



SECURITY SERVICES REPORT

ACADEMIC YEAR
2024/2025



QUALITY ASSURANCE AGENCY
UNIVERSITAS PGRI SEMARANG
Upgrading with Quality

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FOREWORD

We offer our heartfelt thanks to the Almighty God for His blessings and abundant grace, which have enabled the completion of the Monitoring and Evaluation (Monev) of Security 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 Security Services at the Universitas Persatuan Guru Republik Indonesia, Semarang for the 2024/2025 academic year, with all the facilities and support provided.

The Monitoring and Evaluation of Security Services, as a quality assurance measure, aims to gather information on security services for students in relation to the general interests of students, staff and lecturers, which is one aspect of service implementation in the fulfilment of the four pillars of higher education towards achieving the vision and mission of UPGRIS.

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

Furthermore, in the coming period, monitoring and evaluation of security services at the Universitas Persatuan Guru Republik Indonesia, Semarang will continue so that the relevant parties can make improvements.

Head of the UPGRIS Quality Assurance Agency



Dr. Ary Sasatyo Nugroho, M.Si.

A. BACKGROUND

Security systems play a vital role for every company or institution, as a reliable security system can enhance the sense of safety and comfort within the surrounding environment.

Campus security officers carry out security and order duties within the internal campus environment, with their role encompassing the safeguarding of the internal campus environment, including the safety of lecturers, students, and educational staff. The implementation of campus order development is based on the campus code of conduct. Campus security regulations include traffic order within the campus in accordance with regulations set by UPGRIS, with coordination and cooperation with the police and other relevant parties in supporting campus security and order.

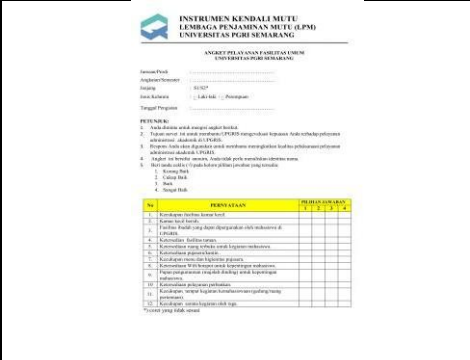
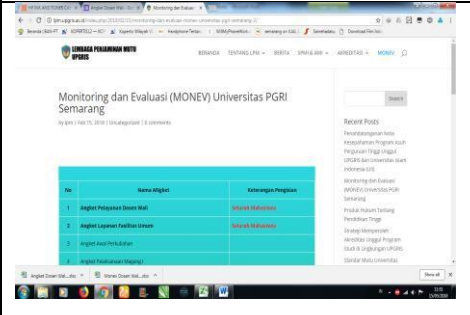
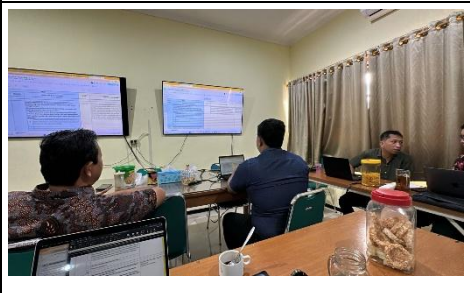
UPGRIS campus security officers constitute a working unit responsible for maintaining security and order within the Universitas Persatuan Guru Republik Indonesia, Semarang. In addition to duties involving regulation, guarding and escorting, campus security officers also perform service-related duties. These include responding to requests for security assistance for campus community activities, such as student events, departmental activities, research, and other campus *events*.



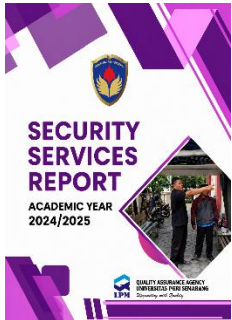
Given the importance of information regarding UPGRIS security services, the Quality Assurance Agency needs to conduct monitoring and evaluation of security services for the 2024/2025 academic year via an *online* questionnaire; it is hoped that the results of this analysis will serve as input and a basis for review by the university, in this case the Universitas Persatuan Guru Republik Indonesia, Semarang, particularly regarding security measures that can provide comfort to the entire academic community.

