



LAPORAN SURVEI KEPUASAN DOSEN DAN  
TENAGA KEPENDIDIKAN  
*Fall 2023*

UNIVERSITAS SAMPOERNA

Halaman Pengesahan

## LAPORAN SURVEI KEPUASAN DOSEN DAN TENAGA KEPENDIDIKAN

Tahun Ajaran 2023-2024

Universitas Sampoerna

Laporan survei kepuasan dosen dan tenaga kependidikan ini disiapkan oleh Unit Riset Kelembagaan dan Perencanaan (IRP). Data diambil dari hasil survei tingkat universitas yang dilaksanakan pada periode Januari 2024. Data responden yang diambil untuk laporan ini mencakup semua dosen dan tenaga kependidikan yang telah berpartisipasi dalam mengisi survei. Survei kepuasan dosen dan tenaga kependidikan ini dilaksanakan secara rutin setiap tahun akademik.

Jakarta, April 2024



Dorita Setiawan, Ph.D.  
Direktur IRP

## Pendahuluan

### A. Latar Belakang

Dalam rangka memastikan tersedianya fasilitas dan layanan yang baik bagi dosen dan tenaga kependidikan untuk mendukung terlaksananya proses belajar mengajar yang efektif, efisien dan berdaya manfaat terbaik bagi mahasiswa, Universitas Sampoerna melalui Unit Riset Kelembagaan dan Perencanaan (*Office of Institutional Research and Planning*) melakukan assessmen secara berkala melalui pelaksanaan survei kepuasan dosen dan tenaga kependidikan. Survei ini merupakan salah satu metode pengumpulan data yang digunakan oleh Universitas Sampoerna sehingga dengan data tersebut dapat dilakukan analisa untuk melihat aspek-aspek yang sudah sesuai baik dan sesuai dengan kebutuhan serta aspek-aspek yang masih memerlukan peningkatan.

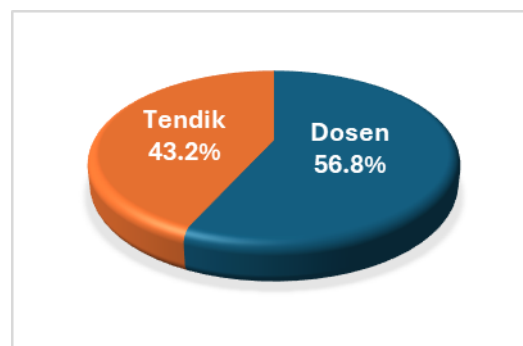
### B. Tujuan

Assesmen melalui survei ini bertujuan untuk mengukur tingkat kepuasan dosen dan tenaga kependidikan terhadap fasilitas, layanan dan sumberdaya yang disediakan oleh Universitas Sampoerna dalam rangka mendukung proses belajar mengajar, serta melihat umpan balik dan saran-saran untuk perbaikan dikemudian hari.

### C. Target Responden dan Metode Pengumpulan

Survei kepuasan dosen dan tenaga kependidikan ini menargetkan seluruh dosen dan tenaga kependidikan (staff) yang bertugas dilingkungan Universitas Sampoerna. Pengumpulan data dilakukan melalui *online platform Survey-Monkey*, dimana link survei dikirim melalui email kepada seluruh dosen dan tenaga kependidikan.

Instrumen survei terdiri dari dua bagian, yaitu (1) *close-ended questions*, dan (2) *open-ended questions*. Pada kuisisioner *close-ended questions*, pengisian survei menggunakan skala “*Strongly Agree; Agree; Neutral; Disagree; Strongly Disagree*” dalam pilihan jawaban yang dapat dipilih oleh responden pada setiap indikatornya. Sedangkan pada bagian *open-ended questions*, responden diberi kebebasan untuk mengisi berupa umpan balik, saran dan masukan untuk perbaikan ke depannya. Survei didistribusikan kepada semua target responden pada tanggal 15 Januari 2024. Sebanyak 81 responden berpartisipasi dalam survei ini dengan komposisi 56,8% (46 dosen), dan 43,2% (35 tenaga kependidikan).



