



Universitas Diponegoro

KUESIONER SURVEI KEPUASAN STAFF PENDUKUNG



**MAGISTER ILMU LINGKUNGAN
SEKOLAH PASCASARJANA
UNIVERSITAS DIPONEGORO**

Yth Madam/Sir

Please allow us to submit the following questionnaire form as part of quality assurance at the Faculty / School and UNDIP. The number of questions that we ask as much as 22 questions. In general it takes 5 -10 minutes to answer. We are pleased to fill in every question with carefully, So that we get information that is accurate .

We say a lot of thanks on the attention and cooperation were given

Best Regards

Satisfaction and Quality Assurance School of Postragruate Studies UNDIP Survey Team.

Survei 03. Satisfaction of Staff

Respondent Identity

Name :

Work Units :

Answer the following questions by providing ☒ on one of the available options

I. Demographics (Education Personnel General Information)

1. Gender

☐ Male

☐ Female

2. Length of work at UNDIP (years)

☐ 0 – 10

☐ 10 – 20

☐ Lebih dari 40

☐ 20 – 30

☐ 30 – 40

3. Employment Status

☐ Daily

☐ Civil servant

☐ Scheduled Contract

☐ PTNBH

4. Rank

☐ Non Group

☐ II (IIA-IIID)

☐ IV (IVA-IVE)

☐ I (IA-ID)

☐ III (IIIA-IIID)

5. Age (years old)

☐ 20 – 30

☐ 30 – 40

☐ 40 – 50

☐ 60 – 70

II. Governance and Staff Management (Management and Working Atmosphere)

6. My opinion about education personnel recruitment

☐ Very satisfied

☐ Quite Satisfied

☐ Satisfied

☐ Less satisfied

7. My opinion on the placement and transfer of education personnel

☐ Very satisfied

☐ Quite Satisfied

☐ Satisfied

☐ Less satisfied

8. My opinion about the workload to provide services in the work unit in accordance with applicable regulations

☐ Very satisfied

☐ Quite Satisfied

☐ Satisfied

☐ Less satisfied

9. My Opinion about training to improve skills at work

☐ Very satisfied

☐ Quite Satisfied

☐ Satisfied

☐ Less satisfied

10. My Opinion about the work atmosphere at the work unit
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied
11. My Opinion about the work atmosphere between work units at UNDIP
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied
12. My opinion on the existence/feedback mechanism in governance and staff management for service improvement
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied
13. My opinion about the service before and after the assignment from UNDIP
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied

III. Working facilities (working space, Tables, Chairs, Main tool based on work fields, Meeting room, Prayer room, etc.)

14. My opinion about the adequacy of work facilities to support work
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied
15. My opinion about the accessibility of work facilities to support work
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied
16. My opinion about the quality of work facilities to support work
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied

IV. Working Infrastructures (Building, Water, Waste Management, Toilet, Drainage, Sports infrastructure, Building/other related unit room, health infrastructure, etc.)

17. My opinion about the adequacy of infrastructure to support work
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied
18. My opinion about the accessibility of infrastructure to support work
- ☐ Very satisfied ☐ Quite Satisfied
- ☐ Satisfied ☐ Less satisfied

19. My opinion about the quality of infrastructure to support work

☐ Very satisfied

☐ Quite Satisfied

☐ Satisfied

☐ Less satisfied

V. Additional Tasks

20. My opinion on the adequacy of information with regard to additional tasks other than the main task

☐ Very satisfied

☐ Quite Satisfied

☐ Satisfied

☐ Less satisfied

21. My opinion about giving the opportunity to be selected in carrying out additional duties in accordance with applicable regulations

☐ Very satisfied

☐ Quite Satisfied

☐ Satisfied

☐ Less satisfied

VI. Career Development

22. My opinion about administrative, rules training and training for career/position advancement

☐ Very satisfied

☐ Quite Satisfied

☐ Satisfied

☐ Less satisfied