Service Satisfaction Based on Performance Index and Importance Performance Analysis (IPA)

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Abstract
Evaluation of service performance is something that needs to be done regularly in order to improve its quality. This research is intended to measure the level of satisfaction or expectations of lecturers and users by using ten service elements as measurement items, with a sample of 80 respondents in XyZ University. To meet the feasibility of the instrument, validity and reliability tests were carried out. The analysis technique was quantitative descriptive through the Index and Importance Performance analysis. The results showed that the level of lecturer satisfaction was in the category of good satisfaction with high expectations, several service elements that needed attention and improvement were; elements of funding sources, providing research facilities and community service proportionally according to needs and achieving service promises in accordance with the research and community service strategic plans that have been proclaimed.

Keywords: Service Performance; User Satisfaction; Service Expectation; Importance Performance Analysis

Introduction
The Research and Community Service Institute, hereinafter abbreviated as LP2M, is one of the institutions within the XyZ University which has the duties and responsibilities to facilitate the activities of lecturers and the academic community in order to carry out the tridharma of higher education, especially those related to the field of research activities and the field of service activities. to the community, of course, in carrying out its duties and functions, LP2M refers to the goals of the institution, namely; make lecturers and students who are insightful and able to take part in developing science and technology, arts and languages through research, in order to achieve these goals LP2M has the responsibility to carry out its vision and mission which includes; responsibility for managing research activities, establishing and developing cooperation with various parties related to research and community service, encouraging research activities and encouraging the dissemination of research results and outputs for the convenience and welfare of the community.

LP2M in carrying out the task of carrying out research and service of lecturers, stakeholders and the academic community users of research services and lecturers' services so far has been good and running smoothly, therefore in order to improve the performance of research services and lecturers' services carried out by the academic community of XyZ University and to To meet the quality expected by researchers and devotees, it is necessary to evaluate service performance from time to time. In addition, in order to meet the need for data to support accreditation of higher education institutions and evaluation of improvement in research services and service to lecturers, it is necessary to measure the level of success of research services (Hermanto, Puspitarini, & Ngatimun, 2021) and lecturers' dedication in the

form of a service performance satisfaction index or Importance Performance Analysis (IPA) as an evaluation. performance and expectations of service users, research performance and service performance to lecturers.

It is an effort to improve the quality of research services and lecturers' service, by conducting a survey of service satisfaction and performance expectations in the field of research and service services as a benchmark for assessing the level of service quality at XyZ University. The Satisfaction and Expectations Survey (IPA) of users of research services and lecturer service in the academic environment of XyZ University) is carried out regularly with the aim of knowing how much success and performance of research services and lecturers' services are as material for implementing policies in an effort to improve the quality of research performance services. and the performance of the next lecturer's service. As the target of the service satisfaction survey and performance expectation, the users of research and community service services are all lecturers and users in the XyZ University environment.

This analysis of service satisfaction and performance expectations is data and information about the level of satisfaction of lecturers and service users in the academic environment obtained from primary data resulting from the distribution of qualitative and quantitative questionnaires on the perceptions of lecturers in getting services from officers and service providers of research and lecturer dedication by comparing the expectations of the promised performance and the satisfaction of the services it receives (H. Hermanto, 2016; H. Hermanto & Yatiningrum, 2018).

The scope of the Lecturer Service Satisfaction Survey refers to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 14 of 2017, covering:

1. Requirements, which are administrative requirements that are technically required to meet the standards in submitting research and lecturer service schemes.
2. Systems, Mechanisms, and Procedures, are operational systems and service procedures specified in the recipients of research and service services, and handling complaints.
3. Service Time, is the total time required to complete the research and service administration process for all types of research and service schemes;
4. Research and service funds, are funds from institutions that are given to researchers and service providers in the context of carrying out research or service based on outcomes, the amount of which is determined based on an agreement between the institution and lecturers or in accordance with established regulations;
5. Product Specifications, types or schemes of research and service, are types or schemes of research and service that are given to be selected based on established guidelines.
6. Implementing Competence, is the ability that accompanies the executor in providing services including experience and knowledge, as well as the skills and expertise they possess.
7. Implementing behavior, is how the attitude of service providers in serving their users.
8. Suggestions, inputs and handling of complaints are how to follow up on the procedures for handling the complaints.
9. Availability of Research Facilities and Lecturer Service, is the completeness and feasibility of using facilities that support the research and service of Lecturers, including research groups.
10. Promise Declaration or Strategic Plan, is the direction of research and service goals set by the institution based on the research and service excellence topics to be achieved.

