



SUMMARY
SATISFACTION
LECTURERS

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

The respondents of this survey were all lecturers at UIN Walisongo Semarang. Lecturer satisfaction with UIN Walisongo services was measured across eight aspects, namely the Academic and Education System, Research and Scientific Publications, Community Service, Career Development, Competency Development, Welfare, Attendance and Assignment System, and finally Campus Facilities. Based on the measurement results and data processing, the faculty satisfaction index regarding UIN Walisongo services for the Spring Semester 2024-2025 is as follows.

Table 1. Faculty Satisfaction Index with UIN Walisongo Services

No	Aspect	Index	Category
1	Academic and Education System	3.48	Very High
2	Research and Scientific Publications	3.45	Very High
3	Community Service	3.5	Very High
4	Career Development	3.36	Very High
5	Competency Development	3.39	Very High
6	Well-being	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 **Very High, at 3.45**. Of the eight aspects measured, the aspect showing **the highest** satisfaction is the Attendance and Assignment System variable (3.68) and **the lowest** aspect is the Campus Facilities index (3.25). The following is a description of the satisfaction index for each aspect.

A. Academic and Educational System

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

1. Curriculum development, review, and evaluation system
2. Availability of guidelines to support academic/lecture activities
3. System for developing and setting lecture schedules by Faculty/Study Program
4. The suitability of courses taught in accordance with competencies
5. Online lecture system through the e-learning platform
6. Lecture monitoring system with online journals
7. Online guardianship system
8. Online thesis proposal submission system
9. Online final assignment guidance system
10. Online lecturer performance appraisal system through BKD
11. Academic freedom in the faculty
12. Academic climate within the faculty/programme

The results of the satisfaction index measurement for the twelve indicators above are visualised in the following table:

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

Academic System and Education		Index	Category
1	Curriculum development, review, and evaluation system	3.4	Very High
2	Availability of guidelines supporting academic/lecture activities	3.4	Very High
3	System for compiling and setting lecture schedules by Faculty/Study Programme	3.5	Very High
4	The suitability of the courses taught in accordance with competencies	3.6	Very High
5	Online course system via e-learning platform	2.97	High
6	Course monitoring system with journals <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 thesis supervision system	3.2	High
10	Faculty performance evaluation system through BKD <i>online</i>	3.76	Very High
11	Academic freedom in the faculty	3.52	Very High
12	Academic climate in the faculty/programme environment	3.41	Very High
Average		3.48	Very High

B. Research and Scientific Publications

Research and Scientific Publications This aspect is measured through eight indicators, namely:

1. Obtaining open information related to research activities
2. Obtaining services to conduct research activities
3. Obtaining fair and open opportunities in terms of research distribution based on field expertise and lecturer qualifications
4. Access to research training tailored to their respective clusters.

5. Accessing information and opportunities to conduct research collaboration with domestic institutions
6. Obtaining information and opportunities openly to conduct research collaborations with foreign institutions
7. Information regarding accredited journals as a medium for publishing scientific works is available and easily accessible
8. Obtaining fair and open opportunities in training for publication in reputable national and international journals

Based on the results of data measurement and 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

Research and Scientific Publication		Index	Category
1	Obtaining open information related to research activities	3.67	Very High
2	Obtaining services to conduct research activities	3.64	Very High
3	Obtaining fair and open opportunities in terms of research distribution based on field expertise and lecturer qualifications	3.56	High
4	Receiving research training appropriate to their cluster.	3.3	Very High
5	Receiving open information and opportunities to collaborate on research with domestic institutions.	3.3	Very High
6	Obtaining information and opportunities to openly collaborate on research with foreign institutions	3.2	High
7	Information regarding accredited journals as a medium for publishing scientific works is available and easily accessible	3.48	Very High
8	Fair and open access to training in publishing in reputable national and international journals	3.4	Very High
Average		3.45	Very High

C. Community Service

Community Service in this survey is broken down into three indicators, namely:

1. Obtaining information about community service activities
2. Obtaining ease of access to services for conducting community service activities.
3. Obtaining fair and open opportunities in terms of equitable community service based on lecturers' expertise and qualifications

The following table illustrates the results of the satisfaction index measurement 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	Obtaining information about community service activities	3.55	Very High
2	Obtaining ease of service in conducting community service activities.	3.52	Very High
3	Fair and open opportunities in terms of equitable community service based on faculty expertise and qualifications	3.45	Very High
Average		3.50	Very High

D. Career development

The measurement of the lecturer satisfaction index in the aspect of career development was conducted for four indicators, namely:

1. Ease of promotion to regular rank/position
2. Open opportunities to obtain promotion or career advancement
3. Availability of information regarding requirements, procedures for submission, and timelines for regular promotion/rank advancement
4. Open opportunities to obtain lecturer certification

Based on the measurement results and data processing, the following table shows the satisfaction index for indicators of career development:

