SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Bureau of Academic Administration	**ACADEMIC ADMINISTRATION**	Supporting documents: pocket book, academic calendar	3.63	92	0.00%	3.26%	41.30%	44.57%	10.87%
		Lecture room management and reservation procedures	3.75	96	0.00%	3.13%	33.33%	48.96%	14.58%
		Regulation of maximum deadlines of thesis/final project defense	3.74	84	0.00%	3.57%	28.57%	58.33%	9.52%
		Schedule management and capacity during KRS	3.80	92	2.17%	1.09%	30.43%	46.74%	19.57%
		Diploma and transcript issuance process	3.74	86	0.00%	1.16%	34.88%	52.33%	11.63%
	ACADEMIC ADMINISTRATION Total		**3.73**	**90**	**0.43%**	**2.44%**	**33.71%**	**50.18%**	**13.23%**
	ACADEMIC DATA	Data accuracy and relevance	3.41	95	0.00%	13.68%	37.89%	42.11%	6.32%
		Information about special remedial tests	3.68	87	2.30%	5.75%	27.59%	50.57%	13.79%
		Data verification speed	3.56	91	0.00%	9.89%	37.36%	39.56%	13.19%
		Punctuality of data issuance	3.46	97	2.06%	11.34%	37.11%	37.11%	12.37%
		Transcript issuance and academic completion	3.86	83	0.00%	1.20%	31.33%	48.19%	19.28%
		Complaint / problem resolution	3.63	87	0.00%	5.75%	41.38%	36.78%	16.09%
	ACADEMIC DATA Total		**3.60**	**90**	**0.73%**	**7.94%**	**35.44%**	**42.39%**	**13.51%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.90	133	1.50%	5.26%	22.56%	42.86%	27.82%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.63	126	1.59%	11.90%	25.40%	43.65%	17.46%
		Your rating of the unit's speed in responding to issues or problems	3.69	121	0.00%	7.44%	38.02%	33.06%	21.49%
		Your rating of the unit's work coordination	3.76	127	1.57%	7.09%	31.50%	33.86%	25.98%
	UNIT SERVICE PROCESS Total		**3.74**	**127**	**1.17%**	**7.92%**	**29.37%**	**38.36%**	**23.19%**
Bureau of Academic Administration Total			**3.68**	**100**	**0.75%**	**6.10%**	**33.24%**	**43.91%**	**16.00%**
Bureau of Accounting and Finance	**Financial Administration**	Flexibility in financial management	3.38	94	4.26%	9.57%	42.55%	30.85%	12.77%
		Periodical information about budget allocation	3.27	90	6.67%	14.44%	35.56%	32.22%	11.11%
		Clarity of information about financial reporting	3.49	92	2.17%	11.96%	34.78%	36.96%	14.13%
		Provisions regulating the tariff for operational needs (e.g., guest lecture honorarium, consumption cost, work trips)	3.28	90	6.67%	12.22%	37.78%	33.33%	10.00%
		Unit's punctuality in financial reporting	3.56	88	0.00%	7.95%	45.45%	29.55%	17.05%
		Unit's punctuality in budget realization	3.51	94	4.26%	3.19%	42.55%	37.23%	12.77%
		KBS monitoring and reimbursement	3.58	88	0.00%	3.41%	47.73%	36.36%	12.50%
		Procedures for proposal and budget disbursement	3.64	104	1.92%	4.81%	34.62%	44.23%	14.42%
		Procedures for budget formulation	3.52	92	0.00%	11.96%	39.13%	33.70%	15.22%
	FINANCIAL ADMINISTRATION Total		**3.47**	**92**	**2.88%**	**8.84%**	**40.02%**	**34.94%**	**13.33%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.90	96	4.17%	2.08%	20.83%	45.83%	27.08%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.76	84	2.38%	0.00%	40.48%	33.33%	23.81%
		Your rating of the unit's speed in responding to issues or problems	3.60	84	2.38%	4.76%	40.48%	35.71%	16.67%
		Your rating of the unit's work coordination	3.78	90	2.22%	2.22%	37.78%	31.11%	26.67%
	UNIT SERVICE PROCESS Total		**3.76**	**89**	**2.79%**	**2.27%**	**34.89%**	**36.50%**	**23.56%**
Bureau of Accounting and Finance Total			**3.56**	**91**	**2.85%**	**6.81%**	**38.44%**	**35.42%**	**16.48%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Bureau of Student Affairs, Alumni and Career	**ALUMNI**	Effectiveness of job fairs	3.61	66	3.03%	7.58%	30.30%	43.94%	15.15%
		Information about job vacancy	3.61	66	3.03%	7.58%	33.33%	37.88%	18.18%
		Data accuracy and relevance	3.29	68	2.94%	16.18%	41.18%	27.94%	11.76%
		Readiness of data	3.41	68	2.94%	13.24%	35.29%	36.76%	11.76%
		Communication with alumni	3.49	70	2.86%	10.00%	40.00%	30.00%	17.14%
		Pre-work training	3.27	66	6.06%	13.64%	39.39%	28.79%	12.12%
	ALUMNI Total		**3.45**	**67**	**3.48%**	**11.37%**	**36.58%**	**34.22%**	**14.35%**
	STUDENT AFFAIRS	Effectiveness of job fairs	3.65	74	6.70%	1.36%	36.67%	30.88%	24.40%
		Information about job vacancy	3.70	74	5.42%	2.64%	31.25%	37.88%	22.82%
		Data accuracy and relevance	3.41	68	2.94%	8.87%	45.58%	29.39%	13.20%
		Readiness of information and data regarding Alumni/Tracer Study	3.40	73	4.06%	10.92%	41.28%	28.70%	15.04%
		Readiness of information and data when needed	3.70	80	0.00%	8.75%	27.50%	48.75%	15.00%
		Communication with alumni	3.58	69	4.29%	4.36%	38.01%	36.05%	17.30%
		Coordination during the tracer study	3.51	73	4.03%	6.88%	39.82%	32.94%	16.33%
		Monitoring of the use of facilities for student activities	3.80	80	2.50%	3.75%	30.00%	38.75%	25.00%
		Pre-work training	3.44	70	5.73%	8.52%	37.26%	32.80%	15.68%
		Monitoring of event execution	3.54	82	7.32%	3.66%	34.15%	37.80%	17.07%
		Mentoring for student organizations	3.69	78	2.56%	3.85%	33.33%	42.31%	17.95%
		Management of Participation Credit System (SKP) data	3.78	80	0.00%	8.75%	25.00%	46.25%	20.00%
		Development of organizational skills	3.69	78	0.00%	8.97%	30.77%	42.31%	17.95%
	KEMAHASISWAAN Total		**3.58**	**74**	**3.94%**	**6.24%**	**36.02%**	**35.67%**	**18.13%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.98	119	1.68%	2.52%	18.49%	50.42%	26.89%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.86	102	1.96%	4.90%	27.45%	36.27%	29.41%
		Your rating of the unit's speed in responding to issues or problems	3.76	107	1.87%	6.54%	31.78%	33.64%	26.17%
		Your rating of the unit's work coordination	3.90	107	0.00%	6.54%	29.91%	30.84%	32.71%
	UNIT SERVICE PROCESS Total		**3.88**	**109**	**1.38%**	**5.13%**	**26.91%**	**37.80%**	**28.80%**