B. IMPLEMENTATION OF MONITORING AND EVALUATION OF UPGRIS SECURITY SERVICES

During the implementation of the monitoring and evaluation of this activity, various stages were carried out, yielding the following results.

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

Day/Date	Activity	Parties Involved	Results	Document
Thursday, 22 August 2019	Preparation Final questionnaire	LPM	Questionnaire	
1-9 May 2026	Completion service questionnaire security	LPM Staff	Questionnaire completed	
Monday, 11 May 2026	Processing Monev questionnaire service security	LPM	Data Analysis	

Day/Date	Activity	Parties Involved	Results	Document
Wednesday, 13 May 2026	Drafting of the report	LPM	Draft report	
Day/date	Activity	Parties involved	Outcome	Document
Thursday, 14 May 2026	Drafting of the report	LPM in FGD		
Friday, 15 May 2026	Compilation final report	LPM	Report	

C. INSTRUMENT MONITORING AND EVALUATION UPGRIS SECURITY SERVICES

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 security services at UPGRIS.
3. Your responses will be used to help improve the quality of UPGRIS's security 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
 2. Fair
 3. Fair
 4. Very Good

No	Statement	Answer Options			
		1	2	3	4
A. Attitude					
1	The courtesy of security staff in providing service.				
2	The friendliness of security staff when providing service.				
3	Security staff's consideration in understanding students' interests and/or difficulties.				
B. Quality of Service					
4	The quality of service provided by security staff in meeting students' needs.				
5	The presence of security staff at the workplace during working hours.				
6	Security staff provide assistance to students when they face security issues.				
7	The speed of security staff in providing security services.				
C. Competence					
8	Security staff have the ability to serve the interests of students.				
9	Security staff's proficiency in mastering information and/or materials related to security services.				
10	Clarity of security staff service procedures in providing security services to students				
11	Consistency of security staff in providing their services.				

*) cross out what does not apply

D. SCORING METHOD FOR THE EVALUATION OF UPGRIS LABORATORY SERVICES

Data collection from respondents was carried out 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 representing '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 Security Service Monitoring and Evaluation successfully gathered a total of 1,313 respondents. The summary data of the UPGRIS Security Service Monitoring and Evaluation (in percentages) is presented in Table 2 below.

Table 2. General Summary Data on Security Services

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Attitude	The courtesy of security staff when providing service.	0	4.17	61.25	34.58	82.6
	The friendliness of security staff in providing service.	0	2.73	60.71	36.56	83.46
	Security staff's concern for understanding students' interests and/or difficulties.	0.03	5.3	59.98	34.69	82.33
Quality of Service	Quality of security staff service to meet students' needs.	0.27	4.1	63.81	31.82	81.8
	Presence of security staff at the workplace during working hours.	0	3.19	66.86	29.95	81.71
	Security staff provide assistance to students if they encounter security issues.	0.44	2.71	62.03	34.82	82.82
	Speed of security staff in providing security services.	0.16	6.89	63.31	29.64	80.61
Competence	Security staff have the ability to serve the interests of students.	0	3.05	66.31	30.64	81.9
	Security staff competence in mastering information and/or materials related to security services.	0	3.16	65.57	31.27	82.03
	Clarity of security staff procedures in providing student security services	0	3.29	68.17	28.54	81.31
	The consistency of the security staff in providing their service.	0	2.82	65.31	31.87	82.26

