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PENGEMBANGAN PROFESIONAL UNTUK MENINGKATKAN
MODAL INTELEKTUAL GURU. *POLYGOT*, 2.

LAMPIRAN A – Referensi Pernyataan Kuesioner

TAN1	The number of classrooms is guaranteed, clean, well-lit, well-ventilated, and fully equipped.
TAN2	The school library has abundant study materials and references, convenient search facilities.
TAN3	Dormitory, gymnasium, leisure spot, campus for students with enough, clean, suitable equipment
TAN4	The electricity and water system are fully provided and convenient.
TAN5	The University's information system and website are regularly updated and easy to access.
II	Responsiveness (RES)
RES1	The management staff is capable of working, managing, and serving well.
RES2	The school regularly organizes the repair and maintenance of facilities.
RES3	The school has complete, convenient, and easy-to-search information and instruction charts.
III	Empathy (EMP)
EMP1	The school regularly organizes to collect students' opinions on the quality assessment of living and learning conditions.
EMP2	The school regularly checks and evaluates the quality of facilities serving students' learning and activities.
EMP3	The school regularly renovates and modernizes facilities for the living and studying of students.
EMP4	Students' questions and feedback are listened to, responded to, and handled quickly and properly by the University.
IV	Assurance (ASS)
ASS1	The service staff has a working spirit, is considerate, ready to guide and answer students' questions.
ASS2	The service staff always do their job right.
ASS3	The number of services arranged reasonably, fully, and convenient to answer questions of students.
V	Reliability (REL)
REL1	Information related to learning and activities is provided to students fully and promptly.
REL2	The time to answer and answer questions of students is done on time and quickly.
REL3	The facilities were provided exactly as committed.