



LECTURER SATISFACTION SURVEY REPORT

Year 2025



Quality Assurance Institute (LPM)

UIN Walisongo Semarang

Respondents to this survey were all lecturers at UIN Walisongo Semarang. Lecturer satisfaction with UIN Walisongo services is measured through 8 (eight) aspects, namely the Academic and Teaching System, Research and Scientific Publication, Community Service, Career Development, Competency Development, Welfare, Attendance and Assignment System, and finally, Campus Facilities.

Based on the results of measurement and data processing, the lecturer satisfaction index for UIN Walisongo services for the Even Semester of 2024-2025 is as follows.

Table 1.Lecturer Satisfaction Index towards UIN Walisongo Services

No	Aspect	Index	Category
1	Academic and Teaching System	3,48	Very high
2	Scientific Research and Publication	3,45	Very high
3	Community Service	3,50	Very high
4	Career Development	3,36	Very high
5	Competency Development	3,39	Very high
6	Welfare	3,49	Very high
7	Attendance and Assignment System	3,68	Very high
8	Campus Facilities	3,25	High
Lecturer Satisfaction Index		3,45	Very high

The table above shows that the overall lecturer satisfaction index is at the level **Very High, which is worth 3.45**. Of the eight aspects measured, the aspect that shows satisfaction **highest** is in the Attendance and Assignment System variable (3.68) and the aspect **lowest** is at the Campus Facilities index (3.25)

The following is a description of the satisfaction index for each aspect.

A. Academic and Teaching System

The lecturer satisfaction index in the Academic System aspect is measured through 12 (twelve) indicators, namely:

1. Curriculum preparation, review and evaluation system
2. Availability of guidelines to support academic/lecture activities
3. The system for compiling and determining lecture schedules by the Faculty/Study Program
4. The suitability of the courses taught is in accordance with competencies
5. Online lecture system via e-learning platform
6. Lecture monitoring system with online journals
7. Online guardianship system
8. Online title submission system
9. Online final assignment guidance system
10. Lecturer performance assessment system via online BKD
11. Freedom of academic speech in the faculty
12. Academic climate in the faculty/study program environment

The results of measuring the satisfaction index for the twelve indicators above are visualized in the following table:

Table 2. Lecturer Satisfaction Index on Academic and Teaching System Aspects

Academic and Teaching System		Index	Category
1	Curriculum preparation, review and evaluation system	3,4	Very high
2	Availability of guidelines to support academic/lecture activities	3,4	Very high
3	The system for compiling and determining lecture schedules by the Faculty/Study Program	3,54	Very high
4	The suitability of the courses taught is in accordance with competencies	3,6	Very high
5	Online lecture system via e-learning platform	2,97	High
6	Lecture monitoring system with journal <i>online</i>	3,8	Very high
7	Online guardianship system	3,52	Very high
8	Online title submission system	3,62	Very high
9	Online final assignment guidance system	3,2	High
10	Lecturer performance assessment system through BKD <i>online</i>	3,76	Very high
11	Freedom of academic speech in the faculty	3,52	Very high
12	Academic climate in the faculty/study program environment	3,41	Very high
Rate-rate		3,48	Very high

B. Scientific Research and Publication

This aspect of Research and Scientific Publication is measured through 8 (eight) indicators, namely:

1. Obtain open information regarding research activities
2. Get services to carry out research activities
3. Get fair and open opportunities in terms of equal distribution of research based on field expertise and lecturer qualifications.
4. Get research training according to the cluster.
5. Obtain open information and opportunities to conduct research collaborations with domestic institutions.
6. Get open information and opportunities to conduct research collaborations with foreign institutions.
7. Information related to accredited journals as a medium for publishing scientific works is available and easily accessible.
8. Get fair and open opportunities in reputable national and international journal publication training.

Based on the results of measurement and data processing, the satisfaction index for the eight indicators above can be presented in the following table.