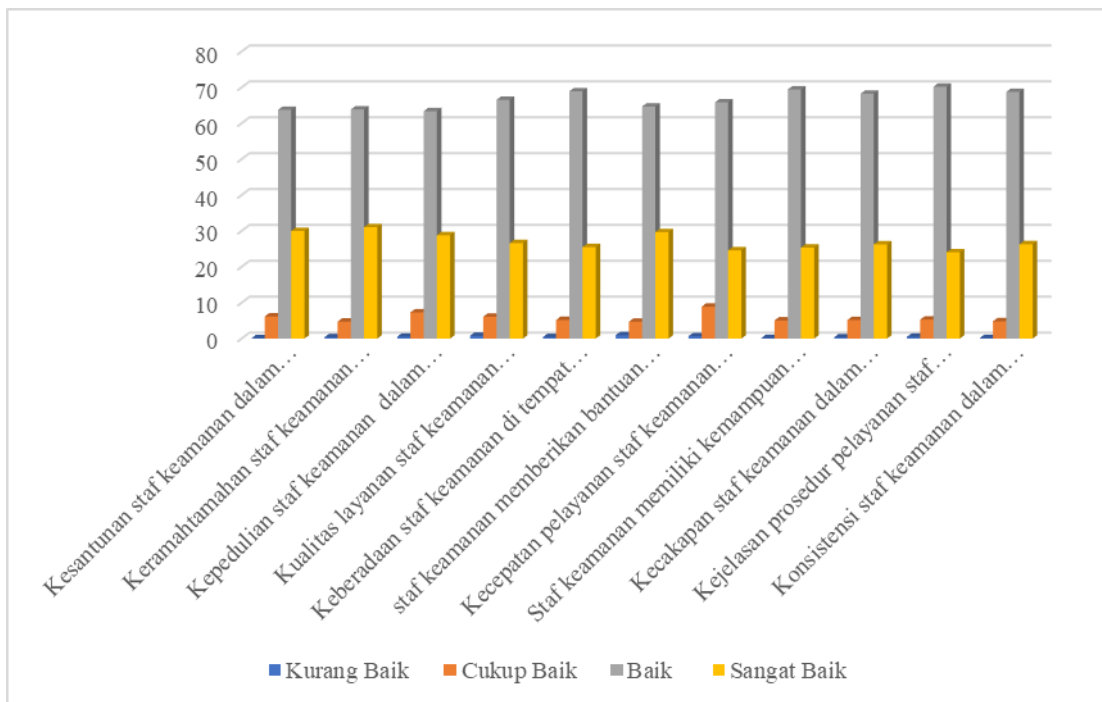


Figure 1. Summary Data of Security Service Monitoring and Evaluation

Summary data on the monitoring and evaluation of security services for each faculty is presented in the following table.

Table 3. General Summary Data on Security Services for the Faculty of Education

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Attitude	Politeness of security staff in providing service.	0	2.11	60.1	37.79	83.95
	The friendliness of security staff in providing service.	0	0.39	61.27	38.34	84.44
	Security staff's concern for understanding students' interests and/or difficulties.	0.37	4.32	57.06	38.25	83.3
Quality of Service	Quality of security staff service to meet students' needs.	0	0.15	63.81	36.04	83.94
	The presence of security staff at the workplace during working hours.	0	0.64	62.77	36.59	83.98

	Security staff provide assistance to students if they encounter security issues.	0	15.05	58.74	26.21	81.39
Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
	Speed of security staff in providing security services.	0	0	59.04	40.96	85.24
Competence	Security staff have the ability to serve the interests of students.	0.13	5.05	60.17	34.65	82.09
	Security staff competence in handling information and/or materials related to security services.	0	0.64	62.63	36.73	84.12
	Clarity of security staff procedures in providing student security services	0	1.13	62.01	36.86	83.93
	Consistency of security staff in providing their services.	0	1.37	61.9	36.73	83.84

Table 4. Summary of Security Services at the Faculty of Social Sciences and Physical Education

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Attitude	Politeness of security staff in providing service.	0	7.15	63.85	29	80.43
	The friendliness of security staff in providing service.	0	4.83	62.48	32.69	81.96
	Security staff's concern for understanding students' interests and/or difficulties.	0	6.38	61.42	32.2	81.46
	Quality of service provided by security staff to meet students' needs.	0	4.83	64.91	30.26	81.36
	Presence of security staff at the workplace during working hours.	0.45	4.83	65.51	29.21	80.87

Quality of Service	Security staff provide assistance to students if they encounter .	0	7.15	61.64	31.21	81.02
	Speed of security staff in providing security services.	0	8.7	64.13	27.17	79.62
Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Competence	Security staff have the ability to serve the interests of students.	0	4.83	65.8	29.37	81.14
	Security staff's proficiency in handling information and/or materials related to security services.	0	7.93	59.21	32.86	81.23
	Clarity of security staff procedures in providing student security services	0	5.6	63.63	30.77	81.29
	Consistency of security staff in providing their service.	0	9.48	61.64	28.88	79.85

