



Student Satisfaction Survey Report on Educational Services in 2021

Faculty of Mathematics and Natural Sciences



FACULTY QUALITY ASSURANCE TEAM
2021

KATA PENGANTAR

Alhamdulillah dan puji syukur kepada Tuhan Yang Maha Esa, penyusunan Laporan Hasil Survey Kepuasan Mahasiswa terhadap Layanan Fakultas Matematika dan Ilmu Pengetahuan Alam (FMIPA) Universitas Tanjungpura (UNTAN) Pontianak tahun 2021 telah dapat diselesaikan. Pelaksanaan survey dan penyusunan laporan ini tidak terlepas bantuan dan dukungan dari seluruh sivitas akademika FMIPA UNTAN. Oleh karena itu dalam kesempatan ini kami menyampaikan ucapan terima kasih kepada seluruh pihak yang telah membantu mulai dari persiapan survey, pelaksanaan, pengolahan data, sampai selesainya laporan survey ini.

1. Pimpinan FMIPA UNTAN yang telah memberikan dukungan dan fasilitas atas terselenggaranya Survey Kepuasan Mahasiswa terhadap Layanan Fakultas Matematika dan Ilmu Pengetahuan Alam (FMIPA) Universitas Tanjungpura (UNTAN) sampai dengan penyelesaian laporan hasil survey
2. Seluruh mahasiswa FMIPA UNTAN yang telah meluangkan waktu untuk berpartisipasi dalam pengisian angket survey.
3. Semua pihak yang telah memberikan bantuan dan dukungan yang tidak dapat kami sebutkan satu persatu.

Kami berharap laporan hasil survey pemahaman sivitas akademika terhadap Layanan FMIPA UNTAN ini dapat memberikan masukan kepada pimpinan untuk melakukan evaluasi dan penentuan kebijakan yang tepat.

Mengetahui,
Dekan Fakultas MIPA



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Pontianak, Nopember 2021
Ketua PMF MIPA,



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[Pick the date]

Foreword

Praise and gratitude to God Almighty, the compilation of the Student Satisfaction Survey Report on the Services of the Faculty of Mathematics and Natural Sciences (FMIPA) Universitas Tanjungpura (UNTAN) Pontianak for the year 2021 has been successfully completed.

The implementation of the survey and the preparation of this report would not have been possible without the support and assistance of the entire academic community at FMIPA UNTAN. Therefore, we extend our sincere appreciation to all parties who contributed throughout the process—from survey preparation and administration, to data processing and finalization of this report.

We especially thank:

1. The leadership of FMIPA UNTAN for their support and facilitation of the Student Satisfaction Survey on faculty services, and for overseeing the completion of this report.
2. All FMIPA UNTAN students who generously took the time to participate by completing the survey questionnaires.
3. Every individual and unit that provided assistance and support—whose contributions, though not mentioned one by one, are deeply appreciated.

We hope this survey report regarding the academic community's understanding of FMIPA UNTAN services will provide valuable input to the leadership in conducting evaluations and formulating appropriate policies.

Acknowledged by,
Dean

Pontianak, November 2021
Chair of the FMIPA Quality Assurance Team

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A. Background

It is undeniable that user satisfaction with the quality of services provided—by both governmental and non-governmental organizations—has a significant impact on the organization's overall sustainability and relevance. Service quality refers to the totality of characteristics associated with a service concept, encompassing all quality-related aspects. The benchmark for service quality lies in its ability to deliver customer or client satisfaction (Yulia, 2018).

At FMIPA Universitas Tanjungpura (UNTAN), the unit responsible for evaluating the quality of academic service delivery is the **Faculty Quality Assurance Team (PMF)**. One of PMF's principal tasks is measuring student satisfaction with faculty services. The outcomes of these measurements serve as a key database to support institutional evaluation, improvement, and enhancement of service delivery for students.

A robust SPMI (Internal Quality Assurance System) management information system is expected to positively impact both service efficiency and quality across FMIPA.

B. Survey Methodology

The student satisfaction survey regarding services provided by FMIPA Universitas Tanjungpura was conducted by sampling **288 respondents**, consisting of students from **10 study programs** within the faculty:

- Mathematics
- Physics
- Biology
- Chemistry
- Computer Systems Engineering
- Marine Science
- Statistics
- Geophysics
- Information Systems
- Chemistry (Master's Program)

Student Satisfaction Measurement Method

The measurement of student satisfaction with FMIPA UNTAN services was conducted using a **Likert scale ranging from 1 to 4**. Respondents were asked to provide feedback on statements that served as indicators for the four key dimensions previously described.

The **satisfaction level** was calculated by comparing the **weighted average score** against the **maximum possible score**. The **assessment criteria** were based on the 4-point Likert scale and were further interpreted using interval values and levels 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

C. Survey Instrument

The Student Satisfaction Survey on FMIPA UNTAN Services consisted of **22 items**. Below are examples of several questions included in the survey:

- The speed and ease of academic administrative services (SIKAD) at FMIPA are satisfactory.*
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
- The speed and ease of student affairs services (student organizations, scholarships, other student activity information) at FMIPA are satisfactory.*
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
- The responsiveness and friendliness of staff in delivering administrative services at FMIPA are satisfactory.*
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
- The condition of classroom facilities at FMIPA is satisfactory.**
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
- The condition of seating (desks and chairs) in FMIPA classrooms is satisfactory.**
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
- The condition of whiteboards in FMIPA classrooms is satisfactory.**
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
- The condition of Infocus (projector) facilities in FMIPA classrooms is satisfactory.**
 - ☐ Strongly Agree

- ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
8. **The condition of ceiling fans in FMIPA classrooms is satisfactory.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
9. **The condition of laboratory facilities at FMIPA is satisfactory.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
10. **The condition of internet network facilities at FMIPA is satisfactory.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
11. **The condition of the reading room facilities at FMIPA is satisfactory.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
12. **The availability of reference materials at FMIPA is satisfactory.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
13. **The availability of worship facilities at FMIPA is adequate.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
14. **The availability of toilet facilities at FMIPA is adequate.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
15. **The availability of parking facilities at FMIPA is adequate.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree
16. **The availability of seminar rooms at FMIPA is adequate.**
- ☐ Strongly Agree
 - ☐ Agree
 - ☐ Disagree
 - ☐ Strongly Disagree

17. **The availability of student activity rooms at FMIPA is adequate.**
 - o Strongly Agree
 - o Agree
 - o Disagree
 - o Strongly Disagree
18. **The availability of discussion rooms at FMIPA is adequate.**
 - o Strongly Agree
 - o Agree
 - o Disagree
 - o Strongly Disagree
19. **The cleanliness and comfort of facilities at FMIPA are satisfactory.**
 - o Strongly Agree
 - o Agree
 - o Disagree
 - o Strongly Disagree
20. **The safety and security of the FMIPA environment are satisfactory.**
 - o Strongly Agree
 - o Agree
 - o Disagree
 - o Strongly Disagree
21. **The availability of adequate cafeteria facilities for the academic community at FMIPA is satisfactory.**
 - o Strongly Agree
 - o Agree
 - o Disagree
 - o Strongly Disagree
22. **Opportunities for soft skill development are widely accessible for students.**
 - o Strongly Agree
 - o Agree
 - o Disagree
 - o Strongly Disagree

D. VALIDITY AND RELIABILITY TESTING

Reliability testing is conducted to determine the consistency or stability of the measuring instrument, commonly in the form of a questionnaire. Reliability is calculated using the **Cronbach's Alpha coefficient**, with the following decision rules:

- If **Cronbach's Alpha > 0.6**, the questionnaire is deemed **reliable/consistent**.
- If **Cronbach's Alpha < 0.6**, the questionnaire is considered **not reliable/inconsistent**.

Validity and reliability testing were conducted on responses from each respondent group. **Validity testing** used the **Pearson Correlation test**, resulting in an average calculated r value (r_{count}) which was then compared against the r table value to determine the validity (soundness) of the questionnaire items.

Instrument reliability testing utilized the **Cronbach's Alpha test**, with the average Cronbach's Alpha value used to determine whether the survey instrument is reliable.

With a **sample size of 30** and **significance level of 5%**, the resulting critical value from the r-table is **$r(0.05:28) = 0.3061$** , which serves as the benchmark for evaluating the r_{count} for each item, as follows:

Table – Validity Test Results			
Item	r-value (calculated)	r-table	Conclusion
1	0.508	0.3061	Valid
2	0.565	0.3061	Valid
3	0.516	0.3061	Valid
4	0.713	0.3061	Valid
5	0.615	0.3061	Valid
6	0.629	0.3061	Valid
7	0.515	0.3061	Valid
8	0.461	0.3061	Valid
9	0.646	0.3061	Valid
10	0.69	0.3061	Valid
11	0.667	0.3061	Valid
12	0.367	0.3061	Valid
13	0.329	0.3061	Valid
14	0.414	0.3061	Valid
15	0.337	0.3061	Valid
16	0.378	0.3061	Valid
17	0.321	0.3061	Valid
18	0.721	0.3061	Valid
19	0.565	0.3061	Valid
20	0.487	0.3061	Valid
21	0.55	0.3061	Valid
22	0.593	0.3061	Valid

Based on the table above, the calculated r-values (r-count) are greater than the r-table value, indicating that all questionnaire items in the lecturer satisfaction survey are valid.

Case Processing Summary

Category	N	%
Valid	30	100.0%
Excluded ^a	0	0.0%
Total	30	100.0%

^a Listwise deletion based on all variables in the procedure.

The output indicates that all 30 samples used in the analysis are valid, yielding a confidence level of 100%.

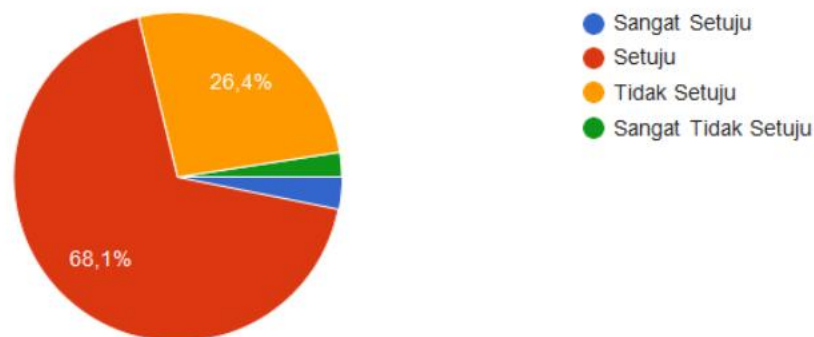
Reliability Statistics	
Cronbach's Alpha	0.872
Number of Items	22

Based on the output, the questionnaire consists of 22 items and yields a Cronbach's Alpha value of 0.872, which exceeds the reliability threshold of 0.6. This indicates that the instrument is reliable and internally consistent.

