

## SURVEY RESULT REPORT

### LEVEL OF STUDENT SATISFACTION WITH SERVICE MANAGEMENT IN FPMIPA

UPI 2023/2024

The presentation of the results of student satisfaction with management services at FPMIPA includes nine indicators, namely: Reliability, Responsiveness, Assurance, Empathy, Tangible, Research and Community Service, Student Services, Administrative Services, and ICT Systems and Public Facilities. Each of these indicators is presented in table to provide a comprehensive figure.

#### 1. Description of Student Survey Results on the Reliability of Management Services at FPMIPA

Based on the results of the student survey regarding the reliability of management services at FPMIPA are shown in table 1.

Table 1. Student survey results on the Reliability Management services at FPMIPA

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate the ability of lecturers to provide services?	1516	38%	2111	53%	304	8%	15	0%	3946	33%
2	How would you rate the ability of administrative staff to provide services?	1366	35%	2231	57%	329	8%	20	1%	3946	33%
3	How would you rate the ability of management to provide services?	1295	33%	2233	57%	388	10%	30	1%	3946	33%
	AMOUNT	4177	35%	6575	55%	1021	9%	65	1%	11838	100%

Based on Table 1, student satisfaction with the reliability of management services at FPMIPA falls into the "good" category (55%). Specifically, the ability of lecturers to deliver services is rated as good (53%), the ability of administrative staff to provide services is rated as good (57%), and the ability of management to deliver services is also rated as good (57%).

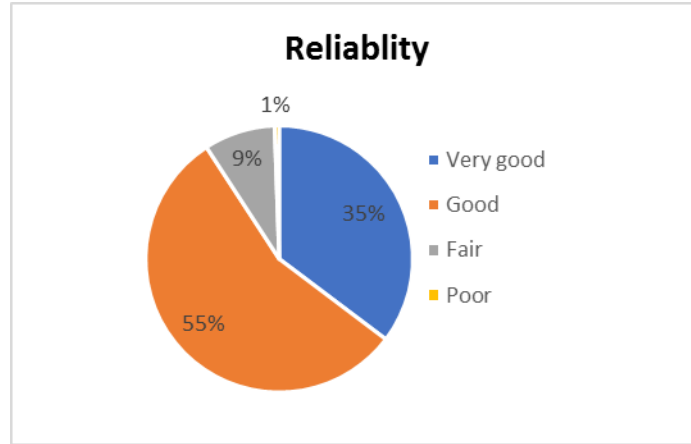


Figure 1. Category the Reliability Management services at FPMIPA.

Based on figure 1, the data illustrates a generally positive perception of the reliability of management services at FPMIPA, with an overall rating in the "good" category. Among the evaluated aspects, the abilities of administrative staff and management received slightly higher ratings (57%) compared to lecturers (53%). This suggests that while service reliability is consistently viewed as satisfactory, there may be a slight gap in how students perceive the reliability of services provided by lecturers versus other stakeholders. The survey results indicate that the reliability of management services at FPMIPA is rated as good across all categories

## 2. Description of Student Survey Results on the Responsiveness of Management Services at FPMIPA

Based on the results of the student survey regarding the responsiveness of management services at FPMIPA are shown in table 2.

Table 2. Student Survey Results on the Responsiveness of Management Services at FPMIPA

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate the willingness of lecturers to assist students and provide services promptly?	1395	35%	2117	54%	395	10%	39	1%	3946	33%
2	How would you rate the willingness of administrative staff to assist students and provide services promptly?	1271	32%	2226	56%	419	11%	30	1%	3946	33%
3	How would you rate the willingness of management to assist students and provide services promptly?	1254	32%	2220	56%	439	11%	33	1%	3946	33%
	AMOUNT	3920	33%	6563	55%	1253	11%	102	1%	11838	100%

Based on Table 2, it is evident that student satisfaction with the responsiveness of management services at FPMIPA falls into the "good" category (55%). Specifically, the willingness of lecturers to assist students and provide services promptly is rated as good (54%), the willingness of administrative staff to assist students and deliver services promptly is rated as good (56%), and the willingness of management to support students and provide services promptly is also rated as good (56%)

