**INSTRUMENTS FOR INSTRUCTORSHIP**

1. **Questionnaire Instructions**
2. This questionnaire aims to ask for Mr/Mrs opinion/response regarding your satisfaction with graduates and the cooperation that exists with UNM.
3. The honest answer of Mr/Mrs is very important for improvement of the quality of graduates and the cooperation that exists with UNM in the future.
4. Choose one the answer that Mr/Mrs think is the most appropriate to reality.
5. The assessment criteria used are:

**very satisfied** = 5, **satisfied** = 4, **quite satisfied** = 3, **not satisfied** = 2 **dissatisfied** = 1

1. **Identitas**

Name : ……………………………………….

Address : ……………………………………….

Gender : a. Male b. Female

Term of official duty at UNM :

1. 0 – 10 years
2. 10 – 20 years
3. 20 – 30 years
4. 30 – 40 years

Employment status

1. Prospective lecturer/academic assistant
2. Civil Servant Lecturer
3. BHMN Lecturer
4. NIDK Lecturer

Functional Position

1. Civil Servant
2. Expert Assistant
3. Lecturer
4. Head Lecturer
5. Professor

**III. Lecturer Satisfaction Instrument on Staffing and Governance**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No | Indicator | Question | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
|  | Credibility | * Decision making by the leadership is carried out by deliberation and consensus * Moral/material support in the career development of lecturers. * Information and providing career services |  |  |  |  |  |
|  | Transparent | * Involvement in the preparation of the Department work program plan. * Involvement of lecturers in the implementation of Department work programs. * Determination of course lecturers through Department level meetings. * Opportunity to submit suggestions and criticism. |  |  |  |  |  |
|  | Accountability | * Determination of lecturers in charge of courses is adjusted to the lecturer's scientific field * Appointment of thesis supervisor according to scientific field. * Follow-up criticism, suggestions and complaints submitted by the lecturer. |  |  |  |  |  |
|  | Responsibility | * Monitoring the implementation of lectures at the beginning, middle and end of the semester. * Evaluation of lecturer performance is carried out every semester. * Giving awards/sanctions for lecturers. |  |  |  |  |  |
|  | Equitable | * Equitable treatment of lecturers. |  |  |  |  |  |
|  | Lecturer Satisfaction in Promotion | * Clarity of information about the terms and conditions of promotion * Ease of managing promotion files |  |  |  |  |  |
|  | Lecturer Satisfaction in Scholarship | * Ease of getting scholarship information * Transparency in the distribution of scholarship receipts |  |  |  |  |  |
|  | Lecturer Satisfaction in Further Studies | * Providing motivation by the Head of Department * Ease in managing further study files |  |  |  |  |  |
|  | Lecturer Satisfaction in Leave Management | * Clarity of information about leave conditions * Ease of managing leave files |  |  |  |  |  |

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| **Improvement Suggestions:** |

**IV. Researcher Satisfaction Instruments on Service and Implementation of Universitas Negeri Makassar Research Process**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Question | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1 | Availability of research information. |  |  |  |  |  |
| 2 | Service system quality. |  |  |  |  |  |
| 3. | Availability of research institute websites. |  |  |  |  |  |
| 4. | Responsive Research and Community Service Institute. |  |  |  |  |  |
| 5. | Staff service. |  |  |  |  |  |
| 6. | Research proposal submission system. |  |  |  |  |  |
| 7 | Reviewer's performance. |  |  |  |  |  |
| 8 | Equitable and proportionality of research budget. |  |  |  |  |  |
| 9 | Implementation of research seminars. |  |  |  |  |  |
| 10 | Service Unit publication of research results. |  |  |  |  |  |
| 11 | Data security of lecturer research results. |  |  |  |  |  |
| 12 | Monev research. |  |  |  |  |  |
| 13 | Administration system for reporting research results. |  |  |  |  |  |

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| **Improvement Suggestions:** |

**V** **Servant Satisfaction Instrument for Service and Implementation of Universitas Negeri Makassar Service Process**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No | Statement | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1 | Availability of service information |  |  |  |  |  |
| 2 | LP2M service system quality |  |  |  |  |  |
| 3. | The availability of website LP2M |  |  |  |  |  |
| 4. | Responsive Research and Community Service Institute |  |  |  |  |  |
| 5. | Staff service |  |  |  |  |  |
| 6. | Service proposal submission system |  |  |  |  |  |
| 7 | Reviewer's performance |  |  |  |  |  |
| 8 | Justice and proportionality of the service budget |  |  |  |  |  |
| 9 | Implementation of service seminars |  |  |  |  |  |
| 10 | Service Unit publication of the results of the dedication |  |  |  |  |  |
| 11 | Monev devotion |  |  |  |  |  |
| 12 | Service result reporting administration system |  |  |  |  |  |