Table 5. Summary Data on Security Services at the Faculty of Mathematics, Natural Sciences and Information Technology

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Attitude	Politeness of security staff in providing service.	0.01	0	55.43	44.56	86.13
	The friendliness of security staff in providing service.	0.01	1.08	56.65	42.26	85.04
	Security staff's concern in understanding the interests and/or difficulties of students.	0.01	0.47	56.67	42.85	85.59
	The quality of service provided by security staff to meet students' needs.	0.01	0.47	54.01	45.51	86.13
	The presence of security staff at the workplace during	0.01	0	62.46	37.53	84.38

Service Quality	working hours.					
	Security staff provide assistance to students if they encounter security issues.	0	1.08	55.85	43.07	85.5
	Speed of security staff in providing security services.	0	5.34	59.08	35.58	82.56
Competence	Security staff have the ability to serve the interests of students.	0.01	0	65.59	34.4	84.35

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
	Security staff competence in mastering information and/or materials related to security services.	0	1.69	59.6	38.71	84.34
	Clarity of security staff procedures in providing student security	0	0	66.07	33.93	83.48
	Consistency of security staff in providing their services.	0.01	0.25	59.85	39.89	84.91

Table 6. Summary of Security Services at the Faculty of Languages and Arts

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Attitude	Politeness of security staff in providing service.	0	7.41	64.99	27.6	80.05
	The friendliness of security staff in providing service.	0	6.45	63.3	30.25	80.95
	Security staff's concern for understanding students' interests and/or difficulties.	0	8.37	66.24	25.39	79.17
Quality of Service	Quality of service provided by security staff to meet students' needs.	0	7.41	66.2	26.39	79.75
	Presence of security staff at the workplace during working hours.	0	8.37	62.43	29.2	80.21
	Security staff provide assistance to students if they encounter security issues.	0	5.48	63.95	30.57	81.27
	Speed of security staff in providing security services.	0	10.29	61.27	28.44	79.47
Competence	Security staff are able to look after students' interests.	0	9.33	63.34	27.33	79.5

	Competence of security staff in handling information and/or materials related to services	0	7.41	65.17	27.42	80
Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
	security.					
	Clarity of security staff procedures in providing security services to students	0	10.29	65.57	24.14	78.43
	Consistency of security staff in providing their service.	0	3.56	67.33	29.11	81.39

Table 7. Summary Data on Security Services at the Faculty of Engineering and Informatics

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Attitude	Politeness of security staff in providing service.	0	18.67	55.66	25.67	76.75
	The friendliness of security staff in providing service.	0	18.67	52.12	29.21	77.63
	Security staff's concern for understanding students' interests and/or difficulties.	0.33	19.33	54.34	26	76.5
Quality of Service	Quality of security staff service to meet students' needs.	0.33	16	66	17.67	75.25
	The presence of security staff at the workplace during working hours.	0	14.67	64.91	20.42	76.53
	security staff provide assistance to students should they face security issues.	0	14	62.66	23.34	77.34
	Speed of security staff in providing security services.	0	22	57.06	20.94	74.73

Competence	Security staff have the ability to serve the interests of students.	0.33	14	65.57	20.1	76.36
	Security staff's proficiency in handling information and/or materials related to security services.	0	12.67	67.57	19.76	76.77
	Clarity of security staff procedures in providing service	0	18	63.66	18.34	75.09
Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
	student safety					
	Consistency of security staff in providing their services.	0	11.33	67.66	21.01	77.42

Table 8. Summary Data on Security Services at the Faculty of Law

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Attitude	Politeness of security staff in providing service.	0	10.77	57.85	31.38	80.2
	The friendliness of security staff in providing service.	0	10.77	55.43	33.8	80.76
	Security staff's concern for understanding students' interests and/or difficulties.	0.23	11.43	56.63	31.71	79.95
Quality of Service	Quality of security staff service to meet students' needs.	0.23	8.1	68.1	23.57	78.75
	The presence of security staff at the workplace during working hours.	0	6.77	67.52	25.71	79.73
	Security staff provide assistance to students if they encounter security issues.	0	6.1	64.91	28.99	81.19
	The speed with which security staff provide security services.	0	14.1	59.81	26.09	78.14

