

### **Analysis and Follow-up Plan for Student Satisfaction Survey Results in 2023**

- Students filled the survey with various sub-batches, the 2021 and 2022 cohorts, which are expected to be more representative.
- All respondents expressed very satisfied (83%) and satisfied (17%) with the reliability of lecturers, education staff, and managers in providing services.
- All respondents also expressed very satisfied (78%) and satisfied (22%) regarding the responsiveness of lecturers, education staff, and managers in quickly providing services.
- As many as 72% of respondents expressed very satisfied and the rest (28%) expressed satisfaction regarding empathy from lecturers, education staff, and managers in paying attention to students.
- A total of 89% of respondents assessed satisfied and very satisfied with the adequacy, accessibility, and quality of facilities and infrastructure at the Master of TIP.
- All respondents expressed very satisfied (78%) and satisfied (22%) with lecturers, education staff, and managers' ability to give students confidence that the services provided were following the provisions.

### **Feedback Summary and Follow-up (Plan)**

<b>Feedback</b>	<b>Follow-up Plan</b>
At the time of monitoring the learning process on the date, there were still complaints about the desktop speed and the brightness of the viewer lights in the 504 classrooms.	<ul style="list-style-type: none"><li>▪ A joint check has been carried out (Head of Study Program, Department Treasurer, person in charge of the room, and Faculty ICT Unit) in room 504, and the facilities complained about on July 24, 2023. At the joint check, it was agreed to upgrade the SSD and memory on the desktop-class and replace the lights on the viewer.</li><li>▪ The Faculty ICT Unit has implemented the replacement. The class is ready to be used for lecture activities in the Odd Semester 2023</li></ul>

Note: The Faculty level Quality Management Unit conducts the Satisfaction Survey institutionally.

Yogyakarta, 14 August 2023

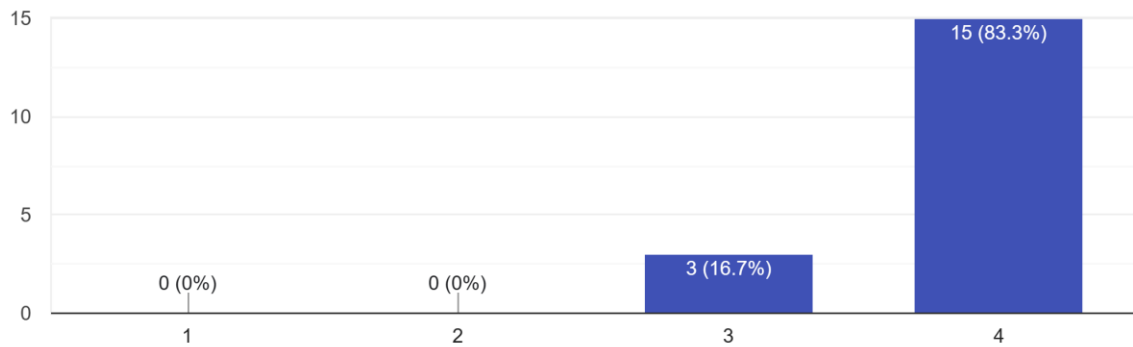
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18 responses

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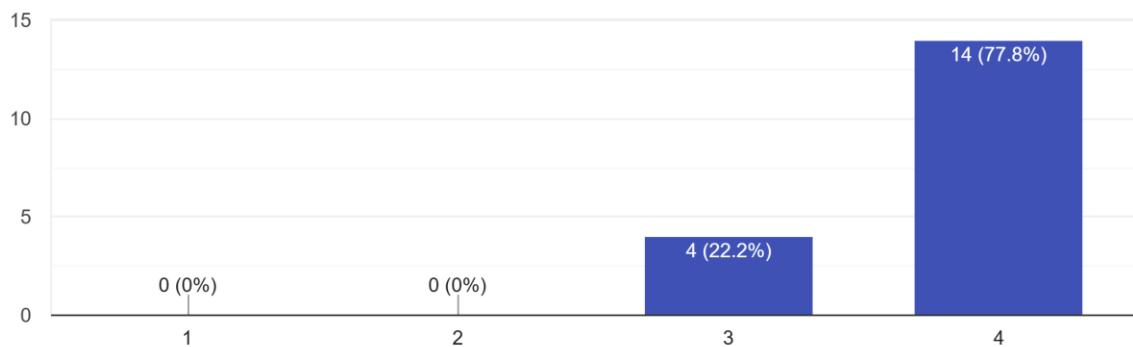
Bagaimana kepuasan anda terkait dengan keandalan (reliability) baik dosen, tenaga kependidikan, dan pengelola dalam memberikan pelayanan?