	(blank)	Clarity of event execution procedures	3.60	86	2.33%	5.81%	37.21%	38.37%	16.28%
	(blank) Total		**3.60**	**86**	**2.33%**	**5.81%**	**37.21%**	**38.37%**	**16.28%**
Bureau of Student Affairs, Alumni and Career Total			**3.59**	**78**	**3.47%**	**7.08%**	**34.99%**	**35.75%**	**18.71%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Bureau of Marketing, Public Relations and Admissions	Admissions Activity	Information about the enrollment process and admissions for the public	3.33	80	5.00%	8.75%	42.50%	36.25%	7.50%
		Clarity of information about test types, specifications, and requirements	3.44	82	0.00%	13.41%	39.02%	37.80%	9.76%
		Clarity of information about batches of enrollment for the public	3.46	82	2.44%	6.10%	43.90%	37.80%	9.76%
		Ease of enrollment access for student candidates	3.28	80	5.00%	11.25%	42.50%	33.75%	7.50%
		Availability of facilities and information for new student candidates	3.13	80	10.00%	11.25%	40.00%	33.75%	5.00%
	ADMISSIONS ACTIVITY Total		**3.33**	**81**	**4.49%**	**10.15%**	**41.59%**	**35.87%**	**7.90%**
	MARKETING ACTIVITY	Effectiveness of out-of-town New Student Enrollment (PMB)	2.91	76	21.05%	9.21%	32.89%	31.58%	5.26%
		Innovations of promotional activities	2.74	82	19.51%	10.98%	47.56%	19.51%	2.44%
		Clarity of promotional strategies	2.77	90	17.78%	18.89%	36.67%	22.22%	4.44%
		Attractiveness of the promotional content	2.97	86	6.98%	22.09%	40.70%	27.91%	2.33%
		Competence of the promotion team	3.01	84	11.90%	13.10%	41.67%	28.57%	4.76%
		Use of promotional media	2.97	88	11.36%	21.59%	30.68%	31.82%	4.55%
		Use of formal attributes of Atma (Logo, color, etc)	3.19	80	10.00%	11.25%	41.25%	25.00%	12.50%
		Relations with schools	3.01	74	13.51%	17.57%	31.08%	29.73%	8.11%
	MARKETING ACTIVITY Total		**2.95**	**83**	**14.01%**	**15.58%**	**37.81%**	**27.04%**	**5.55%**
	PUBLIC RELATIONS ACTIVITY	Information about students' and employees' achievements	3.04	82	9.76%	20.73%	32.93%	29.27%	7.32%
		Information about strategies and innovations in relation trends of potential clients and competitors	2.91	74	16.22%	17.57%	31.08%	29.73%	5.41%
		Information about new policies at Atma Jaya	3.22	78	5.13%	16.67%	39.74%	28.21%	10.26%
		Information about activities or events at Atma Jaya	3.33	82	2.44%	18.29%	35.37%	31.71%	12.20%
		Use of mass media and social media	3.24	72	2.78%	18.06%	37.50%	36.11%	5.56%
		Relations with other institutions outside Atma Jaya	3.32	71	5.63%	9.86%	36.62%	42.25%	5.63%
	PUBLIC RELATIONS ACTIVITY Total		**3.17**	**77**	**6.99%**	**16.86%**	**35.54%**	**32.88%**	**7.73%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.46	123	8.13%	8.94%	27.64%	39.84%	15.45%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.38	104	5.77%	10.58%	36.54%	33.65%	13.46%
		Your rating of the unit's speed in responding to issues or problems	3.40	107	7.48%	10.28%	31.78%	35.51%	14.95%
		Your rating of the unit's work coordination	3.35	105	7.62%	10.48%	34.29%	34.29%	13.33%
	UNIT SERVICE PROCESS Total		**3.40**	**110**	**7.25%**	**10.07%**	**32.56%**	**35.82%**	**14.30%**
Bureau of Marketing, Public Relations and Admissions Total			**3.17**	**85**	**8.93%**	**13.78%**	**37.13%**	**32.01%**	**8.15%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Bureau of Management of Facilities and Equipment	**Facilities and Equipment Activity**	The building and hall in your workspace	3.96	124	0.00%	8.06%	20.97%	37.90%	33.06%
		Work Safety and Health (K3) in your workspace	3.69	122	3.28%	2.46%	36.89%	36.89%	20.49%
		Alertness at the assigned places	3.76	128	0.00%	10.94%	28.13%	35.16%	25.78%
		The service for operational vehicle use	3.77	119	0.00%	9.24%	25.21%	44.54%	21.01%
		The service for pest control, particularly spraying of disinfectant to maintain the hygiene of workspace	3.71	122	1.64%	7.38%	34.43%	31.15%	25.41%
		The reservation and preparation of seminar rooms	3.98	125	3.20%	2.40%	22.40%	37.60%	34.40%
		Emergency responses (blackout, flood, etc)	3.79	114	0.00%	7.89%	25.44%	46.49%	20.18%
		Monitoring of outsourced human resources	3.88	109	0.00%	6.42%	23.85%	44.95%	24.77%
		Preparation of lecture rooms and seminar rooms	3.88	121	3.31%	4.13%	21.49%	43.80%	27.27%
		Maintenance of AC and lighting	3.53	132	4.55%	8.33%	32.58%	38.64%	15.91%
		Maintenance and hygiene of elevators / stairs	3.92	118	0.00%	5.93%	22.88%	44.92%	26.27%
		Maintenance of working and meeting rooms	3.60	126	4.76%	7.94%	30.16%	37.30%	19.84%
		Maintenance of toilet in your workspace	3.89	132	1.52%	9.09%	15.15%	47.73%	26.52%
		Easy and practical process for tools and equipment procurement	3.17	116	9.48%	19.83%	29.31%	26.72%	14.66%
		Health protocols in your workspace	3.92	126	0.00%	5.56%	23.02%	45.24%	26.19%
	Facilities and Equipment Activity Total		**3.76**	**122**	**2.12%**	**7.71%**	**26.13%**	**39.93%**	**24.12%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.91	140	2.86%	3.57%	25.00%	36.43%	32.14%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.77	133	6.02%	3.76%	24.06%	39.10%	27.07%
		Your rating of the unit's speed in responding to issues or problems	3.57	138	5.80%	6.52%	34.06%	31.88%	21.74%
		Your rating of the unit's work coordination	3.77	142	4.23%	5.63%	28.17%	33.10%	28.87%
	UNIT SERVICE PROCESS Total		**3.76**	**138**	**4.72%**	**4.87%**	**27.82%**	**35.13%**	**27.46%**
Bureau of Management of Facilities and Equipment Total			**3.76**	**126**	**2.66%**	**7.11%**	**26.48%**	**38.92%**	**24.82%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Bureau of Information and Technology Systems	HARDWARE DAN SOFTWARE	Wi-fi networking speed	3.76	147	2.72%	7.48%	24.49%	42.18%	23.13%
