

**MONITORING AND EVALUATION REPORT OF ACADEMIC  
COMMUNITY SATISFACTION LEVEL FOR FINANCIAL  
SERVICES, FACILITIES AND INFRASTRUCTURE AT THE  
FACULTY OF ENGINEERING UNSRAT**

**DECEMBER, 2021**



**QUALITY ASSURANCE UNIT FACULTY OF ENGINEERING  
SAM RATULANGI UNIVERSITY  
MANADO 2021**

## **BACKGROUND**

Monitoring and evaluation are done to provide an assessment of whether the activity is running in accordance with applicable procedures as well as for further follow-up. Monitoring and evaluation are useful so that the activities carried out can provide satisfactory results. The implementation of excellent service will ensure the satisfaction of the service users. The implementation of monitoring and evaluation is a key factor to maintain service quality, especially financial management services, facilities and infrastructure of the Faculty of Engineering Unsrat.

## **PURPOSE**

This monthly report aims to determine the level of satisfaction of the academic community with financial management services, facilities and infrastructure at the Faculty of Engineering so that services can be further improved.

## **PLACE AND TIME**

Place : Engineering Faculty, Sam Ratulangi University (Unsrat) Manado

Time : December 2021.

## **PERFORMANCE DETERMINATION METHOD**

This monthly report is prepared by the Quality Assurance Unit (UPM) based on the results of questionnaire data processing conducted by the Monev and Survey Cooperation Unit (UKMS). The level of satisfaction of the academic community with financial services, facilities and infrastructure is measured by questionnaires on the Unsrat Engineering Faculty website, and distributed through social media (WhatsApp).

The assessment of the statements in the questionnaire consists of the following choices.

- Unsatisfactory (score 1)
- Unsatisfactory (score 2)
- Fairly satisfactory (score 3)
- Satisfactory (score 4)
- Very satisfactory (score 5)

General assessment of the level of satisfaction of the academic community towards financial services, facilities and infrastructure in general obtained from the average value of all questions with the following criteria.

- Unsatisfactory (score 1 - <2)
- Less satisfactory (score 2 - <3)
- Quite satisfactory (score 3 - <4)
- Satisfactory (score 4 - <5)
- Very satisfactory (score 5)

### **MONITORING RESULTS**

- Respondent Profile
  - o Total Respondents: 0
  - o Respondent Status: -
  - o Gender: -
- Satisfaction indicators: -

### **EVALUATION**

It is necessary to investigate whether in December no one filled out the questionnaire, or there was negligence so that there were lecturers who took advantage of this service but did not have time to fill out the questionnaire.

### **FOLLOW**

- *QR code questionnaire* has been prepared but has not yet been placed at the service location.

### **SUGGESTED FOLLOWING UP**

- *QR code questionnaires* should be printed immediately in an adequate size to be placed at the service location.
- Socialization of this questionnaire is also still carried out through WA groups or other social media.

Thus this report was prepared as a monitoring document for financial management services, facilities and infrastructure at the Faculty of Engineering Unsrat.

Manado, December 30, 2021

Head of the Quality Assurance

Unit

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke extending to the right.

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