E. Survey Results

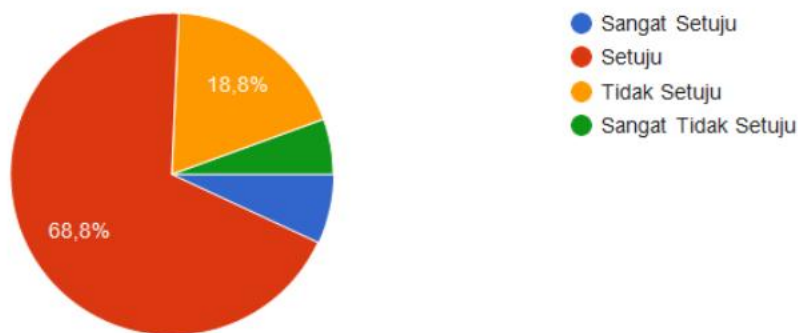
The Student Satisfaction Survey on FMIPA Untan's services was conducted from September to November 2020 through the online distribution of a questionnaire via Google Form. Questionnaire dissemination and response collection were carried out by the FMIPA UNTAN Quality Assurance Team. A total of 288 respondents participated and provided valid responses to the survey.

Question 1: The speed and convenience of Academic Administration services (SIAKAD) at FMIPA are considered satisfactory.



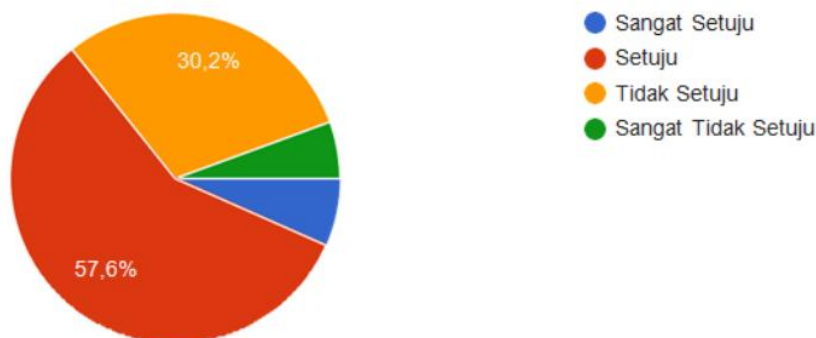
Respondents expressed their opinions as follows: 6.12% strongly agreed, 68.06% agreed, 26.39% disagreed, and 2.43% strongly disagreed. The average rating for Academic Administration services (SIAKAD) from the students' perspective was **2.72**, which corresponds to the "**Good**" category. This result indicates that the overall student assessment of SIAKAD services at FMIPA Universitas Tanjungpura is favorable.

Question 2: *The speed and convenience of Student Affairs services (such as student organizations, scholarships, and other student activity information) at FMIPA are considered satisfactory.*



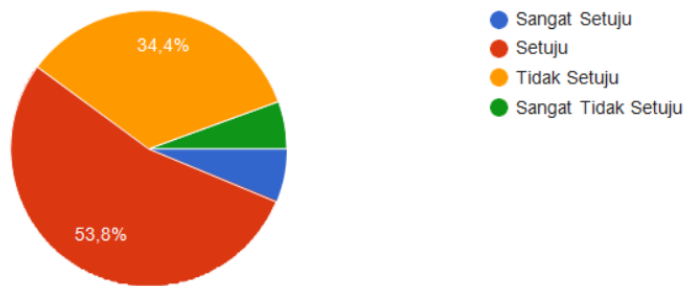
Respondents expressed their opinions as follows: **6.94% strongly agreed**, **68.75% agreed**, **18.75% disagreed**, and **5.56% strongly disagreed**. The average score for Student Affairs services from the student perspective was **2.77**, which falls within the **“Good”** category. This result indicates that the overall student assessment of Student Affairs services at FMIPA Universitas Tanjungpura is favorable

Question 3: The responsiveness and friendliness of staff in delivering administrative services at FMIPA are considered satisfactory.



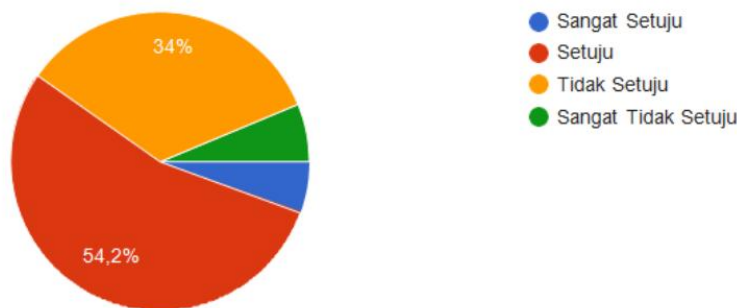
Respondents provided the following feedback: **6.60% strongly agreed**, **57.64% agreed**, **30.21% disagreed**, and **5.55% strongly disagreed**. The average score for staff responsiveness and friendliness in administrative services, from the students' perspective, was **2.65**, which falls into the **“Good”** category. This result reflects a generally positive student evaluation of staff attitude and service quality at FMIPA Universitas Tanjungpura.

Question 4: The condition of classroom facilities at FMIPA is considered satisfactory.



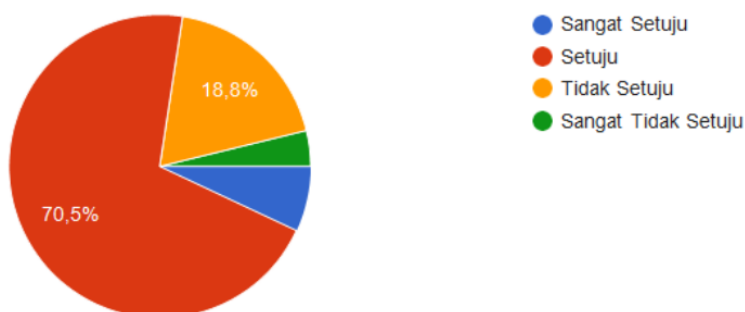
Respondents expressed their opinions as follows: **6.25% strongly agreed**, **53.82% agreed**, **34.37% disagreed**, and **5.56% strongly disagreed**. The average score from the student perspective regarding classroom facilities was **2.61**, which falls within the “**Good**” category. This result indicates that students generally view the condition of classrooms at FMIPA Universitas Tanjungpura as acceptable and satisfactory.

