



UNIVERSITAS NEGERI YOGYAKARTA

Excellent, Innovative, and Innovative with Sustainability

Student Satisfaction Survey Report Faculty of Engineering in 2023



Quality Assurance Unit

Engineering Faculty

Universitas Negeri Yogyakarta

APPROVAL SHEET

Title : Report on the Results of the 2023 Faculty of Engineering Student Satisfaction Survey

Survey Objective : To determine the implementation of the 2023 Faculty of Engineering student satisfaction survey

Survey Period : January 1, 2023 – November 21, 2023

Faculty : Faculty of Engineering

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Acknowledged by,
Dean of the Faculty of Engineering
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Yogyakarta, 24 November 2023

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PREFACE

Praise and gratitude be to Allah SWT for His grace and guidance, enabling us to compile the report on the 2023 Faculty of Engineering survey results successfully. The preparation of this report was made possible through the support and assistance of various parties. Therefore, we would like to extend our highest gratitude and appreciation to:

1. The Chair and Secretary of LPMPP UNY for facilitating and supporting this activity.
2. The Center for Higher Education Audit, Monitoring, and Evaluation for facilitating and supporting this activity.
3. The Dean, Vice Dean, Heads of Departments, and their staff for assisting in the implementation of this activity.
4. The Head of the Quality Assurance Unit, Faculty of Engineering, for coordinating this activity.
5. All parties who have helped in the implementation of this activity, whom we cannot mention one by one.

We hope that this audit activity will be beneficial for the Faculty of Engineering and Yogyakarta State University in improving internal quality standards.

Yogyakarta, 24 November 2023

Author,

Quality Assurance Unit, Faculty of
Engineering

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SURVEY REPORT

The survey was conducted by the Faculty of Engineering, Yogyakarta State University (FT UNY) as an effort to consistently and continuously improve the quality of FT UNY to provide satisfaction to stakeholders (students, parents, the workforce, the government, lecturers, support staff, and other interested parties). The results of this survey are expected to serve as a basis for developing a sustainable quality culture to realize the vision of FT UNY. The data analysis used to assess the survey was conducted using the rating scale method. This scale is used to determine the satisfaction categories of respondents based on Table 1 below.

Table 1. Respondent Satisfaction Categories

No	Score (%)	Category
1	0 – 25%	Very dissatisfied
2	>25% - 50%	Less satisfied
3	>50% - 75%	Satisfied
4	>75% - 100%	Very satisfied

A. Instruments and Results of the Student Satisfaction Survey

The student satisfaction survey instrument in the Faculty of Engineering consists of 16 questions. The survey data was collected in 2023 with a total of 2,550 student respondents. The questions in the Faculty of Engineering student satisfaction instrument at UNY can be seen in Table 2 below.

Table 2. Student Satisfaction Survey Instrument of the Faculty of Engineering UNY

No	Question Items
A	STUDENT SERVICES
1	Entrance selection system for new study program students
2	Student services in areas of interest (Examples: student organizations in the fields of cooperatives, religion, student regiments, etc.).

No	Question Items
3	Student services in areas of interest (Examples: student organizations in the fields of cooperatives, religion, student regiments, etc.).
4	Student services in the field of talent (Example: artistic talent, sports, etc.).
5	Student services in the fields of career guidance, preparation for obtaining employment, and channeling graduates into the workplace
6	Professional guidance services for students.
7	Entrepreneurship services for students.
8	Student welfare services (scholarships, health and counseling guidance).
B	MANAGEMENT SERVICES
9	Responsiveness: services are provided according to the specified time.
10	Reliability: the ability to provide services accurately and satisfactorily.
11	Friendly service (empathy).
12	Certainty (assurance): services are provided according to procedures.
13	Tangible: availability of academic and non-academic services.
a	Financial administration management.
b	Infrastructure (such as: buildings, lecture halls, laboratory rooms, workshops).
c	Learning facilities (such as: references, learning tools, laboratory/workshop equipment).
d	Information and communication technology facility services

This survey involved 2,550 students from the Faculty of Engineering according to the latest data in 2023. Respondent satisfaction was measured using the rating scale method. The

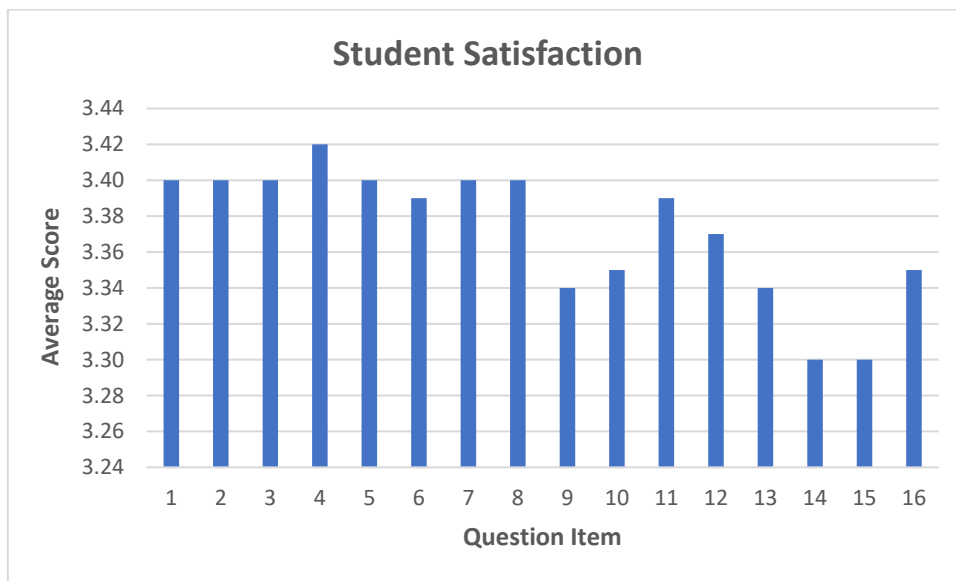
results of the analysis of the satisfaction of Faculty of Engineering lecturers can be seen in Table 3.