Competence	Security staff have the ability to serve the interests of students.	0.23	6.1	67.89	25.78	79.8
	Security staff competence in mastering information and/or materials related to security services.	0	4.77	69.85	25.38	80.46
	Clarity of security staff procedures in providing student security	0	10.1	65.57	24.33	78.81
	Consistency of security staff in providing their service.	0	3.43	69.45	27.12	81.13

Table 9. Summary Data on Security Services at the Faculty of Economics and Business

Aspect	Aspect	Score				Average (%)
		Poor (%)	Fair (%)	Good (%)	Very Good (%)	
Attitude	Politeness of security staff in providing service.	0	6.16	63.85	29.99	81.21
	The friendliness of the security staff in providing service.	0	1.05	66.38	32.57	82.87
	The security staff's willingness to understand students' needs and/or difficulties.	0	5.43	61.16	33.41	81.99
Quality of Service	Quality of service provided by security staff to meet students' needs.	0	8.35	60.1	31.55	80.8
	Presence of security staff at the workplace during working hours.	0	6.16	61.64	32.2	81.81
	Security staff provide assistance to students if they encounter	0	4.7	63.89	31.41	81.42
	Speed of security staff in providing security services.	0.03	4.7	66.25	29.02	81.07
	Security staff have the ability to serve the interests of students.	0	5.43	60.84	33.73	82.38

Competence	Security staff competence in mastering information and/or materials related to security services.	0	4.7	63.3	32	81.82
	Clarity of security staff procedures in providing student security services	0	2.51	66.6	30.89	81.69
	Consistency of security staff in providing their service.	0	4.7	68.32	26.98	80.57

F. EVALUATION AND FOLLOW

Based on the results of the Monitoring and Evaluation (Monev) of Security Services at Universitas Persatuan Guru Republik Indonesia, Semarang for the 2024/2025 academic year, which involved 1,313 respondents, it was found that security services were generally rated as 'Satisfactory'. These results indicate that security officers have carried out their duties and functions effectively in maintaining security and order, as well as providing services to the academic community.

In terms of attitude, security officers received good ratings, particularly regarding courtesy, friendliness, and concern for students' needs. This indicates that security officers have been able to provide humane and professional service in carrying out their duties.

Regarding service quality, the majority of respondents rated the quality of service provided as good. However, some respondents felt that the speed of service and the security officers' responsiveness in handling security issues needed to be improved to ensure more optimal service.

In terms of competence, security officers were assessed as having good abilities in providing service, mastering information, and implementing security procedures. Nevertheless, continuous efforts are still needed to enhance competence and refresh knowledge regarding excellent service and the handling of emergency situations.

Based on the results of this evaluation, the follow-up actions required are as follows:

1. Enhancing the capacity and competence of security officers through training in excellent service, effective communication, emergency response, and campus security management.
2. Improving the speed of security officers' response to various needs and reports from the academic community by strengthening internal coordination and communication systems.
3. Conducting regular awareness-raising sessions on security service procedures so that students, lecturers, and support staff understand the available service mechanisms.
4. Optimising the presence and supervision of security personnel in strategic areas of the campus to enhance a sense of safety and comfort for all service users.
5. Conducting regular evaluations and monitoring of security staff performance as a basis for developing programmes to improve the quality of security services.
6. Enhance the utilisation of security support facilities, such as surveillance systems, communication devices, and other supporting facilities to support the effective execution of security duties.
7. Acting on all feedback and suggestions provided by respondents as part of continuous improvement efforts regarding security services.
8. Maintain aspects that have received positive ratings and continue to drive service quality improvements so that user satisfaction levels in the next period can reach the 'very satisfied' category.

In general, the results of monitoring and evaluation indicate that the security services at Universitas Persatuan Guru Republik Indonesia, Semarang are functioning well. However, continuous improvement remains necessary to enhance the effectiveness of services, strengthen the competence of security personnel, and create a safe, orderly, and comfortable campus environment for the entire academic community.