Question 5: *The condition of seating facilities in FMIPA classrooms is considered satisfactory.*



Respondents expressed their opinions as follows: **5.55% strongly agreed**, **54.17% agreed**, **34.03% disagreed**, and **6.25% strongly disagreed**. The average rating from the student perspective regarding classroom seating facilities was **2.59**, which falls within the “**Good**” category. This indicates that, overall, students perceive the condition of seating in FMIPA classrooms to be acceptable and satisfactory.

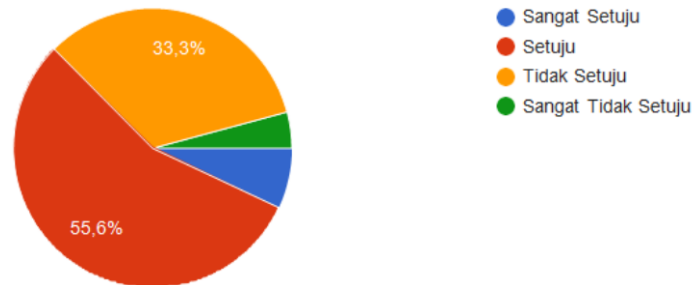
Question 6: *The condition of whiteboard facilities in FMIPA classrooms is considered satisfactory.*



Respondents shared the following opinions: **6.94% strongly agreed**, **70.49% agreed**, **18.75% disagreed**, and **3.82% strongly disagreed**. The average student rating for whiteboard facilities in classrooms was **2.80**, which falls within the “**Good**” category.

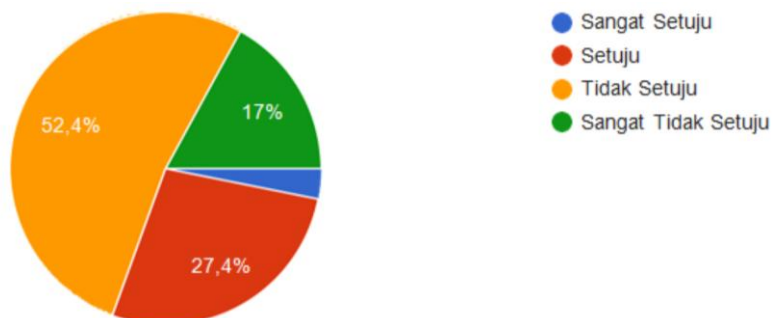
This result indicates that students generally perceive the condition of whiteboard facilities at FMIPA Universitas Tanjungpura as favorable and acceptable.

Question 7: *The condition of Infocus (projector) facilities in FMIPA classrooms is considered satisfactory.*



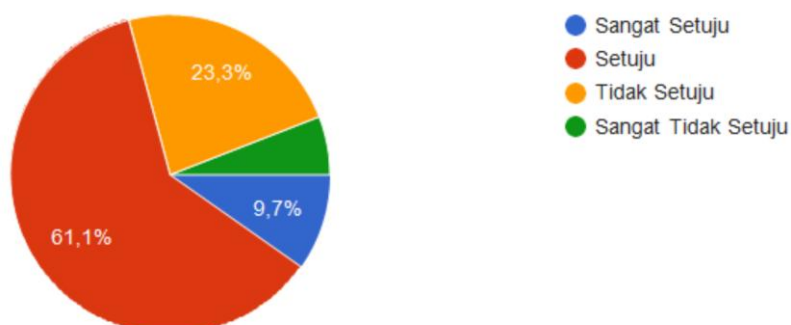
Respondents expressed their opinions as follows: **6.94% strongly agreed**, **55.56% agreed**, **33.33% disagreed**, and **4.17% strongly disagreed**. The average student rating for Infocus facilities in classrooms was **2.65**, which falls within the “**Good**” category. This result suggests that overall, students view the condition of classroom projector facilities at FMIPA Universitas Tanjungpura as adequate and acceptable.

Question 8: *The condition of fan facilities in FMIPA classrooms is considered satisfactory.*



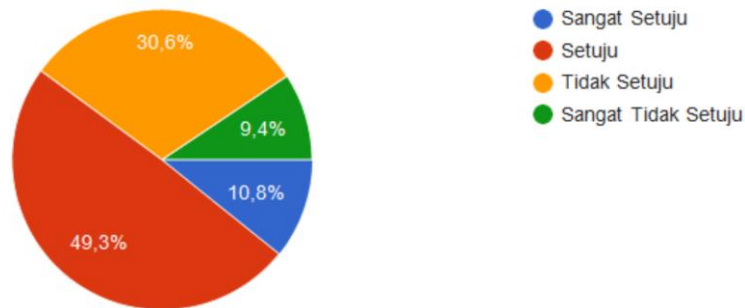
Respondents expressed the following opinions: **3.12% strongly agreed**, **27.43% agreed**, **52.43% disagreed**, and **17.01% strongly disagreed**. The average rating for fan facilities in classrooms, based on student responses, was **2.17**, which corresponds to the “**Less Good**” category. This indicates that, overall, students view the fan facilities at FMIPA Universitas Tanjungpura as inadequate and in need of improvement.