		Database access speed	4.01	133	1.50%	2.26%	22.56%	41.35%	32.33%
		Internet access speed	3.70	145	2.76%	7.59%	26.90%	42.07%	20.69%
		Ease of application use	3.81	140	2.86%	3.57%	25.71%	45.00%	22.86%
		Up-to-date operational computers	3.53	137	7.30%	10.22%	23.36%	40.15%	18.98%
		Relevance between programs and needs	3.77	138	2.90%	7.97%	21.74%	44.20%	23.19%
		Stability of internet networking and access	3.78	143	1.40%	7.69%	26.57%	40.56%	23.78%
		Service and access to Atma Jaya Zoom	4.18	136	2.94%	2.21%	11.76%	40.44%	42.65%
		Service and access to Microsoft 365 applications	4.14	145	1.38%	2.07%	13.79%	46.21%	36.55%
		Service and access to Atma Jaya VPN (FortiClient)	4.09	135	0.00%	2.22%	19.26%	45.93%	32.59%
		Supporting hardware (printer, scanner, etc)	3.63	139	4.32%	14.39%	15.83%	45.32%	20.14%
	HARDWARE DAN SOFTWARE Total		**3.85**	**140**	**2.73%**	**6.15%**	**21.09%**	**43.04%**	**26.99%**
	HARDWARE AND SYSTEM / APPLICATION SERVICE AND MAINTENANCE	Data accuracy and consistency	3.88	113	3.54%	4.42%	17.70%	49.56%	24.78%
		Up-to-date application programs	3.93	115	0.00%	6.09%	19.13%	50.43%	24.35%
		Service of Atma Jaya Zoom reservation	4.25	129	1.55%	0.78%	10.85%	44.96%	41.86%
		Optimalization of Atma Jaya e-mail management	4.06	127	0.00%	0.79%	18.90%	53.54%	26.77%
		Training on system utilization	3.81	125	1.60%	5.60%	24.00%	48.00%	20.80%
		Management of access to information	3.81	113	0.00%	13.27%	17.70%	44.25%	24.78%
		Use of user-friendly Atma Jaya website	3.92	127	0.00%	3.94%	23.62%	48.82%	23.62%
		Response to specific complaints or requests	4.17	138	1.45%	2.17%	18.12%	34.78%	43.48%
	HARDWARE AND SYSTEM / APPLICATION SERVICE AND MAINTENANCE Total		**3.98**	**123**	**1.02%**	**4.63%**	**18.75%**	**46.79%**	**28.80%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	4.36	154	1.30%	1.95%	9.74%	33.77%	53.25%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	4.28	141	1.42%	2.13%	11.35%	36.88%	48.23%
		Your rating of the unit's speed in responding to issues or problems	4.31	142	2.82%	0.70%	8.45%	38.73%	49.30%
		Your rating of the unit's work coordination	4.30	140	1.43%	2.14%	11.43%	35.00%	50.00%
	UNIT SERVICE PROCESS Total		**4.31**	**144**	**1.74%**	**1.73%**	**10.24%**	**36.09%**	**50.19%**
Bureau of Information and Technology Systems Total			**3.98**	**135**	**1.96%**	**4.85%**	**18.39%**	**43.14%**	**31.66%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Bureau of Human Resources	**OPERATIONAL QUALITY**	Management of work trip reports	3.67	96	0.00%	5.21%	39.58%	38.54%	16.67%
		Management of Lecturers' Work Load	3.51	94	4.26%	3.19%	38.30%	45.74%	8.51%
		Management of Career Advancement of Non-Teaching Administrative Employees	3.00	100	8.00%	21.00%	40.00%	25.00%	6.00%
		Management of Processes of Academic Position and In-Passing	3.51	94	2.13%	5.32%	42.55%	39.36%	10.64%
		Management of NIDN/NIDK/NUP proposal process	3.58	86	2.33%	5.81%	32.56%	50.00%	9.30%
		Management of National Certification of Lecturers	3.65	80	2.50%	1.25%	37.50%	46.25%	12.50%
		Development of Competence of Non-Teaching Administrative Employees	3.00	102	7.84%	28.43%	27.45%	28.43%	7.84%
		Changes in the Database of the Government/Ministry of Education and Culture	3.52	88	2.27%	3.41%	40.91%	46.59%	6.82%
		Payment of part-time lecturers' salary	3.60	80	2.50%	8.75%	32.50%	38.75%	17.50%
		Payment of other types of income	3.63	118	1.69%	7.63%	33.90%	39.83%	16.95%
		Issuance of Decrees	3.36	112	0.00%	13.39%	42.86%	38.39%	5.36%
	OPERATIONAL QUALITY Total		**3.46**	**95**	**3.05%**	**9.40%**	**37.10%**	**39.72%**	**10.74%**
	EMPLOYEE MANAGEMENT	Up-to-date employee data	3.28	130	6.15%	15.38%	33.85%	33.85%	10.77%
		Assignment and mutation of employees	3.20	122	3.28%	26.23%	27.87%	32.79%	9.84%
		Management of Employees' Career Advancement	3.08	132	9.85%	21.97%	28.79%	28.79%	10.61%
		Management of Employees' Learning Tasks	3.41	111	5.41%	15.32%	30.63%	30.63%	18.02%
		Development of employees' competence	3.10	128	7.03%	25.78%	29.69%	25.00%	12.50%
		Hiring process of full-time staff	3.54	124	4.03%	8.87%	32.26%	38.71%	16.13%
	EMPLOYEE MANAGEMENT Total		**3.27**	**125**	**5.96%**	**18.93%**	**30.51%**	**31.63%**	**12.98%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.95	152	1.32%	3.29%	15.13%	59.87%	20.39%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.84	141	1.42%	2.13%	27.66%	48.94%	19.86%
		Your rating of the unit's speed in responding to issues or problems	3.75	140	1.43%	3.57%	30.71%	47.14%	17.14%
		Your rating of the unit's work coordination	3.79	150	1.33%	2.00%	31.33%	46.67%	18.67%
	UNIT SERVICE PROCESS Total		**3.83**	**146**	**1.37%**	**2.75%**	**26.21%**	**50.65%**	**19.02%**
Bureau of Human Resources Total			**3.47**	**113**	**3.56%**	**10.85%**	**33.14%**	**39.49%**	**12.95%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
F. Economics	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	4.06	111	0.00%	0.00%	24.32%	45.05%	30.63%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.85	106	0.00%	6.60%	26.42%	42.45%	24.53%
		Your rating of the unit's speed in responding to issues or problems	3.87	103	0.00%	4.85%	31.07%	35.92%	28.16%
		Your rating of the unit's work coordination	3.95	109	0.00%	0.92%	29.36%	43.12%	26.61%
	UNIT SERVICE PROCESS Total		3.94	107	0.00%	3.09%	27.79%	41.63%	27.48%
F. Economics Total			3.94	107	0.00%	3.09%	27.79%	41.63%	27.48%
F. Law	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	4.00	109	0.00%	2.75%	23.85%	44.04%	29.36%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.79	104	0.00%	2.88%	36.54%	39.42%	21.15%
		Your rating of the unit's speed in responding to issues or problems	3.76	103	0.00%	2.91%	40.78%	33.98%	22.33%
