



Integrated Twin Towers

Building Character Qualities:
for the Smart, Pious, and
Honorable Nations

UIN SUNAN AMPEL
SURABAYA

Student Satisfaction Survey Report

UIN Sunan Ampel Surabaya

2021



Quality Assurance Agency
UIN Sunan Ampel Surabaya
2022

Acknowledgment

Assalamu'alaikum Warabmatullahi Wabarakatuh,

First and foremost, let us express our gratitude and praise to the presence of Allah *Subhanahu Wa Ta'ala*, for, by His grace and guidance, we can compile the Student Satisfaction Survey Report of UIN Sunan Ampel Surabaya 2021.

I, as the head of the Quality Assurance Agency (LPM) at UIN Sunan Ampel Surabaya, extend my respectful thanks to the entire academic community, especially to the students who play a frontline role in fulfilling the campus's main roles and functions. This survey is a manifestation of our commitment to maintaining and improving the quality of services provided by UIN Sunan Ampel Surabaya. Every response and input provided by the students are highly valuable to us.

Through the collaboration and cooperation among students, faculty, educational staff, partners of *tridharma*, graduates, and users of UIN Sunan Ampel Surabaya graduates, we strive to continuously develop and enhance the quality of services provided by the campus. The Satisfaction Service Survey serves as a tool for us to evaluate our collective performance, identify areas for improvement, and respond to the needs and expectations of stakeholders.

Therefore, we want to emphasize that every input provided through this survey will be the basis for continuous improvement. We will make every effort to follow up on every constructive suggestion and criticism to create a better and conducive academic environment for the development of knowledge, morality, and character, in line with the motto of UIN Sunan Ampel Surabaya, "Building Character Qualities: for the Smart, Pious, and Honorable Nation."

Thank you for the active participation of all stakeholders in conveying their views and evaluations of the services we have provided. Through this synergy, we hope to continue advancing and improving the quality of education in the UIN Sunan Ampel Surabaya environment.

In conclusion, let us remain committed to being a part of positive change and providing our best contributions for the progress of our beloved UIN Sunan Ampel Surabaya. May Allah *SWT* continuously guide and bless our steps in the future.

Wassalamu'alaikum Warabmatullahi Wabarakatuh.

Surabaya, January 2022

Dr. Ali Mustofa, M.Pd.I.
Quality Assurance Agency
Chair

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A. Background

Universitas Islam Negeri (UIN) Sunan Ampel Surabaya is committed to providing quality education, involving not only the academic dimension but also holistic support services for students. To realize this commitment, UIN Sunan Ampel consistently conducts evaluations through student satisfaction surveys.

This satisfaction survey arises from a deep understanding that the success of education is not solely dependent on academic aspects alone. To what extent students feel comfort, support, and adequate services also play a crucial role in creating a positive study experience. This survey report aims to detail the views, expectations, and experiences of students regarding the services provided by UIN Sunan Ampel Surabaya.

Some fundamental considerations that underlie this survey include:

- 1) Recognition that holistic education requires comprehensive evaluation, including academic management, facility and infrastructure management, and student services.
- 2) Awareness of the dynamics of changing needs and expectations of students, which can be anticipated through this survey, allows UIN Sunan Ampel to be more adaptively responsive.
- 3) The initiative for this survey is motivated by active commitment to continually improve the quality of services, with the hope that survey results provide concrete insights for strategic improvements and developments.
- 4) The survey not only reflects the individual expectations of students but also measures the efficiency and effectiveness of services in achieving educational goals and student well-being.

By understanding the background of this survey initiative, it is expected that the resulting report can provide a comprehensive overview of the quality of services at UIN Sunan Ampel Surabaya. Additionally, this report is expected to serve as a strong foundation for further development to enhance the quality of education and student experiences at this university.

B. Respondent

The satisfaction survey was conducted in December 2021 targeting students of UIN Sunan Ampel Surabaya. The survey was conducted through the website <https://survey.uinsa.ac.id/>.

No.	Faculties	Numbers Study Programme	Respondent
1	Faculty of Adab and Humanities	4	1340
2	Faculty of Islamic Economics and Business	5	1949
3	Faculty of Social and Political Sciences	5	1669
4	Faculty of Psychology and Health	1	446
5	Faculty of Science and Technology	6	1205
6	Faculty of Sharia and Law	6	2004
7	Faculty of Education and Teacher Training	8	2474
8	Faculty of Ushuluddin and Philosophy	6	1579
9	Faculty of Da'wah and Communication	4	1412
10	Postgraduate	14	1379
Total			14837

C. Instrument

The survey instrument consists of 13 questions divided into three aspects as follows:

a) Management

- 1) Administrative and correspondence management services meet needs and are optimal.
- 2) Administrative services adhere to clean and service-oriented principles.
- 3) Administrative services utilize IT for user convenience.
- 4) Personnel provide services with excellent work culture, politeness, friendliness, and are perceived as excellent by users.

