AUDIT GUIDELINES

Implementation of User Satisfaction Survey

AUDIT GUIDELINES IMPLEMENTATION OF USER SATISFACTION SURVEY

Document Number : 17/PA/SPM Unesa/2022

QUALITY ASSURANCE UNIT

UNIVERSITAS NEGERI SURABAYA

2022

FOREWORD

Praise be to God Almighty for completing the preparation of the Unesa Alumni Satisfaction Survey Implementation Guidelines, so that it can be used as a reference for conducting Unesa Alumni performance user satisfaction surveys. This User Satisfaction Survey Implementation Test Guide contains basic information, legal basis for conducting a User satisfaction survey implementation Test, objectives, targets, scope, and scope of micro-testing, deployment, techniques and tools. This guide will assist the auditor and auditee to conduct an audit.

Surabaya, February 2022
Head of Quality Assurance Unit

Dr. Widowati Budijastuti, M.Si.
NIP. 196804151994022001

.

A. Background

Surabaya State University (UNESA) is strongly committed to providing the highest quality university management so that accountability can be created. In this regard, the Tracer Research Laboratory under the auspices of the Unesa Career Center (UCC) has compiled and implemented a User Satisfaction Survey which was conducted to determine the level of adoption, process and position of graduates in the world of work. However, in accordance with the PPEPP quality control objectives, it is necessary to audit the achievement of the user satisfaction survey criteria.

Evaluation of the User Satisfaction Survey is an activity that aims to evaluate the performance of the User Satisfaction Survey consistently and continuously against the Alumni Standard (Standard 27) as a whole.

The test results are data from, by and for research programs at UNESA. Why, because the data obtained can serve as a guideline for internal program self-assessment to determine further plans in the curriculum through planning, implementing arrangements, monitoring, evaluating study program work, especially for the formulation of research and learning programs, and continuously improving to achieve the standards and criteria set. by university quality standards and training program quality standards.

The results of the user satisfaction survey audit are then compiled into a report to be sent to the Prime Minister and all stakeholders in the hope that this report can be followed up to improve the implementation of the user satisfaction survey at UNESA..

B. Legal Basis for Conducting User Satisfaction Survey Audits

The legal basis for carrying out the User Satisfaction Survey audit at UNESA is:
a. Law No12 of 2012 concerning Higher Education.
b. PP No. 19 of 2005 concerning National Education Standards,
c. PP No. 4 of 2014 concerning the implementation of Higher Education and Management of Higher Education.
d . Presidential Decree No. 08 of 2012 concerning the Indonesian National Qualifications Framework.
e. Minister of Education and Culture No. 73 of 2013 concerning the Application of the Indonesian National Qualifications Framework in the Field of Higher Education.
f. Permendikbud Number 5 of 2020 concerning Accreditation of Study Programs and Higher Education.

g. Regulation of the Minister of Research, Technology and Higher Education Number 13 of 2015 concerning the Strategic Plan of the Ministry of Research, Technology and Higher Education 2015-2019

h. Circular of the Director General of Learning and Student Affairs No 471/B/SE/VII/2017 concerning Implementation of Tracer Studies in Higher Education.

i. BAN-PT Regulation Number 59 of 2018 concerning Guidelines for Preparing Self-Evaluation Reports, Guidelines for Compiling Higher Education Performance Reports, and Assessment Matrix in Higher Education Accreditation Instruments

j. BAN-PT Regulation Number 3 of 2019 concerning higher education accreditation instruments

k. BAN-PT Regulation Number 5 of 2019 concerning study program accreditation instruments

l. Standards and Guidelines for Quality Assurance in The European Higher Education Area (ESG), 2015

m. Master Manual for The Washington Accord Accreditation, for Science-Based Engineering Programs, version 1.0, July 2018

C. Objective

The User Satisfaction Survey performance test has the following objectives:

1. Evaluation of the implementation of a coordinated user satisfaction survey at the university level.

2. As a standard curriculum for improving academic progress, fundraising, employment information and building alumni networks, as well as improving graduate profiles and assessing student achievement PEO (education objective program) to improve graduate quality.

D. Function

In order to help leaders in general at the school level, faculty level, department level in particular and program level (Prodi) better understand the existence and status of the user satisfaction survey that is currently being carried out, both in terms of its strengths and weaknesses, so that it can be used as a planning document, defines performance, monitors, evaluates, and continuously improves to achieve the standards and criteria that have been set.

E. Benefit

The benefits of user satisfaction survey audits can be used by Tracer research teams at the university level as a basis for improving user satisfaction survey performance, especially by tweaking the user satisfaction survey tool. At the curriculum level, these audits can be used as a basis for reviewing and refining curriculum and learning, including adjusting graduate profiles and assessing PEO performance (programme educational objectives) to improve graduate quality. Benefits for professors and higher education officials can be used as control and supervision in the implementation of academic evaluations, especially in preparation for the accreditation of UNESA research programs and organizations. The benefit of QA is to provide guidance as part of the system's archiving effort and to raise standards when they are met.

