



# UNIVERSITAS NEGERI SURABAYA

<b>STAKEHOLDER SATISFACTION INSTRUMENT - LECTURER</b>	Num. Document	02/PPSMA-ID/BPM-UNESA
	Revised	02
	Publication date	19 August 2020

Num	Criteria	Stakeholder Satisfaction					
		Lecturer	Power Education	Student	Graduate	User	Partner
1	Vision, Mission, Strategy Objectives (understandability of vmts)	-	-	-	-	-	-
2	<b>Governance, Governance and Cooperation (service management)</b>	√	√	√	√	√	√
3	Students (student services student services)			√			
4	<b>Human Resources (HR development management services)</b>	√	√				
5	<b>Finance, Facilities and Infrastructure (financial management and infrastructure)</b>	√	√	√			
6	Education (services and implementation of the education process)			√			
7	<b>Research (services and implementation of the research process)</b>	√					√
8	<b>Service to Community (services and implementation of the PKM</b>	√					√
9	Outputs and Outcomes Tridarma (graduate performance - tracer study)					√	√



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1. *Tangibles* (Real) Which includes physical appearance, equipment, employees, and means of communication.
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5. *Empathy* (Empathy) Includes ease of making relationships, good communication, personal attention, and understanding customer needs.

If possible, the next stage is to use the Importance Performance Analysis method which was first introduced by Martilia and James (1977) with the aim of measuring the relationship between consumer / customer perceptions and priorities for improving product / service quality, also known as Quadrant Analysis..

### Reference:

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	implementation of Tridarma Higher Education (Assurance: Responsibility)								
5.	Service excellence management at PT carried out in accordance with procedures (empathy: Accountability)								





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	developing a career viatraining/ seminars/stu onward/dsb ( <i>responsiveness</i> )								
7	Performance supervision by superiors in productivity improvement ( <i>Empathy</i> )								
8	Providing remuneration that is clear, fair and transparent in improving performance ( <i>Empathy</i> )								
9	Accessibility and ease of accessing the system information system regarding lecturer performance (SIMBKD, SIMSKP, SIMUNA, etc.) ( <i>Tangible</i> )								
10	Quality of facilities and supporting infrastructure in the implementation of the tridarma of Higher Education ( <i>Tangible</i> )								





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	and infrastructure polyclinic ( <i>Tangibles</i> )								
8	Completeness of facilities and infrastructure of the parking lot ( <i>Tangibles</i> )								
9	Transparent in all types of deductions salary and remuneration ( <i>Assurance</i> )								
10	Disbursement accuracy salary, lecturer certification and 30% remuneration in every month ( <i>Assurance</i> )								
11	Clarity of guidelines and related regulations finance that are established ( <i>Assurance</i> )								
12	Involvement of lecturers and tendik in the preparation of the Budget Business Plan ( <i>Emphaty</i> )								
13	Promptness in processing promotion ( <i>Responsiveness</i> )								
14	Accuracy in provision of incentives remuneration in accordance with performance ( <i>Responsiveness</i> )								





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## IV. Instrument for Service Satisfaction and Implementation of the Research Process (Criterion 7)

### INSTRUCTIONS

Please fill in by putting a check mark (v) on the "Expectation of the answer" and "Existing reality" in the real field.

Num	Statement	Expectations for answers				The reality			
		Very Good	Good	Simply	Less	Very Good	Good	Simply	Less
<b>A</b>	<b>Proposal Submission</b>								
1.	Information Disclosure grant program ( <i>Tangibles</i> )								
2.	Ease of facility proposal submission research ( <i>Reliability</i> )								
3.	Service readiness LPPM administration services in handling problems in the field of research ( <i>Responsiveness</i> )								
4.	Consistency of rules and implementation of submission and assessment of proposals and or research money ( <i>Assurance</i> )								
5.	Disclosure of results assessment of proposals and research report ( <i>Empathy</i> )								
1.	Information disclosure rights and obligations researchers ( <i>Empathy</i> )								
2.	Convenience of facilities								