Table 3.Lecturer Satisfaction Index on Research and Scientific Publication Aspects

Scientific Research and Publication		Index	Category
1	Obtain open information regarding research activities	3,67	Very high
2	Get services to carry out research activities	3,64	Very high
3	Get fair and open opportunities in terms of equal distribution of research based on field expertise and lecturer qualifications.	3,56	High
4	Get research training according to the cluster.	3,3	Very high
5	Obtain open information and opportunities to conduct research collaborations with domestic institutions.	3,32	Very high
6	Get open information and opportunities to conduct research collaborations with foreign institutions.	3,2	High
7	Information related to accredited journals as a medium for publishing scientific works is available and easily accessible.	3,48	Very high
8	Get fair and open opportunities in reputable national and international journal publication training.	3,4	Very high
Rate-rate		3,45	Very high

C. Community Service

Community Service in this survey is divided into 3 (three) indicators, namely:

1. Get information about community service activities
2. Get convenience in services to carry out community service activities.
3. Get fair and open opportunities in terms of equal distribution of community service based on the field of expertise and qualifications of lecturers.

The following table describes the results of measuring the satisfaction index for the three indicators of community service carried out by lecturers.

Table 4.Lecturer Satisfaction Index on Community Service Aspects

Community Service		Index	Category
1	Get information about community service activities	3,55	Very high
2	Get convenience in services to carry out community service activities.	3,52	Very high
3	Get fair and open opportunities in terms of equal distribution of community service based on the field of expertise and qualifications of lecturers.	3,45	Very high
Rate-rate		3,50	Very high

D. Career development

Measurement of the lecturer satisfaction index in the career development aspect is carried out for 4 (four) indicators, namely:

1. Facilities for regular promotions/positions
2. Get an open opportunity to get a job promotion or career advancement opportunity
3. Availability of information regarding requirements, proposal procedures, and timing for regular promotions/positions
4. Get an open opportunity to get a lecturer certification opportunity

Based on the results of measurement and data processing, the following is a table showing the satisfaction index for career development aspect indicators:

Table 5.Lecturer Satisfaction Index on Career Development Aspects

Career Development		Index	Category
1	Facilities for regular promotions/positions	3,31	High
2	Get an open opportunity to get a job promotion or career advancement opportunity	3,36	Very high
3	Availability of information regarding requirements, proposal procedures, and timing for regular promotions/positions	3,21	High
4	Get an open opportunity to get a lecturer certification opportunity	3,57	Very high
Rate-rate		3,36	Very high

E. Competency Development

The aspects in this survey are translated into 6 (six) indicators, namely:

1. Ease of recommendation for study permits/assignments
2. Get open opportunities for self-development through training
3. Get open opportunities for self-development through seminars or workshops
4. Ease of obtaining information and opportunities to join professional lecturer organizations
5. Get open information and opportunities to participate in domestic benchmarks
6. Get open information and opportunities to participate in foreign benchmarks

The results of the satisfaction index measurements for the six Competency Development indicators are presented in the following table.

Table 6.Lecturer Satisfaction Index on Competency Development Aspects

Competency Development		Index	Category
1	Ease of recommendation for study permits/assignments	3,49	Very high
2	Get open opportunities for self-development through training	3,49	Very high
3	Get open opportunities for self-development through seminars or workshops	3,54	Very high
4	Ease of obtaining information and opportunities to join professional lecturer organizations	3,49	Very high
5	Get information and opportunities openly to participate <i>benchmark</i> domestic	3,37	Very high
6	Get information and opportunities openly to participate <i>benchmark</i> abroad	2,93	High
Rate-rate		3,39	Very high

F. Aspects of well-being

The aspects in this survey are translated into 5 (five) indicators, namely:

1. Ease of getting salary, allowances and incentives
2. The amount of salary and allowances received is in accordance with the merit system concept.
3. The provision of performance incentives received through remuneration has illustrated a merit system.
4. Health insurance (BPJS) from the government has provided benefits that meet the basic needs of inpatient services.
5. Provision of proportional incentives for lecturers for their work and achievements in implementing the Tri Dharma of Higher Education

The results of the satisfaction index measurements for the five Welfare indicators are presented in the following table.

