

SURVEY OF SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

YEAR 2023

INTRODUCTION

1. The objective is to analyze the extent to which all the stakeholders can provide service and meet the needs and expectations of the employees.
2. The survey was conducted from June 1 – 30 2023 online (G-Form).
3. The rating scale of the survey ranges from 1 to 5, with the target specified in the strategic planning at least 3.25. (Following the Customer Satisfaction Measurement)
4. The data were collected from 430 respondents, with the composition as follows:
 - Those with structural positions: 140 respondents
 - Those without structural positions: 290 respondents
5. RECOMMENDATION for resolution and improvement
6. **The table of the survey for each unit/institute/bureau/faculty per indicator can be seen in PDF softcopy files separate from this file.**

DISTRIBUTION OF RESPONDENTS TO THE SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES – YEAR 2023

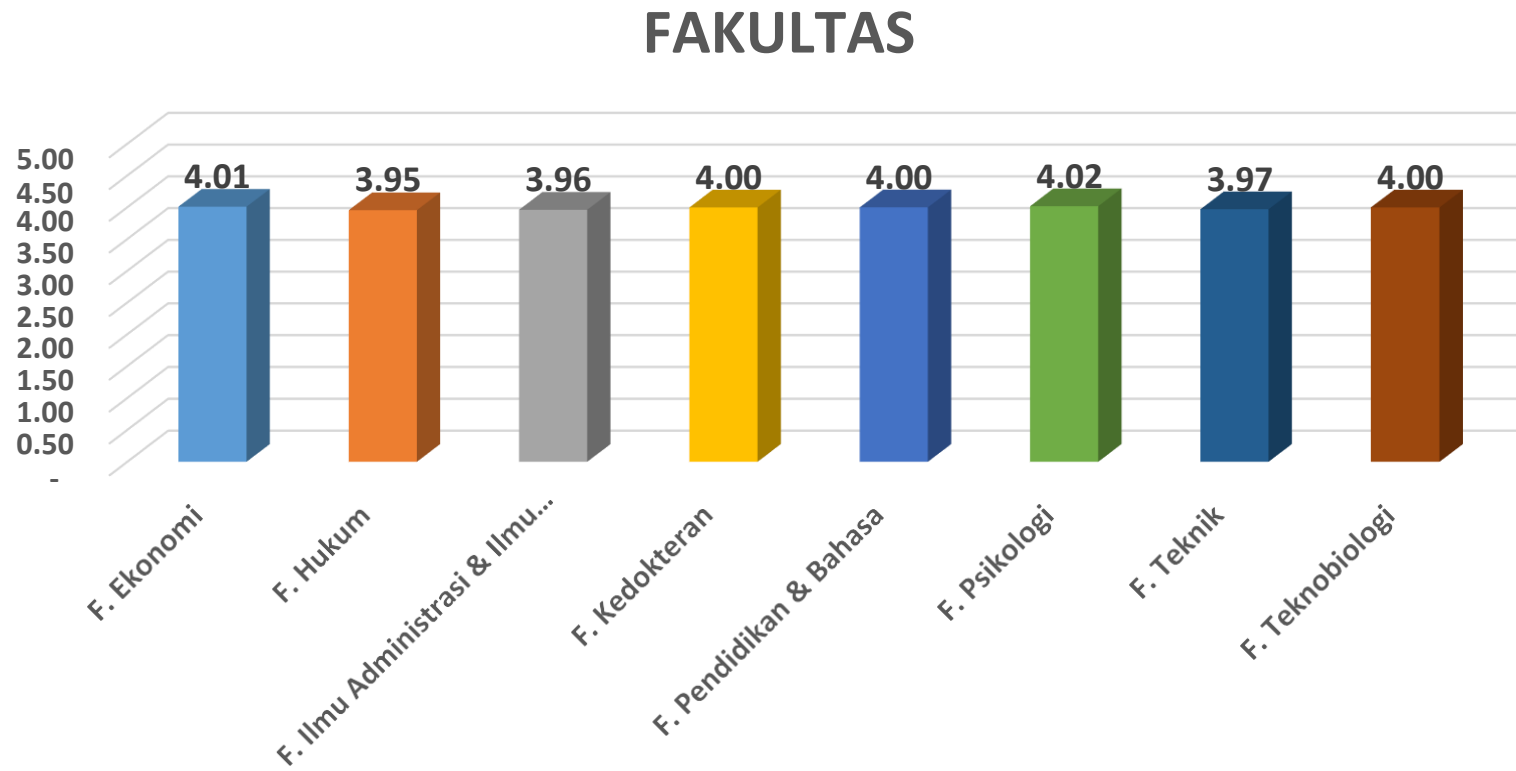
Faculty/Bureau/Institute/Unit	Respondents with Positions		
	NO	YES	Grand Total
Bureau	68	27	95
00-000 - Bureau of Marketing Public Relations dan Admissions	1		1
00-000- Bureau of Financial Administration	10	5	15
00-000- Bureau of Accounting and Finance		1	1
31-000 - Bureau of Academic Administration	12	2	14
32-000 - Bureau of Management of Facilities and Equipment	17	7	20
33-000 - Bureau of Student Affairs, Alumni and Career	4	2	6
35-000 – Bureau of Human Resources	5	6	11
39-000 - Bureau of Information and Technology Systems	19	4	23
Faculty	165	79	244
21-000 - F. Economics	30	16	46
22-000 - F. Business Administration & Communication Studies	15	12	27
23-000 - F. Education & Languages	22	13	35
24-000 - F. Engineering	34	13	47
25-000 - F. Law	9	3	12
26-000 - F. Medicine	28	6	34
27-000 - F. Psychology	15	9	24
28-000 - F. Technobiology	12	7	19
Lembaga	23	14	37
00-000 - Institute of Public Policy	1		1
00-000 - Institute of Education and Learning Innovations	7	5	12
41-000 - Institute of Research and Community Service	2	2	4
42-000 - Institute of Quality Assurance	5	4	9
51-000 - PKPM	2	1	3
52-000 - PPE	2	1	3
53-000 - PKBB	1		1
54-000 - PPM		1	1
55-000 - HIV/AIDS Research Center	3		3
Unit	34	20	54
00-000 - Atma Jaya Business Incubator	1	2	3
00-000 - Dormitory	1	1	2
00-000 - International Office	3		3
00-000 - University Secretary	4	2	6
00-000 - UPT Library	8	3	11
00-000 - UPT Language Teaching Center	2	5	7
19-000 - Campus Ministry	4	1	5
51-000 - PKPM		1	1
51-000 - PKPM00-000 - University Secretary	1		1
62-000 - UPT Publisher	2	2	4
64-000 - Scholarship Office	7	3	10
Atma Jaya Pastoral Unit	1		1