Gambar 1. Distribusi responden berdasarkan kategori penugasan

## Hasil dan Analisis

### A. Fasilitas dan Layanan Belajar Mengajar

Ada empat indikator atau item pertanyaan yang digunakan untuk mengukur tingkat kepuasan responden pada aspek ini. Hasil survei menunjukkan bahwa fasilitas dan layanan belajar yang disediakan sudah sangat baik dengan tingkat kepuasan rata-rata responden mencapai 81%. Maka dengan hasil yang sangat memuaskan ini, tindak lanjut yang perlu dilakukan adalah dengan mempertahankan fasilitas dan layanan yang sudah sangat bagus. Dari keempat indikator yang diukur, layanan perpustakaan memiliki tingkat kepuasan yang relatif lebih rendah dibandingkan tiga kategori yang lain, hal ini dapat dilihat pada tabel dibawah. Dengan demikian perlu dilakukan peningkatan kearah yang lebih baik lagi khususnya pada aspek layanan perpustakaan.

Kategori Layanan/Fasilitas	Tingkat Kepuasan*
Kepuasan terhadap fasilitas, sarana, dan prasarana. <i>How satisfied are you with the availability of resources for teaching at SU?</i>	87,80%
Kepuasan terhadap sarana internet untuk proses belajar mengajar. <i>How satisfied are you with the learning management system used for teaching SU's courses?</i>	87,80%
Kepuasan terhadap layanan perpustakaan. <i>SU library has all resources (print or digital copy) required for my courses.</i>	73,17%
Kepuasan terhadap layanan tutoring pembelajaran untuk membantu dosen menangani mahasiswa yang bermasalah. <i>The Tutoring Services have been helpful for my at-risk students taking SU's courses.</i>	75,61%

\*Gabungan *strongly agree* dan *agree*

### B. Layanan Keuangan dan Sumberdaya Manusia

Terdapat tujuh pertanyaan yang digunakan untuk melihat tingkat kepuasan responden terhadap aspek layanan keuangan dan sumberdaya manusia. Secara keseluruhan tingkat kepuasan responden sangat baik dimana mencapai tingkat kepuasan rata-rata 77%. Maka tindak lanjut yang perlu dilakukan pada aspek ini adalah dengan mempertahankan layanan yang sudah baik. Sementara itu perlu dilakukan tindakan peningkatan pada item pertanyaan sistem seleksi, rekrutmen, orientasi dan penempatan staff baru, dimana tingkat kepuasan reponden relatif rendah dibandingkan dengan item-item lainnya pada aspek layanan ini. Adapun tingkat kepuasan masing-masing kategori dapat dilihat pada tabel berikut:

Kategori Layanan/Fasilitas	Tingkat Kepuasan*
Sistem seleksi, rekrutmen, orientasi staff, dan penempatan staff baru. <i>SU has organized systems for selection, recruitment, staff orientation &amp; job assignment</i>	61,04%
Kepuasan terhadap upaya memfasilitasi pengembangan profesi. <i>SU offers professional development opportunities by encouraging faculty and staff to participate in relevant training/workshops/seminars/conferences.</i>	76,62%
Tersedianya benefit asuransi yang cukup memadai. <i>SU provides adequate insurance (medical benefits, pension plan, etc.)</i>	83,12%
Penilaian staff dilakukan melalui sistem peninjauan kinerja yang objektif <i>SU implements staff evaluation through an objective performance review system.</i>	72,73%

Kategori Layanan/Fasilitas	Tingkat Kepuasan*
Sistem dan layanan keuangan tersedia dengan baik dan efektif. <i>SU provides a good and effective financial system and service.</i>	71,43%
Sistem pengajian dilakukan tepat waktu dan diinformasikan dengan baik. <i>The payroll system is timely and well informed.</i>	93,51%
Fasilitas dan sumberdaya di SU sangat andal untuk mendukung pekerjaan <i>The facility and resources at SU are very reliable to support my work.</i>	81,58%

\*Gabungan *strongly agree* dan *agree*

### C. Manajemen dan Budaya Kerja

Indikator pada aspek ini mengukur budaya kerja dilingkungan kampus, respon, dan apresiasi atasan langsung atau manajemen terhadap kinerja dosen dan tenaga kependidikan. Hasil survei menunjukkan bahwa tingkat kepuasan rata-rata pada aspek manajemen dan budaya kerja sangat memuaskan yaitu mencapai angka 79%. Maka tindak lanjut yang perlu dilakukan pada aspek ini adalah dengan mempertahankan layanan manajemen dan budaya kerja yang sudah sangat baik di lingkungan kampus. Namun demikian perlu dilakukan peningkatan pada kategori tingkat responsif manajemen universitas terhadap kebutuhan karyawan, dimana tingkat kepuasan pada kategori ini cenderung lebih rendah dibandingkan kategori-kategori lainnya. Tabel berikut memaparkan secara terperinci kepuasan dosen dan tenaga kependidikan terhadap masing-masing kategori pada aspek manajemen dan budaya kerja.