G. CONCLUSION

Based on the results of the Monitoring and Evaluation (Monev) of the Universitas Persatuan Guru Republik Indonesia, Semarang Security Services for the 2024/2025 Academic Year, which involved 1,313 respondents, it can be concluded that UPGRIS's security services fall into the '**Satisfied**' category. The evaluation results

indicate that security personnel have carried out their duties and responsibilities effectively in maintaining security, order, and providing services to the academic community. Respondents' assessments show that the aspect of security personnel's attitude—encompassing politeness, friendliness, and concern for service users' needs—received a positive rating. Furthermore, the aspects of service quality and the competence of security officers also demonstrated satisfactory outcomes, particularly regarding their ability to provide assistance, their knowledge of security-related information, and their consistency in delivering services. Overall, the results of the monitoring and evaluation indicate that the security services at the Universitas Persatuan Guru Republik Indonesia, Semarang have successfully created a safe, orderly, and conducive campus environment for both academic and non-academic activities. These achievements reflect the university's commitment to providing high-quality security services to the entire academic community. Nevertheless, certain aspects of the '**Very Satisfied**' category—such as service speed, clarity of security procedures, and responsiveness to user needs—still require improvement through continuous improvement programmes. With systematic and sustained follow-up, it is hoped that the quality of security services at Universitas Persatuan Guru Republik Indonesia, Semarang in the coming period will improve and achieve the '**Very Satisfied**' category.

H. RECOMMENDATIONS

Based on the results of the Monitoring and Evaluation (Monev) of Security Services at Universitas Persatuan Guru Republik Indonesia, Semarang for the 2024/2025 Academic Year, the following steps for improvement and development are recommended:

1. Improve the quality of service provided by security officers through training in service excellence, effective communication, service ethics, and handling of user complaints.
2. Enhance the competence of security officers in the areas of campus security, risk management, emergency response, first aid, and mastery of security technology.

3. Optimising the response time of security personnel to various reports, complaints, and requests for assistance from students, lecturers, educational staff, and campus visitors.
4. Enhancing surveillance and routine patrols in high-traffic areas, such as car parks, lecture halls, laboratories, libraries, and other public facilities.
5. Developing and strengthening technology-based security systems through the optimisation of CCTV, monitoring systems, communication equipment, and other security support facilities to improve the effectiveness of surveillance.
6. Providing adequate security support facilities and infrastructure so that officers can carry out their duties optimally and professionally.

Through the consistent and sustained implementation of these recommendations, it is hoped that the security services at Universitas Persatuan Guru Republik Indonesia Semarang will become increasingly professional and responsive, capable of creating a safe, orderly and comfortable campus environment, and supporting the achievement of the vision, mission and quality objectives of Universitas Persatuan Guru Republik Indonesia, Semarang.

I. CONCLUSION

The Monitoring and Evaluation (Monev) of the Universitas Persatuan Guru Republik Indonesia, Semarang. Security Services for the 2024/2025 Academic Year is one form of implementation of the Internal Quality Assurance System (SPMI) aimed at ensuring and improving the quality of security services within the campus environment. This activity was carried out to gather information regarding user satisfaction levels and to serve as a basis for continuous evaluation and improvement of the security services provided by the university.

Based on the results of the monitoring and evaluation carried out, it can be seen that the security services at Universitas Persatuan Guru Republik Indonesia, Semarang. have been running well and are able to provide a sense of safety and comfort, as well as supporting the creation of a campus environment conducive to the implementation of both academic and non-academic activities. These evaluation results serve as evidence of the commitment of security personnel and all relevant parties to providing professional and responsible service.

The Quality Assurance Agency hopes that the findings of this report will serve as a basis for consideration by the university management and relevant units in formulating policies, programmes and strategies to improve the quality of security services in the coming period. It is hoped that the various recommendations that have been drawn up will be systematically implemented in order to enhance the effectiveness of services, the competence of security personnel, and the overall quality of the campus security system.

Finally, we would like to express our gratitude to all respondents who participated in this monitoring and evaluation activity, as well as to all parties who supported its implementation. We hope that the results of this evaluation will contribute to the development of security service quality and support the realisation of Universitas Persatuan Guru Republik Indonesia, Semarang. as a leading, high-quality, safe, and comfortable higher education institution for the entire academic community.

J. REFERENCES

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