

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

**June, 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 Unsrat so that services can be further improved.

## **PLACE AND TIME**

- Place: Faculty of Engineering, University of Sam Ratulangi (Unsrat) Manado
- Time: June 2021.

## **METHODS FOR DETERMINING PERFORMANCE**

This monthly report is prepared by the Quality Assurance Unit (UPM) based on the results of questionnaire data processing carried out by the Monitoring and Evaluation Unit and Surveys Cooperation Unit (UKMS). The level of satisfaction of the academic community with financial services, facilities and infrastructure is measured by a

questionnaire (attached) on the website of the Faculty of Engineering Unsrat, and distributed through social media (WhatsApp).

The assessment of the statements in the questionnaire consists of the following options:

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

General assessment of the performance of education personnel 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 AND EVALUATION RESULTS**

The average score of the questionnaire results for the level of satisfaction of the academic community towards financial services, facilities and infrastructure is 3.48 (number of respondents 19). Based on this average score, financial services, facilities and infrastructure at the Faculty of Engineering Unsrat are only at the level of "Quite satisfactory."

## **SUGGESTIONS FOR FOLLOWING UP The**


- Socialization of the questionnaire should be intensified.
- Make a QR code questionnaire to make it easier to fill out the questionnaire.
- Hold a meeting with the head of the section and the head of the relevant subsection to discuss how to increase the satisfaction of the academic community.



## **FOLLOW-UP SUGGESTIONS FOR PREVIOUS MONTH**

Thus this report was prepared as a document to monitor the level of satisfaction of the academic community towards financial services, facilities and infrastructure at the Faculty of Engineering Unsrat.

Manado, 30 June 2021  
Head of Quality Assurance Unit



Benny L. Maluegha, ST, M.Sc.  
NIP 197602042005011004