		Your rating of the unit's work coordination	3.88	107	0.00%	2.80%	31.78%	40.19%	25.23%
	UNIT SERVICE PROCESS Total		3.86	106	0.00%	2.84%	33.24%	39.41%	24.52%
F. Law Total			3.86	106	0.00%	2.84%	33.24%	39.41%	24.52%
F. Business Administration and Communication Studies	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.99	109	0.00%	3.67%	24.77%	40.37%	31.19%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.83	104	0.00%	4.81%	30.77%	41.35%	23.08%
		Your rating of the unit's speed in responding to issues or problems	3.75	101	0.00%	6.93%	33.66%	36.63%	22.77%
		Your rating of the unit's work coordination	3.90	105	0.00%	2.86%	32.38%	37.14%	27.62%
	UNIT SERVICE PROCESS Total		3.87	105	0.00%	4.57%	30.40%	38.87%	26.17%
F. Business Administration and Communication Studies Total			3.87	105	0.00%	4.57%	30.40%	38.87%	26.17%
F. Medicine	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.96	116	1.72%	2.59%	23.28%	43.10%	29.31%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.85	110	1.82%	2.73%	27.27%	44.55%	23.64%
		Your rating of the unit's speed in responding to issues or problems	3.79	107	1.87%	4.67%	29.91%	40.19%	23.36%
		Your rating of the unit's work coordination	3.95	109	1.83%	0.92%	25.69%	43.12%	28.44%
	UNIT SERVICE PROCESS Total		3.89	111	1.81%	2.73%	26.54%	42.74%	26.19%
F. Medicine Total			3.89	111	1.81%	2.73%	26.54%	42.74%	26.19%

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
F. Education and Languages	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	3.96	113	0.00%	2.65%	23.01%	49.56%	24.78%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.87	110	0.00%	4.55%	23.64%	51.82%	20.00%
		Your rating of the unit's speed in responding to issues or problems	3.80	107	0.00%	4.67%	31.78%	42.06%	21.50%
		Your rating of the unit's work coordination	3.88	109	0.00%	2.75%	29.36%	44.95%	22.94%
	UNIT SERVICE PROCESS Total		**3.88**	**110**	**0.00%**	**3.66%**	**26.94%**	**47.10%**	**22.30%**
F. Education and Languages Total			**3.88**	**110**	**0.00%**	**3.66%**	**26.94%**	**47.10%**	**22.30%**
F. Psychology	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	4.11	111	0.00%	0.90%	21.62%	43.24%	34.23%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.96	108	0.00%	0.93%	31.48%	37.96%	29.63%
		Your rating of the unit's speed in responding to issues or problems	3.84	105	0.00%	4.76%	32.38%	37.14%	25.71%
		Your rating of the unit's work coordination	4.01	109	0.00%	0.92%	27.52%	41.28%	30.28%
	UNIT SERVICE PROCESS Total		**3.98**	**108**	**0.00%**	**1.88%**	**28.25%**	**39.91%**	**29.96%**
F. Psychology Total			**3.98**	**108**	**0.00%**	**1.88%**	**28.25%**	**39.91%**	**29.96%**
F. Engineering	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	4.04	120	0.00%	4.17%	20.83%	41.67%	33.33%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.93	116	0.00%	4.31%	27.59%	38.79%	29.31%
		Your rating of the unit's speed in responding to issues or problems	3.89	115	0.00%	4.35%	31.30%	35.65%	28.70%
		Your rating of the unit's work coordination	3.96	119	0.00%	4.20%	25.21%	41.18%	29.41%
	UNIT SERVICE PROCESS Total		**3.95**	**118**	**0.00%**	**4.26%**	**26.23%**	**39.32%**	**30.19%**
F. Engineering Total			**3.95**	**118**	**0.00%**	**4.26%**	**26.23%**	**39.32%**	**30.19%**
F. Techno-biology	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	4.04	115	0.00%	0.87%	22.61%	47.83%	28.70%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.83	108	0.00%	2.78%	29.63%	49.07%	18.52%
		Your rating of the unit's speed in responding to issues or problems	3.81	103	0.00%	2.91%	33.01%	44.66%	19.42%
		Your rating of the unit's work coordination	3.92	113	0.00%	2.65%	28.32%	43.36%	25.66%
	UNIT SERVICE PROCESS Total		**3.90**	**110**	**0.00%**	**2.30%**	**28.39%**	**46.23%**	**23.07%**
F. Techno-biology Total			**3.90**	**110**	**0.00%**	**2.30%**	**28.39%**	**46.23%**	**23.07%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Institute of Public Policy	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	3.71	42	0.00%	0.00%	38.10%	52.38%	9.52%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.64	44	0.00%	0.00%	50.00%	36.36%	13.64%
		Your rating of the unit's speed in responding to issues or problems	3.59	44	0.00%	0.00%	50.00%	40.91%	9.09%
		Your rating of the unit's work coordination	3.55	44	0.00%	0.00%	54.55%	36.36%	9.09%
	UNIT SERVICE PROCESS Total		**3.62**	**44**	**0.00%**	**0.00%**	**48.16%**	**41.50%**	**10.34%**
Institute of Public Policy Total			**3.62**	**44**	**0.00%**	**0.00%**	**48.16%**	**41.50%**	**10.34%**
Atma Jaya Business Incubator	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	3.74	46	0.00%	0.00%	43.48%	39.13%	17.39%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.68	44	0.00%	0.00%	45.45%	40.91%	13.64%
		Your rating of the unit's speed in responding to issues or problems	3.64	44	0.00%	0.00%	54.55%	27.27%	18.18%
		Your rating of the unit's work coordination	3.68	44	0.00%	0.00%	45.45%	40.91%	13.64%
	UNIT SERVICE PROCESS Total		**3.68**	**45**	**0.00%**	**0.00%**	**47.23%**	**37.06%**	**15.71%**
Atma Jaya Business Incubator Total			**3.68**	**45**	**0.00%**	**0.00%**	**47.23%**	**37.06%**	**15.71%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Institute of Education and Learning Innovations	**AVAILABILITY OF FACILITIES**	Information about facilities and equipment that are available to use	3.70	77	5.19%	3.90%	20.78%	55.84%	14.29%
		Adequate learning and teaching facilities	3.85	75	2.67%	1.33%	21.33%	57.33%	17.33%
		Availability of access to training modules	3.73	77	5.19%	3.90%	20.78%	53.25%	16.88%
		Services provided by studio expert staff	3.86	77	2.60%	3.90%	20.78%	50.65%	22.08%