Grand Total	290	140	430
-------------	-----	-----	-----

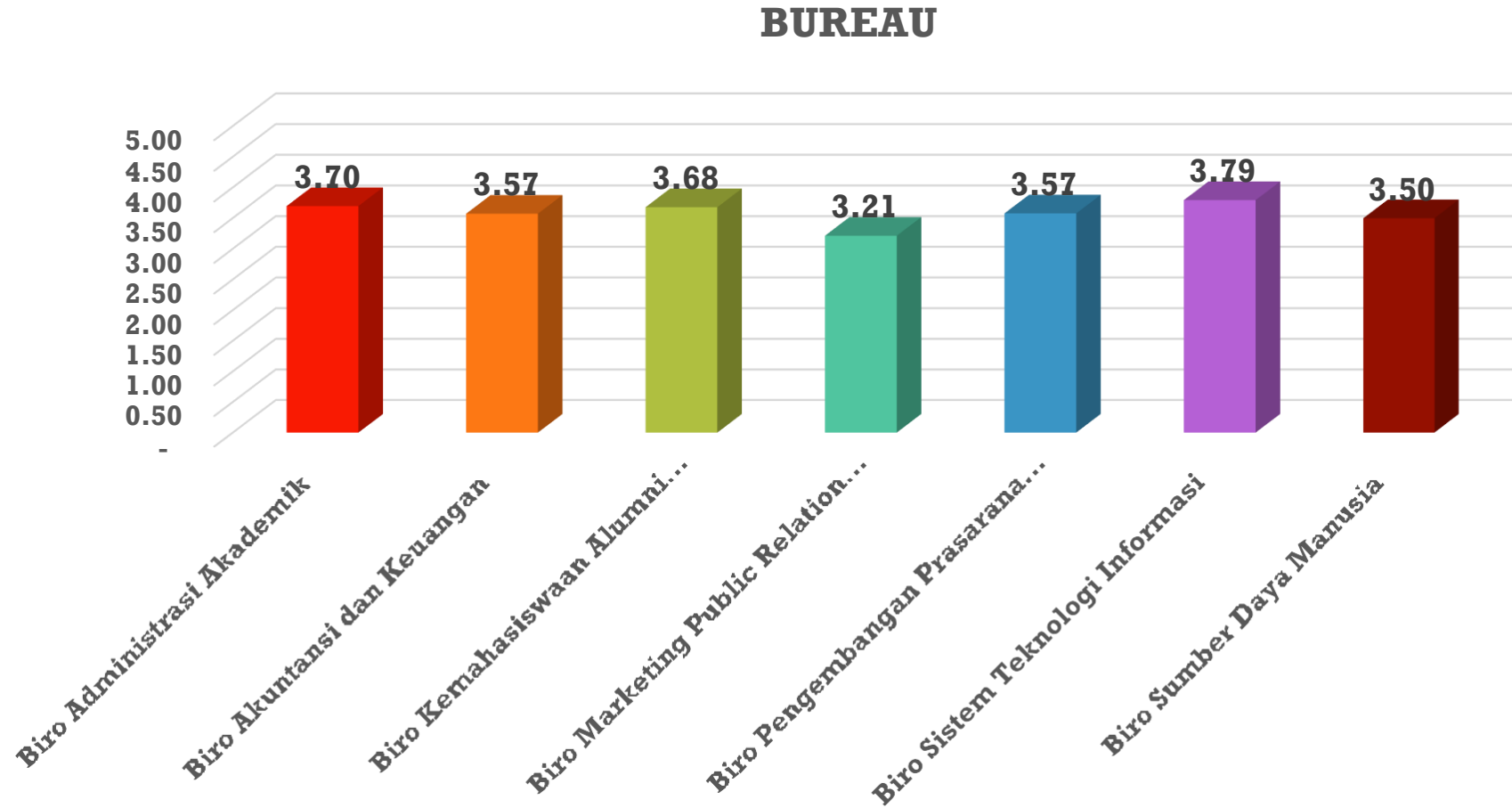
AVERAGE RESULTS OF THE SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES – YEAR 2023

UNIT	AVERAGE	DISTRIBUTION OF RESPONDENTS / UNIT	UNSATISFACTORY <--		ADEQUATE	--> SATISFACTORY	
F. Economics	4.01	246	0.1%	2.5%	21.0%	49.3%	27.1%
F. Law	3.95	229	0.3%	2.2%	23.5%	49.8%	24.2%
F. Business Administration & Communication Studies	3.96	236	0.2%	2.3%	22.8%	50.9%	23.9%
F. Medicine	4.00	240	0.5%	2.4%	21.5%	48.6%	27.0%
F. Education & Languages	4.00	246	0.0%	2.0%	21.9%	50.4%	25.7%
F. Psychology	4.02	231	0.5%	1.7%	21.3%	48.4%	28.0%
F. Engineering	3.97	251	0.5%	2.7%	23.4%	46.1%	27.3%
F. Technobiology	4.00	231	0.2%	1.6%	23.7%	47.2%	27.3%
Bureau of Academic Administration	3.70	252	2.2%	6.9%	28.2%	44.9%	17.9%
Bureau of Accounting and Finance	3.57	253	2.9%	9.5%	31.0%	41.3%	15.3%
Bureau of Student Affairs, Alumni and Career	3.68	223	2.2%	7.7%	28.5%	43.7%	18.0%
Bureau of Marketing Public Relations dan Admissions	3.21	249	7.8%	16.4%	31.7%	34.9%	9.2%
Bureau of Management of Facilities and Equipment	3.57	272	3.1%	9.3%	30.7%	41.0%	15.9%
Bureau of Information and Technology Systems	3.79	334	2.2%	5.9%	24.6%	44.9%	22.3%
Bureau of Human Resources	3.50	289	3.8%	10.9%	31.5%	40.0%	13.9%
Institute of Education and Learning Innovations	3.80	186	1.7%	4.0%	25.7%	49.6%	19.0%
Institute of Quality Assurance	3.70	224	1.3%	6.6%	29.9%	45.3%	16.8%
Institute of Research and Community Service	3.90	226	0.3%	3.2%	25.0%	49.4%	22.0%
PKBB	3.83	181	0.4%	2.2%	30.5%	48.0%	19.0%
PKPM	3.81	173	0.5%	1.7%	33.1%	46.0%	18.7%
PPE	3.79	178	0.4%	2.4%	32.3%	47.1%	17.7%
PPM	3.81	176	0.3%	2.5%	31.5%	47.2%	18.6%
Research and Community Health Center	3.81	155	0.6%	1.4%	32.0%	48.1%	17.8%
HIV/AIDS Research Center	3.75	173	0.9%	2.5%	32.8%	48.2%	15.6%
Intellectual Property Rights Center	3.81	169	1.3%	1.8%	31.1%	46.7%	19.1%
University Secretary	3.45	231	3.4%	11.5%	34.3%	38.4%	12.4%
UPT Publisher	3.88	200	0.6%	3.0%	27.5%	45.9%	23.1%
Scholarship Office	3.93	209	0.4%	2.1%	26.7%	46.1%	24.7%
UPT Library	3.97	225	0.5%	2.6%	23.0%	47.4%	26.5%
UPT Language Teaching Center	3.92	182	0.2%	2.6%	27.0%	45.6%	24.6%
Campus Ministry	3.88	197	0.5%	2.7%	27.0%	47.4%	22.4%
Dormitory	3.73	184	1.7%	3.3%	31.9%	46.5%	16.6%
Atma Jaya Business Incubator	3.73	158	1.5%	2.5%	33.9%	45.4%	16.7%
Institute of Public Policy	3.71	152	1.3%	3.2%	33.5%	47.3%	14.7%
International Office	3.70	195	1.4%	7.5%	27.1%	48.3%	15.7%
University Average	3.72	233	2.0%	6.2%	28.6%	44.6%	18.6%