b) Facilities and Infrastructure Management

- 1) Ease of access to the internet and speed of access on campus.
- 2) Ease of use and fulfillment of needs in Single Sign-On (SSO).
- 3) Adequate working/study spaces.
- 4) Completeness of Laboratory facilities and infrastructure.

c) Student Affairs

- 1) The friendliness of officers/counselors in providing counseling services.
- 2) The provision of facilities for students (Sport Center and Student Center) has been done well.
- 3) Assistance in student activities has been carried out effectively.
- 4) Talent development programs have been tailored to the needs of students.
- 5) Friendliness of officers in providing scholarship and student welfare assistance services.

D. Scoring

The survey questionnaire requires respondents to choose one of the following options:

1 = Very Dissatisfied

2 = Dissatisfied

3 = Satisfied

4 = Very Satisfied

E. Categories of Satisfaction

The service satisfaction categories are based on the Minister of State Apparatus Empowerment Decision Number 14 of 2017, which involves first calculating the weighted average by the following formula:

$$IK = \sum_{j=1}^n \left(N_j x \frac{1}{n} \right)$$

IK= *Indeks Kepuasan* (Satisfaction Index)

N=Average value for each questionnaire question

n=Total number of questionnaire questions

j= Questionnaire question number, where j =1...n

j=Questionnaire question number, where j=1...n

The satisfaction index (IK) is likely calculated by taking the average (N) of the values for each questionnaire question (j), where there are 'n' total questions.

The subsequent categorization is based on the following table:

Perception Value	Interval Value	Conversion Interval Value	Quality	Category
1	1,00 – 2,59	25,00 – 64,99	D	Not Good
2	2,60 – 3,06	65,00 – 76,60	C	Poor
3	3,06 – 3,53	76,61 – 88,30	B	Good
4	3,53 – 4,00	88,31 – 100,00	A	Very Good

F. Results

The following are the results of the service satisfaction survey in four aspects: management, facilities and infrastructure management, and student affairs.

a) Management

Statement	Satisfaction Level								IK*	Category
	Very Satisfied		Satisfied		Not Satisfied		Very Satisfied			
	f	%	f	f	%	f	f	%		
Administrative and correspondence management services meet needs and are optimal.	6457	43.51%	6348	42.78%	2035	13.71%	0	0.00%	3.30	Good
Administrative services adhere to clean and service-oriented principles.	7094	47.80%	7211	48.59%	535	3.61%	0	0.00%	3.44	Good
Administrative services utilize IT for user convenience.	8352	56.28%	6034	40.66%	454	3.06%	0	0.00%	3.53	Very Good
Personnel provide services with excellent work culture, politeness, friendliness, and are perceived as excellent by users.	8088	48.02%	8058	47.84%	697	4.14%	0	0.00%	3.44	Good
Average									3,43	Good

b) Facilities and Infrastructure

Statement	Satisfaction Level								IK*	Category
	Very Satisfied		Satisfied		Not Satisfied		Very Satisfied			
	f	%	f	f	%	f	f	%		
Ease of access to the internet and speed of access on campus.	7226	48.69%	7082	47.72%	532	3.58%	0	0.00%	3.45	Good
Ease of use and fulfillment of needs in Single Sign-On (SSO).	7122	47.99%	7192	48.46%	526	3.54%	0	0.00%	3.44	Good
Adequate working/study spaces.	5857	39.47%	7028	47.36%	1955	13.17%	0	0.00%	3.26	Good

Completeness of Laboratory facilities and infrastructure.	8334	56.16%	6008	40.49%	498	3.36%	0	0.00%	3.53	Good
Average									3,42	Good

c) Student Affairs

Statement	Satisfaction Level								IK*	Category
	Very Satisfied		Satisfied		Not Satisfied		Very Satisfied			
	f	%	f	f	%	f	f	%		
The friendliness of officers/counselors in providing counseling services.	7848	52.88%	6069	40.90%	923	6.22%	0	0.00%	3.47	Good
The provision of facilities for students (Sport Center and Student Center) has been done well.	8272	55.74%	5807	39.13%	761	5.13%	0	0.00%	3.51	Good
Assistance in student activities has been carried out effectively.	7388	49.78%	5581	37.61%	1871	12.61%	0	0.00%	3.37	Good
Talent development programs have been tailored to the needs of students.	7299	49.18%	5649	38.07%	1892	12.75%	0	0.00%	3.36	Good
Friendliness of officers in providing scholarship and student welfare assistance services.	8327	56.11%	5639	38.00%	874	5.89%	0	0.00%	3.50	Good
Average									3,44	Good

G. ANALYSIS

- 1) The results of the student satisfaction survey on management show an overall positive picture. Administrative and correspondence services are rated as Good, with 43.51% of students feeling very satisfied, 42.78% satisfied, and 13.71% dissatisfied. Administrative services with clean and service principles are considered good, while administrative services adopting information technology receive an excellent rating. Although there are shortcomings in the work culture of officers, an average Satisfaction Index (SI) score of

3.43 indicates a satisfactory level of overall satisfaction. Further evaluation can provide insights to enhance strengths and address weaknesses in administrative management services, with a focus on specific aspects that require more attention.