		Reservation of educational studio facility	3.91	75	2.67%	4.00%	16.00%	54.67%	22.67%
		Reservation of audio-visual rooms	3.76	71	2.82%	4.23%	25.35%	49.30%	18.31%
		Reservation of studio expert staff	3.88	77	2.60%	3.90%	23.38%	42.86%	27.27%
	AVAILABILITY OF FACILITIES Total		**3.81**	**76**	**3.39%**	**3.59%**	**21.20%**	**51.98%**	**19.83%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.88	105	5.71%	4.76%	15.24%	44.76%	29.52%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.67	84	4.76%	1.19%	33.33%	44.05%	16.67%
		Your rating of the unit's speed in responding to issues or problems	3.69	85	4.71%	1.18%	30.59%	47.06%	16.47%
		Your rating of the unit's work coordination	3.78	95	0.00%	7.37%	31.58%	36.84%	24.21%
	UNIT SERVICE PROCESS Total		**3.75**	**92**	**3.80%**	**3.62%**	**27.68%**	**43.18%**	**21.72%**
	EDUCATIONAL INNOVATION ACTIVITIES	Effectiveness of training on learning process	3.83	75	2.67%	1.33%	32.00%	38.67%	25.33%
		Expertise of instructors who deliver the training sessions	3.83	75	2.67%	1.33%	32.00%	38.67%	25.33%
		Training on the changes in the methods of RPS formulation	3.83	77	2.60%	1.30%	28.57%	45.45%	22.08%
		Mentorship for Curriculum Design	3.79	73	2.74%	1.37%	30.14%	45.21%	20.55%
		Provision of information about training programs for lecturers	3.94	77	0.00%	1.30%	28.57%	45.45%	24.68%
	INSTITUTE OF EDUCATION AND LEARNING INNOVATIONS ACTIVITY Total		**3.84**	**75**	**2.13%**	**1.33%**	**30.26%**	**42.69%**	**23.59%**
Institute of Education and Learning Innovations Total			**3.81**	**80**	**3.10%**	**2.89%**	**25.65%**	**46.88%**	**21.48%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Responde nts	SBR	BR	C	BK	SBK
Institute of Entrepreneurship	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	3.49	77	7.79%	3.90%	31.17%	45.45%	11.69%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.50	72	5.56%	1.39%	38.89%	45.83%	8.33%
		Your rating of the unit's speed in responding to issues or problems	3.52	71	5.63%	1.41%	36.62%	47.89%	8.45%
		Your rating of the unit's work coordination	3.55	73	0.00%	6.85%	46.58%	31.51%	15.07%
	UNIT SERVICE PROCESS Total		**3.52**	**73**	**4.75%**	**3.39%**	**38.31%**	**42.67%**	**10.89%**
Institute of Entrepreneurship Total			**3.52**	**73**	**4.75%**	**3.39%**	**38.31%**	**42.67%**	**10.89%**
Institute of Research and Community Service	**RESEARCH ACTIVITIES**	Dissemination and publication of research works	3.87	87	0.00%	3.45%	27.59%	47.13%	21.84%
		Information about research grants or offers	4.17	89	0.00%	1.12%	20.22%	39.33%	39.33%
		Consistent availability of up-to-date information about activities	3.92	87	0.00%	1.15%	25.29%	54.02%	19.54%
		Information about procedures and publication	3.92	89	0.00%	3.37%	26.97%	43.82%	25.84%
		Ease of access to the needed data	3.79	81	0.00%	1.23%	34.57%	48.15%	16.05%
		Coordination with the faculty coordinator	3.95	83	0.00%	1.20%	28.92%	43.37%	26.51%
		Coordination with the faculty Community Service coordinator	3.88	83	2.41%	1.20%	24.10%	50.60%	21.69%
		Training on research skills	3.89	85	0.00%	3.53%	28.24%	43.53%	24.71%
		Monitoring of research process	3.74	85	2.35%	3.53%	28.24%	49.41%	16.47%
	RESEARCH ACTIVITIES Total		**3.90**	**85**	**0.53%**	**2.20%**	**27.12%**	**46.60%**	**23.55%**
	COMMUNITY SERVICE ACTIVITIES	Dissemination and publication of PkM works	3.79	81	0.00%	3.70%	29.63%	50.62%	16.05%
		Information about grants or offers for PkM partnerships	3.85	79	0.00%	3.80%	30.38%	43.04%	22.78%
		Consistent availability of up-to-date information about PkM activities	3.77	81	0.00%	6.17%	29.63%	45.68%	18.52%
		Ease of access to the needed PkM data	3.80	79	0.00%	3.80%	27.85%	53.16%	15.19%
		Training or socialization about PkM	3.86	81	0.00%	6.17%	27.16%	40.74%	25.93%
		Monitoring of PkM activity execution	3.67	83	2.41%	6.02%	28.92%	46.99%	15.66%
	COMMUNITY SERVICE ACTIVITIES Total		**3.79**	**81**	**0.40%**	**4.94%**	**28.93%**	**46.70%**	**19.02%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.93	117	0.00%	4.27%	27.35%	39.32%	29.06%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.71	96	2.08%	7.29%	29.17%	40.63%	20.83%
		Your rating of the unit's speed in responding to issues or problems	3.69	97	0.00%	11.34%	32.99%	30.93%	24.74%
		Your rating of the unit's work coordination	3.93	99	0.00%	5.05%	32.32%	27.27%	35.35%
	UNIT SERVICE PROCESS Total		**3.81**	**102**	**0.52%**	**6.99%**	**30.46%**	**34.54%**	**27.50%**
Institute of Research and Community Service Total			**3.85**	**87**	**0.49%**	**4.07%**	**28.40%**	**44.09%**	**22.95%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Institute of Quality Assurance	**QUALITY ASSURANCE ACTIVITIES**	Access to information about the Customer Satisfaction Survey Findings through the web lpm.atmajaya.ac.id	3.64	80	2.50%	6.25%	32.50%	42.50%	16.25%
		Access to information about policies and provisions about accreditation through the web lpm.atmajaya.ac.id	3.79	80	0.00%	3.75%	30.00%	50.00%	16.25%
		Effectiveness of ISO in the Quality Assurance process	3.62	82	2.44%	6.10%	31.71%	46.34%	13.41%
		Information about audit findigns (internal and external)	3.65	78	0.00%	6.41%	35.90%	43.59%	14.10%
		Clear information about the Customer Satisfaction Survey findings	3.60	86	2.33%	8.14%	32.56%	40.70%	16.28%
		Strategies and Innovations in Accreditation Mentorship	3.59	82	2.44%	3.66%	41.46%	37.80%	14.63%
	AKTIVITAS PENJAMINAN MUTU Total		**3.65**	**81**	**1.62%**	**5.72%**	**34.02%**	**43.49%**	**15.16%**
	INFORMATION ABOUT QUALITY ASSURANCE SYSTEM	Effectiveness of Management Review Meetings	3.51	78	0.00%	8.97%	38.46%	44.87%	7.69%
		Information and access to download through the website lpm.atmajaya.ac.id	3.64	84	2.38%	5.95%	26.19%	55.95%	9.52%