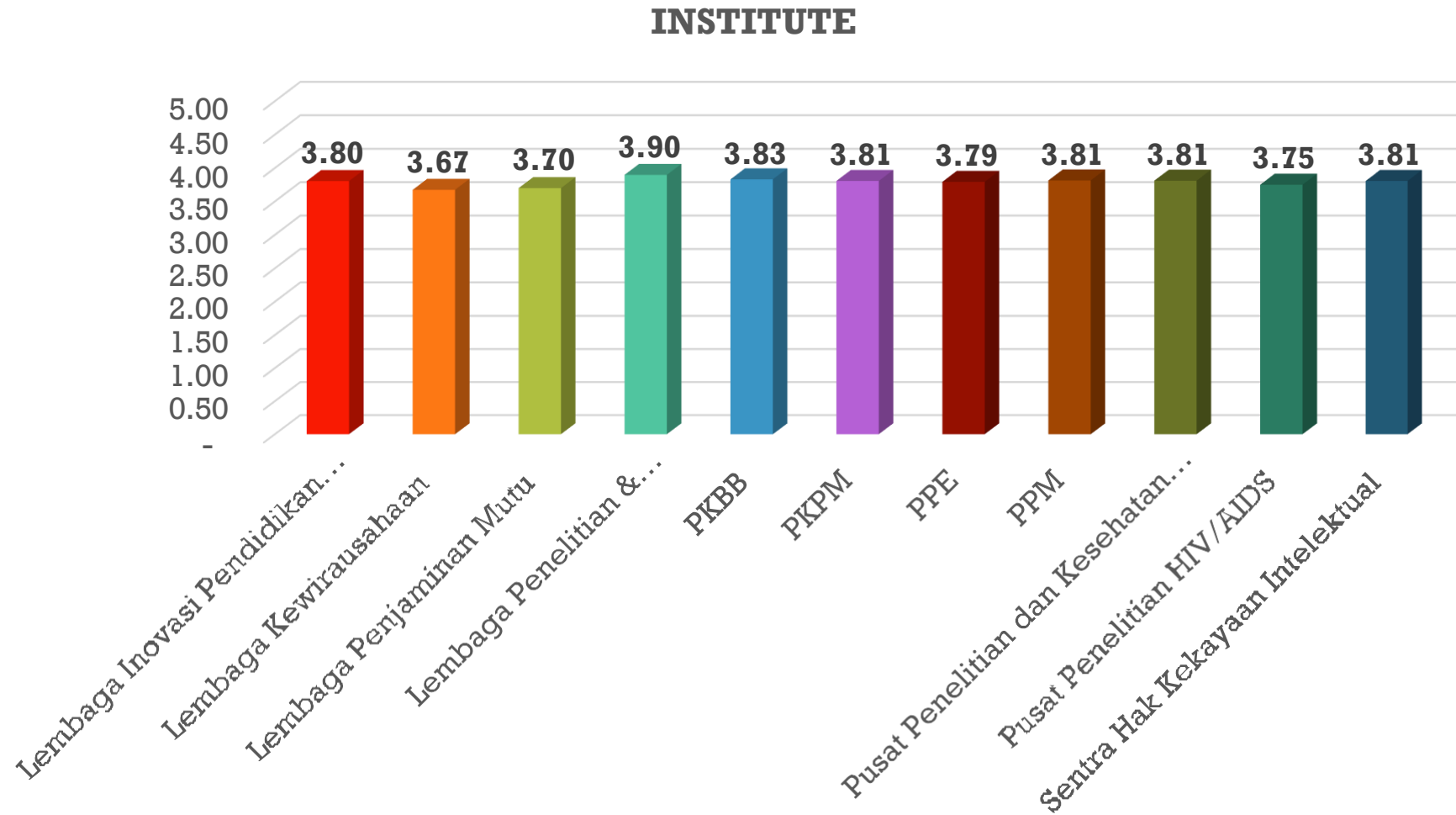
THE GRAPH OF THE RESULTS OF THE SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES – YEAR 2023 (FACULTY)