Table 5. Lecturer Satisfaction Index on Career Development Aspects

Carrer Development		Index	Category
1	Ease of promotion to regular rank/position	3.31	High
2	Having an open opportunity to obtain promotion or career advancement	3.36	Very high

Carrer Development		Index	Category
3	Availability of information regarding requirements, procedures for submission, and timing for regular rank/position promotions	3.21	High
4	Having an open opportunity to obtain lecturer certification	3.57	Very High
Average		3.36	Very High

E. Competency Development

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

1. Ease of obtaining permission/study assignments
2. Opportunities open for develop oneself through training
3. Gaining open opportunities for self-development through seminars or workshops
4. Ease of obtaining information and opportunities to join lecturer professional organisations
5. Obtaining information and open opportunities to participate in domestic benchmarking
6. Obtaining information and opportunities to participate in international benchmarking

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 obtaining permission/study leave	3.49	Very High
2	Opportunities for self-development through training/education	3.49	Very High
3	Having open opportunities for self-development through seminars or workshops	3.54	Very High
4	Ease of obtaining information and opportunities to join professional lecturer organisations	3.49	Very High
5	Access to information and opportunities to participate in domestic <i>benchmarking activities</i>	3.37	Very High
6	Obtaining information and opportunities openly to participate in international <i>benchmarks</i>	2.93	High
Average		3.39	Very high

F. Well-being aspects

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

1. Ease of obtaining salary, allowances, and incentives
2. The amount of salary and benefits received is in line with the merit system concept
3. Performance-based incentives received through remuneration reflect the merit system
4. Health insurance (BPJS) provided by the government has provided benefits that are in line with basic inpatient service needs
5. The provision of proportional incentives for lecturers for their work and achievements in implementing the three pillars of higher education

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

Table 7. Lecturer Satisfaction Index on Welfare Aspects

Welfare		Index	Categories
1	Ease of obtaining salary, allowances, and incentives	3.68	Very High
2	The amount of salary and benefits received is in line with the merit system concept	3.49	Very High
3	Performance-based incentives received through remuneration reflect the merit system	3.3	Very High
4	Health insurance (BPJS) provided by the government has provided benefits that meet the basic needs of inpatient care.	3.6	Very High
5	Proportional incentives for lecturers for their work and achievements in implementing the three pillars of higher education	3.3	Very High
Average		3.49	Very High

G. Attendance and assignment system aspect

The measurement of lecturer satisfaction index in the Attendance and Assignment System Aspect was conducted for 5 (five) indicators, namely:

1. Ease of attendance using the image recording system via the sidak.walisongo.ac.id account
2. The attendance record accurately reflects the attendance rate
3. Obtaining information on the results of online attendance image recording for the previous month
4. Ease of processing assignment letters/supervisor permits when carrying out tasks outside the university
5. Ease of obtaining leave entitlements

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

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

Attendance and Assignment System		Index	Category
1	Ease of taking attendance using the image recording system via the sidak.walisongo.ac.id account	3.7	Very High
2	The image recording attendance results accurately reflect the attendance rate	3.70	Very High
3	Obtaining information on attendance record image results <i>online</i> for the previous month	3.65	Very High
4	Ease of processing task letters/supervisor permits when carrying out tasks outside the university	3.67	Very High
5	Ease of obtaining leave entitlement	3.66	Very high
Average		3.68	Very High

H. Campus Facilities

The measurement of the lecturer satisfaction index on the Campus Facilities aspect was conducted for 11 (eleven) indicators, namely:

1. Provision of digital and non-digital literature collections by the library
2. Provision of worship facilities
3. Provision of health facilities/clinics
4. Provision of sports facilities
5. Provision of campus internet facilities
6. Provision of toilet and water facilities
7. Provision of land and parking systems
8. Provision of faculty workspaces on campus
9. Security and road crossing services
10. Campus environmental cleanliness

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

Campus Facilities		Index	Category
1	Provision of digital and non-digital literature collections by the library	3.27	High
2	Provision of worship facilities	3.45	Very high
3	Provision of health facilities/clinics	3.55	Very High

Campus Facilities		Index	Category
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	3.2	High
7	Provision of land and parking systems	2.73	High
8	Provision of faculty workspaces on campus	3.14	High
9	Security and road crossing services	2.95	High
10	Campus environmental cleanliness	3.15	High
Average		3.23	High

Satisfaction of Lecturers in Each Faculty

NO	Aspect	FDK	FEBI	FUHUM	FITK	FISIP	Faculty of Science and Technology	FPK	Faculty of Social and Political Sciences	POSTGRADUATE
1	Academic and Education System	3.34	3.35	3.47	3.39	3.48	3.44	3.75	3.47	3.80
2	Research and Scientific Publications	3.33	3.28	3.66	3.39	3.49	3.26	3.71	3.43	3.73
3	Community Service to the Community	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
Average		3.34	3.35	3.47	3.39	3.48	3.44	3.75	3.47	3.80

Semarang, 3 July 2025

Head of the Student Activity Centre



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