



Student Satisfaction Report on FMIPA Management Services in 2024

Faculty of Mathematics and Natural Sciences



FACULTY QUALITY ASSURANCE TEAM
2024

FOREWORD

All praise and gratitude to Allah SWT, the compilation of the 2024 Student Satisfaction Survey Report on Management Services within the Faculty of Mathematics and Natural Sciences (FMIPA), Universitas Tanjungpura (UNTAN), Pontianak, has been successfully completed.

The execution of the survey and the preparation of this report were made possible through the support and contributions of the entire academic community at FMIPA UNTAN, as well as collaborative partners in Research and Community Service. On this occasion, we would like to extend our sincere appreciation to all parties who assisted—from survey preparation, implementation, data processing, to the final completion of this report:

1. The leadership of FMIPA UNTAN, who provided support and resources for the implementation of the Student Satisfaction Survey on FMIPA management services and the completion of this report;
2. All FMIPA UNTAN students who generously devoted their time to participate in the online survey;
3. Everyone who offered assistance and support, whose names we cannot mention individually.

We hope that this Student Satisfaction Survey Report will serve as valuable input for institutional leaders in evaluating and formulating appropriate policies, thereby enhancing both the quality and scale of future collaboration.

We fully acknowledge that this report remains far from perfect. Therefore, we welcome constructive criticism and suggestions for its improvement.

Pontianak, December 2024
Survey Implementation Team

Chapter 1 INTRODUCTION

1.1 Background

User satisfaction with the quality of services provided by both governmental and non-governmental organizations can have a significant impact on the institution itself. Service quality refers to the totality of characteristics within a service concept that encompasses all aspects of quality, and the primary benchmark for service quality is its ability to deliver satisfaction to customers or service recipients (Yulia, 2018).

At Universitas Tanjungpura (UNTAN), the institutional entity responsible for ensuring the quality of all academic services delivered by the Faculty of Mathematics and Natural Sciences (FMIPA) is the **Faculty Quality Assurance Team (PMF)**. The role of this team is to implement FMIPA's internal quality assurance system (SPMI) and foster a culture of quality through various supporting activities crucial to its success.

The internal quality assurance system requires comprehensive supporting data as the basis for evaluation, sourced from various stakeholders—including students, lecturers, and education personnel. Measuring satisfaction and understanding can be undertaken through surveys administered with scientifically valid and reliable methods.

Moreover, an effective **SPMI Management Information System** is essential to improve the efficiency of quality management at FMIPA. The capability to measure institutional service satisfaction is regarded as a key aspect in assessing the impact of institutional outcomes on stakeholders, as outlined in **Annex 1 of PerBAN-PT No. 2 of 2019** concerning the Accreditation Instrument for Study Programs (APS) and Guidelines for Self-Evaluation Reports (LED).

Such measurements help determine the service quality level of the faculty and identify follow-up actions needed to enhance or maintain the desired quality standards. PerBAN-PT No. 2 of 2019 also stipulates that satisfaction measurement must use instruments that are **valid, reliable, and easy to administer**.

Based on the above background, it is necessary to carry out **quality service measurement through satisfaction surveys** involving FMIPA's academic community—namely **lecturers, students, and educational personnel**.

1.2 Survey Objectives

The objectives of conducting this survey are as follows:

1. To assess the extent to which students evaluate the management services provided by the Faculty of Mathematics and Natural Sciences (FMIPA).
2. To measure the level of student satisfaction regarding the management services delivered by FMIPA.
3. To serve as feedback for efforts to improve the quality and quantity of FMIPA's management services.

Chapter II SURVEY METHODOLOGY

2.1 Implementation Period

This survey was conducted during the period of September to November 2023.

2.2 Sampling Technique

Student satisfaction data was collected using a sampling method based on Stratified Random Sampling (SRS). The population was first divided into nine strata, corresponding to the number of study programs within the Faculty of Mathematics and Natural Sciences (FMIPA). A number of samples were then randomly drawn from each stratum, with varying sample sizes based on the proportion of students in each program.