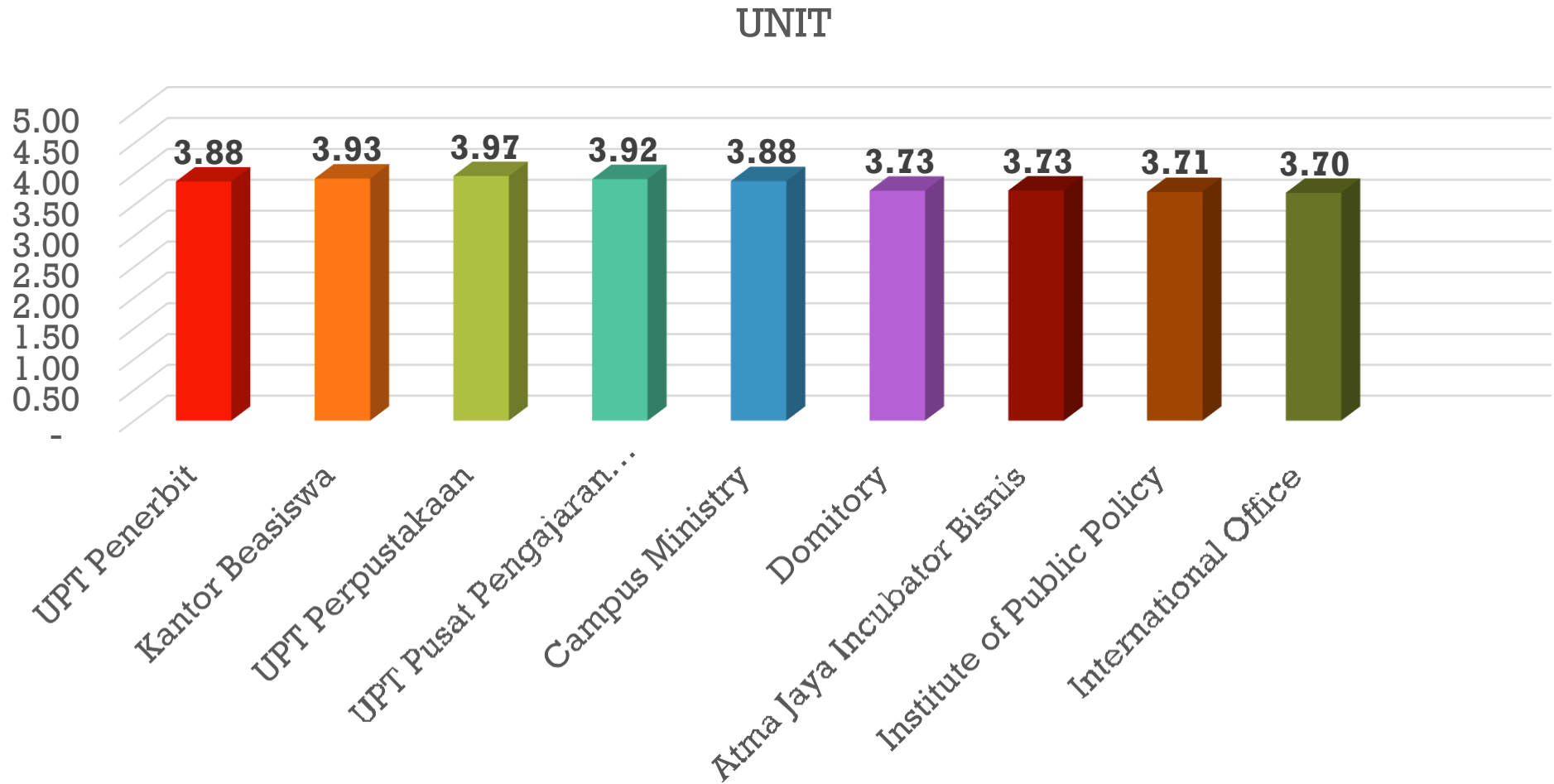
THE GRAPH OF THE RESULTS OF THE SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES – YEAR 2023 (BUREAU)



THE GRAPH OF THE RESULTS OF THE SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES – YEAR 2023 (INSTITUTE)



THE GRAPH OF THE RESULTS OF THE SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES – YEAR 2023 (UNIT)



**TABLE OF LEVELS OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

UNIT	INDICATOR	AVERAGE	RESPONDENTS	UNSATISFACTORY	<--	ADEQUATE	-->	SATISFACTORY
F. Economics	Your rating of the work communication with the unit (Work Communication refers to the communication from you to the staff or unit leaders that expects some responses) [F. Economics]	4.14	273	0.0%	1.5%	17.9%	46.2%	34.4%
	Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application [F. Economics]	3.97	255	0.0%	3.1%	22.0%	49.8%	25.1%
	Your rating of the unit's speed in responding to issues or problems (Follow up on letter of request/proposal or follow up as specified in the effective procedure) [F. Economics]	3.94	253	0.0%	3.6%	22.9%	49.8%	23.7%
	Your rating of the unit's work coordination (Work coordination refers to the harmony in the coordination to successfully achieve a certain objective) [F. Economics]	4.02	257	0.4%	1.6%	22.2%	47.9%	28.0%
	Your rating of the unit's prime service quality (The best service in meeting the expectations and needs of the customers and the best service that meets the pre-determined quality standards). [F. Economics]	3.99	194	0.0%	2.6%	20.1%	53.1%	24.2%
F. Economics Total		4.01	246	0.1%	2.5%	21.0%	49.3%	27.1%

**TABLE OF LEVELS OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

UNIT UNIT	INDIKATOR	RATA RATA	RESPOND EN	BURUK	<--	CUKUP	-->	BAIK
Bureau of Academic Administration	ACADEMIC ADMINISTRATION - BAA [Supporting documents: pocket book, academic calendar]	3.70	244	2.0%	5.3%	30.7%	45.1%	16.8%
	ACADEMIC ADMINISTRATION - BAA [Lecture room management and reservation procedures]	3.72	254	2.8%	4.7%	28.3%	46.9%	17.3%
	ACADEMIC ADMINISTRATION - BAA [Regulation of maximum deadlines of thesis/final project defense]	3.73	233	2.1%	5.6%	25.3%	51.1%	15.9%
	ACADEMIC ADMINISTRATION - BAA [Schedule management and capacity during KRS]	3.72	248	2.8%	5.2%	27.4%	46.4%	18.1%
	ACADEMIC ADMINISTRATION - BAA [Diploma and transcript issuance process]	3.75	229	0.9%	4.4%	30.6%	48.0%	16.2%
	ACADEMIC DATA - BAA [Data accuracy and relevance]	3.50	250	2.0%	11.6%	32.8%	41.6%	12.0%
	ACADEMIC DATA - BAA [Information about special remedial tests]	3.71	232	1.3%	5.6%	30.6%	46.6%	15.9%
	ACADEMIC DATA - BAA [Data verification speed]	3.59	247	1.2%	9.3%	32.4%	43.3%	13.8%
	ACADEMIC DATA - BAA [Punctuality of data issuance]	3.49	250	2.4%	12.0%	32.8%	39.6%	13.2%
	ACADEMIC DATA - BAA [Transcript issuance and academic completion]	3.68	230	1.7%	7.4%	28.7%	46.1%	16.1%
	ACADEMIC DATA - BAA [Complaint / problem resolution]	3.56	241	2.9%	9.1%	31.1%	43.2%	13.7%
	Your rating of the work communication with the unit (Work Communication refers to the communication from you to the staff or unit leaders that expects some responses) [Bureau of Academic Administration]	3.91	300	2.0%	4.7%	21.3%	44.0%	28.0%
	Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application [Bureau of Academic Administration]	3.75	288	2.4%	7.6%	24.0%	44.4%	21.5%
	Your rating of the unit's speed in responding to issues or problems (Follow up on letter of request/proposal or follow up as specified in the effective procedure) [Bureau of Academic Administration]	3.74	282	2.8%	6.0%	27.0%	42.9%	21.3%
	Your rating of the unit's work coordination (Work coordination refers to the harmony in the coordination to successfully achieve a certain objective) [Bureau of Academic Administration]	3.84	282	3.2%	4.6%	24.1%	41.5%	26.6%
	Your rating of the unit's prime service quality (The best service in meeting the expectations and needs of the customers and the best service that meets the pre-determined quality standards). [Bureau of Academic Administration]	3.75	216	2.3%	6.9%	24.1%	47.2%	19.4%
Bureau of Academic Administration Total		3.70	252	2.2%	6.9%	28.2%	44.9%	17.9%

