

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

October, 2021



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

BACKGROUND

Monitoring and evaluation is an activity to monitor the course of an activity and provide an assessment of whether the activity is running in accordance with applicable procedures, for further follow-up. Monitoring and evaluation are useful so that the activities carried out can provide satisfactory results. The implementation of excellent service at the Faculty of Engineering will ensure the satisfaction of the academic community with the existing services. Implementation of monitoring and evaluation is a key factor to maintain the quality of service at the Faculty of Engineering Unsrat in general.

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

METHODS FOR DETERMINATION OF 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 Survey (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:

- 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 with financial services, facilities and infrastructure are generally 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

- Total Respondents: 0
- Satisfaction indicators: -

EVALUATION

It is necessary to investigate whether there were no respondents in October who filled out this questionnaire, or there was negligence so that those who used the service could not fill out this questionnaire.

FOLLOW

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

SUGGESTED FOLLOWING UP

- The QR code questionnaire 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, November 1, 2021
Head of the Quality Assurance Unit



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