F. Target

The Audit Activity for the Implementation of the User Satisfaction Survey is carried out in the Tracer Study Team at the university level based on the results of the Alumni User Satisfaction Survey in 2021. The auditor involved is the Unesa Quality Assurance Unit.

G. Scope

In this audit we used an audit tool, conducted a user satisfaction survey according to the previous standard.

H. Definition

The User Satisfaction Survey is a survey conducted by educational institutions on users of the institution's graduates to measure the quality of graduates from the user's point of view, whether the quality of graduates produced is in line with user expectations.

Auditing is an independent evaluation function carried out within an organization for the purpose of testing and evaluating various activities carried out by the organization.

b. Audit Implementation Techniques

The audit is carried out using **self-assessment** techniques. Respondents receive a GoogleForm link to complete the tool based on their request.

c. Audit Implementation Procedures

The user satisfaction survey performance audit is carried out through the stages of planning, preparation, implementation, processing and presentation of audit results, including the following steps:

a. Preparation of Audit Instruments

Num	Instrument Type	Instrument Developer	Information
1	Form 1. Check list AMI	SPM	Contains question items or audited statements
2	Form 2. Audit Work Program (PKA)	SPM	Minimum standard reference for auditors to perform document inspection
3	Form 3. Audit Records (KKA)	SPM	Auditor's records during the process of carrying out the audit or document inspection
4	Form 4. Condition Summary	SPM	Auditors classify the types of findings including Observation (OB) or Nonconformity (KTS)
5	Form 5. Description of Audit Conditions	SPM	Description of conditions for each KTS finding that contains: 1. Description of the findings, criteria, root causes, consequences, resulting from

			the findings,
			2. Improvement plan from auditee,
			3. Repair Schedule,
			4. Prevention plan,
			5. Prevention schedule
			6. Person responsible
			7. Approval of auditees and auditors
			8. Recommendations to the auditees to provide solutions to findings
6	Audit Result Report	SPM	1. Executive summary
			2. Check up result
			a. Condition - A1. xx
			b. Condition - A2. xx
			c. Condition - A3. xx
			d. Condition - A5. xx
			e. Condition - A6. Xx
			3. Conclusion
			Attachments for templates can be downloaded at htpps://www.ppm.unesa.ac.id/

b. Carry out Audits

Implementation audit through the following mechanism:

1. SPM creates an audit schedule, after getting a summary of the results, fills in the user satisfaction survey data.

2. Adjust the perception of the audit work program and audit work papers with the tools provided.

3. Compared to Auditor conducts an audit in the following sequence (steps):

   1. The evaluator reviews the performance of the user satisfaction survey that has been conducted with these documents.

   2. The auditor completes the audit result sheet provided.

   3. Lead the discussion of audit results between the entity being audited and the auditor.

4. If during the audit, the findings can be resolved within two months after the audit is completed, then the findings are classified as OB. However, if any findings take more than two months to complete, they are classified as Architects and will be reviewed at the Management Review Meeting (RTM)

5. The auditor writes the year-end audit report according to the form provided, the data is based on the minutes of forms 4 and 5.

K. Auditor Ethics

Auditor ethics are values or customary standards that underlie auditor behavior regarding right and wrong, right and wrong, rights and obligations and responsibilities. Auditors whose ethics are governed by a code of ethics through ethical behavior both written and unwritten must be obeyed. The aim is to avoid deviant behavior that will be carried out by listeners.

Ethics plays an important role in the auditing profession. Auditor ethics will affect audit quality standards because auditors have great responsibility and dedication to agencies and society. Some of the auditor's ethics are:

a. Auditors must demonstrate integrity in terms of honesty, diligence and accountability.

b. Objectivity, to show professional objectivity, the auditor must make a balanced judgment, which should not be related to personal matters. In the interest of the organization, the auditor should not engage in any activity that influences his or her judgment and must disclose all known facts so as not to influence the financial statements. The auditor has no right to ask or force other employees to take actions against the law.

c. an auditor is not permitted to ask or coerce other employees against acts that are against the law

d. Auditors must be careful when using and retaining information for personal gain in any form.

e. Meet with the auditee to convey the purpose and agenda of the visit.

f. Arrived on time as agreed.

g. Dress neatly.

i. Communicative and polite in speech.

j. hen recording and classifying the types of findings or deviations, the auditor must be objective and data-drive

k. Involve the audited party in analyzing and testing the conditions in which they occurred. This allows questions and answers to occur.

L. Auditor Sanctions

Sanctions for auditors who violate professional ethics:

1. Get Alerts
2. Light warning for minor faults, heavy warning for serious faults. (Auditors who violate the Professional Code of Ethics will be given a light warning if the level of the violation is not serious, but if it is not handled immediately they will be given a severe warning).
3. Dismissed as an auditor for a certain period of time
4. Dismissal of the auditor.

M. Reporting of Audit Results

The auditor is required to report the results of the audit in the form of an audit report according to the agreement and confirmation of the auditor, auditee and reviewer (audit leader).