Kategori Layanan/Fasilitas	Tingkat Kepuasan*
Senang dengan budaya organisasi di Universitas Sampoerna. <i>I enjoy the organizational culture at SU.</i>	72,15%
Saya merasa sejalan (terhubung) dengan rekan kerja. <i>I feel connected to my coworkers.</i>	83,12%
Secara umum, saya senang datang untuk bekerja. <i>In general, I enjoy coming to work.</i>	86,08%
Atasan langsung saya menghargai masukan dan kontribusi saya <i>My direct supervisor values my input and contributions</i>	81,01%
Tim kerja dikelola dengan baik, dan pengawasannya terorganisir dan adil <i>My team is well-managed, and supervision is organized and fair</i>	81,01%
Manajemen universitas responsif terhadap kebutuhan karyawan. <i>The SU management is responsive to staff needs.</i>	63,29%
Saya merasa puas dengan pekerjaan saya saat ini. <i>I feel fulfilled by my present job.</i>	75,95%
Pekerjaan saya menggunakan pengetahuan dan keterampilan saya secara efektif <i>My job uses my skills and knowledge effectively.</i>	84,81%
Saya merasa peran saya dihargai oleh tim dan para manajer. <i>I feel as though my role is appreciated by the team and managers.</i>	82,28%

\*Gabungan *strongly agree* dan *agree*

## **Kesimpulan**

Merujuk pada hasil survei diatas, secara keseluruhan menunjukkan tingkat kepuasan yang sudah sangat baik, dimana ketiga aspek yang diukur memperlihatkan angka kepuasan rata-rata diatas 75%. Dengan demikian tindak lanjut yang perlu dilakukan adalah dengan mempertahankan tingkat layanan dan ketersediaan fasilitas yang sudah baik. Selanjutnya terus melakukan peningkatan pada beberapa kategori yang masih dianggap perlu peningkatan lebih lanjut.

