


**MANAGEMENT REVIEW MEETING
REPORT**



**FACULTY OF LANGUAGES AND ARTS
STATE UNIVERSITY OF SURABAYA
2021**

	FORMULIR	No. Dokumen	
	NOTULEN RAPAT TINJAUAN MANAJEMEN	No. Revisi	
		Tgl. Berlaku	29 Juli 2021
		Halaman	

Hari/Tanggal	Rabu/ 29 Juli 2021
Waktu	09:00—11.00 WIB

Agenda Rapat

	Rapat Tinjauan Manajemen
Peserta Rapat	Dekan, WD1, WD2, WD3, GPM, Kaprodi, dan UPM
Pemimpin Rapat	Dr. Trisakti, M. Si. (Dekan FBS)

Agenda Rapat

Membahas tindak lanjut hasil


1. Monitoring dan Evaluasi Pembelajaran Daring
2. Survei Kepuasan Pelanggan
 - a. Pengelolaan Keuangan dan Sarana Prasarana
 - b. layanan manajemen
 - c. pengelolaan sumber daya manusia
 - d. layanan kemahasiswaan
 - e. Layanan Pendidikan

Kesimpulan Rapat

1. Monitoring dan Evaluasi Pembelajaran Daring

masalah yang ditemukan dalam monitoring dan evaluasi pembelajaran, serta upaya pemecahan, sebagai berikut.

- a. **Masalah:** Pada saat pelaksanaan pembelajaran, dosen tidak mengunggah bahan ajar dan atau media pendukung.
Solusi : Jika pemaparan materi dilakukan hanya pada pertemuan awal perkuliahan, dan dilanjutkan dengan presentasi mahasiswa pada pertemuan-pertemuan berikutnya, dosen hendaknya tetap mengunggah bahan ajar atau media pendukung ketika memberikan feedback kepada hasil presentasi mahasiswa
- b. **Masalah:** Masalah Dosen tidak mengembalikan tugas yang telah dinilai kepada mahasiswa.
Solusi : Dosen diimbau untuk segera memberikan nilai atau umpan balik tugas mahasiswa dan dikembalikan kepada mereka. Jika tidak memungkinkan melakukannya, dosen hendaknya merangkul secara garis besar hasil tugas mahasiswa dan membahasnya pada saat pertemuan di

	FORMULIR	No. Dokumen	
	NOTULEN RAPAT TINJAUAN MANAJEMEN	No. Revisi	
		Tgl. Berlaku	29 Juli 2021
		Halaman	

perkuliahan.

- c. **Masalah:** Naskah soal UTS belum tervalidasi.

Solusi : Sebelum perkuliahan dimulai, tim dosen pengajar mata kuliah yang sama di kelas paralel harus menyusun naskah soal UTS berdasarkan RPS dan divalidasi oleh koordinator rumpun mata kuliah.

- d. **Masalah** : Dosen tidak menyusun rubrik penilaian UTS.

Solusi: Tim dosen pengampu mata kuliah yang sama di kelas parallel diwajibkan merancang RPS sekaligus menyusun rubrik penilaian UTS sekaligus naskah soal UTS

- e. **Masalah** : Naskah soal tidak sesuai dengan materi pembelajaran.

Solusi : Tim dosen pengampu mata kuliah diwajibkan menyusun naskah soal UTS berdasarkan RPS.

- f. **Masalah** : Hasil nilai UTS tidak diumumkan kepada mahasiswa.

Solusi : Dosen diwajibkan mengumumkan hasil nilai UTS kepada mahasiswa.

2. Survei Kepuasan Pelanggan

a. Pengelolaan Keuangan dan Sarana Prasarana

masalah yang ditemukan dalam Survei Kepuasan Pelanggan (Pengelolaan Keuangan dan Sarana Prasarana) dan upaya pemecahan, sebagai berikut.

- 1) **Masalah:** Fasilitas media pembelajaran (LCD, Layar LCD, Sound system) di kelas kurang memadai.