Table 7.Lecturer Satisfaction Index on Welfare Aspects

Welfare		Index	Category
1	Ease of getting salary, allowances and incentives	3,68	Very high
2	The amount of salary and allowances received is in accordance with the merit system concept.	3,49	Very high
3	The provision of performance incentives received through remuneration has illustrated a merit system.	3,33	Very high
4	Health insurance (BPJS) from the government has provided benefits that meet the basic needs of inpatient services.	3,6	Very high
5	Provision of proportional incentives for lecturers for their work and achievements in implementing the Tri Dharma of Higher Education	3,33	Very high
Rate-rate		3,49	Very high

G. Attendance and assignment system aspects

Measurement of the lecturer satisfaction index in the attendance and assignment system aspect was carried out for 5 (five) indicators, namely:

1. Ease of attendance by using the image recording system via the sidak.walisongo.ac.id account
2. The results of the image recording attendance accurately depict the level of attendance.
3. Get information on the results of online attendance image recording from the previous month
4. Ease in processing assignment letters/superior permission when carrying out duties outside the university
5. Ease of obtaining leave rights

The results of the satisfaction index measurements for the five indicators of the attendance and assignment system are presented in the following table.

Table 8.Lecturer Satisfaction Index on Attendance and Assignment System Aspects

Attendance and Assignment System		Index	Category
1	Ease of attendance by using the image recording system via the sidak.walisongo.ac.id account	3,72	Very high
2	The results of the image recording attendance accurately depict the level of attendance.	3,70	Very high
3	Get information on the results of recording presence images <i>online</i> previous month	3,65	Very high
4	Ease in processing assignment letters/superior permission when carrying out duties outside the university	3,67	Very high
5	Ease of obtaining leave rights	3,66	Very high
Rate-rate		3,68	Very high

H. Campus Facilities

Measurement of lecturer satisfaction index in campus facilities aspect carried out for 11 (eleven) indicators, namely:

1. Provision of digital and non-digital literature collections by libraries
2. Provision of worship facilities
3. Provision of health facilities/polyclinics
4. Provision of sports facilities
5. Provision of campus internet facilities
6. Provision of toilet and water facilities
7. Land provision and parking system
8. Provision of work space for lecturers on campus
9. Road safety and crossing services
10. Cleanliness of the campus environment

The results of the satisfaction index measurements for the five indicators of the attendance and assignment system are presented in the following table.

Table 9.Lecturer Satisfaction Index on Campus Facilities Aspects

Campus Facilities	Index	Category
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1	Provision of digital and non-digital literature collections by libraries	3,27	High
2	Provision of worship facilities	3,45	Very high
3	Provision of health facilities/polyclinics	3,55	Very high
4	Provision of sports facilities	3,43	Very high
5	Provision of campus internet facilities	3,56	Very high
6	Provision of toilet and water facilities	3,24	High
7	Land provision and parking system	2,73	High
8	Provision of work space for lecturers on campus	3,14	High
9	Road safety and crossing services	2,95	High
10	Cleanliness of the campus environment	3,15	High
Rate-rate		3,23	High

Lecturer Satisfaction in Each Faculty

NO	Aspect	FDK	FEBI	FUHUM	FITK	FISIP	FST	FPK	FSH	POSTGR ADUATE
1	Academic and Teaching System	3,34	3,35	3,47	3,39	3,48	3,44	3,75	3,47	3,80
2	Scientific Research and Publication	3,33	3,28	3,66	3,39	3,49	3,26	3,71	3,43	3,73
3	Community Service	3,42	3,23	3,72	3,50	3,78	3,48	3,80	3,47	3,73
4	Career Development	3,19	3,08	3,21	3,41	3,39	3,30	3,53	3,40	3,95
5	Competency Development	3,25	3,06	3,56	3,28	3,31	3,30	3,78	3,32	3,73
6	Welfare	3,36	3,23	3,38	3,40	3,47	3,49	3,71	3,43	3,92
7	Attendance and Assignment System	3,59	3,50	3,80	3,63	3,78	3,70	3,86	3,69	3,88
8	Campus Facilities	3,14	3,04	3,22	3,29	3,28	3,09	3,66	3,10	3,78
	Rate Rate	3,34	3,35	3,47	3,39	3,48	3,44	3,75	3,47	3,80

Semarang, July 3, 2025

Ketua LPM,



Tolkah,