Table 3. Data on average student satisfaction scores at the Faculty of Engineering, UNY

Item	Maximum Score	Average Score
1	4	3,40
2	4	3,40
3	4	3,40
4	4	3,42
5	4	3,40
6	4	3,39
7	4	3,40
8	4	3,40
9	4	3,34
10	4	3,35
11	4	3,39
12	4	3,37
13	4	3,34
14	4	3,30
15	4	3,30
16	4	3,35
Total	64	53,93
Percentage	84%	

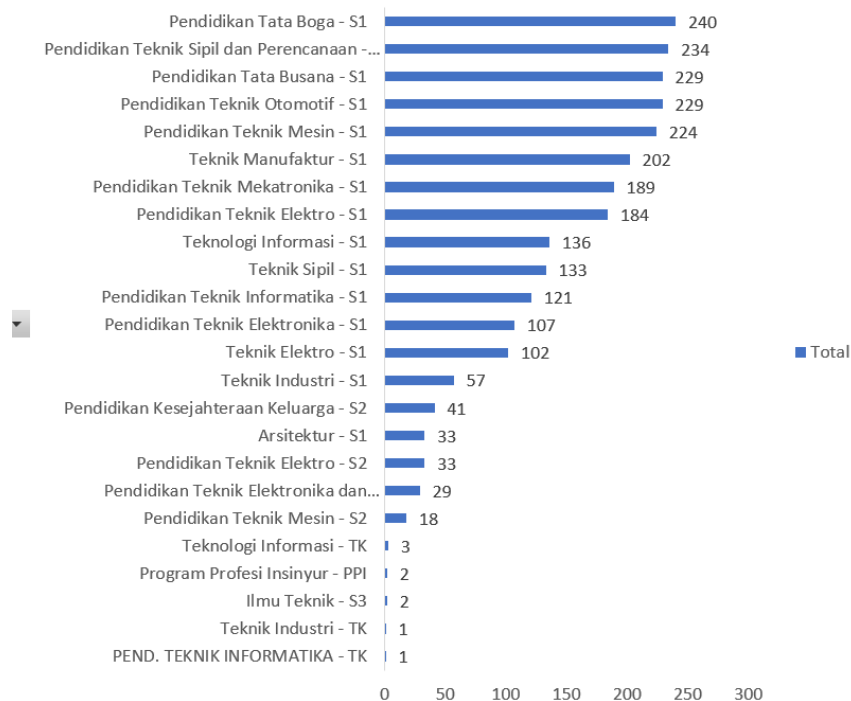
The percentage obtained from data analysis shows a value of 84%, this shows that students from the Faculty of Engineering feel very satisfied with the services provided by the Faculty of Engineering, UNY.

Figure 1. Results of student satisfaction surveys at the Faculty of Engineering



The distribution of data obtained from the student satisfaction survey is shown in Figure 2 below.

Figure 2. Distribution of student study program filling



B. Discussion

Based on data processing obtained from the results of student satisfaction surveys in the Faculty of Engineering, UNY has a percentage achievement of 84%, which means students

very satisfied with the services and facilities provided by the Faculty of Engineering, UNY. The lowest score was 3.30 on the Infrastructure instrument (such as: buildings, lecture halls, laboratory rooms, workshops) and learning facilities (such as: references, learning tools, laboratory/workshop equipment). So that these two items can be re-evaluated so that in the following year there can be improvements.

From the various suggestions given by respondents, the infrastructure within the UNY Faculty of Engineering is still considered inadequate, for example for several new study programs there are still no laboratories available to support the academic process. Apart from that, according to respondents there is also a need for additional bathroom facilities around the UNY Faculty of Engineering. In terms of learning facilities, respondents considered that it was necessary to replace several damaged equipment in the laboratory and also add laboratory/workshop equipment that was still incomplete.

C. Conclusion

Based on data from satisfaction surveys that have been filled out by students, the UNY Faculty of Engineering's services to students are categorized as very satisfying. However, based on the discussion, there needs to be improvement in several service items, namely:

- a. Infrastructure (such as: buildings, lecture halls, laboratory rooms, workshops) Additional laboratory space, especially for new study programs and also bathroom facilities.
- b. Learning facilities (such as: references, learning tools, laboratory/workshop equipment) Replacement of damaged laboratory/workshop equipment and additional laboratory/workshop equipment that is incomplete.



Faculty of Engineering
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