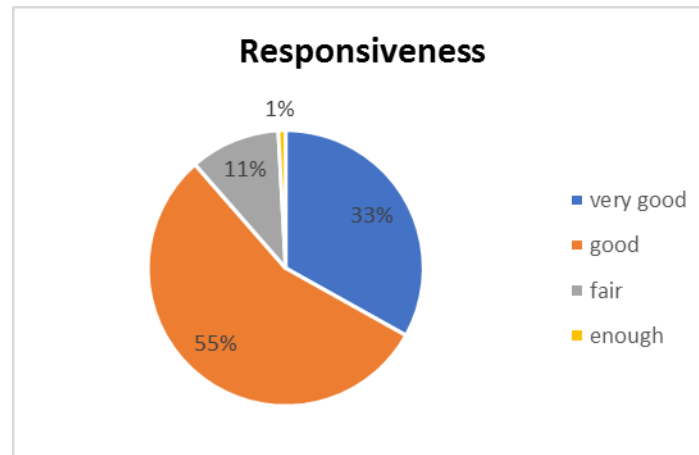


Figure 2. Category the responsiveness of management services

Based on figure 2, the data highlights a general perception of satisfaction among students regarding the responsiveness of various service providers within FPMIPA. The ratings reflect a consistent performance across lecturers, administrative staff, and management, all of which are assessed in the "good" category, with percentages ranging between 54% and 56%. The survey results indicate that the responsiveness of management services at FPMIPA is well-received by students, with most aspects rated as good

### 3. Description of Student Survey Results on the Assurance of Management Services at FPMIPA

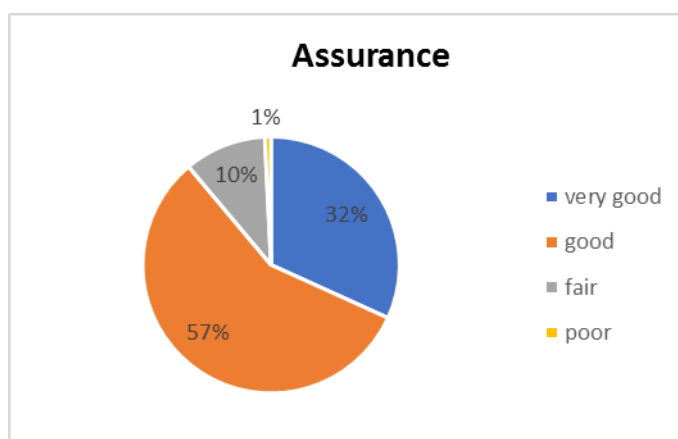
Based on the results of the student survey regarding the assurance of management services at FPMIPA are shown in table 3.

Table 3. Student Survey Results on the Assurance of Management Services at FPMIPA

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate the assurance of lecturers in helping students and providing services promptly?	1334	34%	2186	55%	399	10%	27	1%	3946	33%
2	How would you rate the assurance of administrative staff in helping students and providing services promptly?	1216	31%	2296	58%	404	10%	30	1%	3946	33%

3	How would you rate the assurance of management in helping students and providing services promptly?	1213	31%	2279	58%	419	11%	35	1%	3946	33%
	<b>AMOUNT</b>	3763	32%	6761	57%	1222	10%	92	1%	11838	100%

Based on Table 3, student satisfaction with the assurance of management services at FPMIPA is categorized as "good" (57%). Specifically, the assurance provided by lecturers in assisting students and delivering services promptly is rated as good (55%), the assurance from administrative staff in assisting students and delivering services promptly is rated as good (58%), and the assurance from management in supporting students and providing services promptly is also rated as good (58%).



**Figure 3. Cetegory of the Assurance**

Based on figure 3, the survey results show that the assurance of management services at FPMIPA is rated as good (57%), with administrative staff and management performing slightly better than lecturers in this aspect.

#### 4. Description of Student Survey Results on Management Services at FPMIPA on the Empathy Indicator

Based on the results of the student survey regarding management services at FPMIPA on the empathy indicator are shown in table 4.

**Table 4. Management services at FPMIPA on the empathy indicator**

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate the willingness/concern of lecturers to give attention to students?	1443	37%	2063	52%	395	10%	45	1%	3946	33%
2	How would you rate the willingness/concern of administrative staff to give attention to students?	1289	33%	2173	55%	437	11%	47	1%	3946	33%

3	How would you rate the willingness/concern of management to give attention to students?	1259	32%	2176	55%	462	12%	49	1%	3946	33%
	AMOUNT	3991	34%	6412	54%	1294	11%	141	1%	11838	100%

Based on Table 4, student satisfaction with the empathy indicator of management services at FPMIPA falls into the "good" category (54%). Specifically, the willingness and attentiveness of lecturers to provide care and attention to students is rated as good (52%), the willingness and attentiveness of administrative staff to provide care and attention to students is rated as good (55%), and the willingness and attentiveness of management to provide care and attention to students is also rated as good (55%).