Methods

Measurement of service satisfaction surveys and service performance expectations received by lecturers is carried out by using an online questionnaire technique, either by filling out choices according to their own choices or by filling out questionnaires with interviews related to the performance of research and service services in the Xyz University

environment. The scale used uses Likert (Gai, Fu, Rong, & Dai, 2022) numbers 1 to 4. Respondents from all lecturers and the academic community of users, researchers and devotees at XyZ University are 80 people.

Data processing and analysis methods are carried out by:

1. Tabulating the contents of the questionnaires that have been collected and sorting, selecting, editing proper data, cleaning data and coding the data accordingly.
2. Data is grouped in tabulations and entered into Microsoft Excel 2016 tools according to the coding that has been prepared.
3. The tabulated data from the items in each statement or question item were tested for validity and reliability, to meet the standard of validity and the standard of consistency of the measuring instrument in accordance with the statement items or questions contained in the survey instrument used.
4. The data was processed using quantitative descriptive analysis (Wilkins, 2010), the value of the lecturer satisfaction level (IKD) was calculated using the "balanced average data value" for each service element statement. In calculating the level of lecturer satisfaction with the 10 elements of the service statement analyzed and researched, each element of the service statement has an appropriate and equal weighting, namely (0,1).
5. To obtain the value of service satisfaction level and service performance expectations for service unit lecturers using a weighted average value approach.
6. To facilitate the interpretation of the assessment of the lecturer satisfaction index (IKD), which is between 25 - 100, the results of the assessment will get an assessment conversion with a basic value of 25, with the following formula: Service Unit IKD calculated by multiplying 25
7. Given that the service unit or agency has several different characteristics, it is therefore possible for each service unit or agency to:
   a. The service agency or unit can add statement elements in its measuring instrument if the available elements are still considered irrelevant.
   b. Researchers can give different weights to each of the ten elements which are the most important elements in the service performance activity unit, with a note that the total weighting to all elements remains at one.

Importance Performance Analysis (IPA) or analysis of the level of satisfaction and service performance. IPA or analysis of the level of satisfaction and service performance is a form of method and method of analysis that combines aspects of the level of expectation with aspects of service quality or the level of importance on perceptions of service performance, which is a comparison between the level of importance and service performance in the form of two dimensions(Esmailpour, Aghabayk, Abrari Vajari, & De Gruyter, 2020; Martilla & James, 1977; Parra-Camacho, Añó Sanz, Ayora Pérez, & González-García, 2019). In this analysis there are two parameters as parameters, namely those represented and symbolized by the letter X (Research service performance and Lecturer service) and symbolized by the letter Y (XyZ University lecturers' expectations), where the symbol X is the perception of research services and Lecturer service. which can give satisfaction to the lecturer, while the symbol letter Y represents the level of expectation or interest of the lecturer. The level of interest referred to in this case is the interest according to the lecturer for research services and lecturer service at XyZ University.

Researchers in carrying out the first step in analyzing the quadrant is by calculating the average rating of user expectations or interests and service performance for each element with the average value, which is the intersection of the perpendicular horizontal line axis, namely the axis that shows the performance results of the elements (X), while the mean value of ( ) is the intersection of the vertical line perpendicular to the vertical line axis, namely the axis that shows the level of importance or expectation of the elements (Y) (Nguyen, Ngo, Huynh, Quoc, & Hoang, 2022). After the researchers conducted an analysis and obtained the

weights of service performance and user interests from the elements, then the results of the assessment were installed and entered into a Cartesian diagram by adjusting the meeting point or coordinates of each value of each of these elements as shown in Figure 1 (Hariany & Matondang, 2014; Lusianti, 2017; Setiawati & Sugiharto, 2008), to find out the position of the elements that have been assessed here are the results of the analysis based on the level of interest and satisfaction of service users. Research and community service institutions at XyZ University and then interpret the results of the data analysis These are in accordance with the guidelines or outputs based on statement items or questions from each element as an indicator of the assessment.