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| **Improvement Suggestions:** |

**VI. Instrument of Satisfaction of the Academic Community 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/major/laboratories in the preparation of the RKA-KL |  |  |  | |  |  |
| 3 | Faculties plan activities that are arranged in the RKA-KL based on the vision, mission, strategic objectives |  |  |  | |  |  |
| **Allocation** | | | | | | | |
| 6 | Office Services |  |  |  |  | |  |
| 7 | Learning |  |  |  |  | |  |
| 8 | Library Book |  |  |  |  | |  |
| 9 | Student Activities |  |  |  |  | |  |
| 10 | Research Activities |  |  |  |  | |  |
| 11 | PKM Activities |  |  |  |  | |  |
| 12 | Governance System Development Services |  |  |  |  | |  |
| 13 | Institutional and HR |  |  |  |  | |  |
| 14 | Learning Facilities and Infrastructure |  |  |  |  | |  |
| **Accountability** | | | | | | | |
| 18 | Transparency of budget use in each budgeting post |  |  |  |  | |  |

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| **Improvement Suggestions:** |

**VII. Lecturer Satisfaction Instrument for Human Resources Management and Development Services**

Satisfaction with the Academic Atmosphere

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Statement | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1. | Academic atmosphere |  |  |  |  |  |
| 2. | Working relationship in skill group |  |  |  |  |  |
| 3. | Working relationship in study program |  |  |  |  |  |
| 4. | Harmonization |  |  |  |  |  |
| 5. | Availability of facilities |  |  |  |  |  |

Satisfaction Involvement in Educational aspects

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Statement | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1. | Suitability of teaching load to general education standards |  |  |  |  |  |
| 2. | Work facilities to support work as a teacher |  |  |  |  |  |
| 3. | Adequacy of training |  |  |  |  |  |
| 4. | Ease of administration process for further study |  |  |  |  |  |
| 5. | Easy access to scholarship information for lecturers |  |  |  |  |  |
| 6. | Participation in comparative studies |  |  |  |  |  |

Satisfaction Involvement in the aspects of Training in the Field of Research and Community Service

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Statement | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1. | Funding support for training in research and PKM |  |  |  |  |  |
| 2. | Easy access to information about training in research and PKM |  |  |  |  |  |

Satisfaction Involvement in Research and Community Service activities

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Statement | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1. | Collaboration between lecturers in research |  |  |  |  |  |
|  | Collaboration between lecturers in PKM |  |  |  |  |  |

Involvement in the field of governance and development of the University/Faculty/Depart/Major

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Statement | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1. | Involvement in committees in University/Faculty/Depart/Major |  |  |  |  |  |
| 2. | Clarity of committee duties and objectives |  |  |  |  |  |
| 3. | Adequacy of training in managing study programs/faculty |  |  |  |  |  |
| 4. | Adequacy of training in managing the institution |  |  |  |  |  |
|  | Opportunity to work according to expertise |  |  |  |  |  |

Career/Position Development Satisfaction

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Statement | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1. | Information about Functional Position |  |  |  |  |  |
| 2. | Promotion information and services |  |  |  |  |  |
| 3. | Career advancement |  |  |  |  |  |
| 4. | Award for work performance |  |  |  |  |  |

Satisfaction with Social Welfare and Health Services

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Statement | Response | | | | |
| 1 | 2 | 3 | 4 | 5 |
| 1. | Availability of welfare service information |  |  |  |  |  |
| 2. | Additional income |  |  |  |  |  |
| 3 | Health and sports facilities |  |  |  |  |  |
| 4 | Worship facilities |  |  |  |  |  |

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| **Improvement Suggestions:** |

**VIII. Instruments for the satisfaction of the academic community towards facilities and infrastructure management services**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Indikator** | **Statement** | **RESPONSE** | | | | |
| **1** | **2** | **3** | **4** | **5** |
| 1. Sufficiency And Accessibility Of Educational Facilities | * + - 1. Lecture Hall       2. Learning Facilities In The Lecture Hall       3. Reference Books In The Library       4. A Laboratory That Is Relevant To The Scientific Needs Of Students       5. Availability Of Toilet Facilities.       6. Availability Of Worship Facilities       7. Lecturer Room Availability       8. Meeting Room Availability |  |  |  |  |  |
| 1. Sufficiency And Accessibility Of Information and Communication Technology Facilities | 1. Availability Of Internet Facilities 2. Website Of Major In Providing Information |  |  |  |  |  |
| 1. Sufficiency 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 |  |  |  |  |  |

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| **Improvement Suggestions:** |