TABLE OF LEVELS OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES (INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)

UNIT	INDICATOR	AVERAGE	RESPONDENTS	UNSATISFACTORY	ADEQUATE			SATISFACTORY
					<--		-->	
Institute of Education and Learning Innovations	SELF-DEVELOPMENT COURSE AND MULTIDISCIPLINARY COURSE ACTIVITY [Speed in Problem/Complaint Resolution]	3.73	142	1.4%	4.2%	28.9%	51.4%	14.1%
	SELF-DEVELOPMENT COURSE AND MULTIDISCIPLINARY COURSE ACTIVITY [Service and Information about Class Schedules]	3.75	142	1.4%	4.9%	26.8%	50.7%	16.2%
	SELF-DEVELOPMENT COURSE AND MULTIDISCIPLINARY COURSE ACTIVITY [Service and Information about Exam Schedules]	3.79	142	2.1%	2.1%	26.8%	52.8%	16.2%
	SELF-DEVELOPMENT COURSE AND MULTIDISCIPLINARY COURSE ACTIVITY [Service and Follow-up on Class Offers]	3.74	140	1.4%	5.0%	26.4%	52.1%	15.0%
	EDUCATIONAL INNOVATION AND TECHNOLOGY ACTIVITY [Service of Tutorial/Mentorship/Training on Online Learning]	3.85	194	1.5%	4.6%	21.1%	53.1%	19.6%
	EDUCATIONAL INNOVATION AND TECHNOLOGY ACTIVITY [Livestreaming (seminar, training, etc)]	3.82	197	1.5%	4.1%	22.8%	54.8%	16.8%
	EDUCATIONAL INNOVATION AND TECHNOLOGY ACTIVITY [Media Utilization (Audio, Video, Visual media for promotional or pedagogical needs)]	3.75	192	2.1%	5.7%	26.6%	46.9%	18.8%
	EDUCATIONAL INNOVATION AND TECHNOLOGY ACTIVITY [Equipment Reservation (camera, lighting, audio, etc)]	3.76	194	3.1%	5.2%	21.1%	54.6%	16.0%
	EDUCATIONAL INNOVATION AND TECHNOLOGY ACTIVITY [LMS Moodle Complaints (login, account, enrollment, etc)]	3.84	193	1.6%	5.7%	20.7%	52.3%	19.7%
	EDUCATION AND LEARNING INNOVATION ACTIVITY - P2AI [Speed in problem resolution/review]	3.76	195	2.1%	4.6%	28.2%	45.6%	19.5%
	EDUCATION AND LEARNING INNOVATION ACTIVITY - P2AI [Assistance in the formulation of MBKM course conversion]	3.73	188	2.7%	5.3%	26.6%	46.8%	18.6%
	EDUCATION AND LEARNING INNOVATION ACTIVITY - P2AI [Assistance in the curriculum design]	3.74	192	2.1%	5.7%	25.5%	49.0%	17.7%
	EDUCATION AND LEARNING INNOVATION ACTIVITY - P2AI [Assistance in the RPS design (lesson plan)]	3.76	193	1.0%	4.7%	28.0%	50.3%	16.1%
	Your rating of the work communication with the unit (Work Communication refers to the communication from you to the staff or unit leaders that expects some responses) [Institute of Education and Learning Innovations]	3.95	241	2.5%	2.9%	20.3%	46.1%	28.2%
	Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application [Institute of Education and Learning Innovations]	3.85	210	1.4%	1.4%	28.6%	47.6%	21.0%
Your rating of the unit's speed in responding to issues or problems (Follow up on letter of request/proposal or follow up as specified in the effective procedure) [Institute of Education and Learning Innovations]	3.85	208	1.4%	1.4%	28.8%	47.1%	21.2%	
Your rating of the unit's work coordination (Work coordination refers to the harmony in the coordination to successfully achieve a certain objective) [Institute of Education and Learning Innovations]	3.92	222	0.9%	2.3%	27.0%	43.7%	26.1%	

**TABLE OF LEVELS OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

	Your rating of the unit's prime service quality (The best service in meeting the expectations and needs of the customers and the best service that meets the pre-determined quality standards). [Institute of Education and Learning Innovations]	3.87	166	0.6%	1.8%	28.9%	47.0%	21.7%
Institute of Education and Learning Innovations Total		3.80	186	1.7%	4.0%	25.7%	49.6%	19.0%

TABLE OF LEVELS OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES (INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)