The results of analyzing the average value of the calculation of the expected level of value and the calculation of the value of service performance (Wyród-Wróbel & Biesok, 2017) will be used to determine the coordinates of the points in the quadrant. interpreting the continuation is a meeting of the values of the level of user expectations and the quality of service performance of each element.

The results of the analysis include "keep up the good work" in Q1 to "concentrate here" in Q2, "low priority" in Q3, and concluding with "possible overkill" in Q4 (Hermanto et al., 2021; Lettner, Hesser, Hedeler, Schwarzbauer, & Stern, 2020; Rasovskˇa, Kubickova, & Ryglovˇa, 2020) four different recommendations by looking at the space importance or the level of importance and performance space or quality of service performance, which will be used as a basis for providing suggestions and determining improvements (Hermanto et al., 2021).

The following four suggestions are adapted to the use in this research, namely about research services and community service by lecturers at XyZ University:
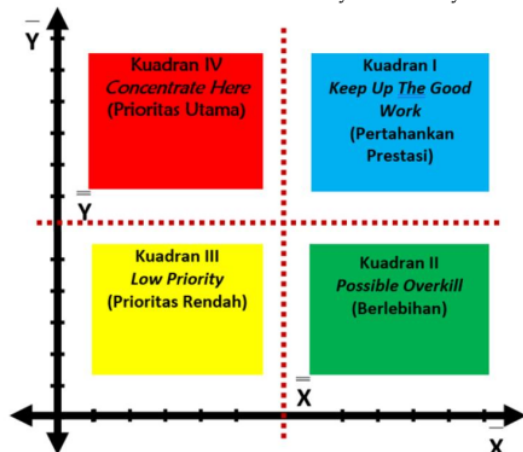

Figure 2. Cartesian Quadrant Importance Performance Analysis

Sources: (Cladera, 2021; Esmailpour et al., 2020; Hariany & Matondang, 2014; Lettner et al., 2020; Lusianti, 2017; Martilla & James, 1977; Nazari-Shirkouhi et al., 2020; Ormanović et al., 2017; Parra-Camacho et al., 2019; Setiawati & Sugiharto, 2008; Sever, 2015; Wilkins, 2010; Wyród-Wróbel & Biesok, 2017)

1. Quadrant 1: is a performance achievement that must be maintained, which indicates that the elements of research services and lecturer service are important expectations for lecturers as the basis for making decisions about expectations with service performance whose service quality is already very good (Keep Up The Good Work)(Cladera, 2021).
2. Quadrant 2: is excessive service performance, but the existence of these elements of research and service services, lecturers consider it not so important, but by looking at the quality of service performance it is good (Possible Overkill) (Parra-Camacho et al., 2019).

3. Quadrant 3: is a condition where the expectation priority is low as well as the performance priority is also low, because all elements show a calculation below the average value (Low Priority) (Esmailpour et al., 2020).

4. Quadrant 4: is a top priority where user service elements are very important but the provider in providing service performance is of poor quality (Concentrate Here) (Sever, 2015).