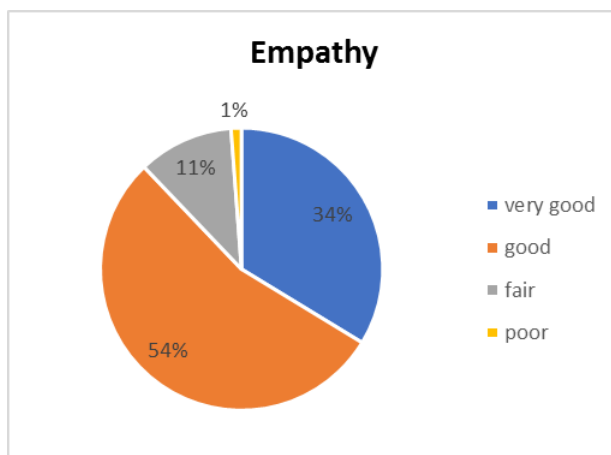


Figure 4. Category on the Empathy indicator

Based on figure 4, the data indicates that empathy in management services is perceived positively, with an overall rating of 54% in the "good" category. Among the subcategories, administrative staff and management show slightly higher ratings (55%) compared to lecturers (52%). The survey results demonstrate that the empathy aspect of management services at FPMIPA is rated as good overall, with administrative staff and management performing slightly better than lecturers.

#### 5. Description of Student Survey Results on Tangible Management Services at FPMIPA

Based on the results of the student survey regarding tangible management services at FPMIPA, are shown in table 5.

Table 5. Student Survey Results on Tangible Management Services at FPMIPA

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate the availability/concern of lecturers in giving attention to students?	1235	31%	2124	54%	499	13%	88	2%	3946	33%

2	How would you rate the accessibility of facilities and infrastructure?	1147	29%	2214	56%	490	12%	95	2%	3946	33%
3	How would you rate the quality of educational facilities and infrastructure?	1192	30%	2148	54%	516	13%	90	2%	3946	33%
	<b>AMOUNT</b>	3574	31%	6486	54%	1505	13%	273	2%	11838	100%

Based on Table 5, student satisfaction with the tangibles of management services at FPMIPA falls into the "good" category (54%). Specifically, the willingness and attentiveness of lecturers to provide care for students is rated as good (54%), the accessibility of facilities and infrastructure is rated as good (56%), and the quality of educational facilities and infrastructure is also rated as good (54%).

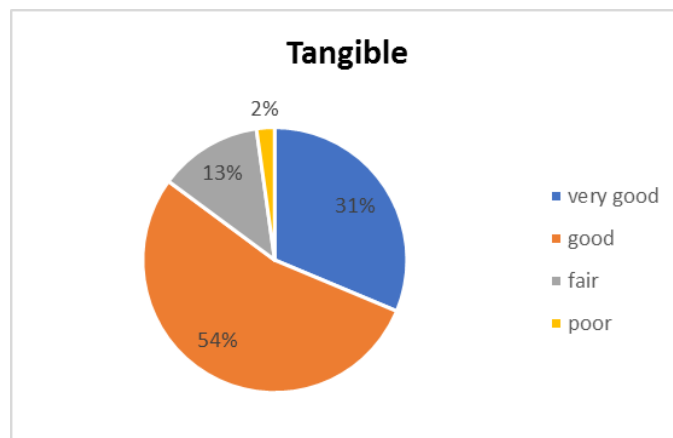


Figure 5. Tangible management services at FPMIPA

Based on figure 5, the survey results show that the tangible aspects of management services at FPMIPA are rated as good, with accessibility of facilities standing out slightly.

#### 6. Description of Student Satisfaction with Research and Community Service at FPMIPA

Based on the results of the student survey regarding research and community service at FPMIPA are shown in table 6.

Table 6. Student Satisfaction with Research and Community Service at FPMIPA

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate your involvement in research?	1101	28%	2355	60%	438	11%	52	1%	3946	25%
2	How would you rate your involvement in community service?	1152	29%	2303	58%	447	11%	44	1%	3946	25%
3	How would you rate the accessibility of research services?	1069	27%	2346	59%	483	12%	48	1%	3946	25%
4	How would you rate the accessibility of community service services?	1070	27%	2337	59%	494	13%	45	1%	3946	25%
	AMOUNT	4392	28%	9341	59%	1862	12%	189	1%	15784	100%

Based on Table 6, student satisfaction with research and community service at FPMIPA is categorized as "good" (59%). Specifically, involvement in research is rated as good (60%), involvement in community service is rated as good (58%), accessibility of research services is rated as good (59%), and accessibility of community service services is also rated as good (59%).