The SRS technique was applied to minimize potential bias that might arise from service differences at the program level, thereby enhancing the precision and representativeness of the sample.

The respondents—FMIPA students—were asked to provide responses to a set of structured statements presented in a survey form. Responses were captured through closed-ended options, where students selected the option that best reflected their perception using a Likert scale as outlined below.

Likert Scale Response Options

No.	Response Option	Score (Si)
1	Strongly Disagree	1
2	Disagree	2
3	Agree	4
4	Strongly Agree	5

Response options that reflect the level of agreement by respondents to each statement item are then aggregated and expressed as the actual satisfaction level of the respondents. The cumulative satisfaction level for statement item j is presented in the form of the lecturer satisfaction percentage, denoted as S_j , and calculated using the following formula:

$$S_j = \frac{\sum_{i=1}^5 r_i f_i}{n_d r_5} = x \ 100\%$$

where r_i = score of the i -th response option, and f_i = frequency of the i -th response. The resulting percentage value S_j can be categorized as follows:

Satisfaction Category Based on Percentage Scores

Satisfactory S_j	Response Options
0% – 19.99%	Very Dissatisfied
20% – 39.99%	Dissatisfied
40% – 59.99%	Fair
60% – 79.99%	Satisfied
80% – 100.00%	Very Satisfied

A. Validity Testing

Sampling validity for determining the sample size was calculated using Slovin's Formula with a confidence level of 95%. This sampling validity provides an indication of how accurately the sample represents the population. The validity level is calculated using the following formulation (Krippendorff, 2003):

$$\text{Sampling validity} = 1 - \text{sampling error}$$

B. Reliability Testing

Reliability of the survey instrument was assessed by calculating the Cronbach's alpha value for each statement item, using the data collected from the survey. A high correlation among statement items indicates that the survey instrument can be categorized as reliable.

C. Mean Score and Satisfaction Level

Respondents were asked to provide responses to the given statements. The Satisfaction Level was calculated by comparing the weighted average score to the maximum possible score. The assessment criteria were based on a 4-point Likert scale, adjusted according to interval values and quality of understanding, as shown in the following table:

Service Quality Classification Based on Average Score and Percentage Conversion

Perception Level	Score Interval	Percentage Conversion	Service Quality
1	1.00 – 1.75	25.00% – 43.75%	Poor
2	1.76 – 2.50	43.76% – 62.50%	Less Good
3	2.51 – 3.25	62.51% – 81.25%	Good
4	3.26 – 4.00	81.26% – 100.00%	Very Good

Chapter III

RESULTS AND DISCUSSION

a. Student Satisfaction Survey Results on FMIPA Management Services

The student satisfaction survey regarding management services at FMIPA Universitas Tanjungpura was conducted from September to November 2023 by distributing an online questionnaire using Google Forms. The dissemination of the questionnaire and the collection of responses were carried out by the FMIPA UNTAN Quality Assurance Team.