## **Instrumen Survei**

<https://www.surveymonkey.com/r/RQJ9WK6>

## Rekapitulasi Jawaban Survei Kepuasan Dosen dan Tenaga Kependidikan TA.2023-2024.

Are you a faculty member or non-faculty member?	What is your gender?	I enjoy the organizational culture at SU.	I feel connected to my coworkers.	I would describe staff morale as	In general, I enjoy coming to work.	My direct supervisor values my input and contributions.	My team is well-managed, and supervision is organized and fair.	The SU management is responsive to staff needs.	I feel fulfilled by my present job.	My job uses my skills and knowledge effectively.	I feel as though my role is appreciated by the team and managers.
Non-faculty member	Female	Strongly agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Agree	Agree	Strongly agree	Strongly agree
Non-faculty member	Male	Agree	Agree	Very positive	Agree	Agree	Agree	Agree	Strongly agree	Agree	Agree
Non-faculty member	Male	Agree	Agree	Very positive	Agree	Agree	Agree	Agree	Agree	Agree	Agree
Faculty member	Male	Strongly agree	Neutral	Somewhat positive	Agree	Agree	Agree	Strongly agree	Agree	Strongly agree	Agree
Faculty member	Male	Agree	Agree	Very positive	Agree	Neutral	Agree	Neutral	Agree	Agree	Agree
Faculty member	Female	Agree	Agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Agree
Faculty member	Male	Strongly agree	Agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree
Faculty member	Male	Agree	Agree	Somewhat positive	Agree	Neutral	Agree	Agree	Agree	Agree	Agree
Faculty member	Female	Agree	Neutral	Somewhat positive	Agree	Agree	Agree	Agree	Agree	Agree	Agree
Faculty member	Male	Agree	Agree	Very positive	Strongly agree	Agree	Agree	Agree	Agree	Agree	Agree
Faculty member	Male	Strongly agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Faculty member	Male	Agree	Agree	Somewhat positive	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
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Faculty member	Male	Strongly agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Faculty member	Male	Neutral	Neutral	Neutral	Neutral	Agree	Neutral	Neutral	Neutral	Agree	Neutral
Faculty member	Male	Neutral	Neutral	Somewhat positive	Agree	Neutral	Agree	Agree	Neutral	Neutral	Neutral
Non-faculty member	Female	Neutral	Agree	Very positive	Agree	Agree	Neutral	Neutral	Agree	Strongly agree	Neutral
Faculty member	Female	Agree	Strongly agree	Somewhat positive	Agree	Strongly agree	Agree	Neutral	Agree	Agree	Strongly agree
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Faculty member	Male	Agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Non-faculty member	Female	Disagree	Neutral	Somewhat negative	Neutral	Neutral	Disagree	Neutral	Neutral	Neutral	Neutral
Faculty member	Female	Neutral	Disagree	Somewhat positive	Agree	Agree	Neutral	Strongly agree	Agree	Neutral	Neutral
Faculty member	Male	Agree	Agree	Very positive	Agree	Agree	Agree	Strongly agree	Agree	Strongly agree	Strongly agree
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Faculty member	Male	Disagree	Disagree	Neutral	Neutral	Strongly disagree	Strongly disagree	Strongly disagree	Neutral	Agree	Disagree
Faculty member	Female	Agree	Agree	Somewhat positive	Strongly agree	Strongly agree	Agree	Agree	Strongly agree	Agree	Agree
Faculty member	Male	Agree	Agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree
Non-faculty member	Female	Agree	Agree	Somewhat positive	Agree	Strongly agree	Agree	Disagree	Neutral	Disagree	Agree
Faculty member	Male	Neutral	Agree	Somewhat positive	Agree	Agree	Agree	Neutral	Agree	Agree	Neutral
Faculty member	Male	Agree	Neutral	Neutral	Neutral	Agree	Agree	Neutral	Neutral	Neutral	Neutral
Faculty member	Male	Agree	Agree	Very positive	Agree	Strongly agree	Agree	Agree	Strongly agree	Strongly agree	Strongly agree
Non-faculty member	Male	Agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Non-faculty member	Female	Agree	Agree	Neutral	Agree	Strongly agree	Agree	Disagree	Agree	Strongly agree	Agree
Faculty member	Female	Strongly agree	Strongly agree	Somewhat positive	Strongly agree	Agree	Agree	Agree	Agree	Agree	Strongly agree
Non-faculty member	Female	Agree	Disagree	Somewhat positive	Neutral	Agree	Agree	Neutral	Neutral	Agree	Agree
Faculty member	Male	Agree	Agree	Somewhat positive	Neutral	Agree	Agree	Agree	Agree	Agree	Agree
Non-faculty member	Female	Agree	Agree	Somewhat positive	Agree	Neutral	Neutral	Neutral	Agree	Agree	Agree
Faculty member	Female	Neutral	Agree	Neutral	Agree	Agree	Agree	Neutral	Neutral	Neutral	Agree
Faculty member	Female	Agree	Strongly agree	Very positive	Agree	Strongly agree	Strongly agree	Agree	Agree	Strongly agree	Strongly agree
Faculty member	Male	Strongly agree	Strongly agree	Very positive	Agree	Strongly agree	Agree	Neutral	Neutral	Neutral	Neutral
Non-faculty member	Male	Neutral	Agree	Neutral	Agree	Strongly agree	Strongly agree	Strongly agree	Neutral	Strongly agree	Agree
Non-faculty member	Male	Agree	Agree	Somewhat positive	Agree	Agree	Agree	Agree	Agree	Agree	Agree
Non-faculty member	Male	Neutral	Agree	Somewhat positive	Agree	Agree	Agree	Agree	Agree	Agree	Agree
Non-faculty member	Female	Agree	Agree	Somewhat positive	Agree	Agree	Agree	Agree	Neutral	Neutral	Agree
Faculty member	Male	Strongly disagree	Strongly disagree	Very positive	Agree	Strongly agree	Agree	Agree	Strongly agree	Strongly agree	Strongly agree
Non-faculty member	Male	Agree	Agree	Somewhat positive	Agree	Neutral	Neutral	Agree	Agree	Agree	Agree
Non-faculty member	Female	Strongly agree	Strongly agree	Very positive	Agree	Strongly agree	Agree	Agree	Agree	Agree	Agree
Non-faculty member	Male	Agree	Agree	Somewhat positive	Agree	Agree	Agree	Agree	Agree	Strongly agree	Agree
Non-faculty member	Female										