		Information about Quality Assurance activities	3.55	84	0.00%	10.71%	30.95%	51.19%	7.14%
		Intensity of communication with units	3.64	90	0.00%	7.78%	28.89%	54.44%	8.89%
		Clear standards of Internal SPM activities	3.59	92	2.17%	7.61%	34.78%	40.22%	15.22%
		Control, accessibility & changes in documents	3.44	89	2.25%	15.73%	26.97%	46.07%	8.99%
		Training of internal auditors	3.66	76	0.00%	1.32%	44.74%	40.79%	13.16%
		Mentorship for audit / accreditation processes	3.76	78	0.00%	3.85%	35.90%	41.03%	19.23%
	INFORMATION ABOUT QUALITY ASSURANCE SYSTEM Total		**3.60**	**84**	**0.85%**	**7.74%**	**33.36%**	**46.82%**	**11.23%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.78	118	0.85%	4.24%	30.51%	44.92%	19.49%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.66	97	3.09%	5.15%	32.99%	40.21%	18.56%
		Your rating of the unit's speed in responding to issues or problems	3.57	92	0.00%	13.04%	34.78%	34.78%	17.39%
		Your rating of the unit's work coordination	3.77	106	0.94%	4.72%	32.08%	40.57%	21.70%
	UNIT SERVICE PROCESS Total		**3.69**	**103**	**1.22%**	**6.79%**	**32.59%**	**40.12%**	**19.28%**
Institute of Quality Assurance Total			**3.64**	**87.33**	**1.19%**	**6.85%**	**33.41%**	**44.22%**	**14.33%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Responde nts	SBR	BR	C	BK	SBK
PKBB	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.85	85	2.35%	1.18%	25.88%	50.59%	20.00%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.78	80	2.50%	1.25%	32.50%	43.75%	20.00%
		Your rating of the unit's speed in responding to issues or problems	3.75	81	2.47%	1.23%	34.57%	41.98%	19.75%
		Your rating of the unit's work coordination	3.89	83	0.00%	1.20%	33.73%	39.76%	25.30%
	UNIT SERVICE PROCESS Total		3.82	82	1.83%	1.22%	31.67%	44.02%	21.26%
PKBB Total			3.82	82	1.83%	1.22%	31.67%	44.02%	21.26%
PKPM	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.89	79	2.53%	1.27%	22.78%	51.90%	21.52%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.74	76	2.63%	1.32%	36.84%	38.16%	21.05%
		Your rating of the unit's speed in responding to issues or problems	3.71	77	2.60%	1.30%	36.36%	41.56%	18.18%
		Your rating of the unit's work coordination	3.69	75	0.00%	4.00%	42.67%	33.33%	20.00%
	UNIT SERVICE PROCESS Total		3.76	77	1.94%	1.97%	34.66%	41.24%	20.19%
PKPM Total			3.76	77	1.94%	1.97%	34.66%	41.24%	20.19%
PPE	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.89	81	0.00%	1.23%	24.69%	58.02%	16.05%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.71	76	0.00%	3.95%	34.21%	48.68%	13.16%
		Your rating of the unit's speed in responding to issues or problems	3.66	77	0.00%	3.90%	41.56%	38.96%	15.58%
		Your rating of the unit's work coordination	3.75	77	0.00%	3.90%	38.96%	35.06%	22.08%
	UNIT SERVICE PROCESS Total		3.75	78	0.00%	3.24%	34.86%	45.18%	16.72%
PPE Total			3.75	78	0.00%	3.24%	34.86%	45.18%	16.72%

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Responde nts	SBR	BR	C	BK	SBK
PPM	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.86	81	0.00%	3.70%	22.22%	58.02%	16.05%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.73	74	0.00%	4.05%	32.43%	50.00%	13.51%
		Your rating of the unit's speed in responding to issues or problems	3.71	77	0.00%	3.90%	38.96%	38.96%	18.18%
		Your rating of the unit's work coordination	3.75	77	0.00%	3.90%	36.36%	40.26%	19.48%
	UNIT SERVICE PROCESS Total		3.77	77	0.00%	3.89%	32.49%	46.81%	16.81%
PPM Total			3.77	77	0.00%	3.89%	32.49%	46.81%	16.81%
Research and Community Health Center	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.77	44	0.00%	0.00%	36.36%	50.00%	13.64%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.68	44	0.00%	0.00%	45.45%	40.91%	13.64%
		Your rating of the unit's speed in responding to issues or problems	3.64	44	0.00%	0.00%	45.45%	45.45%	9.09%
		Your rating of the unit's work coordination	3.59	44	0.00%	0.00%	50.00%	40.91%	9.09%
	UNIT SERVICE PROCESS Total		3.67	44	0.00%	0.00%	44.32%	44.32%	11.36%
Research and Community Health Center Total			3.67	44	0.00%	0.00%	44.32%	44.32%	11.36%

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Responde nts	SBR	BR	C	BK	SBK
HIV/AIDS Research Center	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	3.83	77	2.60%	1.30%	23.38%	55.84%	16.88%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.68	74	2.70%	1.35%	35.14%	47.30%	13.51%
		Your rating of the unit's speed in responding to issues or problems	3.61	71	2.82%	1.41%	39.44%	45.07%	11.27%
		Your rating of the unit's work coordination	3.68	77	2.60%	1.30%	41.56%	35.06%	19.48%
	UNIT SERVICE PROCESS Total		**3.70**	**75**	**2.68%**	**1.34%**	**34.88%**	**45.82%**	**15.29%**
HIV/AIDS Research Center Total			**3.70**	**75**	**2.68%**	**1.34%**	**34.88%**	**45.82%**	**15.29%**
International Office	**INTERNATIONAL OFFICE ACTIVITIES**	Information about Intenrational student exchange programs	3.59	68	2.94%	7.35%	26.47%	54.41%	8.82%
		Information about procedures for partnerships with foreign partners/universities	3.36	66	6.06%	10.61%	30.30%	46.97%	6.06%
		Clarity of International/Domestic partnership strategies	3.44	64	0.00%	17.19%	31.25%	42.19%	9.38%
		Ease of access to the needed information and data	3.60	60	0.00%	8.33%	33.33%	48.33%	10.00%
		Availability of services for partnership administration	3.47	60	3.33%	5.00%	36.67%	51.67%	3.33%
		Management of promotional media for foreign student admissions	3.52	58	0.00%	8.62%	34.48%	53.45%	3.45%
	INTERNATIONAL OFFICE ACTIVITIES Total		**3.50**	**63**	**2.06%**	**9.52%**	**32.08%**	**49.50%**	**6.84%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.88	95	0.00%	5.26%	23.16%	49.47%	22.11%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.64	84	2.38%	1.19%	40.48%	41.67%	14.29%