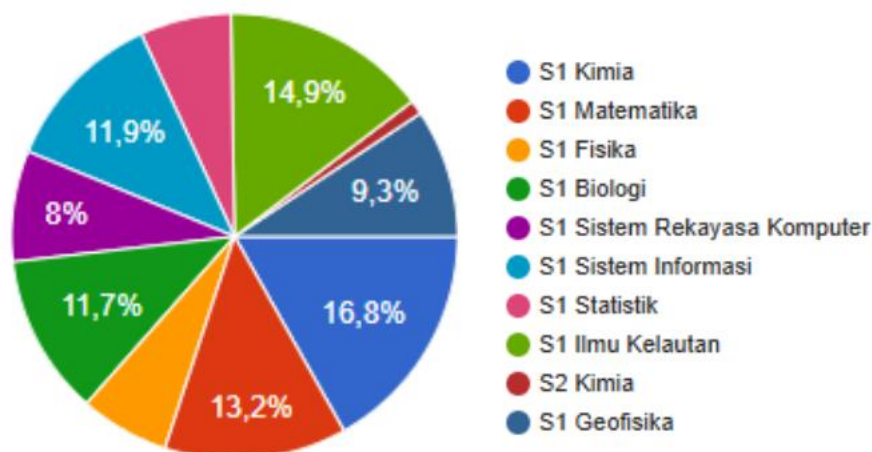


Figure 1. Student Satisfaction with FMIPA UNTAN Management Services in 2024

The survey collected responses from a total of 772 respondents, with the following distribution:

- 115 respondents from the Undergraduate Marine Science program
- 8 respondents from the Master's Program in Chemistry
- 72 respondents from the Undergraduate Geophysics program
- 130 respondents from the Undergraduate Chemistry program
- 102 respondents from the Undergraduate Mathematics program
- 50 respondents from the Undergraduate Physics program
- 90 respondents from the Undergraduate Biology program
- 62 respondents from the Undergraduate Computer Engineering Systems program
- 92 respondents from the Undergraduate Information Systems program
- 51 respondents from the Undergraduate Statistics program

Table 1. Student Survey Results on FMIPA UNTAN Management Services

No.	Survey Item	Poor (%)	Fair (%)	Good (%)	Very Good (%)
1	Classrooms are clean and well-organized	3.89%	18.65%	53.76%	23.70%
2	Classrooms are cool and comfortable	30.18%	36.27%	24.22%	9.33%
3	Learning facilities are sufficient and available in classrooms	6.99%	25.13%	46.50%	21.37%
4	Faculty provides an adequate and well-equipped library	5.96%	23.96%	45.08%	25.00%

5	Faculty provides laboratories, workshops, studios, experimental gardens, and practice spaces relevant to students' academic needs	7.38%	24.87%	45.34%	22.41%
6	Faculty provides clean and sufficient restroom, canteen, and parking facilities	12.31%	26.68%	40.93%	20.08%
7	Faculty provides adequate religious facilities for students	5.31%	15.03%	42.23%	37.44%
8	Faculty provides facilities for BEM and student organizations	3.76%	16.19%	55.05%	25.00%
9	Faculty provides adequate internet access	14.90%	24.48%	39.90%	20.73%
10	Faculty provides healthcare facilities	21.63%	35.88%	31.61%	10.88%
11	Faculty provides infrastructure for students with special needs	10.75%	31.22%	43.39%	14.64%
12	Faculty provides adequate sports facilities	33.42%	32.51%	25.78%	8.29%
13	Comfortable reading space availability in the faculty library	6.22%	23.58%	47.80%	22.41%
14	Library collection meets lecture needs	4.53%	23.45%	53.37%	18.65%
15	Library collection supports research and community service	4.66%	22.41%	55.57%	17.36%
16	Faculty library provides sufficient scientific journal collections	4.27%	23.58%	55.44%	16.71%
17	Library collections are up to date	6.22%	26.17%	52.46%	15.16%
18	Faculty provides qualified instructors and teaching materials for TUTEP	8.16%	25.78%	44.69%	21.37%
19	Availability of facilities and infrastructure for TUTEP implementation	6.35%	22.28%	46.63%	24.74%
20	Ease of registration process for TUTEP	4.27%	14.12%	50.26%	31.35%
21	Courtesy of academic administrative staff	14.12%	20.21%	46.50%	19.17%
22	Faculty applies sanctions fairly and consistently to students who violate regulations	3.50%	13.34%	58.03%	25.13%
23	Academic staff are accessible and easy to contact	15.16%	23.83%	47.41%	13.60%
24	Academic staff have sufficient competence in student administration services	10.49%	17.23%	51.30%	20.98%
25	Student affairs staff are accessible and easy to contact	5.96%	20.85%	55.70%	17.49%
26	Student affairs staff have sufficient competence in serving student administration	5.57%	18.01%	57.90%	18.52%
27	Faculty provides academic document services (e.g., LIRS, LIHS, enrolment confirmation,	4.15%	11.79%	50.26%	33.81%