Are you a faculty member or non-faculty member?	What is your gender?	I enjoy the organizational culture at SU.	I feel connected to my coworkers.	I would describe staff morale as	In general, I enjoy coming to work.	My direct supervisor values my input and contributions.	My team is well-managed, and supervision is organized and fair.	The SU management is responsive to staff needs.	I feel fulfilled by my present job.	My job uses my skills and knowledge effectively.	I feel as though my role is appreciated by the team and managers.
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Faculty member	Male										
Non-faculty member	Female	Strongly agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree
Non-faculty member	Female	Neutral	Neutral	Neutral	Neutral	Neutral	Neutral	Disagree	Neutral	Agree	Neutral
Non-faculty member	Female	Agree	Agree	Very positive	Strongly agree	Neutral	Agree	Neutral	Agree	Strongly agree	Agree
Faculty member	Male	Strongly agree		Somewhat positive	Agree	Strongly agree	Agree	Agree	Agree	Agree	Strongly agree
Non-faculty member	Male	Strongly agree	Strongly agree	Very positive	Agree	Strongly agree	Strongly agree	Agree	Agree	Agree	Agree
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Faculty member	Male	Disagree	Agree	Somewhat negative	Disagree	Disagree	Disagree	Disagree	Neutral	Neutral	Disagree
Faculty member	Male	Neutral	Agree	Somewhat positive	Neutral	Agree	Agree	Neutral	Neutral	Strongly agree	Neutral
Non-faculty member	Male	Agree	Agree	Somewhat positive	Agree	Agree	Agree	Neutral	Neutral	Agree	Agree
Faculty member	Male	Strongly agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree
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Faculty member	Male	Strongly agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Faculty member	Male	Agree	Agree	Very positive	Agree	Agree	Agree	Agree	Agree	Agree	Agree
Faculty member	Female	Neutral	Neutral	Neutral	Agree	Neutral	Neutral	Neutral	Agree	Agree	Agree
Non-faculty member	Female	Agree	Agree	Somewhat positive	Agree	Agree	Strongly agree	Neutral	Agree	Agree	Agree
Non-faculty member	Female	Agree	Strongly agree	Somewhat positive	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Agree
Non-faculty member	Female	Disagree	Agree	Somewhat positive	Neutral	Agree	Agree	Disagree	Neutral	Neutral	Agree
Non-faculty member	Female	Neutral	Neutral	Somewhat positive	Agree	Neutral	Neutral	Neutral	Neutral	Agree	Neutral
Non-faculty member	Female	Neutral	Agree	Somewhat positive	Agree	Strongly agree	Neutral	Neutral	Agree	Strongly agree	Agree
Faculty member	Male	Agree	Strongly agree	Somewhat positive	Strongly agree	Strongly agree	Agree	Agree	Strongly agree	Agree	Agree
Faculty member	Female	Agree	Strongly agree	Very positive	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree

Are you a faculty member or non-faculty member?	What is your gender?	I enjoy the organizational culture at SU.	I feel connected to my coworkers.	I would describe staff morale as	In general, I enjoy coming to work.	My direct supervisor values my input and contributions.	My team is well-managed, and supervision is organized and fair.	The SU management is responsive to staff needs.	I feel fulfilled by my present job.	My job uses my skills and knowledge effectively.	I feel as though my role is appreciated by the team and managers.
Non-faculty member	Male	Agree	Strongly agree	Somewhat positive	Agree	Strongly agree	Agree	Neutral	Agree	Strongly agree	Strongly agree
Faculty member	Male	Agree	Agree	Very positive	Strongly agree	Neutral	Neutral	Agree	Agree	Agree	Agree
Non-faculty member	Female	Disagree	Agree	Very positive	Neutral	Agree	Agree	Disagree	Neutral	Neutral	Agree
Non-faculty member	Female	Agree	Agree	Somewhat positive	Agree	Strongly agree	Strongly agree	Agree	Agree	Agree	Strongly agree
Non-faculty member	Male	Agree		Somewhat positive	Agree	Agree	Agree	Agree	Agree	Agree	Agree