- 2) The results of the student satisfaction survey on facilities and infrastructure management provide a positive overview of critical aspects. The ease of internet access and speed on campus, as well as the ease of use of SSO, is rated as Good, with 48.69% and 47.99% of students feeling very satisfied. The completeness of laboratory facilities and infrastructure also receives positive ratings, with 56.16% of students feeling very satisfied. Although adequate workspace/study space is rated Good, with 39.47% of students feeling very satisfied, there are challenges in this aspect, with 13.17% of students feeling dissatisfied. With an average Satisfaction Index (SI) score of 3.42, this survey reflects overall satisfaction with Facilities and Infrastructure Management, while also highlighting the importance of improving workspace/study space to meet the needs of students optimally.
- 3) The results of the student satisfaction survey on student affairs services show a positive level of satisfaction with various provided services. The friendliness of officers/counselors in providing counseling services is rated as Good, with 52.88% of students feeling very satisfied. The provision of facilities for student use, assistance in student activities, and interest and talent development programs are also rated as Good, with satisfaction percentages of 55.74%, 49.78%, and 49.18%, respectively. Satisfaction with the friendliness of officers in providing scholarship and student welfare assistance services reaches 56.11%, indicating positive acceptance of financial aid efforts. With an average Satisfaction Index (SI) score of 3.44, this survey reflects a good overall satisfaction level with student affairs services, providing a strong foundation for maintaining and continuously improving the quality of these services.

H. CONCLUSION AND FOLLOW-UP

1) Conclusion

- a) The survey results indicate that administrative management services at UINSA received positive overall ratings, although there are some shortcomings, especially in the work culture of the officers. Further evaluation is needed to enhance strengths and address weaknesses in these services.
- b) The facilities and infrastructure management at UINSA also received positive ratings, especially in terms of internet access, the use of SSO, and the completeness of laboratory facilities. However, challenges exist in the aspect of adequate

workspace/study space, which requires special attention to meet the needs of students optimally.

- c) Student affairs services at UINSA are highly rated by students, especially in terms of counseling services, the use of student facilities, student assistance, and interest and talent development programs. The high level of satisfaction indicates positive acceptance of financial aid efforts. An overall good Satisfaction Index (SI) score of 3.44 provides a strong foundation for maintaining and improving the quality of student affairs services at UINSA.

2) Follow-up

- a) Follow-up actions based on the survey results of administrative management services at UIN involve concrete steps to improve strengths and address identified weaknesses. Implementing training and developing the work culture of officers can be an initial step to enhance interactions with students. Additionally, the use of information technology in administration can be improved to enhance efficiency and user accessibility.
- b) For facilities and infrastructure management, follow-up actions may involve improving the infrastructure of adequate work/study spaces by evaluating and enhancing available facilities. The management of information technology and the use of SSO can be continually improved to maintain a high level of satisfaction. Continuous evaluation of student needs and expectations is also crucial to ensure that facilities and infrastructure meet desired standards.
- c) Student affairs services that received positive ratings require ongoing maintenance and improvement. Efforts can be focused on improving the quality of counseling services, developing student facilities, and enhancing support for student activities. Additionally, interest and talent development programs can be continually adjusted to meet student needs.

I. CLOSING

In this student satisfaction survey report, perspectives, expectations, and experiences of students regarding various service aspects at UIN Sunan Ampel Surabaya have been disclosed. The survey results indicate an overall positive picture regarding administrative management services, facilities and infrastructure management, and student affairs services. The high level of

satisfaction reflects UIN Sunan Ampel Surabaya's commitment to providing optimal services to students.

Planned and sustainable follow-up actions are the key to improving service quality. Improvement measures for the work culture of officers, infrastructure for work/study spaces, and enhancing the quality of student affairs services should be prioritized. Periodic evaluations and responsiveness to changes in student needs are also integral parts of service maintenance and development efforts.

Through this report, it is hoped that UIN Sunan Ampel Surabaya can continue to optimize services to create a conducive academic environment and ensure that student satisfaction and well-being remain the primary focus. With the cooperation and collaboration of all parties, UIN Sunan Ampel Surabaya can achieve higher achievements in providing competitive and quality services.