	medical/leave letters, graduation certificates, research/internship permissions, data requests, student activity letters, transfer requests, transcripts, etc.)				
28	Faculty provides complete information about sports activities	13.47%	27.59%	41.58%	17.36%
29	Faculty provides complete information about arts activities	9.84%	26.81%	45.85%	17.49%
30	Faculty provides complete information about reasoning-based activities (e.g., writing, debate)	4.53%	13.60%	55.44%	26.42%
31	Faculty provides easy and accurate access to information about organizational activities	4.53%	16.84%	54.92%	23.70%
32	Faculty provides comprehensive soft-skill development activities (e.g., interview skills, critical thinking, social behaviour)	5.57%	19.17%	51.81%	23.45%
33	Faculty provides easy and complete information about educational development activities	6.99%	20.47%	49.09%	23.45%
34	Online access to faculty library collections is easy and effective	7.51%	25.52%	50.13%	16.84%
35	Faculty library provides easy borrowing access	5.31%	19.43%	56.09%	19.17%
36	Ease of searching for library collections	4.40%	23.06%	55.31%	17.23%
37	Adequacy of borrowing duration regulations in the faculty library	4.27%	17.88%	59.46%	18.39%
38	Faculty library provides easy access for returning borrowed items	4.40%	15.54%	60.62%	19.43%
39	Ease of access to information about the faculty's vision and mission	2.85%	10.23%	53.76%	33.16%
40	Clarity of access for understanding FMIPA's vision and mission	2.59%	12.69%	54.53%	30.18%
41	Faculty provides counselling facilities for students	9.59%	23.58%	46.76%	20.08%
42	Faculty provides scholarships for underprivileged students	6.22%	16.45%	47.93%	29.40%
43	Faculty provides career guidance facilities	7.90%	25.13%	48.58%	18.39%
44	Faculty assists students when facing academic problems	6.09%	20.85%	50.00%	23.06%
45	Faculty leadership provides consultation opportunities for student guardians	7.77%	25.26%	49.48%	17.49%
46	Faculty provides facilities for interest and talent development	10.88%	21.37%	45.85%	21.89%

47	Faculty is attentive to students' needs and difficulties	10.10%	27.46%	45.08%	17.36%
48	Information on educational cost contributions is clearly communicated to parents/guardians	8.16%	26.30%	48.32%	17.23%
49	Faculty monitors student progress through academic advisors or counselling lecturers	4.40%	15.41%	52.07%	28.11%
50	Faculty provides clear information regarding student registration	3.63%	14.64%	54.40%	27.33%
51	Student registration payments at the faculty are easy to process	4.40%	11.14%	55.31%	29.15%
52	Acquisition of educational development services for students	6.22%	20.21%	48.58%	25.00%

b. Weighted Average and Service Quality Outcomes

Based on the results of respondent feedback to each survey item, the Level of Satisfaction was calculated using a weighted average score, relative to the maximum possible score.

The resulting average score values ranged from 2.16 to 3.24, which falls within the service quality category of "Fair – Good."

The rating criteria are based on a 4-point Likert scale, with calibrated interval values and associated qualitative interpretations as follows:

Table 2. Weighted Average and Service Quality Level Based on Likert Scale (2023–2024)