SU has organized systems for selection, recruitment, staff orientation, and job assignment.	SU offers professional development opportunities by encouraging faculty and staff to participate in relevant training/workshops/seminars/conferences.	How many times have you attended professional development this semester?	SU provides health benefits and a pension plan (BPJS Kesehatan, BPJS Ketenagakerjaan), and/or other medical benefits/health insurance.	SU implements staff evaluation through an objective performance review system.	SU provides good and effective financial system and services.	Payroll system is timely and well informed.	The facility and resources at SU are very reliable to support my work.
Strongly agree	Strongly agree	More than twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Neutral	Neutral	Once	Strongly agree	Neutral	Agree	Agree	Agree
Agree	Agree	Once	Agree	Agree	Neutral	Agree	Agree
Agree	Agree	Once	Neutral	Agree	Agree	Agree	Agree
Agree	Neutral	Once	Agree	Neutral	Neutral	Strongly agree	Agree
Agree	Strongly agree	Once	Neutral	Agree	Strongly agree	Agree	Strongly agree
Agree	Agree	Once	Neutral	Agree	Agree	Agree	Agree
Agree	Agree	More than twice	Agree	Agree	Strongly agree	Strongly agree	Agree
Neutral	Agree	Once	Neutral	Agree	Agree	Strongly agree	Strongly agree
Strongly agree	Agree	Once	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Strongly agree	Strongly agree	More than twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Strongly agree	Strongly agree	More than twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Strongly agree	Strongly agree	More than twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Disagree	Agree	Twice	Agree	Neutral	Neutral	Agree	Neutral
Agree	Strongly agree	More than twice	Strongly agree	Agree	Agree	Agree	Neutral
Agree	Disagree	Twice	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree
Agree	Strongly agree	Twice	Agree	Strongly agree	Agree	Strongly agree	Agree
Agree	Agree	More than twice	Strongly agree	Agree	Agree	Strongly agree	Strongly agree
Neutral	Agree	Once	Neutral	Agree	Neutral	Agree	Agree
Strongly agree	Strongly agree	More than twice	Agree	Agree	Strongly agree	Strongly agree	Strongly agree
Neutral	Disagree	Not once	Agree	Neutral	Neutral	Agree	Neutral
Neutral	Neutral	Not once	Neutral	Neutral	Agree	Agree	Agree
Agree	Agree	Not once	Neutral	Neutral	Agree	Agree	Agree
Agree	Strongly agree	Twice	Agree	Neutral	Agree	Strongly agree	Strongly agree
Neutral	Neutral	Twice	Strongly agree	Neutral	Agree	Strongly agree	Agree
Agree	Agree	Once	Strongly agree	Agree	Agree	Strongly agree	Agree