Question 9: *The condition of laboratory facilities at FMIPA is considered satisfactory.*



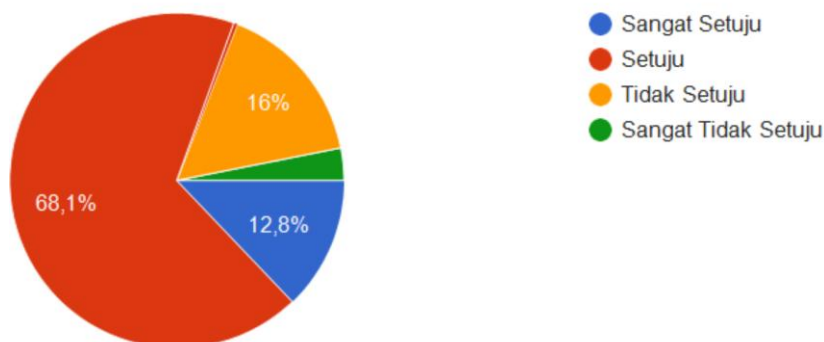
Respondents provided the following feedback: **9.72% strongly agreed**, **61.11% agreed**, **23.26% disagreed**, and **5.90% strongly disagreed**. The average student rating regarding laboratory facilities was **2.75**, which places it in the “**Good**” category. This indicates that students generally assess the condition of laboratory facilities at FMIPA Universitas Tanjungpura positively.

Question **10**: *The condition of internet network facilities at FMIPA is considered satisfactory.*



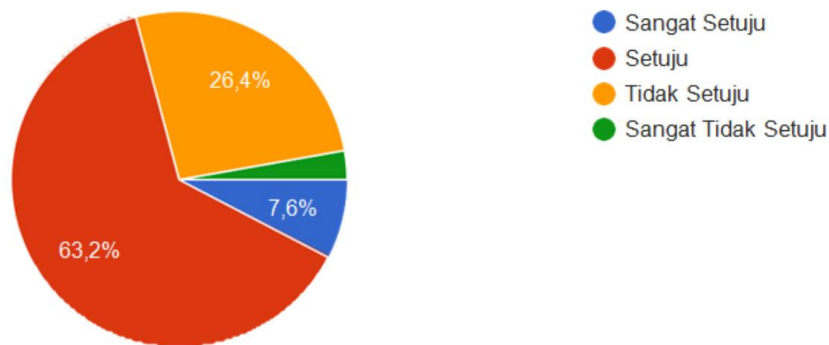
Respondents expressed their views as follows: **10.76% strongly agreed**, **49.30% agreed**, **30.56% disagreed**, and **9.38% strongly disagreed**. The average rating for internet facilities from the students’ perspective was **2.61**, which falls within the “**Good**” category. This indicates that students generally regard the condition of FMIPA’s internet network facilities as acceptable and satisfactory.

Question **11**: *The condition of reading room facilities at FMIPA is considered satisfactory.*



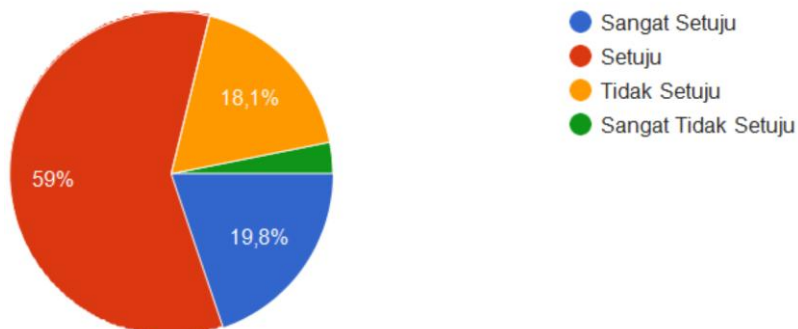
Respondents expressed their views as follows: **12.84% strongly agreed**, **68.06% agreed**, **15.97% disagreed**, and **3.13% strongly disagreed**. The average student rating for reading room facilities was **2.91**, placing it in the “**Good**” category. This indicates that students generally perceive the condition of the reading rooms at FMIPA Universitas Tanjungpura positively.

Question **12**: *The availability of library resources at FMIPA is considered satisfactory.*



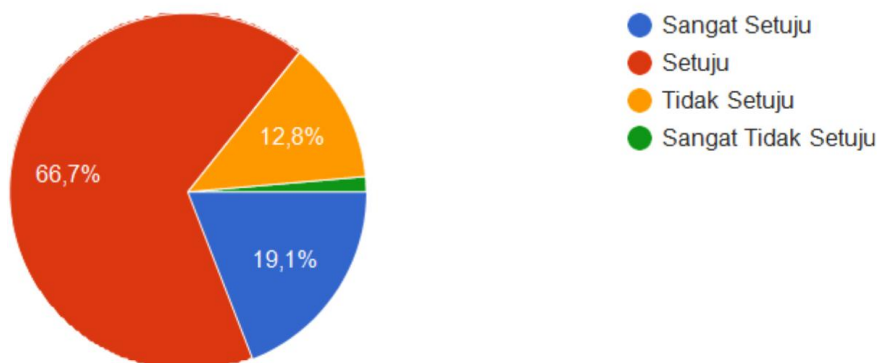
Respondents shared the following opinions: **7.64% strongly agreed**, **63.19% agreed**, **26.39% disagreed**, and **2.78% strongly disagreed**. The average score for library resource availability from the students' perspective was **2.76**, which falls within the **“Good”** category. This result indicates that students generally regard the availability of academic resources at FMIPA Universitas Tanjungpura as sufficient and satisfactory

Question 13: *The availability of prayer facilities at FMIPA is considered adequate.*



Respondents shared the following opinions: **19.79% strongly agreed**, **59.03% agreed**, **18.06% disagreed**, and **3.12% strongly disagreed**. The average student rating for the availability of prayer facilities was **2.95**, which places it in the **“Good”** category. This result indicates that students generally perceive the prayer facilities at FMIPA Universitas Tanjungpura as adequate and satisfactory.