No.	Survey Item	2023 Avg. Score	2023 Quality	2024 Avg. Score	2024 Quality	Change
1	Classrooms are clean and well-organized	3.11	Good	2.97	Good	↓ 0.14
2	Classrooms are cool and comfortable	2.37	Fair	2.13	Fair	↓ 0.24
3	Learning facilities are sufficient and available in classrooms	2.95	Good	2.82	Good	↓ 0.13
4	Faculty provides an adequate and well-equipped library	2.87	Good	2.89	Good	↑ 0.02
5	Faculty provides laboratories, workshops, studios, experimental gardens, and practice spaces relevant to students' academic needs	2.91	Good	2.83	Good	↓ 0.08
6	Faculty provides clean and sufficient restroom, canteen, and parking facilities	2.76	Good	2.69	Good	↓ 0.07
7	Faculty provides adequate religious facilities for students	3.23	Good	3.12	Good	↓ 0.11
8	Faculty provides facilities for BEM and student organizations	3.14	Good	3.01	Good	↓ 0.13

9	Faculty provides adequate internet access	2.93	Good	2.66	Good	↓ 0.27
10	Faculty provides healthcare services	2.39	Fair	2.32	Fair	↓ 0.07
11	Faculty provides facilities for students with special needs	2.5	Fair	2.62	Good	↑ 0.12
12	Faculty provides adequate sports facilities	2.16	Fair	2.09	Fair	↓ 0.07
13	Comfortable reading space availability in the faculty library	2.88	Good	2.86	Good	↓ 0.02
14	Library collection meets lecture needs	2.82	Good	2.86	Good	↑ 0.04
15	Library collection supports research and community service	2.82	Good	2.86	Good	↑ 0.04
16	Faculty library offers sufficient scientific journal collections	2.81	Good	2.85	Good	↑ 0.04
17	Faculty library collections are up to date	2.73	Good	2.77	Good	↑ 0.04
18	Faculty provides quality instructors and materials for TUTEP	2.82	Good	2.79	Good	↓ 0.03
19	Availability of facilities and infrastructure for TUTEP implementation	2.89	Good	2.9	Good	↑ 0.01
20	Ease of registration process for TUTEP	3.03	Good	3.09	Good	↑ 0.06
21	Courtesy of academic administrative staff	2.68	Good	2.71	Good	↑ 0.03
22	Faculty enforces sanctions for student violations without exception	3.07	Good	3.05	Good	↓ 0.02
23	Academic staff are accessible and easy to contact	2.65	Good	2.59	Good	↓ 0.06
24	Academic staff have sufficient competence in student services	2.81	Good	2.83	Good	↑ 0.02
25	Student affairs staff are accessible and easy to contact	2.87	Good	2.85	Good	↓ 0.02
26	Student affairs staff have sufficient competence in student services	2.93	Good	2.89	Good	↓ 0.04
27	The faculty provides services for processing academic documents (e.g., LIRS, LIHS, enrollment confirmation letters, medical/leave letters, graduation certificates, research permits, internship permits, data request letters, student activity letters, transfer request letters, transcripts, etc.)	3.14	Good	3.14	Good	0
28	Faculty provides complete information about sports activities	2.64	Good	2.63	Good	↓ 0.01
29	Faculty provides complete information about arts activities	2.74	Good	2.71	Good	↓ 0.03