Results and Discussion

From the results of the survey of satisfaction and expectations of XyZ University lecturers, the results of the test and data analysis can be presented as follows:

1. Characteristics of Respondents
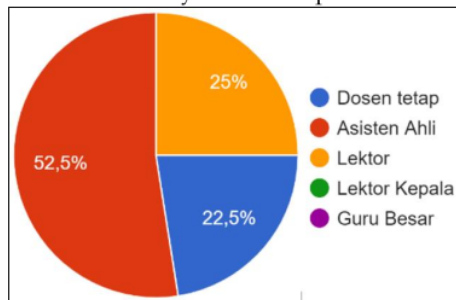   a. Characteristics by functional position

Figure 3. Pie Chart Characteristics of Respondents' Functional Positions
Source: Data processed, 2022

From the data above, it is described that 42 respondents (52.5%) have the functional position of Expert Assistant, 20 respondents (25%) have the functional position of Lecturer and 18 respondents (22.5%) have the functional position of permanent lecturer.

    b. Characteristics based on the choice of the research group.

Figure 4. Pie Chart of Respondents' Choice Research Group
Source: Data processed, 2022

From the data above, it is explained that 30 respondents (37.5%) have the choice of the Entrepreneurship and Creative Economy research group, 18 respondents (22.5%) have the choice of a skill strengthening research group in Industrial Engineering, Mechanical and Electrical Engineering, 8 respondents (10%)) have a choice of research group to strengthen character education, 8 respondents (10%) have a choice of research group on agriculture and food security, 7 respondents (8.8%) have a choice of research group on public policy and sustainable lecturer development, 5 respondents (6.3%)) had the choice of a research group on culture and local wisdom, and 4 respondents (5%) had the choice of a research group for increasing legal awareness of Lecturers.

c. Distribution of Respondents Characteristics

The table below describes the cross-tabulation distribution of respondents' characteristics between functional positions and the research group chosen by the respondents.

Table 2. Cross Tabulation of Lecturer Functional Positions *Selected Research

		Cross Distribution	Functional			Total
			Permanent lecturer	Asisten Ahli	Lektor	
Preferred Research Group	1	Entrepreneurship and Creative Economy	8	13	9	30
	2	Strengthening skills in industrial, mechanical and electrical engineering	2	11	5	18
	3	Strengthening Character Education	2	3	3	8
	4	Agriculture and Food Security	0	6	2	8
	5	Public Policy and Sustainable Community Development	4	3	0	7
	6	Local Culture and Wisdom	2	3	1	6
	7	Increasing Public Legal Awareness	0	3	0	3
		Total	18	42	20	80

Source: Data processed, 2022

Based on the description of the cross tabulation table, it can be explained that: lecturers with the most permanent lecturer positions are 8 respondents in the creative economy entrepreneurship research group and 4 respondents in the Public Policy and Sustainable Community Development research group, lecturers with expert assistant positions have the most 13 respondents. in the creative economy entrepreneurship research group and 11 respondents in the Reinforcement research group, skills in industrial, mechanical and electrical engineering, lecturers with the most lector positions 9 respondents are in the creative economy entrepreneurship research group and 5 respondents are in the strengthening skills research group in industrial, mechanical and electrical engineering. Respondents who filled out the questionnaire there were only three categories of functional positions, namely: permanent lecturer, expert assistant and lector.

2. Test the Validity and Reliability of Statement Items

Table 3. Validity Test

No	Question Items	r test
1	1a. Satisfaction with clarity of information on service requirements for Research & Service schemes	0,7539
2	1b. Hope for clarity of information on service requirements for Research & Service schemes	0,7284
3	2a. Satisfaction with ease of service procedures Research & Service	0,6179
4	2b. Hope for ease of research & service service procedures	0,7460
5	3a. Satisfaction on timeliness of research & service services	0,7972
6	3b. Expectations of punctuality in research & service services	0,7640
7	4a. Satisfaction of the suitability of Research & Service Funds with applicable regulations	0,4747
8	4b. Expectations of conformity of research & service funds with applicable regulations	0,5678
9	5a. Satisfaction with conformity of information to specifications / Research & service schemes	0,7391
10	5b. Expectations of conformity of information to specifications /	0,8452

	research & service schemes	
11	6a. Satisfaction with the ability of research & service officers	0,8106
12	6b. Expectations of the ability of officers in providing services	0,8470
13	7a. Satisfaction with the attitude (politeness / friendliness) of research & service service officers	0,6842
14	7b. Expectations Attitude (politeness and friendliness) of officers in research & service services	0,7173
15	8a. Satisfaction of service promise (Renstra) research & service services	0,6930
16	8b. Hope for service promise (Renstra) research & service services	0,7951
17	9a. Satisfaction of research & service service complaint handling solutions	0,7000
18	9b. Hope for a solution for handling complaints for research & service services	0,8111
19	10a. Satisfaction of research facility condition & Lecturer Service (research group)	0,5910
20	10b. Hope for additional types of research support facilities & Lecturer service	0,7475