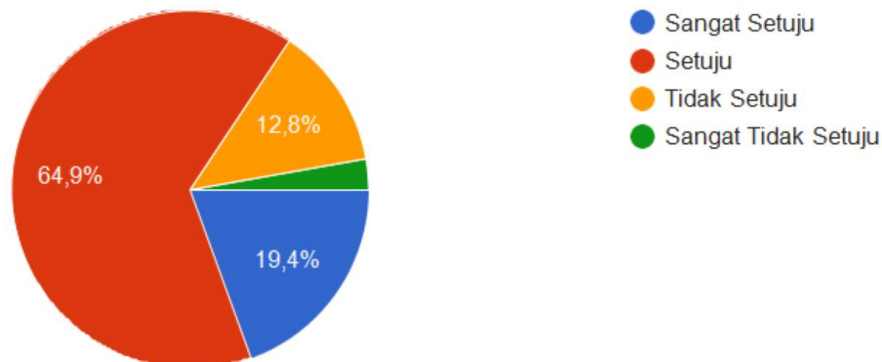
Question 14: *The availability of toilet facilities at FMIPA is considered adequate.*



Respondents shared the following opinions: **19.09% strongly agreed**, **66.67% agreed**, **12.85% disagreed**, and **1.39% strongly disagreed**. The average student rating for toilet facility availability was **3.03**, placing it in the **“Good”** category. This

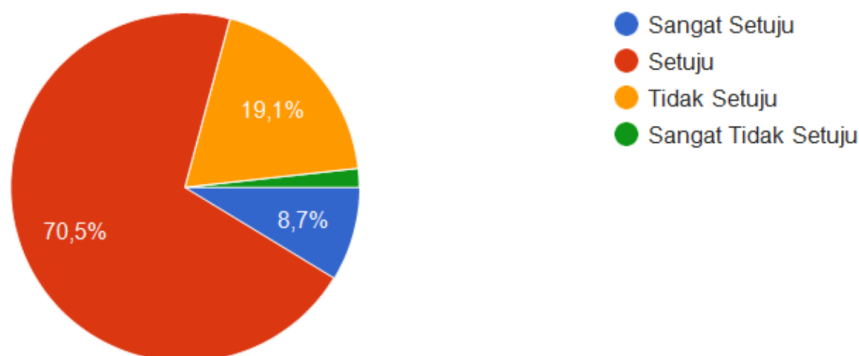
result indicates that students generally perceive the availability of toilets at FMIPA Universitas Tanjungpura as sufficient and satisfactory.

Question 15: *The availability of parking facilities at FMIPA is considered adequate.*



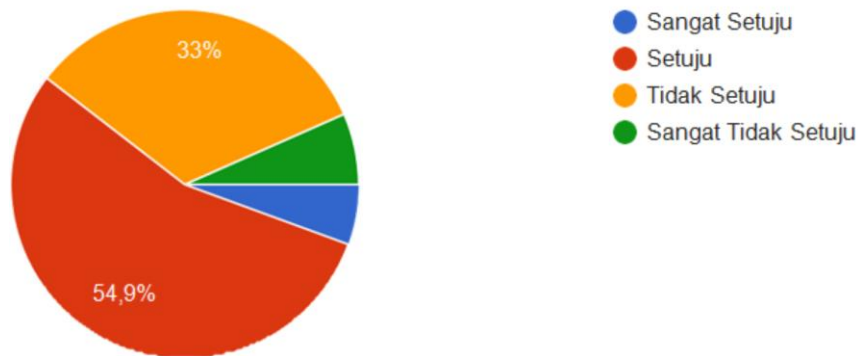
Respondents expressed their opinions as follows: **19.44% strongly agreed**, **64.93% agreed**, **12.85% disagreed**, and **2.78% strongly disagreed**. The average student rating regarding the availability of parking facilities was **3.01**, which falls within the “**Good**” category. This result indicates that students generally perceive FMIPA Universitas Tanjungpura’s parking facilities as sufficient and satisfactory.

Question 16: *The availability of seminar rooms at FMIPA is considered adequate.*



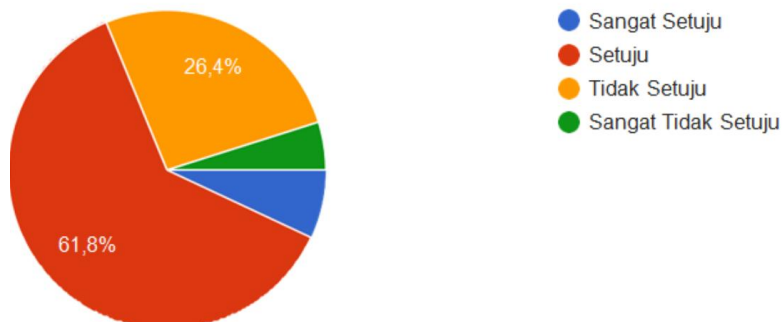
Respondents expressed their opinions as follows: **8.68% strongly agreed**, **70.49% agreed**, **19.09% disagreed**, and **1.74% strongly disagreed**. The average student rating for seminar room availability was **2.86**, which falls within the “**Good**” category. This result indicates that students generally view the availability of seminar rooms at FMIPA Universitas Tanjungpura as sufficient and satisfactory.