30	Faculty provides complete information about reasoning-based activities (e.g., writing, debate)	3.04	Good	3.04	Good	0
31	Faculty provides easy and accurate information about organizational activities	3.01	Good	2.98	Good	↓ 0.03
32	Faculty offers comprehensive soft-skill development activities (e.g., interview skills, critical thinking, social behavior)	2.88	Good	2.93	Good	↑ 0.05
33	Faculty provides clear and complete information about educational development activities	2.99	Good	2.89	Good	↓ 0.10
34	Online access to faculty library collections is easy and effective	2.73	Good	2.76	Good	↑ 0.03
35	Faculty library provides easy borrowing access	2.91	Good	2.89	Good	↓ 0.02
36	Ease of searching for library collections	2.82	Good	2.85	Good	↑ 0.03
37	Adequacy of borrowing duration regulations in the faculty library	2.91	Good	2.92	Good	↑ 0.01
38	Faculty library provides easy access for returning borrowed items	2.96	Good	2.95	Good	↓ 0.01
39	Ease of access to faculty's vision and mission information	3.24	Good	3.17	Good	↓ 0.07
40	Clarity of access for understanding FMIPA's vision and mission	3.18	Good	3.12	Good	↓ 0.06
41	Faculty provides counseling facilities for students	2.8	Good	2.77	Good	↓ 0.03
42	Faculty provides scholarships for underprivileged students	3.09	Good	3.01	Good	↓ 0.08
43	Faculty provides career guidance facilities	2.77	Good	2.77	Good	0
44	Faculty assists students in dealing with academic difficulties	2.94	Good	2.9	Good	↓ 0.04
45	Faculty leadership provides consultation opportunities for student guardians	2.74	Good	2.77	Good	↑ 0.03
46	Faculty provides facilities for interest and talent development	2.85	Good	2.79	Good	↓ 0.06
47	Faculty is attentive to students' needs and challenges	2.73	Good	2.7	Good	↓ 0.03
48	Information on educational cost contributions is clearly communicated to parents/guardians	2.78	Good	2.75	Good	↓ 0.03
49	Faculty monitors student progress through academic advisors or counseling lecturers	3.1	Good	3.04	Good	↓ 0.06

50	Faculty provides clear student registration information	3.11	Good	3.05	Good	↓ 0.06
51	Student registration payments at the faculty are easy to process	3.16	Good	3.09	Good	↓ 0.07
52	Acquisition of educational development services for students	3	Good	2.92	Good	↓ 0.08

c. Validity and Reliability Testing of the Satisfaction Survey Instrument

The faculty satisfaction survey was conducted by collecting responses from a sample of 772 respondents, representing 10 study programs within the Faculty of Mathematics and Natural Sciences (FMIPA), Universitas Tanjungpura. These programs included: Mathematics, Physics, Biology, Chemistry, Computer Systems Engineering, Marine Science, Statistics, Geophysics, Information Systems, and Chemistry (Master's Program). A total of 52 survey items were used to assess student satisfaction with FMIPA's management services.

The validity test aims to determine whether each survey item is statistically valid. A question item is considered valid if it performs as intended and measures the intended construct. A questionnaire is deemed valid when its items are capable of revealing the variable or concept that the instrument seeks to measure. A survey instrument is considered statistically valid when the following condition is met:

$$r_{xy} > r_{(\alpha:n-2)}$$

Reliability Testing of the Satisfaction Survey Instrument

Reliability testing is conducted to assess the consistency of the measurement tool, which typically uses a questionnaire format. Reliability is calculated by determining the Cronbach's Alpha coefficient.

The decision criteria for reliability testing are as follows:

1. If the Cronbach's Alpha value > 0.6 , the questionnaire is considered reliable/consistent.
2. If the Cronbach's Alpha value < 0.6 , the questionnaire is considered unreliable/inconsistent.

With a sample size of 986 respondents and a 5% significance level, the calculated r-table value ($r(0.05:28)$) is 0.098. The r-value for each item (r-count) is presented as follows:

Table 3. Validity Testing of the Satisfaction Survey Instrument

No.	Survey Item	r-value (calculated)	r-table	Conclusion
1	Classrooms are clean and well-organized	0.662	0.07	Valid
2	Classrooms are cool and comfortable	0.6136	0.07	Valid
3	Learning facilities are sufficient and available in classrooms	0.713	0.07	Valid
4	Faculty provides an adequate and well-equipped library	0.7191	0.07	Valid
5	Faculty provides laboratories, workshops, studios, experimental	0.7024	0.07	Valid