Source: Data processed, 2022

From the results of the instrument test using the Pearson validity test in table 3, and the Spearman Brown reliability test, which has been carried out shows the results of all statement items with r count > 0.30 valid and results from Cronbach's alpha > 0.60 (Sulistyan, Ermawati, Hidayat, Lukiana, & Kasno, 2019; Widarjono, 2015) reliable, meaning that the instrument is feasible and meets the requirements for measurement and is able to measure what will be measured, namely the satisfaction and expectations of lecturers on the performance of research services and lecturers' service at XyZ University through the XyZ University Research and Lecturer Service Institute. So that the results of data collection can be measured and analyzed in accordance with the research objectives.

3. Analysis of the lecturer satisfaction index

Analysis of the level of satisfaction of respondents is done by finding the total score of each item divided by the number of respondents, then adding up and looking for the average score multiplied by twenty-five as the basic value of the level of satisfaction and interpreted according to the category to get the results as in table 4.

Table 5. Lecturer Satisfaction Level (Index)

No	Elements of Satisfaction Question (a)	Performance Element Value	
		Total Value	Score Average
1a	Clarity of information on the requirements of the Research & Service scheme	262	3,316
2a	Ease of procedures for Research & Service	259	3,278
3a	Timeliness of Research & Service	264	3,342
4a	Research & Service Fund	225	2,848
5a	Information on specifications / research & service schemes	257	3,253
6a	The ability of research & service officers in providing services	258	3,266
7a	Attitude (politeness/hospitality) of research & service officers	275	3,481
8a	Service Promise (Renstra) research & service services	246	3,114
9a	Complaint handling solutions for research & service services	255	3,228
10a	Condition of research facilities & community service (research group)	232	2,937
	Total Average		32,063

Weighted Average	3,206
Satisfaction Index	80,158
Category	Good

Source: Data processed, 2022

The explanation of the satisfaction level analysis is as follows:

The elements that have the lowest Lecturer Satisfaction Level are: the first lowest satisfaction is the element of research funds and community service (4a), the second lowest satisfaction element is research facilities and community service (10a) and the third lowest satisfaction element is the promise of research and community service Strategic Plan achievements (8a). While the elements that have the highest level of Lecturer satisfaction are: the first highest satisfaction is the element of friendliness and courtesy of research and community service service officers (7a), the second highest satisfaction is the timeliness of research and community service services (3a), and the third highest satisfaction is element of clarity of information on research schemes and community service (1a). The total amount of Lecturer Satisfaction Level (TKD) is 80,158 in the Good category.

4. Lecturer expectation index analysis

The analysis of the respondent's expectation level is carried out by finding the total score of each item divided by the number of respondents, then adding up and looking for the average score multiplied by twenty-five as the basic value of the expectation level and interpreted according to the category to get the results as in table 5.

Explanation:

The elements of the lowest expectations of lecturers on the performance of research and community service services they receive are: the first element of lowest expectation is the element of service promise to the Strategic Plan for research and community service (8b), the second lowest element of expectation is the element of research and community service facilities (10b), and the third lowest element of hope is the element of a solution for handling complaints on research and community service services (9b).

The highest elements of lecturers' expectations for the performance of research and community service services they receive are: the first element of highest expectation is the element of ease of research service procedures and community service (2b), the second highest element of hope is the element of friendliness and courtesy of research and community service officers (7b), and the third highest expectation element is the element of clarity of information on research schemes and community service.