Solusi : Jika pembelajaran mulai dilaksanakan secara luring atau hybrid, maka harus ada pengadaan LCD

- 2) **Masalah:** Kelengkapan referensi buku teks/buku modul/jurnal berlangganan di ruang baca/perpustakaan masih kurang. Variasi dan jumlah judul buku teks/modul masih kurang.

Solusi : Variasi dan jumlah buku teks/modul/ jurnal yang tersedia di perpustakaan perlu ditambah yang dianggarkan di RBA. Perlu pengadaan buku teks/modul/jurnal yang sesuai dengan Program Studi.

- 3) **Masalah:** Akses dan kecepatan internet di kampus bagi civitas akademika seringkali lambat.

Solusi: Pemimpin fakultas perlu berkoordinasi dengan PPTI untuk menambah bandwidth dan memperluas jaringan.

- 4) **Masalah:** Kesigapan dalam memproses kenaikan pangkat sangat kurang.


Solusi: Perlu dilakukan pembinaan terhadap tendik yang bertanggung jawab atas kelancaran proses kenaikan pangkat.

- 5) **Masalah:** Fasilitas sarana dan prasarana poliklinik kurang memadai

Solusi: Di lingkungan Fakultas akan disediakan fasilitas ruang kesehatan

b. Layanan Manajemen

- 1) **Masalah:** Informasi dalam menunjang kegiatan Tridarma Perguruan Tinggi sulit

	FORMULIR	No. Dokumen	
	NOTULEN RAPAT TINJAUAN MANAJEMEN	No. Revisi	
		Tgl. Berlaku	29 Juli 2021
		Halaman	

didapatkan.

Solusi: Informasi tentang kegiatan Tridarma disebarikan melalui website <https://fbs.unesa.ac.id/> dan WAG jurusan masing-masing

- 2) **Masalah** Layanan manajemen dalam pelaksanaan Tridarma Perguruan Tinggi kurang prima.

Solusi : Pelayanan administrasi telah diatur dengan ditetapkannya jadwal WFO dan WFH tendik fakultas. Selain itu, perlu dilakukan pelatihan atau pembinaan service excellence terhadap tenaga pendidikan secara reguler

- 3) **Masalah** Layanan akademik, administrasi dan layanan kebutuhan informasi akademis secara *online* dan *offline* kurang akurat dan memuaskan.

Solusi Pelayanan administrasi telah diatur dengan ditetapkannya jadwal WFO dan WFH tendik fakultas. Setiap hari selalu ada tendik yang bertugas untuk melayani kebutuhan administrasi secara luring. Kebutuhan layanan manajemen secara daring pun juga tetap dilakukan.

c. Pengelolaan Sumber Daya Manusia

Masalah: Pengawasan kinerja oleh atasan dalam peningkatan produktivitas kurang maksimal.

Solusi : Meningkatkan pengawasan kinerja tendik agar lebih produktif.

Meningkatkan pengawasan kinerja dosen khususnya terhadap hasil karya atau publikasi dosen.

d. Layanan Kemahasiswaan

- 1) **Masalah:** Layanan Bimbingan & Konseling kurang maksimal.

Solusi: Melakukan koordinasi dengan tim BK fakultas dan prodi untuk memaksimalkan pelayanan BK

- 2) **Masalah :** Layanan pengembangan kewirausahaan kurang maksimal.

Solusi: (1) diadakan pembinaan kewirausahaan bagi mahasiswa melalui workshop dan pelatihan, dan pendampingan wirausaha bagi mahasiswa untuk mengikuti program Kompetisi dan (2) Diberikan dana stimulus bagi mahasiswa melalui kompetisi pendanaan kewirausahaan.

e. Layanan Pendidikan


- 1) **Masalah:** Pengembalian tugas kepada mahasiswa oleh dosen sering tidak tepat waktu.

Solusi: Dosen diwajibkan memberikan feedback terhadap tugas mahasiswa dan mengembalikannya kepada mahasiswa tepat waktu.