		Your rating of the unit's speed in responding to issues or problems	3.61	83	0.00%	6.02%	40.96%	38.55%	14.46%
		Your rating of the unit's work coordination	3.75	89	0.00%	3.37%	38.20%	38.20%	20.22%
	UNIT SERVICE PROCESS Total		**3.72**	**88**	**0.60%**	**3.96%**	**35.70%**	**41.97%**	**17.77%**
International Office Total			**3.59**	**73**	**1.47%**	**7.29%**	**33.53%**	**46.49%**	**11.21%**
Scholarship Office	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	3.97	91	0.00%	3.30%	26.37%	40.66%	29.67%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.81	84	2.38%	3.57%	33.33%	32.14%	28.57%
		Your rating of the unit's speed in responding to issues or problems	3.73	83	2.41%	3.61%	36.14%	33.73%	24.10%
		Your rating of the unit's work coordination	3.83	81	0.00%	6.17%	34.57%	29.63%	29.63%
	UNIT SERVICE PROCESS Total		**3.83**	**85**	**1.20%**	**4.16%**	**32.60%**	**34.04%**	**27.99%**
Scholarship Office Total			**3.83**	**85**	**1.20%**	**4.16%**	**32.60%**	**34.04%**	**27.99%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
University Secretary	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	4.08	125	0.00%	0.80%	24.00%	41.60%	33.60%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	4.00	108	0.00%	2.78%	27.78%	36.11%	33.33%
		Your rating of the unit's speed in responding to issues or problems	3.85	109	1.83%	2.75%	27.52%	44.04%	23.85%
		Your rating of the unit's work coordination	3.94	109	0.00%	2.75%	29.36%	38.53%	29.36%
	UNIT SERVICE PROCESS Total		**3.97**	**113**	**0.46%**	**2.27%**	**27.16%**	**40.07%**	**30.04%**
	UNIVERSITY SECRETARY	Information about policies on emergency responses	3.55	115	3.48%	6.09%	38.26%	36.52%	15.65%
		Information about conducting meetings	3.70	115	5.22%	4.35%	29.57%	36.52%	24.35%
		Monitoring of the Strategic Plan (Renstra) implementation	3.49	99	6.06%	5.05%	36.36%	38.38%	14.14%
		Regulations about reservations of meeting rooms	3.58	101	3.96%	4.95%	35.64%	39.60%	15.84%
		Issuance of Decrees	3.53	131	1.53%	11.45%	32.06%	42.75%	12.21%
	SECRETARIATE OF RECTORATE Total		**3.57**	**112**	**4.05%**	**6.38%**	**34.38%**	**38.76%**	**16.44%**
	LEGAL AFFAIRS	Assistance for Contract Issuance (work, partnership)	3.52	103	0.00%	8.74%	43.69%	33.98%	13.59%
		Assistance for Decree Issuance	3.66	101	0.00%	8.91%	33.66%	39.60%	17.82%
		Information about regulations (UU, PP) regarding the activities of HE	3.37	95	4.21%	15.79%	33.68%	31.58%	14.74%
		Efficiency of processes related to legal affairs	3.39	99	2.02%	13.13%	40.40%	32.32%	12.12%
		Standardization of Decree and contract issuance	3.57	109	3.67%	4.59%	35.78%	43.12%	12.84%
	LEGAL AFFAIRS Total		**3.50**	**101**	**1.98%**	**10.23%**	**37.44%**	**36.12%**	**14.22%**
Secretariate of Rectorate/Rectorate Total			**3.66**	**109**	**2.28%**	**6.58%**	**33.41%**	**38.19%**	**19.53%**
Intellectual Property Rights Center	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	3.88	50	0.00%	0.00%	36.00%	40.00%	24.00%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.71	48	0.00%	0.00%	41.67%	45.83%	12.50%
		Your rating of the unit's speed in responding to issues or problems	3.75	48	0.00%	0.00%	41.67%	41.67%	16.67%
		Your rating of the unit's work coordination	3.67	48	0.00%	0.00%	45.83%	41.67%	12.50%
	UNIT SERVICE PROCESS Total		**3.75**	**49**	**0.00%**	**0.00%**	**41.29%**	**42.29%**	**16.42%**
Intellectual Property Rights Center Total			**3.75**	**49**	**0.00%**	**0.00%**	**41.29%**	**42.29%**	**16.42%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Campus Ministry	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.97	95	0.00%	5.26%	25.26%	36.84%	32.63%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.68	82	2.44%	3.66%	36.59%	37.80%	19.51%
		Your rating of the unit's speed in responding to issues or problems	3.76	83	2.41%	3.61%	33.73%	36.14%	24.10%
		Your rating of the unit's work coordination	3.80	89	2.25%	3.37%	33.71%	33.71%	26.97%
	UNIT SERVICE PROCESS Total		3.80	87	1.77%	3.98%	32.32%	36.12%	25.80%
Campus Ministry Total			3.80	87	1.77%	3.98%	32.32%	36.12%	25.80%
Dormitory	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.47	89	6.74%	5.62%	31.46%	46.07%	10.11%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.50	80	5.00%	6.25%	37.50%	36.25%	15.00%
		Your rating of the unit's speed in responding to issues or problems	3.49	79	7.59%	3.80%	37.97%	32.91%	17.72%
		Your rating of the unit's work coordination	3.43	81	7.41%	6.17%	37.04%	34.57%	14.81%
	UNIT SERVICE PROCESS Total		3.47	82	6.69%	5.46%	35.99%	37.45%	14.41%
Dormitory Total			3.47	82	6.69%	5.46%	35.99%	37.45%	14.41%
Strategic Planning and Development Unit (UPPS)	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.72	81	4.94%	3.70%	23.46%	50.62%	17.28%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.68	75	2.67%	4.00%	32.00%	45.33%	16.00%
		Your rating of the unit's speed in responding to issues or problems	3.56	73	2.74%	4.11%	41.10%	38.36%	13.70%
		Your rating of the unit's work coordination	3.69	77	2.60%	1.30%	40.26%	36.36%	19.48%
	UNIT SERVICE PROCESS Total		3.66	77	3.24%	3.28%	34.20%	42.67%	16.62%
Strategic Planning and Development Unit (UPPS) Total			3.66	77	3.24%	3.28%	34.20%	42.67%	16.62%
MPK UPT	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	4.06	87	0.00%	3.45%	22.99%	37.93%	35.63%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.83	80	0.00%	3.75%	35.00%	36.25%	25.00%
		Your rating of the unit's speed in responding to issues or problems	3.79	77	0.00%	3.90%	36.36%	36.36%	23.38%
		Your rating of the unit's work coordination	3.81	81	2.47%	1.23%	37.04%	30.86%	28.40%
	UNIT SERVICE PROCESS Total		3.87	81	0.62%	3.08%	32.85%	35.35%	28.10%