Question 17: *The availability of student activity rooms at FMIPA is considered adequate.*



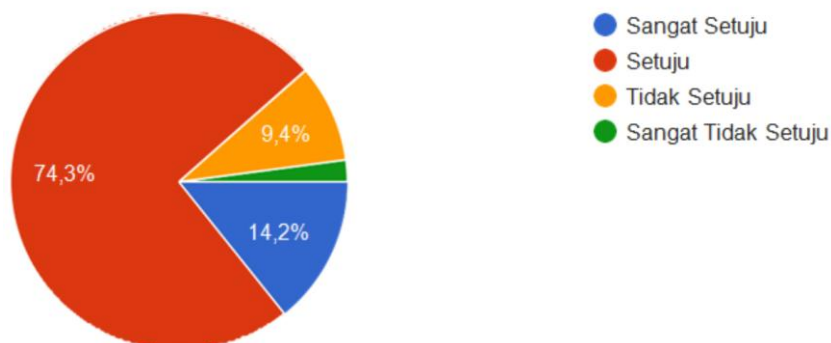
Respondents expressed their opinions as follows: **5.56% strongly agreed**, **54.86% agreed**, **32.99% disagreed**, and **6.59% strongly disagreed**. The average student rating regarding the availability of student activity rooms was **2.59**, placing it in the “**Good**” category. This indicates that students generally view the availability of dedicated spaces for student activities at FMIPA Universitas Tanjungpura as satisfactory.

Question 18: *The availability of discussion rooms at FMIPA is considered adequate.*



Respondents expressed their opinions as follows: **6.94% strongly agreed**, **61.80% agreed**, **26.39% disagreed**, and **4.86% strongly disagreed**. The average student rating for discussion room availability was **2.71**, placing it within the “**Good**” category. This indicates that students generally perceive the availability of discussion spaces at FMIPA Universitas Tanjungpura as satisfactory.

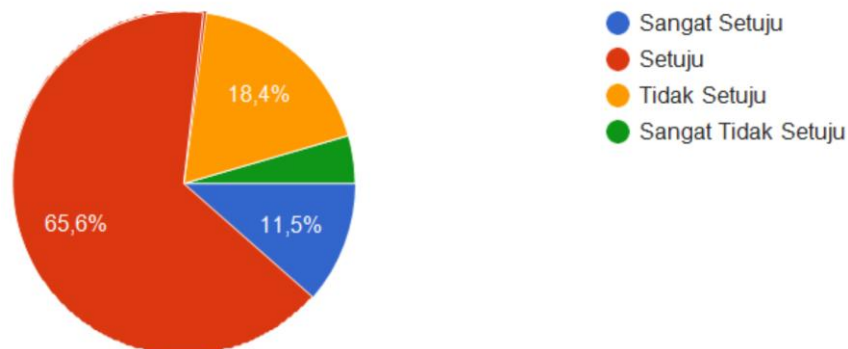
Question 19: *The cleanliness and comfort of facilities at FMIPA are considered satisfactory.*



Respondents expressed their opinions as follows: **14.24% strongly agreed**, **74.30% agreed**, **9.38% disagreed**, and **2.08% strongly disagreed**. The average student rating for cleanliness and facility comfort was **3.01**, placing it in the “**Good**” category.

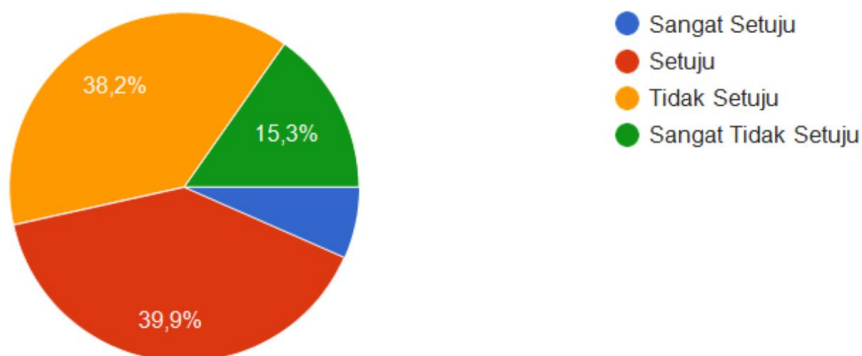
This result indicates that students generally perceive the cleanliness and comfort of FMIPA Universitas Tanjungpura's facilities as adequate and satisfactory.

Question 20: *The safety of the FMIPA campus environment is considered satisfactory.*



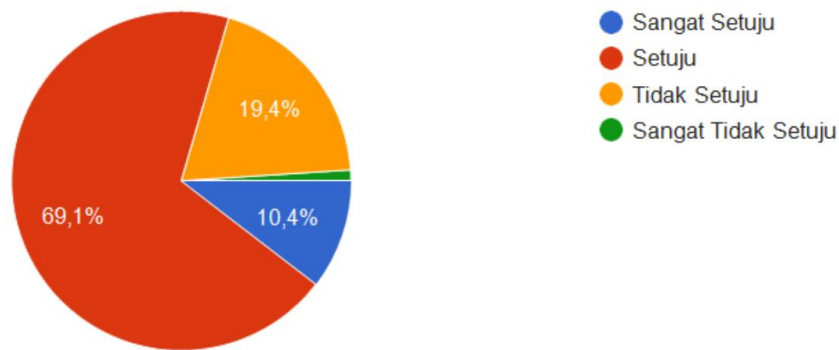
Respondents shared their views as follows: **11.46% strongly agreed**, **65.63% agreed**, **18.40% disagreed**, and **4.51% strongly disagreed**. The average student rating regarding campus safety was **2.84**, placing it within the “**Good**” category. This result indicates that students generally perceive the safety of the FMIPA Universitas Tanjungpura environment as adequate and satisfactory.

Question 21: *The availability of canteen facilities for the FMIPA academic community is considered adequate.*



Respondents shared the following views: **6.59% strongly agreed**, **39.93% agreed**, **38.20% disagreed**, and **15.28% strongly disagreed**. The average student rating was **2.37**, placing this item within the “**Less Good**” category. These results suggest that students generally consider the availability of canteen facilities at FMIPA Universitas Tanjungpura to be insufficient and in need of improvement.