- 2) **Masalah:** Pelaksanaan UTS/UAS seringkali tidak sesuai dengan kalender akademik.


Solusi: Pada saat penyusunan RPS dan kontrak perkuliahan dosen harus menyelaraskannya dengan kalender akademik sehingga jadwal UTS/UAS akan sesuai dengan kalender akademik.

- 3) **Masalah:** Tenaga kependidikan seringkali kurang ramah terhadap mahasiswa pada saat melaksanakan tugas layanan akademik atau non akademik.

	FORMULIR	No. Dokumen	
	NOTULEN RAPAT TINJAUAN MANAJEMEN	No. Revisi	
		Tgl. Berlaku	29 Juli 2021
		Halaman	

Solusi : Perlu dilakukan pelatihan atau pembinaan service excellence terhadap tenaga pendidikan secara reguler

Surabaya, 29 Juli 2021	Diketahui oleh	Disetujui oleh
Notulis 	Ketua GPM FBS 	Dekan FBS 
Hespi Septiana, M.Pd.	Suvi Akhiriyah, S.Pd., M.Pd.	Dr. Trisakti, M.Si.
NIP199009142015042001	NIP 198102122005012001	NIP 196509281991032001

	FORMULIR			No. Dokumen	FM02/P3/GPM.FBS/2021
	RINCIAN TINDAK LANJUT RAPAT TINJAUAN MANAJEMEN			No. Revisi	00
				Tgl. Berlaku	29 Juli 2021
				Halaman	1 dari 5

Attachment of Minutes of Management Review Meeting on July 29, 2021

No	Problems	Solution	Responsible Person	Deadline	Status	Ket.
Monitoring and Evaluation of Online Learning						
1	During the learning implementation, the lecturer did not upload teaching materials and or supporting media.	If the presentation of the material was carried out only at the initial meeting of the lecture, and was continued with student presentations at subsequent meetings, the lecturer should continue to upload teaching materials or supporting media when providing feedback on the results of student presentations.	Head of Study Program	August 2, 2021	closed	
2	Lecturers did not return graded assignments to students.	Lecturers were encouraged to immediately provide grades or feedbacks on students' assignments and return them to the students. If it was not possible to do so, the lecturer should outline the results of students' assignments and discuss them during lectures.	Head of Study Program	August 2, 2021	closed	



FORMULIR


No. Dokumen	FM02/P3/GPM.FBS/2021
No. Revisi	00
Tgl. Berlaku	29 Juli 2021
Halaman	2 dari 5

RINCIAN TINDAK LANJUT RAPAT TINJAUAN MANAJEMEN

3	The UTS questions had not been validated.	Before the lecture began, a team of lecturers who taught the same course in parallel classes must prepare UTS question scripts based on the RPS that must be validated by the course coordinator.	Head of Study Program	August 2, 2021	closed
4	Lecturers did not compile UTS assessment rubrics.	The team of lecturers who taught the same courses in parallel classes were required to design the RPS and compile the UTS assessment rubric as well as the UTS question scripts.	Head of Study Program	August 2, 2021	closed
5	The questions were not in accordance with the learning materials.	The team of course lecturers was required to prepare UTS question scripts based on the RPS.	Head of Study Program	August 2, 2021	closed
6	UTS scores were not announced to students.	Lecturers were required to announce the results of UTS scores to students.	Head of Study Program	August 2, 2021	closed

Customer Satisfaction Survey

Financial Management and Infrastructure

	FORMULIR			No. Dokumen	FM02/P3/GPM.FBS/2021
	RINCIAN TINDAK LANJUT RAPAT TINJAUAN MANAJEMEN			No. Revisi	00
				Tgl. Berlaku	29 Juli 2021
				Halaman	3 dari 5