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	research ( <i>Tangibles</i> )								
3.	Service responsiveness Administration services during the research ( <i>Responsiveness</i> )								
4.	Disbursement accuracy research funds ( <i>Tangibles</i> )								
5.	Consistency of rules in the implementation of research and M&E activities ( <i>Reliability</i> )								
1	Guidelines and SOPs clear guidelines and SOPs on research outputs ( <i>Reliability</i> )								
2	Ease of facilitation in realizing research output ( <i>Reliability</i> )								
3	The accuracy of research output ( <i>Responsiveness</i> )								
4	Ease of guidance in achieving research output ( <i>Empathy</i> )								
5	Research output can be used in problem solving ( <i>Empathy</i> )								



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## V. Service Satisfaction Instrument and Implementation of PKM Process Criterion 8)

### INSTRUCTIONS

Please fill in by putting a check mark (v) on the "Expectation of the answer" and "Existing reality" in the real field.

Num	Statement	Expectations for answers				The reality			
		Very Good	Good	Simply	Less	Very Good	Good	Simply	Less
<b>A</b>	<b>Proposal Submission</b>								
1.	Information disclosure grants in the field of PKM ( <i>Tangibles</i> )								
2.	Ease of facility Submission ( <i>Reliability</i> )								
3.	Service readiness LPPM administration services in solving problem ( <i>Responsiveness</i> )								
4.	Consistency of rules and implementation of submission and assessment of PKM proposals and reports ( <i>Assurance</i> )								
5.	Disclosure of results assessment of proposals and PKM report ( <i>Empathy</i> )								
<b>B</b>	<b>PKM Implementation</b>								
1.	Information disclosure rights and obligations PKM implementers ( <i>Empathy</i> )								
2.	Convenience of facilities Activities ( <i>Tangibles</i> )								



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3.	Service speed LPPM administration during PKM activities ( <i>Responsiveness</i> )								
4.	Accuracy of disbursement funds ( <i>Tangibles</i> )								
5.	Consistency of rules and implementation of activities/monitoring ( <i>Reliability</i> )								
	Administrative efficiency report ( <i>Tangibles</i> )								
	Accuracy of procedure collection ( <i>Responsiveness</i> )								
<b>C</b>	<b>PKM Output</b>								
1	Guidelines and SOPs clear guidelines and SOPs on the obligation of PKM activity outputs ( <i>Reliability</i> )								
2	Ease of facilitation in realizing output of PKM activities ( <i>Reliability</i> )								
3	Output accuracy PKM activities ( <i>Responsiveness</i> )								
4	Ease of guidance in achieving PKM output ( <i>Empathy</i> )								
5	PKM output application highly effective in the community ( <i>Empathy</i> )								



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1	Vision, Mission, Strategy Objectives (understandability of vmts)	-	-	-	-	-	-
2	<b>Governance, Governance and Cooperation (management services)</b>	√	√	√	√	√	√
3	<b>Students (student services)</b>			√			
4	Human Resources (management services human resource development)	√	√				
5	<b>Finance, Facilities and Infrastructure (management of finance and infrastructure)</b>	√	√	√			
6	<b>Education (services and implementation of the education process education process)</b>			√			
7	Research (services and implementation of the research process)	√					√
8	Service to Community (services and implementation of the PKM process)	√					√
9	Outputs and Outcomes Tridarma (graduate performance - tracer study)					√	√



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	Counseling Services. (Tangible)								
<b>B</b>	<b>Mental Development National Spirituality</b>								
1	Service procedure Mental Development Spirituality (reliability)								
2	Speed of service (responsiveness)								
3	Politeness in service (assurance)								
4	Service communication Mental Development Spirituality of Nationality (empathy)								
5	sufficiency, accessibility, quality and infrastructure (Tangible)								
<b>C</b>	<b>Health Services</b>								
1	Service procedures health service procedures (reliability)								
2	Service responsiveness (responsiveness)								
3	Ability and politeness in service (assurance)								
4	Concern in receiving complaints health services (empathy)								
5	sufficiency, accessibility, quality								





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## II.2 Student services

**Do you participate in interest and talent activities and student organizations?**  
**a. Yes**  
**b. No**  
**If your answer is "Yes" please complete the following statement:**

