**INSTRUMENTS FOR EDUCATIONAL PERSONNEL**

1. **Charging instructions**
2. This questionnaire aims to ask for your opinion/response regarding your satisfaction with governance and governance, HR development services, facilities and infrastructure management services, and financial management services.
3. Your honest answer is essential for improving the quality of governance and governance, human resource development services, facilities and infrastructure management services, along with financial management services in the future.
4. Choose the answer that you think is the most appropriate to reality.
5. The assessment criteria used are:

**very satisfied = 5, satisfied = 4, quite satisfied = 3,**

**less satisfied = 2, dissatisfied = 1**

1. **Identity**

Name :

Work unit :

Address :

Gender : a. male b. woman

1. **Instruments of satisfaction of Education Personnel with Governance and Governance services**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Achievements** | **Instruments** | **Response** | | | | | |
| **1** | **2** | | **3** | **4** | **5** |
| 1. | Credibility | * Decision-making by the leadership is carried out by deliberation and consensus. * Moral/material support in the career development of education staff. * Information and providing career path services. |  |  | |  |  |  |
| 2. | Transparent | * Involvement in the preparation of the Study Program work program plan. * Involving educational staff in the implementation of study program work programs. * Opportunity to submit suggestions and criticism. |  |  | |  |  |  |
| 3. | Accountability | * Determination of the appropriate field of work * Follow-up on criticisms, suggestions, and complaints submitted by education   personnel. |  |  | |  |  |  |
| 4. | Responsibility | * Performance monitoring at the beginning, middle and end of the semester. * Evaluation of lecturer performance is carried out every semester. * Giving awards/sanctions for education personnel |  |  | |  |  |  |
| 5. | Fairness | * Fair treatment of education personnel |  |  | |  |  |  |
| 6. | Satisfaction of  Education Personnel in Promotion | * Clarity of information about the terms and conditions of the promotion. * Ease of managing promotion files |  |  | |  |  |  |
| 7. | Satisfaction of  Education Personnel in Scholarships | * Ease of getting scholarship information * Transparency in the distribution of scholarship receipts |  |  | |  |  |  |
| 8. | Satisfaction of  Education Personnel in Further Studies and Training | * Motivation from the study program leader * Ease in managing further study files |  |  | |  |  |  |
| 9. | Satisfaction of  Education Personnel in Leave Management | * Clarity of information about leave conditions * Ease of managing leave files |  |  | |  |  |  |
| Improvement Suggestions: | | | | | | | | |
|  | | | | |

1. **Instruments of satisfaction of Education Personnel on facilities and infrastructure management services**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Indicator** | **Statement** | **Response** | | | | |
| **1** | **2** | **3** | **4** | **5** |
| 1 | Sufficiency and Accessibility of Educational Facilities | 1. Availability of academic administration service room 2. Availability of academic service facilities 3. Availability of toilet facilities. 4. Availability of worship facilities |  |  |  |  |  |
| 2 | Sufficiency and  Accessibility of information and communication technology facilities | 1. Availability of   internet facilities   1. Study program website in providing information |  |  |  |  |  |
| 3 | Adequacy of Infrastructure Accessibility | 1. Availability of information board facilities 2. Chair/table facilities for lectures 3. Availability of sports facilities 4. Availability of campus parking space |  |  |  |  |  |
| Improvement Suggestions: | | | | | | | |

1. **Education Personnel Satisfaction Questionnaire on Human Resource Management and Development Services**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Question Items** | **Response** | | | | |
| **5** | **4** | **3** | **2** | **1** |
| 1. | Availability of Standard Operating Procedure (SOP) regarding employee recruitment and selection |  |  |  |  |  |
| 2. | Availability of Standard Operating Procedure and regulations for implementing the work system |  |  |  |  |  |
| 3. | Information system regarding employee competencies and development plans |  |  |  |  |  |
| 4. | Self-development budget |  |  |  |  |  |
| 5. | Availability and transparency of information  regarding seminars and training |  |  |  |  |  |
| 6. | Opportunity to develop self-potential and  work (continue studies, training, seminars, etc.) |  |  |  |  |  |
| 7. | Clarity regarding work targets, systems and  assessment results |  |  |  |  |  |
| 8. | Giving rewards and punishments for  performance results |  |  |  |  |  |
| 9. | Freedom of expression |  |  |  |  |  |
| 10. | Job promotion opportunities |  |  |  |  |  |
| 11. | Conformity of duties with competence |  |  |  |  |  |
| Improvement Suggestions: | | | | | | |

1. **Instruments of Satisfaction of Education Personnel on Financial Management Services**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Statement** | **Response** | | | | |
| **1** | **2** | **3** | **4** | **5** |
| **Planning** | | | | | | |
| 1 | The faculty has financial management guidelines as the basis for the preparation of the RKA-KL. |  |  |  |  |  |
| 2 | Faculties involve units/departments/study program/laboratories in the preparation of the RKA-KL |  |  |  |  |  |
| 3 | Faculties plan activities are arranged in the RKA-KL based on the vision, mission, strategic objectives |  |  |  |  |  |
| **Allocation** | | | | | | |
| 4 | Office services |  |  |  |  |  |
| 5 | Learning |  |  |  |  |  |
| 6 | library book |  |  |  |  |  |
| 7 | student activities |  |  |  |  |  |
| 8 | research activities |  |  |  |  |  |
| 9 | PKM activities |  |  |  |  |  |
| 10 | governance system development services |  |  |  |  |  |
| 11 | Institutional and HR |  |  |  |  |  |
| 12 | Learning facilities and infrastructure |  |  |  |  |  |
| **Accountability** | | | | | | |
| 13 | Transparency of budget use in each budgeting post |  |  |  |  |  |
| Improvement Suggestions: | | | | | | |