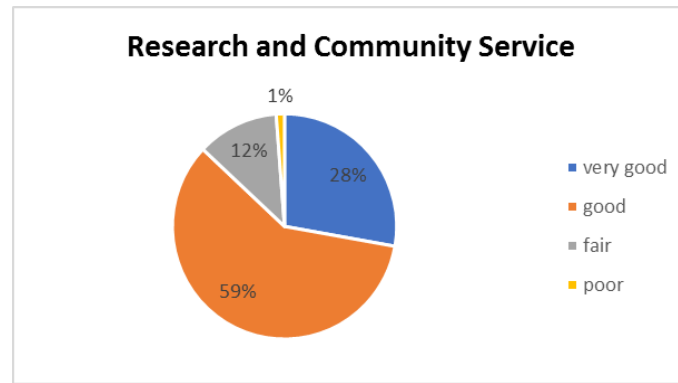


Figure 6. Research and community service at FPMIPA

Based on figure 6, the survey results show that student satisfaction with research and community service at FPMIPA is generally good, with research involvement receiving the highest rating

## 7. Description of Student Satisfaction with Student Services at FPMIPA

Based on the results of the student survey regarding student services at FPMIPA, are shown in table 7.

Table 7. Student Satisfaction with Student Services at FPMIPA

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate the willingness of lecturers to help students and provide services quickly?	1161	29%	2229	56%	481	12%	75	2%	3946	33%
2	How would you rate the willingness of administrative staff to help students and provide services quickly?	1077	27%	2251	57%	514	13%	104	3%	3946	33%
3	How would you rate the willingness of management to help students and provide services quickly?	1075	27%	2254	57%	520	13%	97	2%	3946	33%
	AMOUNT	3313	28%	6734	57%	1515	13%	276	2%	11838	100%

Based on Table 7, student satisfaction with student services at FPMIPA is categorized as "good" (57%). Specifically, the willingness of lecturers to assist students and provide services promptly is rated as good (56%), the willingness of administrative staff to assist students and deliver

services promptly is rated as good (57%), and the willingness of management to assist students and provide services promptly is also rated as good (57%).

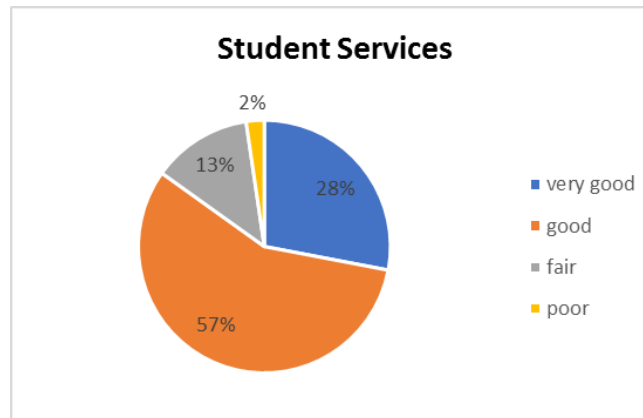


Figure 7. Student services at FPMIPA

Based on figure 7, the survey results indicate that the willingness to assist students in the context of student services at FPMIPA is rated as good (57%), with management and administrative staff receiving slightly higher ratings than lecturers

## 8. Description of Student Satisfaction with Administrative Services at FPMIPA

Based on the results of the student survey regarding administrative services at FPMIPA are shown table 8.

Table 8. Student Satisfaction with Administrative Services at FPMIPA

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate the clarity and completeness of the information needed to obtain administrative services?	1193	30%	2187	55%	477	12%	89	2%	3946	11%
2	How would you rate the clarity of procedures for providing administrative services?	1160	29%	2217	56%	482	12%	87	2%	3946	11%
3	How would you rate the timeliness of providing administrative services?	1125	29%	2224	56%	523	13%	74	2%	3946	11%
4	How would you rate the reasonableness of the fees for administrative services?	1006	25%	2186	55%	652	17%	102	3%	3946	11%
5	How would you rate the completeness of administrative service products?	1091	28%	2315	59%	498	13%	42	1%	3946	11%
6	How would you rate the competence of administrative service staff?	1107	28%	2317	59%	483	12%	39	1%	3946	11%
7	How would you rate the behavior of administrative service staff?	1098	28%	2323	59%	484	12%	41	1%	3946	11%



