

INSTRUMENTS FOR LECTURERS

I. Filling Instructions

1. This questionnaire aims to ask for your opinion/response regarding your satisfaction with civil service and governance services, financial services, research, community service, human resource management, facilities and infrastructure.
2. Your honest answer is very important for the improvement and improvement of the quality of civil service and governance services, financial services, research, community service, human resource management, facilities and infrastructure in the future.
3. Choose the answer that you think is the most appropriate to reality.
4. The assessment criteria used are:

very satisfied = 5, satisfied = 4, quite satisfied = 3, less satisfied = 2, dissatisfied = 1

II. Identity

Name :
Address :
Gender : a. male b. woman

Length of work at UNM:

- a. 0 – 10 years
- b. 10 – 20 years
- c. 20 – 30 years
- d. 30 – 40 years

Employment status

- a. Prospective lecturer/academic assistant
- b. Civil Servant Lecturer
- c. BHMN Lecturer
- d. NIDK Lecturer

Functional position

- a. Lecturer (CPNS)
- b. Assistant Professor (Asisten Ahli)
- c. Assistant Professor (Lektor)
- d. Associate Professor (Lektor Kepala)
- e. Professor

III. Lecturer Satisfaction Instrument for Civil Service and Governance Services

No	Indicator	Question	Response				
			1	2	3	4	5
1.	Credibility	<ul style="list-style-type: none"> - 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 path services 					
2.	Transparency	<ul style="list-style-type: none"> - Involvement in the preparation of the Study Program work program plan. - Involvement of lecturers in the implementation of work programs. - Determination of course lecturers through Study Program level meetings. - Opportunity to submit suggestions and criticism. 					
3.	Accountability	<ul style="list-style-type: none"> - Determination of subject lecturers according to the lecturer's scientific field - Appointment of thesis supervisor according to scientific field. - Follow up on criticisms, suggestions and complaints submitted by lecturers. 					
4.	Responsibility	<ul style="list-style-type: none"> - 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 					
5.	Fair	<ul style="list-style-type: none"> - Fair treatment to all lecturers 					
6.	Lecturer Satisfaction in the Promotion Process	<ul style="list-style-type: none"> - Clarity of information about the terms and conditions of promotion - Ease in managing promotion files 					
7.	Lecturer Satisfaction in Scholarship	<ul style="list-style-type: none"> - Ease of getting scholarship information - Transparency in the distribution of scholarship awardee 					
8.	Lecturer Satisfaction in Ease of Continuing Study	<ul style="list-style-type: none"> - Providing motivation by the study program leader - Ease in managing further study files 					
9.	Lecturer Satisfaction in Leave	<ul style="list-style-type: none"> - Clarity of information about leave conditions - Ease of managing leave files 					

Management						
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Suggestions:

IV. Researcher Satisfaction Instruments on Services and Implementation of the Research Process at Universitas Negeri Makassar

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	Fairness 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	Money on research					
13	Administration system for reporting research results					

Suggestions:

V. Instrument of Lecturer Satisfaction with Service and Implementation of Community Service Process at Universitas Negeri Makassar

No	Question	Response				
		1	2	3	4	5
1	Availability of service information					
2	LP2M service system quality					
3.	LP2M website availability					
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	Money on community service					
12	Administration system for reporting the results of community service					

Suggestions:

VI. Instrument of Satisfaction of the Academic Community on Financial Management Services

No	Question	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 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	community service activities					
12	governance system development services					
13	Institutional and HR					
14	Facilities and infrastructure fo learning					
Accountability						
18	Transparency of budget use in each budgeting post					

Suggestions:

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

Satisfaction with Academic Atmosphere

No	Question	Response				
		1	2	3	4	5
1.	Academic atmosphere					
2.	Working relationships in groups based on expertise					
3.	Working relationship in study program					
4.	Harmonization					
5.	Availability of facilities					

Satisfaction Involvement in Educational aspects

No	Question	Response				
		1	2	3	4	5
1.	Conformity of teaching load to general education standards					
2.	Work facilities to support work as a lecturer					
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	Question	Response				
		1	2	3	4	5
1.	Funding support for training in research and community service					
2.	Easy access to information about training in research and community service					

Satisfaction Involvement in Research and Community Service activities

No	Question	Response				
		1	2	3	4	5
1.	Collaboration between lecturers in research					
2.	Collaboration between lecturers in community service					

Involvement in the field of governance and development of the University/Faculty/ Study program

No	Question	Response				
		1	2	3	4	5
1.	Involvement in committees in University/Faculty/ Study program					
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 Development Satisfaction

No	Question	Response				
		1	2	3	4	5
1.	Information about career					
2.	Promotion information and services					
3.	Career advancement					
4.	Award for work performance					

Satisfaction with Social Welfare and Health Services

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

Suggestions:

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

No	Question	Response				
		1	2	3	4	5
1. Adequacy and Accessibility of Educational Facilities	1. Lecture room 2. Learning facilities in the lecture hall 3. Reference books in the library 4. Laboratories that are relevant to the scientific needs of students 5. Availability of toilet facilities. 6. Availability of worship facilities 7. Availability of lecturer rooms 8. Availability of meeting rooms					
2. Adequacy and Accessibility of Information and Communication Technology Facilities	1. Availability of internet facilities 2. Study program website in providing information					
3. Adequacy of Infrastructure	1. Availability of information board facilities					

Accessibility	2. Chair/table facilities for lectures 3. Availability of sports facilities 4. Availability of campus parking spaces					
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Suggestions: