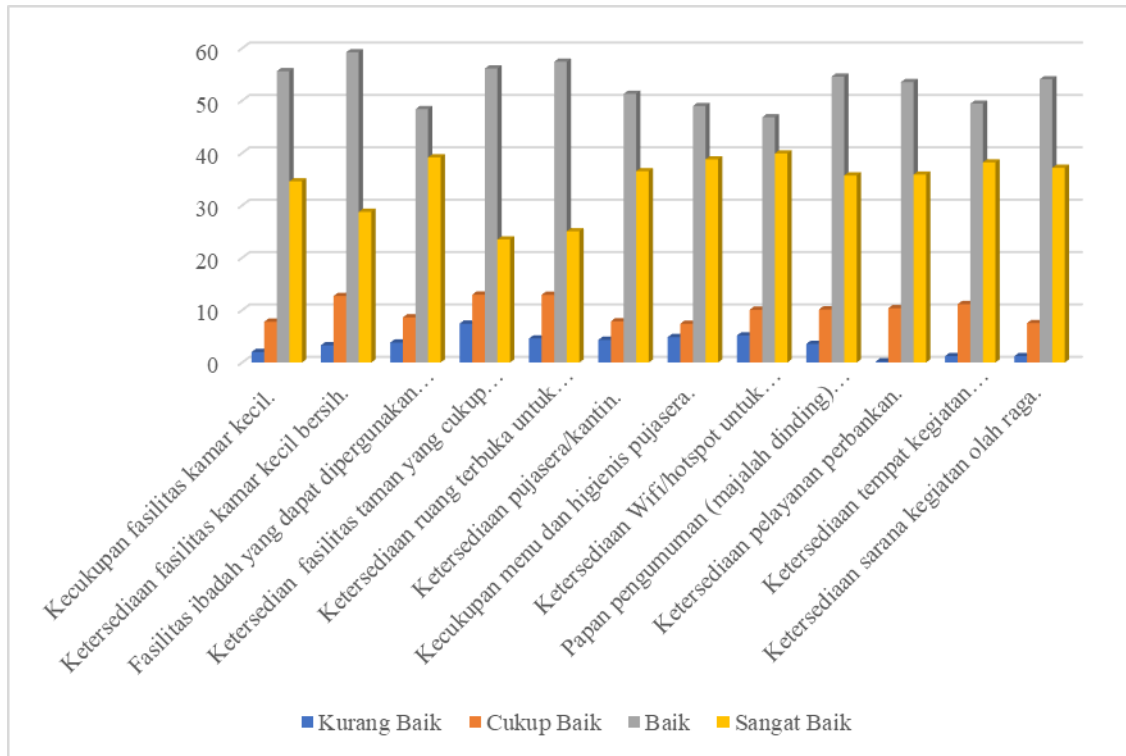


Figure 1. Summary Data of Public Facility Service Evaluation

## G. EVALUATION AND FOLLOW-

The Evaluation of Public Facility Services for the 2024/2025 Academic Year was conducted through an *online* questionnaire completed by students, followed by data analysis. In general, the public facilities services evaluated covered 12 aspects, namely the adequacy of toilet facilities, the availability of clean toilet facilities, worship facilities available for use by students at UPGRIS, the availability of sufficient and clean garden facilities, the availability of open spaces for student activities, the availability of canteens, the adequacy of canteen menus and hygiene, availability of *Wi-Fi/hotspots* for student use, noticeboards (wall magazines) for student use, availability of banking services, availability of student activity venues (buildings/meeting rooms), adequacy of student activity venues (buildings/meeting rooms), availability of sports facilities, and adequacy of sports facilities.

There are two aspects that still need to be improved to meet students' needs, namely the availability of garden facilities

with a score of 73.92% and the availability of open spaces for student activities with a score of 75.75%. In addition, there are ten aspects: the adequacy of toilet facilities with a score of 80.70%, the availability of clean toilets with a score of 80.37%, worship facilities available for use by students at UPGRIS with an average score of 80.72%, the availability of canteens with an average score of 80.80%, the adequacy of the menu and hygiene of the canteens with an average score of 80.42%, the availability of Wi-Fi/hotspots for student use with an average score of 81.37%, noticeboards (wall magazines) for student use with an average score of 79.61%, availability of banking services with an average score of 81.28%, adequacy of student activity venues (buildings/meeting rooms) with an average score of 81.15%, and adequacy of sports facilities with an average score of 81.80%. This indicates that over 80% of respondents—in this case, students—stated that all these facilities adequately meet students' needs.

Park facilities are the infrastructure and amenities specifically constructed or provided within a park area to support various activities, comfort, and recreation for visitors. The presence of comprehensive and well-maintained park facilities is vital for creating comfortable, safe, and beneficial green open spaces for the community. These facilities enable the park to function as a venue for recreation, relaxation, social interaction, education, and even environmental conservation. For adequate and clean park facilities, last year's average score was 72.09%, and for the 2024/2025 academic year, the assessment score was 73.93%, an increase of 2.55%; this suggests that adequate and clean park facilities for students' needs still require further improvement.

Campus gardens are generally physical spaces within a university campus that have emerged as a result of the interaction between humans—both as individuals and as social beings—and nature. The elements within a campus garden consist of various types of materials, such as living plant material including lawns, trees, shrubs, and ground cover. Gardens designed on campus serve not only to beautify the campus but also to act as an attraction for those who see them, and

can also be used as a place for students to relax. Campus gardens can also be used as learning spaces.

Meanwhile, open spaces are areas planned to meet the need for venues for gatherings and communal activities in the open air. Theoretically, open spaces are defined as: Spaces that function as a container for human life, both individually and in groups. The presence of open spaces is important as a venue for interaction, discussion, activities, and meetings among students. Open spaces for student activities scored an average of 74.42% last year, and in the 2024/2025 academic year, they received a score of 75.75%, an increase of 1.78%, which suggests that the availability of open space facilities for students' benefit still needs to be improved further.

## **H. CONCLUSION**

Based on the results of the Public Facilities Service Evaluation for the 2024/2025 academic year at PGRI University Semarang, it can be concluded that, overall, public facilities services performed well, achieving an average score of 80.01% (classified as 'good'). This achievement even saw a significant increase of 4.24% compared to the results of the previous year's evaluation (76.75%). Nevertheless, this evaluation identified two aspects requiring further attention, namely the availability of garden facilities and the availability of open for student. Improvements and improvements in both these areas are essential to continue optimising comfort and support the various activities of the entire academic community PGRI University of Semarang.

## **I. RECOMMENDATIONS**

Based on the results of the evaluation of public facilities for the 2024/2025 academic year, taking into account the overall good performance and two aspects requiring special attention, the following are recommendations that may be considered by PGRI University of Semarang:

1. Development of a Campus Park Masterplan
2. Improvement of the Quality and Maintenance of Existing Gardens
3. Utilisation of Existing Open Spaces for Green Areas
4. Inventory and Optimisation of Existing Open Spaces
5. Addition of Multifunctional Open Spaces.

## **J. CONCLUSION**

Public facilities are facilities provided for the public good. These facilities are available for use by the entire academic community. Public facilities are expected to provide well-being and benefits to those who use them. To support intellectual and professional needs in order to facilitate the teaching and learning process. For this purpose, it is hoped that all members of the campus community will help to maintain the facilities provided, so that the ultimate goals of the university can be achieved.

## K. REFERENCES

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