UNIT	INDICATOR	AVERAGE	RESPONDENTS	UNSATISFACTORY	<--	ADEQUATE	-->	SATISFACTORY
University Secretary	SECRETARIAT ACTIVITY - UNIVERSITY SECRETARY [Information about policies on emergency responses]	3.50	263	3.4%	9.1%	35.4%	38.8%	13.3%
	SECRETARIAT ACTIVITY - UNIVERSITY SECRETARY [Information about conducting meetings]	3.66	263	1.9%	6.5%	32.3%	42.2%	17.1%
	SECRETARIAT ACTIVITY - UNIVERSITY SECRETARY [Monitoring of the Strategic Plan (Renstra) implementation]	3.52	237	2.1%	8.9%	34.2%	44.3%	10.5%
	SECRETARIAT ACTIVITY - UNIVERSITY SECRETARY [Regulations about reservations of meeting rooms]	3.73	252	1.2%	5.2%	30.2%	46.4%	17.1%
	SECRETARIAT ACTIVITY - UNIVERSITY SECRETARY [Issuance of Decrees]	3.45	281	1.8%	12.8%	35.6%	38.4%	11.4%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Information about students' and employees' achievements]	3.18	245	6.9%	18.0%	33.5%	33.1%	8.6%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Information about strategies and innovations in relation trends of potential clients and competitors]	3.00	236	11.0%	19.5%	33.9%	29.7%	5.9%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Information about new policies at Atma Jaya]	3.24	247	5.7%	15.4%	36.0%	34.8%	8.1%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Information about activities or events at Atma Jaya]	3.40	253	3.2%	14.6%	32.0%	39.5%	10.7%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Use of mass media and social media]	3.27	241	4.1%	14.9%	37.8%	36.1%	7.1%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Relations with other institutions outside Atma Jaya]	3.33	226	4.4%	13.3%	35.0%	39.4%	8.0%
	Your rating of the work communication with the unit (Work Communication refers to the communication from you to the staff or unit leaders that expects some responses) [University Secretary]	3.82	242	1.7%	5.8%	26.0%	42.1%	24.4%
	Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application [University Secretary]	3.78	223	0.9%	5.4%	30.5%	41.7%	21.5%
	Your rating of the unit's speed in responding to issues or problems (Follow up on letter of request/proposal or follow up as specified in the effective procedure) [University Secretary]	3.75	220	1.8%	5.0%	28.2%	46.8%	18.2%
	Your rating of the unit's work coordination (Work coordination refers to the harmony in the coordination to successfully achieve a certain objective) [University Secretary]	3.81	226	1.3%	4.4%	27.0%	46.0%	21.2%
	Your rating of the unit's prime service quality (The best service in meeting the expectations and needs of the customers and the best service that meets the pre-determined quality standards). [University Secretary]	3.63	165	1.2%	7.9%	29.7%	49.1%	12.1%
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Speed in providing strategic information]	3.26	184	3.8%	15.8%	39.7%	32.6%	8.2%
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Clarity of information about Strategic Development]	3.27	182	3.8%	15.9%	39.6%	31.3%	9.3%
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Accuracy in the information provided]	3.31	187	4.8%	13.9%	36.9%	34.8%	9.6%
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Availability of strategic data]	3.22	182	4.4%	17.0%	40.1%	29.7%	8.8%
LEGAL AFFAIRS-UNIVERSITY SECRETARY [Assistance for Contract Issuance (work, partnership)]	3.41	242	2.5%	12.0%	38.8%	35.5%	11.2%	
LEGAL AFFAIRS-UNIVERSITY SECRETARY [Assistance for Decree Issuance]	3.48	246	2.4%	9.8%	37.0%	39.0%	11.8%	
LEGAL AFFAIRS-UNIVERSITY SECRETARY [Information about regulations (UU, PP) regarding the activities of HE]	3.39	234	4.3%	12.4%	35.5%	36.3%	11.5%	

**TABLE OF LEVELS OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

	LEGAL AFFAIRS-UNIVERSITY SECRETARY [Efficiency of processes related to legal affairs]	3.41	240	2.9%	13.3%	35.8%	35.8%	12.1%
	LEGAL AFFAIRS-UNIVERSITY SECRETARY [Standardization of Decree and contract issuance]	3.42	250	3.6%	10.8%	37.2%	37.2%	11.2%
University Secretary		3.45	231	3.4%	11.5%	34.3%	38.4%	12.4%

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

RATA RATA SURVEY KARYAWAN T		HADAP KEPUASAN LAYANAN ANTAR UNIT				
UNIT UNIT	INDIKATOR	RATA RATA	RESPONDE	BR >=15%	C >30%	B <55%
Biro Akuntansi dan Keuangan	ADMINISTRASI KEUANGAN - BAK [Fleksibilitas penanganan keuangan]	3.38	252	18.3%	32.9%	48.8%
	ADMINISTRASI KEUANGAN - BAK [Info periodik penggunaan anggaran]	3.36	242	17.4%	35.1%	47.5%
	ADMINISTRASI KEUANGAN - BAK [Kejelasan informasi mengenai pembuatan laporan keuangan]	3.38	238	17.6%	32.4%	50.0%
	ADMINISTRASI KEUANGAN - BAK [Ketentuan tarif keuangan untuk kebutuhan operasional (misalnya tarif dosen tamu, biaya konsumsi, perjalanan dinas)]	3.37	244	17.2%	35.2%	47.5%
	ADMINISTRASI KEUANGAN - BAK [Ketepatan waktu realisasi anggaran]	3.38	254	16.5%	35.0%	48.4%

TRANSLATION:

Bureau of Accounting and Finance	FINANCIAL ADMINISTRATION – BAK – [Flexibility in financial management]
	FINANCIAL ADMINISTRATION – BAK – [Periodical information about budget allocation]
	FINANCIAL ADMINISTRATION – BAK – [Clarity of information about financial reporting]
	FINANCIAL ADMINISTRATION – BAK – [Provisions regulating the tariff for operational needs (e.g., guest lecture honorarium, consumption cost, work trips)]
	FINANCIAL ADMINISTRATION – BAK – [Unit’s punctuality in budget realization]

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

RATA RATA SURVEY KARYAWAN T		HADAP KEPUASAN LAYANAN ANTAR UNIT				
UNIT UNIT	INDIKATOR	RATA RATA	RESPONDE	BR >=15%	C >30%	B <55%
Biro Kemahasiswaan Alumni dan Karir	KEMAHASISWAAN - BKAK [Kecepatan merespon permintaan dari biro lain. (Contoh: data akreditasi, publikasi berita, penerbitan SKP dengan Standar BKAK memberikan respon pertama kali: 3 Hari Kerja (HK) utk proses tindak lanjut, dll.)]	3.42	159	18.2%	30.8%	50.9%
	KEMAHASISWAAN - BKAK [Kekinian data yang dimiliki BKAK terkait kebutuhan akreditasi (prestasi, data tracer study (TS) – Analisa data TS dapat diberikan pada Q2 th berikutnya dan User Study (US) pada Q3 th berikutnya).]	3.37	145	17.9%	35.2%	46.9%
	KEMAHASISWAAN - BKAK [Kelengkapan data yang dimiliki BKAK terkait kebutuhan akreditasi (prestasi, tracer study dan user study)]	3.40	194	18.6%	30.4%	51.0%