The total amount of lecturers' expectations for the performance of research and community service services at XyZ University which was received with a value of 90.601 in the High Expectation category.

Table 5. Lecturer Expectation Level (Index)

No	Hope Question Element (b)	Hope Element Value	
		Total Value	Score Average
1b	Clarity of information on the requirements of the Research & Service scheme	290	3,671
2b	Ease of procedures for Research & Service	295	3,734
3b	Timeliness of Research & Service	287	3,633
4b	Research & Service Fund	288	3,646
5b	Information on specifications / research & service schemes	285	3,608
6b	The ability of research & service officers in providing services	284	3,595
7b	Attitude (politeness/hospitality) of research & service officers	292	3,696
8b	Service Promise (Renstra) research & service	278	3,519

	services		
9b	Complaint handling solutions for research & service services	282	3,570
10b	Condition of research facilities & community service (research group)	282	3,570
	Total Average		36,241
	Weighted Average		3,624
	Satisfaction Index		90,601
	Category		High Hope

Source: Data processed, 2022

5. Analysis of conformity between teacher satisfaction and expectations

Conformity analysis is carried out by looking for a comparison of the average value of each item of the performance value measurement element with the expected value measurement element after that it is multiplied by Percentage (100), from each presentation comparison value added up and then divided by the number of measurement item elements, then interpreted according to the category. The results of the conformity analysis with the Importance Performance Analysis test can be seen in table 6 below.

Explanation:

The elements that have the lowest level of conformity between the satisfaction and expectations of lecturers are: the first lowest level of conformity is the element of research funds and community service (4ab), the second lowest level of conformity is the condition of research facilities and community service elements (10ab), and the lowest level of conformity the third is the element of ease of research service procedures and community service (2ab).

While the elements that have the highest level of conformity are: the first highest level of conformity is the element of politeness and friendliness of research and community service service officers (7ab), the second highest level of conformity is the element of timeliness of research and community service services (3ab), and the level of conformity the third highest element is the ability of research & service officers to provide research and community service services.

Table 6. IPA (Importance Performance Analysis) Ten Elements of XyZ University LPPM Service Performance

No	Question Element	Performance Element		Hope Element		Suitability (%)
		Total Value	Score Average	Total Value	Score Average	
1	Clarity of information on the requirements of the Research & Service scheme	262	3,2750	290	3,625	90,344828
2	Ease of procedures for Research & Service	259	3,2375	295	3,6875	87,796610
3	Timeliness of Research & Service	264	3,3000	287	3,5875	91,986063
4	Research & Service Fund	225	2,8125	288	3,6	78,125000
5	Information on specifications / research & service schemes	257	3,2125	285	3,5625	90,175439
6	The ability of research & service officers in providing services	258	3,2250	284	3,55	90,845070

7	Attitude (politeness/hospitality) of research & service officers	275	3,4375	292	3,65	94,178082
8	Service Promise (Renstra) research & service services	246	3,0750	278	3,475	88,489209
9	Complaint handling solutions for research & service services	255	3,1875	282	3,525	90,425532
10	Condition of research facilities & community service (research group)	232	2,9000	282	3,525	82,269504
Percentage Average Total Conformity						88,46353

Source: Data processed, 2022

From the description above, what needs attention and performance improvement is about the realization of research funds and community service internally by the institution and what needs to get second attention is the availability of research and community service support facilities needed by lecturers as well as the ease of procedures for research services and community service within the University XyZ.

And the elements that need to be maintained for their achievements are: elements of politeness and friendliness of research and community service service officers, elements of timeliness of research and community service services, and elements of the ability of research and community service officers in providing services.