7	Learning media facilities (e.g., LCD, LCD screen, sound system) in class were inadequate.	If a learning process was carried out offline or hybrid, then there must be LCD procurement.	Vice Dean for General Affairs and Finance	January 4, 2022	open	
8	Textbook references/modules/subscribed journals in the reading room/library were still lacking. The variety and number of textbooks/module titles were still limited.	The variety and number of textbooks/modules/journals available in the library needed to be increased budgeted in the RBA. It was necessary to procure textbooks/modules/journals in accordance with the Study Program.	Vice Dean for General Affairs and Finance	January 4, 2022	open	
9	Internet access and speed on campus for the academic community was slow.	Faculty leaders needed to coordinate with PPTI to increase bandwidth and expand the network.	Vice Dean for General Affairs and Finance	January 4, 2022	open	
10	The alertness in processing promotions was very lacking.	It was necessary to provide guidance to the staffs who were responsible for the promotion process.	Vice Dean for General Affairs and Finance	January 4, 2022	open	
11	Inadequate polyclinic facilities and infrastructure	In the Faculty environment, health room facilities were provided.	Vice Dean for General Affairs and Finance	June 4, 2022	open	
Management Services						
12	Information in supporting the activities of Tridharma of Higher Education was difficult to obtain.	Information about Tridharma activities was distributed through the website https://fbs.unesa.ac.id/ and the WAG of the respective departments.	Vice Dean for Academic Affairs	August 2, 2021	closed	



FORMULIR

No. Dokumen FM02/P3/GPM.FBS/2021

No. Revisi 00

Tgl. Berlaku 29 Juli 2021

Halaman 4 dari 5

RINCIAN TINDAK LANJUT RAPAT TINJAUAN MANAJEMEN

13	Management services in the implementation of Tridharma of Higher Education were insufficient.	Administrative services had been regulated by the establishment of the WFO and WFH schedules for faculties. In addition, it was necessary to carry out training or service excellence development for education personnel on a regular basis.	Vice Dean for General Affairs and Finance	June 2, 2022	open	
14	Online and offline academic services, administration, and services for academic information were less accurate and satisfactory.	Administrative services had been regulated by the establishment of the WFO and WFH schedules for faculties. Every day, there was education staffs on duty to serve offline administrative. The need for online management services was also still being carried out.	Vice Dean for General Affairs and Finance	August 2, 2021	closed	
Human Resources Management						
15	Supervision of performance by superiors in increasing productivity was not optimal	Improving the supervision of education staffs' performance in order to be more productive. Improving the supervision of lecturers' performance, especially on the works or publications.	Vice Dean for General Affairs and Finance	December 2, 2021	open	
Student Services						
16	Guidance & Counseling services were not optimal.	Coordinating with the BK team of faculties and study programs to maximize BK services	Vice Dean for Students and Alumnae	December 2, 2021	open	
17	Entrepreneurship development services were not optimal.	- Conducting an entrepreneurship coaching for students through workshops and training, and	Vice Dean for Students and Alumnae	September 2, 2021	proses	



FORMULIR

RINCIAN TINDAK LANJUT RAPAT TINJAUAN MANAJEMEN

No. Dokumen	FM02/P3/GPM.FBS/2021
No. Revisi	00
Tgl. Berlaku	29 Juli 2021
Halaman	5 dari 5

	entrepreneurial assistance for students to take part in competitions - Providing stimulus funds for students through entrepreneurship funding competitions				
Education Service					
18	The return of assignments to students by lecturers was not on time	Lecturers were required to provide feedbacks on students' assignments and return them to the students on time. At the time of preparing the RPS and the lecture contract, the lecturer must align it with the academic calendar so that the UTS/UAS schedule was in accordance with the academic calendar.	Head of Study Program	August 5, 2021	closed
19	The implementation of UTS/UAS was not in accordance with the academic calendar.	It was necessary to carry out training or service excellence development for education personnel on a regular basis	Head of Study Program	August 5, 2021	closed
20	Education staffs were less friendly to students when carrying out academic or non-academic service tasks.		Vice Dean for General Affairs and Finance	June 2, 2022	open