18 responses



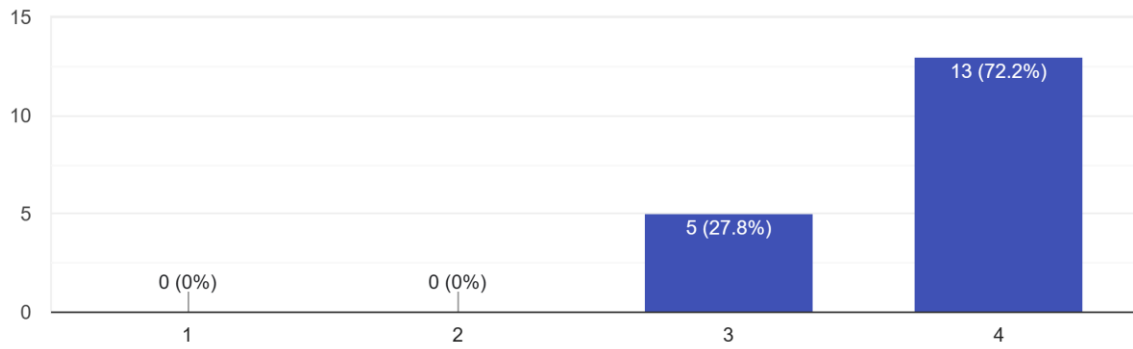
Bagaimana kepuasan anda terkait dengan daya tanggap dari dosen, tenaga kependidikan, dan pengelola dalam membantu mahasiswa dan memberikan jasa dengan cepat?

18 responses



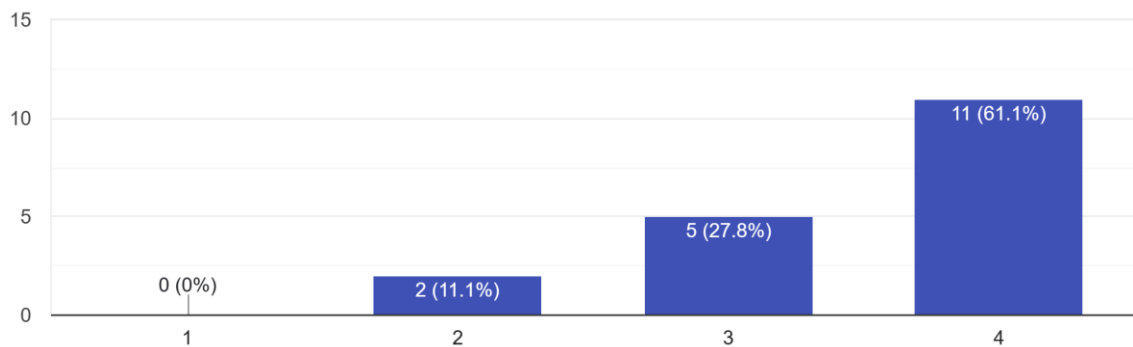
Bagaimana kepuasan anda terkait dengan empati (empathy) dari dosen, tenaga kependidikan, dan pengelola untuk memberi perhatian kepada mahasiswa?

18 responses



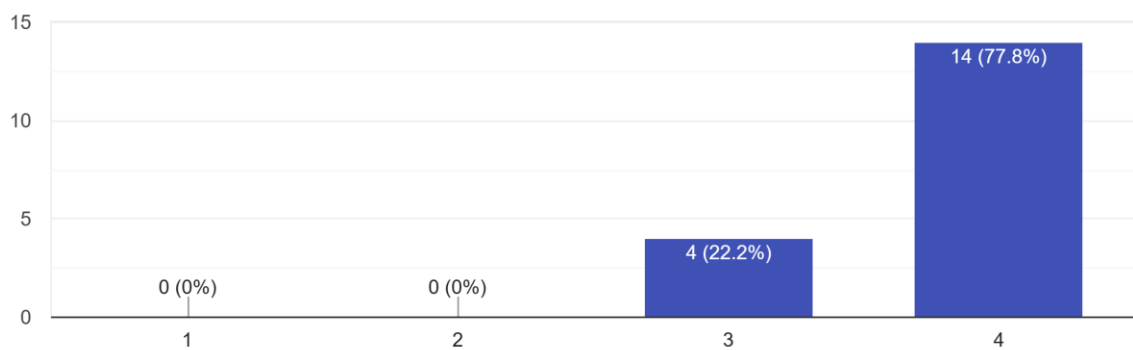
Bagaimana penilaian anda terhadap kecukupan, aksesibilitas, kualitas sarana dan prasarana?

18 responses



Bagaimana kepuasan anda terkait dengan kemampuan dosen, tenaga kependidikan, dan pengelola untuk memberi keyakinan kepada mahasiswa bahwa ...yang diberikan telah sesuai dengan ketentuan?

18 responses



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