MPK UPT Total			3.87	81	0.62%	3.08%	32.85%	35.35%	28.10%

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Publisher UPT	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	4.00	89	0.00%	3.37%	24.72%	40.45%	31.46%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.70	86	2.33%	5.81%	32.56%	38.37%	20.93%
		Your rating of the unit's speed in responding to issues or problems	3.81	85	0.00%	5.88%	35.29%	30.59%	28.24%
		Your rating of the unit's work coordination	3.78	81	2.47%	3.70%	34.57%	32.10%	27.16%
	UNIT SERVICE PROCESS Total		**3.82**	**85**	**1.20%**	**4.69%**	**31.78%**	**35.38%**	**26.95%**
Publisher UPT Total			**3.82**	**85**	**1.20%**	**4.69%**	**31.78%**	**35.38%**	**26.95%**
Procurement UPT	**PROCUREMENT UPT ACTIVITIES**	Compatibility between the goods and the requested specifications	2.99	103	9.71%	18.45%	36.89%	33.01%	1.94%
		Compatibility between the procedure and the actual process	3.02	103	5.83%	23.30%	37.86%	29.13%	3.88%
		Punctuality of goods procurement	2.69	105	17.14%	22.86%	36.19%	21.90%	1.90%
		Offering of several pricing alternatives	2.78	97	12.37%	20.62%	45.36%	19.59%	2.06%
		Duration of request of goods/services	2.71	105	20.95%	16.19%	35.24%	25.71%	1.90%
		The request application system that is used	3.16	99	6.06%	15.15%	39.39%	35.35%	4.04%
	PROCUREMENT UPT ACTIVITIES Total		**2.89**	**102**	**12.01%**	**19.43%**	**38.49%**	**27.45%**	**2.62%**
	INVENTARISATION	Inventory recording system	3.33	83	2.41%	12.05%	48.19%	25.30%	12.05%
		Accurate and up-to-date information about the inventory data	3.11	83	4.82%	21.69%	36.14%	32.53%	4.82%
		Information about inventory age	3.04	81	2.47%	22.22%	49.38%	20.99%	4.94%
		Management of inventory needs	3.19	83	4.82%	10.84%	49.40%	30.12%	4.82%
		Management of returns of inventory goods	3.31	81	4.94%	6.17%	49.38%	32.10%	7.41%
	INVENTARISATION Total		**3.19**	**82**	**3.89%**	**14.59%**	**46.50%**	**28.21%**	**6.81%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	3.55	100	2.00%	11.00%	32.00%	40.00%	15.00%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.36	101	5.94%	10.89%	38.61%	30.69%	13.86%
		Your rating of the unit's speed in responding to issues or problems	3.40	102	3.92%	12.75%	36.27%	33.33%	13.73%
		Your rating of the unit's work coordination	3.37	100	4.00%	13.00%	39.00%	30.00%	14.00%
	UNIT SERVICE PROCESS Total		**3.42**	**101**	**3.97%**	**11.91%**	**36.47%**	**33.51%**	**14.15%**
Procurement UPT Total			**3.13**	**95**	**7.16%**	**15.81%**	**40.62%**	**29.32%**	**7.09%**

SURVEY OF EMPLOYEE SATISFACTION TOWARDS CROSS-FUNCTIONAL SERVICES

UNIT	VARIABLE	INDICATOR	Average	Respondents	SBR	BR	C	BK	SBK
Library UPT	**AVAILABILITY OF LEARNING AND TEACHING FACILITIES**	Adequacy of learning and teaching facilities	3.98	95	2.11%	2.11%	21.05%	45.26%	29.47%
		Adequacy of information about learning e-books	3.94	95	0.00%	2.11%	26.32%	47.37%	24.21%
		Adequacy of audio-visual rooms	4.04	85	0.00%	2.35%	23.53%	42.35%	31.76%
		Ease of request for new textbooks	4.00	89	0.00%	1.12%	25.84%	44.94%	28.09%
		Availability of information about learning accessibility for the disabled	3.72	85	0.00%	11.76%	24.71%	43.53%	20.00%
		Reservation of library computer rooms	3.87	89	2.25%	1.12%	25.84%	49.44%	21.35%
		Reservation of audio visual rooms	3.80	89	2.25%	1.12%	30.34%	47.19%	19.10%
	AVAILABILITY OF LEARNING AND TEACHING FACILITIES Total		**3.90**	**90**	**0.94%**	**3.10%**	**25.38%**	**45.73%**	**24.86%**
	LIBRARY COLLECTIONS	Adequacy of digital collections	3.85	91	0.00%	3.30%	35.16%	35.16%	26.37%
		Ease of access to collections	4.06	97	2.06%	1.03%	18.56%	45.36%	32.99%
		Ease of online access to collections	4.16	101	0.00%	0.99%	19.80%	41.58%	37.62%
		Relevance between collections and Tri-Dharma	3.92	95	2.11%	1.05%	29.47%	37.89%	29.47%
		Services from library staff	4.16	101	0.00%	0.99%	19.80%	41.58%	37.62%
		Management of thesis collections	3.98	81	0.00%	1.23%	24.69%	49.38%	24.69%
		Accessible information about access and collections	4.04	95	0.00%	1.05%	21.05%	50.53%	27.37%
		Process of collection addition	3.87	91	0.00%	3.30%	24.18%	54.95%	17.58%
	LIBRARY COLLECTIONS Total		**4.00**	**94**	**0.52%**	**1.62%**	**24.09%**	**44.56%**	**29.22%**
	UNIT SERVICE PROCESS	Your rating of the work communication with the unit	4.22	64	0.00%	0.00%	21.88%	34.38%	43.75%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.93	58	0.00%	0.00%	27.59%	51.72%	20.69%
		Your rating of the unit's speed in responding to issues or problems	3.90	58	0.00%	0.00%	34.48%	41.38%	24.14%
		Your rating of the unit's work coordination	3.90	60	0.00%	0.00%	33.33%	43.33%	23.33%
	UNIT SERVICE PROCESS Total		**3.99**	**60**	**0.00%**	**0.00%**	**29.32%**	**42.70%**	**27.98%**
Library UPT Total			**3.96**	**85**	**0.57%**	**1.82%**	**25.66%**	**44.60%**	**27.35%**
Language Teaching Center UPT	**UNIT SERVICE PROCESS**	Your rating of the work communication with the unit	3.81	52	0.00%	3.85%	30.77%	46.15%	19.23%
		Your rating of the unit's responsiveness in phone/e-mail communication or through the process transaction application	3.68	50	0.00%	4.00%	40.00%	40.00%	16.00%
		Your rating of the unit's speed in responding to issues or problems	3.60	50	4.00%	0.00%	40.00%	44.00%	12.00%
		Your rating of the unit's work coordination	3.64	50	0.00%	4.00%	44.00%	36.00%	16.00%
	UNIT SERVICE PROCESS Total		**3.68**	**51**	**1.00%**	**2.96%**	**38.69%**	**41.54%**	**15.81%**
Language Teaching Center UPT Total			**3.68**	**51**	**1.00%**	**2.96%**	**38.69%**	**41.54%**	**15.81%**
Grand Total			**3.67**	**93**	**2.50%**	**6.03%**	**32.10%**	**40.20%**	**19.17%**
Grand Total			3.67	93	2.50%	6.03%	32.10%	40.20%	19.17%