SU has organized systems for selection, recruitment, staff orientation, and job assignment.	SU offers professional development opportunities by encouraging faculty and staff to participate in relevant training/workshops/seminars/conferences.	How many times have you attended professional development this semester?	SU provides health benefits and a pension plan (BPJS Kesehatan, BPJS Ketenagakerjaan), and/or other medical benefits/health insurance.	SU implements staff evaluation through an objective performance review system.	SU provides good and effective financial system and services.	Payroll system is timely and well informed.	The facility and resources at SU are very reliable to support my work.
Disagree	Strongly agree	Not once	Agree	Agree	Agree	Disagree	Neutral
Neutral	Agree	Not once	Strongly agree	Agree	Neutral	Agree	Neutral
Neutral	Agree	Twice	Agree	Neutral	Neutral	Agree	Agree
Neutral	Neutral	Not once	Neutral	Neutral	Neutral	Agree	Neutral
Agree	Strongly agree	Not once	Neutral	Agree	Agree	Strongly agree	Strongly agree
Agree	Agree	Once	Strongly agree	Agree	Strongly agree	Strongly agree	Agree
Disagree	Agree	Not once	Neutral	Neutral	Disagree	Neutral	Neutral
Agree	Agree	Once	Neutral	Strongly agree	Strongly agree	Strongly agree	Agree
Disagree	Agree	Once	Agree	Agree	Neutral	Disagree	Agree
Agree	Agree	Once	Neutral	Agree	Agree	Agree	Agree
Neutral	Agree	Once	Neutral	Agree	Neutral	Strongly agree	Agree
Neutral	Disagree	Not once	Agree	Neutral	Neutral	Agree	Neutral
Agree	Strongly agree	More than twice	Strongly agree	Agree	Agree	Strongly agree	Agree
Strongly agree	Strongly agree	Once	Strongly agree	Agree	Agree	Neutral	Strongly agree
Neutral	Strongly agree	Once	Agree	Neutral	Neutral	Disagree	Agree
Agree	Neutral	Twice	Strongly agree	Strongly agree	Agree	Strongly agree	Agree
Agree	Agree	Twice	Agree	Agree	Agree	Agree	Agree
Agree	Neutral	Not once	Strongly agree	Neutral	Agree	Strongly agree	Agree
Strongly agree	Strongly agree	More than twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Strongly agree	Strongly agree	More than twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Agree	Agree	Once	Agree	Agree	Agree	Agree	Agree
Agree	Agree	Once	Strongly agree	Agree	Agree	Agree	Agree
Strongly agree	Strongly agree	Twice	Strongly agree	Strongly agree	Disagree	Strongly agree	Strongly agree
Agree	Agree	Once	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree
Neutral	Agree	Twice	Agree	Neutral	Agree	Agree	Agree
Strongly agree	Strongly agree	More than twice	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree

SU has organized systems for selection, recruitment, staff orientation, and job assignment.	SU offers professional development opportunities by encouraging faculty and staff to participate in relevant training/workshops/seminars/conferences.	How many times have you attended professional development this semester?	SU provides health benefits and a pension plan (BPJS Kesehatan, BPJS Ketenagakerjaan), and/or other medical benefits/health insurance.	SU implements staff evaluation through an objective performance review system.	SU provides good and effective financial system and services.	Payroll system is timely and well informed.	The facility and resources at SU are very reliable to support my work.
Strongly agree	Strongly agree	More than twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
Disagree	Disagree	More than twice	Agree	Neutral	Neutral	Agree	Agree
Agree	Agree	Not once	Agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Strongly agree	Strongly agree	Once	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree
Disagree	Neutral	Twice	Strongly agree	Disagree	Neutral	Strongly agree	Neutral
Neutral	Neutral	Twice	Agree	Agree	Neutral	Agree	Neutral
Neutral	Neutral	Not once	Strongly agree	Agree	Neutral	Agree	Neutral
Strongly agree	Agree	Once	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Agree	Agree	Once	Agree	Agree	Agree	Strongly agree	Strongly agree
Neutral	Agree	Once	Agree	Neutral	Neutral	Agree	Agree
Neutral	Strongly agree	Twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Strongly agree	Strongly agree	More than twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree
Neutral	Neutral	Not once	Agree	Agree	Neutral	Strongly agree	Neutral
Neutral	Neutral	Not once	Agree	Neutral	Agree	Strongly agree	Strongly agree
Agree	Agree	Once	Strongly agree	Agree	Agree	Agree	Strongly agree
Disagree	Agree	Not once	Agree	Disagree	Disagree	Agree	Neutral
Neutral	Neutral	Not once	Agree	Agree	Agree	Agree	Neutral
Neutral	Agree	Once	Strongly agree	Agree	Agree	Agree	Agree
Agree	Strongly agree	More than twice	Strongly agree	Agree	Agree	Strongly agree	Strongly agree
Agree	Agree	Once	Strongly agree	Agree	Agree	Strongly agree	Strongly agree
Agree	Agree	Once	Agree	Agree	Agree	Strongly agree	Agree
Agree	Agree	Twice	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Disagree	Agree	Once	Strongly agree	Neutral	Agree	Agree	Strongly agree
Neutral	Neutral	Once	Strongly agree	Agree	Neutral	Strongly agree	Agree
Agree	Agree	Once	Agree	Agree	Agree	Agree	Agree