From the calculations in table 6, the suitability analysis is carried out by plotting the position of each element according to its average value by means of the mean value (3.168) of performance cutting right in the middle of the horizontal performance line and the average value (3.586) cutting exactly in the middle of the vertical line. as an expectation, after that each element is adjusted according to where its value is, if the value of the performance element is greater than the average in the plot on the right and if the value of the performance element is smaller than the average in the plot on the left, as well as if the value of the expectation element is greater from the average in the upper plot and if the value of the expected element is smaller than the average in the lower plot, then the coordinates are drawn between the X axis (performance) and the Y axis (expectations) so that each element is found to be in which quadrant corresponds to the Cartesian diagram, the results of the analysis can be seen in Figure 4 with the following explanation:

Quadrant 1. Describes that the aspect of the level of Lecturer's expectations for high service has been met with good service performance results, and service performance achievements need to be maintained. The elements included in quadrant 1 are:
a. Requirements for research and service services,
b. Procedures for research and service services,
c. Timeliness of research and service services,
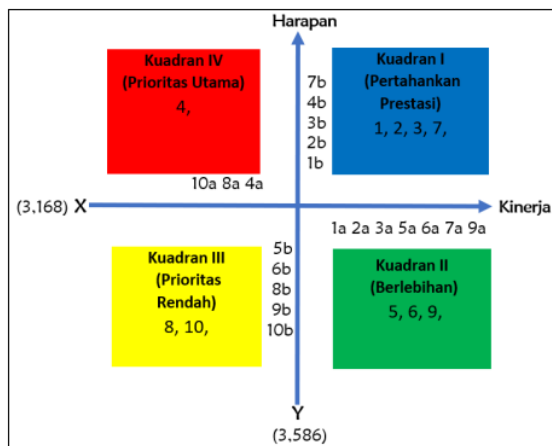d. Politeness and friendliness of research and service service officers

Figure 5. Cartesian Diagram Importance Performance Analysis

Source: Data processed, 2022

Quadrant 2. Describes that the aspect of the level of Lecturer's expectations for services is low but the performance of the services provided is excessive. The elements that fall into quadrant 2 are:

a. Information on specifications / research & service schemes.
b. The ability of research & service officers in providing services.
c. Solutions for handling research & service complaints.

Quadrant 3. Describes that the aspect of Lecturer's expectation level is low and the service performance provided is mediocre, low priority. The elements that fall into quadrant 3 are:

a. Service Promise (Renstra) research & service services.
b. Condition of research facilities & community service (research group).

Quadrant 4. Describes that the aspect of the level of Lecturer's expectation of service is high but the results of the service performance received by the lecturer are still low, it is necessary to concentrate to meet the level of interest of the lecturer. The elements included in quadrant 4 are: Research & Service Funds (illustrating that lecturers' expectations of high research and service funding sources have not been supported by optimal service performance from and from the source of funding).

Conclusion

Some of the elements that need to be maintained for their achievements are the politeness and friendliness of the officers as well as the timeliness of research and community service services, while related to the level of satisfaction and expectations of lecturers from the results of the conclusion index analysis and the alternative suggestions offered are as follows:

The elements that have the lowest Lecturer Satisfaction Level are: satisfaction with research and community service funds (4a), satisfaction with the fulfillment of research and community service facilities (10a) and satisfaction with the promise of research and community service Renstra achievements (8a), these are what need to get attention and optimization of stock holder performance.

The elements that have the highest expectations of lecturers on the performance of research and community service services they receive are: elements of hope for the convenience of research service procedures and community service (2b), elements of expectation of

friendliness and courtesy of research and community service service officers (7b), and elements of hope clarity of information on research schemes and community service.

The level of suitability of satisfaction and expectations based on importance performance analysis. In quadrant 4, it illustrates that the aspect of the level of lecturer's expectation of service is high but the results of the service performance received by the lecturer are still low, this needs attention and concentration to meet the level of interest of the lecturer. The elements included in quadrant 4 are: Research & Service Funds, This illustrates that lecturers' expectations for research funds and high dedication have not yet received a channel that is supported by optimal service performance from XyZ University.

From the description above, the first thing that needs attention and performance improvement is the proportional realization of research and community service funds from funding institutions, and the second thing that needs attention is the availability of research support facilities and community service needed by lecturers as well as the ease of research service procedures. and community service within XyZ University.

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