8	How would you rate the handling of complaints related to administrative services?	1072	27%	2264	57%	532	13%	78	2%	3946	11%
9	How would you rate the accessibility of administrative services?	1112	28%	2313	59%	472	12%	49	1%	3946	11%
	<b>AMOUNT</b>	9964	28%	20346	57%	4603	13%	601	2%	35514	100%

Based on Table 8, student satisfaction with administrative services at FPMIPA indicates a generally positive perception of administrative services at FPMIPA, with an overall satisfaction rating of 57% in the "good" category. Among the various dimensions, the completeness of administrative service products, competence of the service providers, behavior of the service providers, and accessibility of services received the highest ratings (59%). On the other hand, aspects such as the clarity and completeness of information, clarity of service procedures, timeliness, and fairness of fees received slightly lower ratings (55% to 56%)

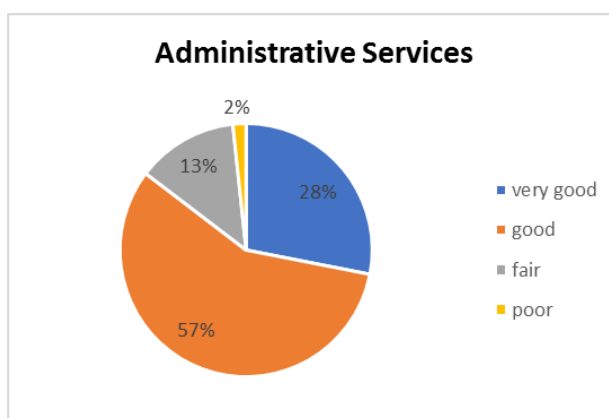


Figure 8. Administrative Services

Based on figure 8, the survey results show that student satisfaction with administrative services at FPMIPA is rated as good overall, with certain aspects, such as service product completeness and provider competence standing out slightly.

## 9. Description of Student Satisfaction with ICT Systems and Public Facilities at FPMIPA

Based on the results of the student survey regarding the satisfaction with ICT systems and public facilities at FPMIPA are shown in table 9.

Table 9. Student Satisfaction with ICT Systems and Public Facilities at FPMIPA

NO	QUESTION	CATEGORY								AMOUNT	
		VERY GOOD		GOOD		FAIR		POOR			
		Σ	%	Σ	%	Σ	%	Σ	%	Σ	%
1	How would you rate the completeness of the information and communication technology (ICT) systems in academic and non-academic services?	1195	30%	2212	56%	472	12%	67	2%	3946	25%
2	How would you rate the quality of the ICT systems in academic and non-academic services?	1144	29%	2242	57%	486	12%	74	2%	3946	25%

3	How would you rate the completeness of public facilities, including those for students with special needs?	1087	28%	2228	56%	529	13%	102	3%	3946	25%
4	How would you rate the quality of public facilities, including those for students with special needs?	1089	28%	2239	57%	524	13%	94	2%	3946	25%
	<b>AMOUNT</b>	4515	29%	8921	56%	2011	13%	337	2%	15784	100%

Based on table 9, the data indicates a generally positive perception of the ICT system and public facilities at FPMIPA, with an overall satisfaction rating of 56%. The quality of ICT systems for academic and non-academic services and the quality of public facilities for all students, including those with special needs, are rated slightly higher (57%) than the completeness of these systems and facilities (56%).

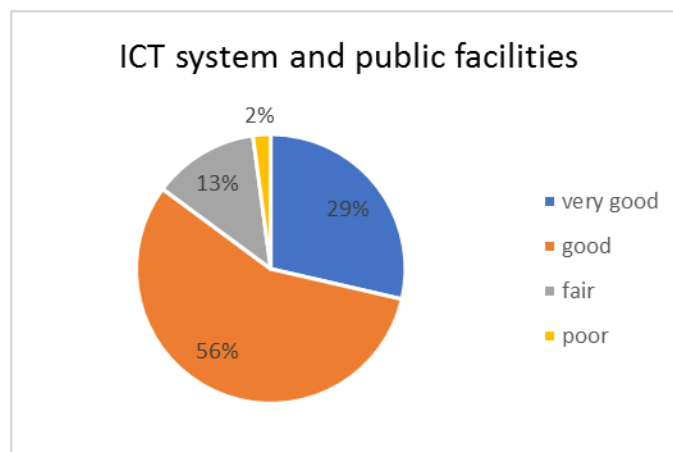


Figure 9. ICT system and public facilities at FPMIPA

Based on figure 9, the survey results show that the ICT system and public facilities at FPMIPA are rated as good overall, with quality receiving slightly higher ratings than completeness