TRANSLATION

Bureau of Student Affairs, Alumni and Career	STUDENT AFFAIRS – BKAK – [Speed in responding to requests from other bureaus (e.g., accreditation data, news publication, SKP issuance. The overall standard of BKAK’s initial response is 3 working days for any follow-up/resolution, etc.)]
	STUDENT AFFAIRS – BKAK – [Up-to-date data provided by BKAK for accreditation purposes (achievements, tracer study data. Tracer study data analysis can be provided in the Q2 of the next year and the user study in the Q3 of the next year.
	STUDENT AFFAIRS – BKAK – [Accuracy and adequacy of the data provided by BKAK for accreditation purposes [achievements, tracer study and user study]

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

UNIT UNIT	INDIKATOR	RATA RATA	RESPONDEN	BR >=15%	C >30%	B <55%
Biro Marketing Public Relation dan Admisi	ADMISI - BMPRA [Informasi alur proses pendaftaran dan penerimaan bagi masyarakat]	3.24	238	22.3%	33.6%	44.1%
	ADMISI - BMPRA [Kejelasan Info jenis tes, ketentuan dan persyaratan]	3.32	237	19.8%	33.3%	46.8%
	ADMISI - BMPRA [Kejelasan informasi waktu gelombang pendaftaran untuk masyarakat]	3.30	237	17.7%	38.0%	44.3%
	ADMISI - BMPRA [Kemudahan akses registrasi calon mahasiswa]	3.21	234	24.4%	31.6%	44.0%
	ADMISI - BMPRA [Ketersediaan fasilitas dan butuhan informasi calon mahasiswa baru]	3.15	237	25.3%	32.1%	42.6%
	MARKETING - BMPRA [Efektivitas PMB luar kota]	2.93	228	32.5%	34.6%	32.9%
	MARKETING - BMPRA [Inovasi kegiatan-kegiatan promosi]	2.83	246	36.2%	34.1%	29.7%
	MARKETING - BMPRA [Kejelasan strategi promosi]	2.78	255	39.2%	33.3%	27.5%
	MARKETING - BMPRA [Kemenarikan isi promosi]	3.00	250	30.4%	33.6%	36.0%
	MARKETING - BMPRA [Kompetensi tenaga promosi]	2.93	242	32.2%	35.1%	32.6%
	MARKETING - BMPRA [Pemanfaatan media promosi]	2.99	253	32.0%	31.6%	36.4%
	MARKETING - BMPRA [Penanganan atribut resmi Atma (logo, warna dll)]	3.19	238	23.9%	33.2%	42.9%
	MARKETING - BMPRA [Relasi dengan sekolah-sekolah]	2.91	234	35.5%	31.6%	32.9%

POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION (INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)

TRANSLATION

Bureau of Marketing, Public Relations and Admissions	ADMISSIONS - BMPRA [Information about the enrollment process and admissions for the public]
	ADMISSIONS - BMPRA [Clarity of information about test types, specifications, and requirements]
	ADMISSIONS - BMPRA [Clarity of information about batches of enrollment for the public]
	ADMISSIONS - BMPRA [Ease of enrollment access for student candidates]
	ADMISSIONS - BMPRA [Availability of facilities and information for new student candidates]
	MARKETING – BMPRA [Effectiveness of out-of-town New Student Enrollment (PMB)]
	MARKETING – BMPRA [Innovations of promotional activities]
	MARKETING – BMPRA [Clarity of promotional strategies]
	MARKETING – BMPRA [Attractiveness of the promotional content]
	MARKETING – BMPRA [Competence of the promotion team]
	MARKETING – BMPRA [Use of promotional media]
	MARKETING – BMPRA [Use of formal attributes of Atma (Logo, color, etc)]
	MARKETING – BMPRA [Relations with schools]

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

RATA RATA SURVEY KARYAWAN	TERHADAP KEPUASAN LAYANAN ANTAR UN					
UNIT UNIT	INDIKATOR	RATA RATA	RESPONDE	BR >=15%	C >30%	B <55%
Biro Pengembangan Prasarana & Sarana	AKTIVITAS UPT PENGADAAN [Kesesuaian barang dgn spesifikasi diinginkan]	3.25	249	20.9%	35.7%	43.4%
	AKTIVITAS UPT PENGADAAN [Kesesuaian prosedur dan proses yang terlaksana]	3.18	252	23.4%	37.3%	39.3%
	AKTIVITAS UPT PENGADAAN [Ketepatan waktu pengadaan barang]	2.97	257	31.1%	34.6%	34.2%
	AKTIVITAS UPT PENGADAAN [Penawaran berbagai alternatif harga]	3.18	231	22.1%	38.1%	39.8%
	AKTIVITAS UPT PENGADAAN [Proses lamanya waktu permintaan barang/jasa]	3.02	256	29.3%	34.4%	36.3%
	AKTIVITAS UPT PENGADAAN [Proses pengajuan ATK dan RTK mudah dan praktis]	3.35	117	16.2%	36.8%	47.0%
	AKTIVITAS UPT PENGADAAN [Sistem aplikasi permohonan yang di gunakan]	3.23	239	20.9%	37.7%	41.4%
	INVENTARISASI [Info akurasi & kemitakhiran data inventaris]	3.15	220	24.5%	35.9%	39.5%
	INVENTARISASI [Informasi tentang masa inventaris]	3.13	217	25.8%	36.4%	37.8%
	INVENTARISASI [Penanganan kebutuhan inventaris]	3.20	215	20.5%	39.5%	40.0%
	INVENTARISASI [Pengelolaan pengembalian barang inventaris]	3.30	218	17.0%	39.4%	43.6%
	INVENTARISASI [Sistem pencatatan inventaris]	3.30	222	18.5%	37.8%	43.7%
	SARANA DAN PRASARANA - BPPS [Proses pengajuan ATK dan RTK mudah dan praktis]	3.46	297	17.5%	30.3%	52.2%

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

TRANSLATION

Bureau of Management of Facilities and Equipment	UPT PROCUREMENT ACTIVITY [Compatibility between the goods and the requested specifications]
	UPT PROCUREMENT ACTIVITY [Compatibility between the procedure and the actual process]
	UPT PROCUREMENT ACTIVITY [Punctuality of goods procurement]
	UPT PROCUREMENT ACTIVITY [Offering of several pricing alternatives]
	UPT PROCUREMENT ACTIVITY [Duration of request of goods/services]
	UPT PROCUREMENT ACTIVITY [Practical and easy process of request of tools and equipment]
	UPT PROCUREMENT ACTIVITY [The request application system that is used]
	INVENTARISASI [Accurate and up-to-date information about the inventory data]
	INVENTARISASI [Information about inventory age]
	INVENTARISASI [Management of inventory needs]
	INVENTARISASI [Management of returns of inventory goods]
	INVENTARISASI [Inventory recording system]
	FACILITIES AND EQUIPMENT – BPPS [Practical and easy process of request of tools and equipment]

