



SUMMARY SATISFACTION

EDUCATIONAL STAFF

2025 Academic Year, First
Semester
(Even Semester 2024-2025)

The respondents of this survey were all educational staff at UIN Walisongo Semarang. Table 1 shows that the overall satisfaction index of educational staff is at a Very High level of 3.45. Of the nine aspects measured, the aspect that showed the highest satisfaction was the attendance and assignment system aspect at 3.60, while the lowest index was in the welfare aspect at 3.31.

Table 2 Satisfaction Index of Educational Staff towards UIN Walisongo Services

No	Aspect	Index	Category
1	Recruitment and selection	3.47	Very High
2	Employee orientation and placement	3.38	Very High
3	Training, study assignments and development	3.43	Very High
4	Performance Evaluation	3.45	Very High
5	Career Progression	3.33	Very High
6	Welfare	3.31	Very High
7	Attendance and assignment system	3.6	Very high
8	Stop	3.55	Very high
9	Campus Facilities	3.4	Very high
Index		3.44	Very High

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

Recruitment and Selection

The satisfaction index for educational staff in the Recruitment and Selection aspect is measured through 4 (four) indicators, namely:

No	Indicator	Index
1	The existence of open notifications regarding the recruitment of education personnel	3.45
2	The recruitment procedure is carried out in an organised manner (has clear stages)	3.53
3	Recruitment considers the qualifications and competencies required by UIN Walisongo Semarang	3.4
4	The selection method is conducted transparently and through reliable tests	3.52
5	The recruited human resources meet the performance specifications expected by UIN Walisongo Semarang	3.43
Average index		3.47

Employee Orientation and Placement

The satisfaction index of educational personnel in this aspect is measured through four indicators, namely:

N O	INDICATOR	INDEX
1	The placement of education personnel is in line with their qualifications and competencies	3.17
2	The placement of teaching staff takes into account the organisational culture of UIN Walisongo Semarang	3.37
3	Unit leaders provide orientation on tasks to be carried out	3.49
4	Unit heads provide orientation on monthly/ quarterly/ semesterly/annual performance targets	3.5
Average index		3.38

Training, Study Assignments and Development

The aspects of Training, Learning Assignments, and Development in this survey are broken down into 4 (four) indicators, namely:

NO	INDICATOR	INDEX
1	The university provides open opportunities for teaching staff to participate in training and similar activities in the context of self-development	3.43
2	Supervisors provide guidance and direction at work	3.51
3	The university provides open opportunities for teaching staff to carry out learning tasks	3.42
4	The university provides facilities and recommendations for obtaining scholarships for both training and study assignments.	3.35
Index		3.43

Performance Evaluation

The measurement of the satisfaction index of educational staff in the Performance Evaluation aspect was conducted for 4 (four) indicators, namely:

NO	INDICATOR	INDEX
1	The performance evaluation method reflects the actual performance of educational personnel	3.35

NO	INDICATOR	INDEX
2	The assessment period aligns with the work cycle being evaluated (e.g., per semester for lecturers and every three months for educational staff)	3.49
3	The implementation mechanism is in line with existing Standard Operating Procedures (SOPs)	3.48
4	The supervisory system from superiors regarding the performance of teaching staff has been implemented optimally.	3.46
Average Index		3.45

Career Path

The Career Progression aspect in this survey is translated into four indicators, namely:

NO	INDICATOR	INDEX
1	Staff receive information about the timing of regular promotions/job changes	3.34
2	Teaching staff are given facilities for regular promotion/position advancement	3.32
3	Education/training previously undertaken by teaching staff is useful for promotion	3.4
4	The university provides open opportunities for teaching staff to be promoted	3.28
Index		3.33

Welfare

The satisfaction index of academic staff in the Welfare aspect is measured by four indicators, namely:

NO	INDICATOR	INDEX
1	The university implements a fair and adequate salary, allowance, and incentive system	3.25
2	The amount of salary and allowances provided is in line with the merit system concept (adjusted according to rank/length of service/and performance)	3.25
3	The amount of performance incentives given is in line with the merit system concept (adjusted to the amount of excess performance).	3.24

NO	INDICATOR	INDEX
1	The university implements a fair and adequate salary, allowance, and incentive system	3.25
4	Health insurance (BPJS), both from the government and commercial providers, has provided benefits that meet the basic needs of inpatient care.	3.51
5	The university provides social services and death benefits.	3.59
Index		3.31

Attendance and Assignment System

The Attendance and Assignment System comprises 5 (five) indicators, namely:

NO	INDICATOR	INDEX
1	The ease of taking attendance using an online attendance system	3.65
2	Staff members gain easy access to information on online attendance records	3.7
3	Online attendance records accurately reflect attendance levels	3.65
4	The mechanism for assigning educational personnel is in accordance with existing SOPs	3,4
5	Educational personnel find it easy to obtain assignment letters/permission from their superiors when carrying out duties outside the university	3.62
Index		3.60

The termination aspect for educational staff consists of 3 (three) indicators, namely:

NO	INDICATOR	INDEX
1	The mechanism for the termination process of educational staff is in accordance with established procedures	3.54
2	The time taken for the dismissal process is in accordance with established procedures.	3.56
3	Retired employees receive their pension rights (Taspen and state pension) in accordance with their entitlements	3.55
Index		3.55

Facilities

The satisfaction index of educational personnel in the Infrastructure aspect is measured against 10 (ten) indicators, namely:

NO	INDICATOR	INDEX
1	Provision of worship facilities	3.29
2	Provision of health facilities/polyclinics	3.45
3	Provision of sports facilities	3.56
4	Provision of campus internet facilities	3.52
5	Provision of land and parking facilities	3.55
6	Workplace suitability for teaching staff	3.38
7	Security and road crossing services	3.4
8	Campus environmental cleanliness	3.25
10	Provision of worship facilities	3.25
Index		3.40

Semarang, 3 July 2025

Ketua LPM,

 Tolkah,