How satisfied are you with the availability of resources for teaching at SU?	How satisfied are you with the Learning Management System (LMS) used for teaching SU's courses?	When I teach SU's courses, the teaching and learning facilities are always well-provided.	The Tutoring Services have been helpful for my at-risk students taking SU's courses.	SU library has all resources (print or digital copy) required for my courses.	How likely is it that you would recommend SU to a friend?
					Very likely
					Very likely
Satisfied	Very satisfied	Agree	Strongly agree	Neutral	Likely
Satisfied	Neutral	Neutral	Neutral	Agree	Very likely
Very satisfied	Very satisfied	Strongly agree	Agree	Agree	Very likely
Very satisfied	Satisfied	Agree	Agree	Strongly agree	Very likely
Satisfied	Satisfied	Agree	Agree	Agree	Likely
Very satisfied	Very satisfied	Agree	Agree	Agree	Likely
Satisfied	Very satisfied	Strongly agree	Agree	Strongly agree	Very likely
Very satisfied	Very satisfied	Strongly agree	Strongly agree	Strongly agree	Very likely
Very satisfied	Very satisfied	Strongly agree	Agree	Strongly agree	Very likely
Very satisfied	Very satisfied	Strongly agree	Strongly agree	Strongly agree	Very likely
Satisfied	Neutral	Agree	Neutral	Neutral	Neutral
Not so satisfied	Very satisfied	Disagree	Agree	Neutral	Likely
					Likely
Satisfied	Satisfied	Agree	Agree	Neutral	Likely
Satisfied	Satisfied	Agree	Neutral	Strongly agree	Likely
					Likely
Satisfied	Very satisfied	Strongly agree	Strongly agree	Strongly agree	Very likely
					Not so likely
					Likely
Satisfied	Satisfied	Agree	Agree	Neutral	Likely
Very satisfied	Very satisfied	Strongly agree	Agree	Strongly agree	Very likely
Satisfied	Very satisfied	Strongly agree	Neutral	Neutral	Neutral
Very satisfied	Satisfied	Agree	Agree	Strongly agree	Very likely
Satisfied	Very satisfied	Agree	Strongly agree	Agree	Likely

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Neutral	Satisfied	Disagree	Neutral	Disagree	Neutral
					Likely
Very satisfied	Very satisfied	Strongly agree	Agree	Agree	Likely
					Likely
Satisfied	Very satisfied	Strongly agree	Strongly agree	Agree	Very likely
					Likely
Satisfied	Satisfied	Agree	Agree	Agree	Likely
					Likely
Neutral	Neutral	Neutral	Neutral	Neutral	Neutral
Satisfied	Satisfied	Strongly agree	Agree	Agree	Likely
Very satisfied	Satisfied	Agree	Neutral	Strongly agree	Likely
					Very likely
					Likely
					Likely
					Likely
Very satisfied	Very satisfied	Strongly agree	Strongly agree	Strongly agree	Very likely
					Very likely
					Likely
					Likely
Very satisfied	Very satisfied	Strongly agree	Neutral	Strongly agree	Very likely
					Very likely
					Likely
					Very likely
Very satisfied	Very satisfied	Strongly agree	Strongly agree	Strongly agree	Very likely
Neutral	Neutral	Neutral	Neutral	Neutral	Not so likely
					Very likely
Satisfied	Very satisfied	Strongly agree	Agree	Strongly agree	Very likely
Not so satisfied	Very satisfied	Neutral	Agree	Neutral	Neutral

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Satisfied	Satisfied	Agree	Agree	Neutral	Neutral
					Neutral
Very satisfied	Very satisfied	Strongly agree	Strongly agree	Strongly agree	Very likely
Satisfied	Neutral		Agree	Agree	Likely
					Likely
Very satisfied	Very satisfied	Strongly agree	Strongly agree	Strongly agree	Very likely
Satisfied	Very satisfied	Strongly agree	Agree	Strongly agree	Very likely
					Neutral
					Likely
					Likely
					Neutral
					Likely
Satisfied	Very satisfied	Agree	Agree	Agree	Neutral
Very satisfied	Very satisfied	Strongly agree	Strongly agree	Strongly agree	Likely
					Likely
Satisfied	Very satisfied	Agree	Neutral	Agree	Likely
					Neutral
					Likely
					Likely