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

UNIT UNIT	INDIKATOR	RATA RATA RESPONDE	BR >=15%	C >30%	B <55%	
BIRO SISTEM TEKNOLOGI INFORMASI	HARDWARE DAN SOFTWARE - BSTI [Kestabilan jaringan dan akses internet]	3.41	366	17.5%	31.7%	50.8%

TRANSLATION

Bureau of Information and Technology Systems	HARDWARE AND SOFTWARE - BSTI [Stability of internet networking and access]
--	--

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

RATA RATA SURVEY KARYAWAN	RHADAP KEPUASAN LAYANAN ANTAR UN					
UNIT UNIT	INDIKATOR	RATA RATA	RESPONDE	BR >=15%	C >30%	B <55%
BIRO SUMBER DAYA MANUSIA	KUALITAS OPERASIONAL-BSDM [Pengelolaan Jenjang Karir Karyawan Tenaga Kependidikan]	3.17	263	24.0%	37.3%	38.8%
	KUALITAS OPERASIONAL-BSDM [Pengembangan Kompetensi Karyawan Tenaga Kependidikan]	3.21	272	24.3%	35.3%	40.4%
	KUALITAS OPERASIONAL-BSDM [Proses pembuatan Surat Keputusan]	3.41	286	16.1%	33.2%	50.7%
	PENGELOLAAN KARYAWAN - BSDM [Kemutakhiran data karyawan]	3.21	336	23.2%	35.4%	41.4%
	PENGELOLAAN KARYAWAN - BSDM [Penempatan dan mutasi karyawan]	3.29	309	21.0%	35.3%	43.7%
	PENGELOLAAN KARYAWAN - BSDM [Pengelolaan Jenjang Karir Karyawan]	3.13	324	28.1%	31.8%	40.1%
	PENGELOLAAN KARYAWAN - BSDM [Pengelolaan Tugas Belajar karyawan]	3.39	289	16.6%	36.3%	47.1%
	PENGELOLAAN KARYAWAN - BSDM [Pengembangan kemampuan karyawan]	3.33	328	20.4%	33.8%	45.7%

TRANSLATION

Bureau of Human Resources	OPERATIONAL QUALITY - BSDM [Management of Career Advancement of Non-Teaching Administrative Employees]
	OPERATIONAL QUALITY - BSDM [Development of Competence of Non-Teaching Administrative Employees]
	OPERATIONAL QUALITY - BSDM [Issuance of Decrees]
	EMPLOYEE MANAGEMENT – BSDM [Up-to-date employee data]
	EMPLOYEE MANAGEMENT – BSDM [Assignment and mutation of employees]
	EMPLOYEE MANAGEMENT – BSDM [Management of Employees' Career Advancement]

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

	EMPLOYEE MANAGEMENT – BSDM [Management of Employees’ Learning Tasks]
	EMPLOYEE MANAGEMENT – BSDM [Development of employees’ competence]

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

RATA RATA SURVEY KARYAWAN	TERHADAP KEPUASAN LAYANAN ANTAR UN					
UNIT UNIT	INDIKATOR	RATA RATA	RESPONDE	BR >=15%	C >30%	B <55%
UNIVERSITY SECRETARY	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Info tentang prestasi mahasiswa & karyawan]	3.18	245	24.9%	33.5%	41.6%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Info Strategi dan Inovasi perkembangan peminat dan pesaing]	3.00	236	30.5%	33.9%	35.6%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Info tentang kebijakan baru di Atma Jaya]	3.24	247	21.1%	36.0%	42.9%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Info tentang kegiatan Atma Jaya]	3.40	253	17.8%	32.0%	50.2%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Penanganan media massa dan media sosial]	3.27	241	19.1%	37.8%	43.2%
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Relasi dengan instansi luar Atma Jaya]	3.33	226	17.7%	35.0%	47.3%
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Kecepatan dalam memberikan informasi strategic]	3.26	184	19.6%	39.7%	40.8%
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Kejelasan Informasi Pengembangan Strategic]	3.27	182	19.8%	39.6%	40.7%
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Ketepatan dalam memberikan informasi yang dibutuhkan]	3.31	187	18.7%	36.9%	44.4%
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Ketersediaan Kebutuhan data strategic]	3.22	182	21.4%	40.1%	38.5%
	URUSAN LEGAL-UNIVERSITY SECRETARY [Info peraturan (UU, PP) penyelenggaraan PT]	3.39	234	16.7%	35.5%	47.9%
	URUSAN LEGAL-UNIVERSITY SECRETARY [Kelancaran proses urusan legal]	3.41	240	16.3%	35.8%	47.9%

UNIVERSITY SECRETARY	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Information about students' and employees' achievements]
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Information about strategies and innovations in relation trends of potential clients and competitors]

**POINTS OF SERVICES AND WORK ACTIVITIES THAT REQUIRE MORE ATTENTION
(INFORMATION ABOUT OTHER UNITS CAN BE SEEN IN THE PDF SOFTCOPY FILES)**

	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Information about new policies at Atma Jaya]
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Information about activities or events at Atma Jaya]
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Use of mass media and social media]
	CORPORATE COMMUNICATION -UNIVERSITY SECRETARY [Relations with other institutions outside Atma Jaya]
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Speed in providing strategic information]
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Clarity of information about Strategic Development]
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Accuracy in the information provided]
	STRATEGIC MANAGEMENT OFFICER - UNIVERSITY SECRETARY [Availability of strategic data]
	LEGAL AFFAIRS-UNIVERSITY SECRETARY [Information about regulations (UU, PP) regarding the activities of HE]
	LEGAL AFFAIRS-UNIVERSITY SECRETARY [Efficiency of processes related to legal affairs]

FOLLOW-UP ACTION PLAN FOR CHANGES AND IMPROVEMENTS

ATTACHED ARE THE TABLES OF ANALYSIS OF EACH UNIT WITH THE GRADING SYSTEM

UNSATISFACTORY \geq 15 %; ADEQUATE $>$ 30% SATISFACTORY \leq 55%,

BASED ON THE ANALYSIS, UNITS THAT RECEIVE THE GRADES ABOVE SHALL FORMULATE FOLLOW-UP ACTION PLANS FOR CHANGES AND IMPROVEMENTS WHICH WILL BE CONSTANTLY MONITORED BY THE AUTHORITY IN THE UNITS AND REPORTED DURING THE BOARD MEETING.

Thank You!



QUALITY ASSURANCE INSTITUTE