Question 22: *Opportunities for soft skill development are widely accessible to FMIPA students.*




















Respondents expressed their opinions as follows: **10.42% strongly agreed**, **69.10% agreed**, **19.44% disagreed**, and **1.04% strongly disagreed**. The average student rating for soft skill development opportunities was **2.89**, placing this item within the “**Good**” category. This result indicates that students generally perceive FMIPA Universitas Tanjungpura as providing sufficient access to soft skill development initiatives.

Suggestions and Input from Respondents

Several constructive suggestions and observations were conveyed by students regarding FMIPA's facilities and services:

-  **Responsiveness and Performance-Based Management**
 - Students hope that faculty leadership remains responsive to student complaints and follows up with continuous improvements.
 - A performance-based management approach is encouraged to ensure consistent service quality.
-  **Incremental Improvement Across All Aspects**
 - Facility upgrades across FMIPA should be carried out in stages to satisfy users and maintain equitable standards across all spaces.
 - Maintenance and updates should be ongoing, even for services already considered adequate, to sustain comfort and satisfaction.
-  **Facilities Between Old and New Buildings**
 - Disparities between the old and new buildings should be addressed, particularly regarding internet stability, malfunctioning projectors, and air conditioning units in older rooms.
 - Equal attention should be given to all learning spaces to ensure fairness in access and experience.
-  **Infrastructure and Environmental Conditions**
 - Specific calls were made to improve campus internet connectivity and fan availability in classrooms.
 - Cleanliness and environmental comfort should be maintained and continuously monitored.
-  **Canteen and Learning Support**
 - Students expressed the need for more adequate and complete canteen facilities.
 - Existing facilities are seen as supportive of the learning process, and efforts to maintain and optimize them are appreciated.

-  **Potential Development and Soft Skills**
 - Respondents encourage FMIPA to make full use of its potential and resources while expanding opportunities for student soft skill development.
-  **Recognition and Pride**
 - Several students expressed deep appreciation for FMIPA's efforts and referred to the faculty as “the best” and already providing satisfactory services—with hopes that it will keep improving further.
-  **Technical and Facility Maintenance**
 - Replace damaged projector cables and repair classroom fans that no longer function.
 - Enhance maintenance in older FMIPA buildings, focusing on Wi-Fi, seating, and air conditioning units.
-  **Digital Systems and Accessibility**
 - Improve the reliability of academic systems such as SIAKAD, minimizing service disruptions.
 - Ensure ease of access when requesting administrative documents and signatures.
-  **Infrastructure Development**
 - Provide a designated and spacious canteen area for the academic community.
 - Build a proper prayer facility in the new building, as current arrangements are considered uncomfortable.
 - Ensure sheltered parking areas in specific locations like the computer systems building.
-  **Space Allocation for Student Activities**
 - Allocate dedicated seminar and multipurpose halls for student and organizational events to reduce space constraints.
-  **Classroom Comfort and Learning Support**
 - Install fans in every classroom and replace uncomfortable seats.
 - Address cleanliness, lighting, and ventilation for improved learning comfort.
 - Provide adequate sports facilities to promote physical well-being.
-  **Religious and Sanitation Facilities**
 - Improve restroom facilities with proper wudhu areas and flowing water.
-  **Service Quality and Staff Attitude**
 - Strengthen administrative responsiveness and ensure timely handling of documents.
 - Encourage administrative and academic staff to maintain a professional and welcoming demeanor when assisting students.
-  **Student Satisfaction and Academic Goals**
 - Maintain efforts to produce high-quality MIPA graduates.
 - Ensure comfort and smooth processes for students as a key priority moving forward.
-  **Post-Pandemic Hope and Campus Environment**
 - Students expressed hope for a swift end to the COVID-19 pandemic, so they may once again experience the campus environment with full engagement.
-  **Administrative Responsiveness and Staff Attitude**

- Calls for improved staff friendliness and reduced indifference during service interactions.
- Criticism of delayed service delivery due to staff absenteeism or slow document handling, with a plea for punctuality and professionalism.
-  **Infrastructure and Facility Development**
 - Modernize and expand facilities to meet future academic demands.
 - Build larger prayer rooms to reduce overcrowding and enhance comfort.
 - Ensure shaded parking areas to protect vehicles from weather exposure.
 - Upgrade internet connectivity to support a more conducive classroom environment.
-  **Student Activities and Facility Access**
 - Provide dedicated and accessible rooms for student organizations (UKM), along with support for specialized labs such as GIS.
 - Streamline the process for reserving seminar or activity rooms to improve efficiency.
-  **Communication and Information Dissemination**
 - Requests for better-organized announcements and channels to distribute important information more effectively.
-  **Toilet and Worship Amenities**
 - Add wudhu facilities in campus restrooms, with reliable water access and suitable layout for religious practice.
-  **Commitment to Academic Quality**
 - Maintain and enhance existing strengths while addressing areas in need of attention.
 - Continue efforts to produce qualified graduates through comfortable and supportive facilities.
- Students requested that Wi-Fi access speed on campus be improved to better support academic activities. Additionally, they suggested reconsidering regulations that prohibit lying down in designated “Smart Areas,” noting that relaxing in such spaces can contribute positively to well-being and productivity.

F. Conclusion

The measurement of student satisfaction with service quality at FMIPA indicates that service aspect scores fall within the range of 2.51 to 3.25. When converted to a 100-point scale, this corresponds to 62.51–81.25, which is categorized as GOOD. Based on the analysis, several service aspects require improvement due to relatively low average scores. Specifically, students expressed dissatisfaction with the condition of classroom ventilation (fans), laboratory facilities, and the perceived need for an adequate cafeteria within the FMIPA faculty area.