	gardens, and practice spaces relevant to students' academic needs			
6	Faculty provides clean and sufficient restroom, canteen, and parking facilities	0.685	0.07	Valid
7	Faculty provides adequate religious facilities for students	0.5764	0.07	Valid
8	Faculty provides facilities for BEM and student organizations	0.6974	0.07	Valid
9	Faculty provides adequate internet access	0.5956	0.07	Valid
10	Faculty provides healthcare facilities	0.7576	0.07	Valid
11	Faculty provides infrastructure for students with special needs	0.7379	0.07	Valid
12	Faculty provides adequate sports facilities	0.7278	0.07	Valid
13	Comfortable reading space availability in the faculty library	0.7485	0.07	Valid
14	Library collection meets lecture needs	0.7829	0.07	Valid
15	Library collection supports research and community service	0.7862	0.07	Valid
16	Faculty library provides sufficient scientific journal collections	0.7721	0.07	Valid
17	Faculty library collections are up to date	0.7962	0.07	Valid
18	Faculty provides quality instructors and materials for TUTEP	0.7685	0.07	Valid
19	Availability of infrastructure for TUTEP implementation	0.7698	0.07	Valid
20	Ease of registration process for TUTEP	0.731	0.07	Valid
21	Courtesy of academic administrative staff	0.7467	0.07	Valid
22	Faculty enforces regulations without exception	0.721	0.07	Valid
23	Academic staff are accessible and easy to contact	0.7521	0.07	Valid
24	Academic staff have sufficient competence in student administration services	0.7693	0.07	Valid
25	Student affairs staff are accessible and easy to contact	0.7599	0.07	Valid
26	Student affairs staff have sufficient competence in student administration services	0.7896	0.07	Valid
27	Faculty provides services for academic documentation (e.g., LIRS, LIHS, enrollment confirmation, medical/leave letters, graduation certificates, research/internship permits, data	0.7102	0.07	Valid

	requests, student activity letters, transfer requests, transcripts, etc.)			
28	Faculty provides complete information about sports activities	0.7793	0.07	Valid
29	Faculty provides complete information about arts activities	0.7951	0.07	Valid
30	Faculty provides complete information about reasoning-based activities (e.g., writing, debate)	0.739	0.07	Valid
31	Faculty provides easy and accurate access to organizational activity information	0.7944	0.07	Valid
32	Faculty provides comprehensive soft-skill development programs (e.g., interview skills, critical thinking, social behavior)	0.7918	0.07	Valid
33	Faculty provides clear and complete information about educational development activities	0.7378	0.07	Valid
34	Easy and effective online access to faculty library collections	0.808	0.07	Valid
35	Faculty library provides easy access for borrowing	0.7958	0.07	Valid
36	Ease of searching for library collections	0.7984	0.07	Valid
37	Availability of adequate borrowing duration regulations in the faculty library	0.8007	0.07	Valid
38	Faculty library provides easy access for returning borrowed items	0.7876	0.07	Valid
39	Ease of access to information about the faculty's Vision and Mission	0.687	0.07	Valid
40	Clarity of access for understanding FMIPA's Vision and Mission	0.7248	0.07	Valid
41	Faculty provides counseling facilities for students	0.7319	0.07	Valid
42	Faculty provides scholarships for underprivileged students	0.6678	0.07	Valid
43	Faculty provides career guidance facilities	0.7876	0.07	Valid
44	Faculty assists students in dealing with academic challenges	0.7932	0.07	Valid
45	Faculty leadership provides consultation time for student guardians	0.7831	0.07	Valid
46	Faculty provides facilities for interest and talent development	0.7668	0.07	Valid
47	Faculty is attentive to students' concerns and difficulties	0.8239	0.07	Valid
48	Educational cost contributions are clearly communicated to student guardians	0.7606	0.07	Valid

49	Faculty monitors student progress through academic advisors or counseling lecturers	0.7323	0.07	Valid
50	Faculty provides clear student registration information	0.7399	0.07	Valid
51	Student registration payments at the faculty are easy to process	0.7089	0.07	Valid
52	Acquisition of educational development services for students	0.7067	0.07	Valid

Validity and Reliability Assessment of the Satisfaction Survey Instrument

From the presented table, it is evident that the calculated r-value for each item exceeds the r-table threshold, indicating that all survey items are statistically valid. For the reliability test, the survey—comprising 52 question items and involving 772 respondents (collaborative partners)—yielded a Cronbach’s Alpha correlation coefficient of 0.9674. This correlation value falls under the category of very strong, confirming that the instrument used in the survey is both reliable and consistent.