Num	Statement	Expectations for answers				The reality			
		Very Good	Good	Simply	Less	Very Good	Good	Simply	Less
<b>A</b>	<b>Interests Talents and Organizations Student Affairs</b>								
1.	Program sustainability activities (reliability)								
2.	Responsiveness of student organizations student organization in serving students (responsiveness)								
3	Usefulness activities (assurance)								
4	Communication and organizational awareness student organization in receiving complaints (empathy)								
5	sufficiency, accessibility, and quality of facilities infrastructure (Tangible)								

**Do you participate in career development coaching activities?**  
**a. Yes**  
**b. No**  
**If your answer is "Yes" please complete the following statement:**

Num	Statement	Expectations for answers				The reality			
		Very	Good	Simply	Less	Very	Good	Simply	Less









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	<i>(responsiveness)</i>								
6	Maintenance and management of facilities and infrastructure academic (library, learning/laboratorium/workshop/ Installation electricity/ internet, etc.) (reliability)								
7	Completeness of facilities infrastructure facilities lectures library (assurance)								
8	Excellent service in the process of borrowing / using infrastructure facilities in student activities (empathy)								
9	Availability of information system that support activities academic and non-academic activities (Tangibles)								
10	Speed of follow-up on complaints (responsiveness)								





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## IV. Service Satisfaction Instrument and Implementation of Education Process (Criterion 6)

### INSTRUCTIONS

Please fill in by putting a check mark (v) on the "Expectation of the answer" and "Existing reality" in the real field.

Num	Statement	Expectations for answers				The reality			
		Very Good	Good	Simply	Less	Very Good	Good	Simply	Less
<b>A</b>	<b>Reliability: the ability of lecturers, education personnel, and managers in provide services</b>								
1	Lecturer Mastery on course material								
2	Lecturer's delivery in material lecture								
3	Structural and independent assignments in accordance with the weight of credits and lecture objectives								
4	Use of Indonesian language is good and correct								
5	Suitability of assignments and exam questions with learning objectives								
6	Service availability academic, administrative and service needs academic information needs of lecturers, education personnel and managers accurately and satisfactorily.								



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<b>B</b>	<b>Responsiveness: willingness of lecturers, education personnel, and managers in helping students and providing services quickly;</b>								
1	Timeliness in starting and end the lecture								
2	Timeliness return of assignments to students by the lecturer								
3	Lecturer's willingness to give the exam follow-up								
4	Lecturers are willing to receive suggestions and input from students in the process of lecturing and mentoring								
5	Ability creating a conducive learning atmosphere atmosphere conducive to learning to motivate students								
6	Ease of service lecturers, staff education and managers in solving problems academic								
<b>C</b>	<b>Assurance: the ability of lecturers, education personnel,</b>								



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	<b>and managers to give confidence students that the services provided are in accordance with the provisions;</b>								
1	Implementation of UTS/UAS according to the academic calendar								
2	Face-to-face fulfillment 15 times meetings / semester								
3	Transparency in grading								
4	Friendliness of education personnel to serve								
5	education staff / laboratory serve students according to the working day								
<b>D</b>	<b>Empathy: willingness/concern lecturers, education personnel, and managers to give attention to students;</b>								
1	Objectivity in assessment								
2	Lecturers and students together make a lecture contract at the beginning of the semester meeting								
3	Communication of education personnel in services								



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E	<b>Tangible: student assessment of the adequacy, accessibility, quality of facilities and infrastructure.</b>								
1	Easy access to information system-based service facilities (SSO Unesa and Website)								
2	Availability and quality of laboratories/workshops/libraries/networks/classrooms, etc. in supporting academic activities								



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1	Vision, Mission, Strategy Objectives (understandability of vmts)	-	-	-	-	-	-
2	<b>Governance, Governance and Cooperation (management services)</b>	√	√	√	√	√	√
3	Students (student services)			√			
4	<b>Human Resources (HR development management services)</b>	√	√				
5	<b>Finance, Facilities and Infrastructure (financial management and infrastructure)</b>	√	√	√			
6	Education (services and implementation of the education process)			√			
7	<b>Research (service and implementation of the research process)</b>	√					√
8	<b>Community Service (service and implementation of the PKM process)</b>	√					√
9	Tridarma Outputs and Achievements (graduate performance - tracer study)					√	√



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