Challenges, Obstacles, and Solutions

No significant obstacles were encountered during this year’s survey implementation. The questionnaire was distributed evenly across all study programs, and respondent interest increased by 100% compared to the previous year, as indicated by the questionnaire submission rate.

Conclusion

1. The satisfaction survey utilized 52 question items and involved a total of 772 respondents.
2. Based on the quality measurement conducted by the Quality Assurance Team of FMIPA UNTAN, the overall weighted average score across service aspects was categorized as Good. The calculated service quality interval ranged from 2.09 to 3.17, which places overall performance within the “Fair – Good” classification.
3. Of the 52 service aspects,
 - 3 aspects (5.77%) were categorized as Fair
 - 49 aspects (94.23%) were categorized as GoodFrom these totals,
 - 34 aspects (65.8%) showed a decline compared to the previous year
 - 17 aspects (32.7%) showed an improvement
 - 1 aspect (1.9%) remained unchanged
4. The service aspects categorized as Fair were:
 - Classroom comfort (cool and comfortable)
 - Provision of healthcare facilities
 - Provision of adequate sports facilitiesExamples of service aspects categorized as Good included:
 - Ease of registration process for TUTEP
 - Simplicity of student registration payment procedures
 - Clarity of student registration information
 - Accessibility of faculty vision and mission information
 - Complete information on reasoning-related activities (e.g., writing, debate)
 - Enforcement of student disciplinary sanctions without exception
5. Service aspects that showed notable improvement over the previous year included:
 - Ease of registration process for TUTEP
 - Availability of soft-skill development activities (e.g., interview skills, critical thinking, social behavior)
6. Service aspects that showed decline compared to the previous year included:
 - Classroom comfort (cool and comfortable)
 - Provision of adequate internet facilities
 - Provision of facilities for BEM and student organizations
 - Availability of learning resources in classrooms

Feedback and Suggestions

Respondents provided various input addressing facilities, services, and administration at FMIPA UNTAN. The key points are summarized as follows:

Classroom Environment

- Classrooms are excessively hot during learning; request to inspect fan functionality and repair air conditioning units where available.
- Cables and power outlets for LCD projectors (infokus) should be checked for safety and usability.
- Overall learning facilities in classrooms should be better equipped and maintained.

Facilities and Infrastructure

- Sports facilities require enhancement and expansion.
- Laboratory equipment and spaces should be improved.
- Toilets must be cleaner, with accessible water tanks, working faucets, and odor control.
- Canteen and other student infrastructure development is recommended.
- Library access should be more open; some feel it is “closed off” or not welcoming to general use.
- Book borrowing access should not be limited only to the university level.
- More inclusive infrastructure is needed for students with disabilities (e.g., wheelchair-accessible facilities, left-handed desks in classrooms).

Technology and Internet Access

- Internet service is slow and unreliable, requiring upgrades.

Academic Services and Communication

- Academic services should be more responsive; some staff are absent during posted working hours.
- Students are often redirected among staff when seeking assistance, leading to inefficiency.
- Clearer procedures and faster response times are needed for academic administration.
- Requests to use classrooms (e.g., rescheduling sessions) are sometimes rejected despite room availability.
- Up-to-date scholarship information should be disseminated regularly.
- Broad and timely sharing of information is encouraged—not only during events.

Staff Conduct and Service

- Academic service quality is perceived to be lacking; specific criticism was raised about security staff behavior—though one staff member was praised for being responsible and courteous.

Organizational Climate and Culture

- Oversight of student organizations is requested, especially regarding activities that may negatively impact academics or involve bullying.