



SATISFACTION SURVEY REPORT

MASTER ENVIRONMENTAL SCIENCE

DIPONEGORO UNIVERSITY

SEMARANG

2019

SATISFACTION SURVEY UNIT

College : Diponegoro University

Study Program Management Unit : Graduate School

Program Type : Master

Study Program Name : Master of Environmental Science

Address : Jalan Imam Bardjo, SH No. 5 Semarang

Phone number : (024) 8453635

E-mail and Website : mil@live.undip.ac.id and www.mil.undip.ac.id

PT Establishment Decree : Government Regulation Number 7 of 1961

Date of Decree of Establishment of PT : October 15, 1960

Signing Office

SK Establishment of PT : President

PS Opening Decree Number 2) : Decree of the Director General of Higher Education No. 130/Dikti/Kep/2000

PS Opening Decree Date : May 1, 2000

Signing Office

PS Opening Decree : Directorate General of Higher Education

First Year

Accepting Students : year 2000

Latest Rating

PS . Accreditation : A

SK number BAN-PT : SK: 973/SK/BAN PT/Akred/M/IX/2015

List of Study Programs in the Study Program Management Unit (UPPS)

No.	Program Type	Study Program Name	Study Program Accreditation			Number of students during TS 4)
			Status/ Rank	No. and Date. SK	date Expired	
1	2	3	4	5	6	7
1	Master	Master in Environmental Science	A	SK: 973/SK/BAN PT/Akred/M/IX/2015	09-20-2020	109
2	Master	Master in Epidemiology	A	LAM-PTKes No. 0088/LAM-PTKes/Akr/Mag/II/2019	22-02-2024	67
3	Master	Master in Information Systems	A	1004/SK/BAN-PT/Akred/M/IV/2018	10-04-2023	125
4	Master	Master in Energy	B	4891/SK/BAN-PT/Akred/M/XII/2017	19-12-2022	24
5	Doctoral	Doctor of Environmental Sciences	A	543/SK/BAN-PT/Akred/D/II/2018	20-02-2023	75
amount						400

TEAM SATISFACTION SURVEY

Name : Dr. eng. Maryono, ST, MT

NIDN : 0011087503

Position :

Charging Date :

Signature :

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Name : Dr. Ing. Sudarno, ST, M.Sc.

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Position :

Charging Date :

Signature :

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Name : Mochamad Arief Budihardjo, ST, M.Eng.Sc., Ph.D.

NIDN : 0030097402

Position :

Charging Date :

Signature :

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Position :

Charging Date :

Signature :

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FOREWORD

Praise and gratitude we pray to Allah SWT for His grace and guidance so that we can complete the preparation of the satisfaction survey Report of the Masters Environmental Science (MES)

This survey was prepared based on the Guideline from National Accreditation Board for Higher Education (BAN-PT) in 2019. The main objective is to evaluate MES services to stakeholders.

Semarang, Desember 2019

Drafting team

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CHAPTER I INTRODUCTION

The satisfaction survey Report covers the satisfaction among stakeholder in MES dan School of Postgraduate Studies, who are responsible for organizing study programs. This survey is conducted to evaluate MES services BAN PT REGULATION especially for satisfaction survey. This report survey result and respond for improving MES services. Moreover, this survey is desigend to running continuously improve the quality.

CHAPTER II. SATISFACTION REPORT

1. Student Satisfaction Survey

1.1 Qstionnaire Result

The measurement of the satisfaction of stakeholders which includes students, lecturers, education staff, graduates, users and partners is carried out using a questionnaire. Questionnaires are given to stakeholders on a regular basis. The questionnaire is located on the website of the MIL study program, so that every stakeholder can access it easily. The results of the questionnaire are recorded from the website to be analyzed and published on the study program website.

The following is the measurement result of student satisfaction with management services at SPs and study programs. Aspects that are measured are reliability, responsiveness, assurance, and empathy from managers in providing services to students. In addition, other management services such as administrative services, examinations, and graduations are also available.

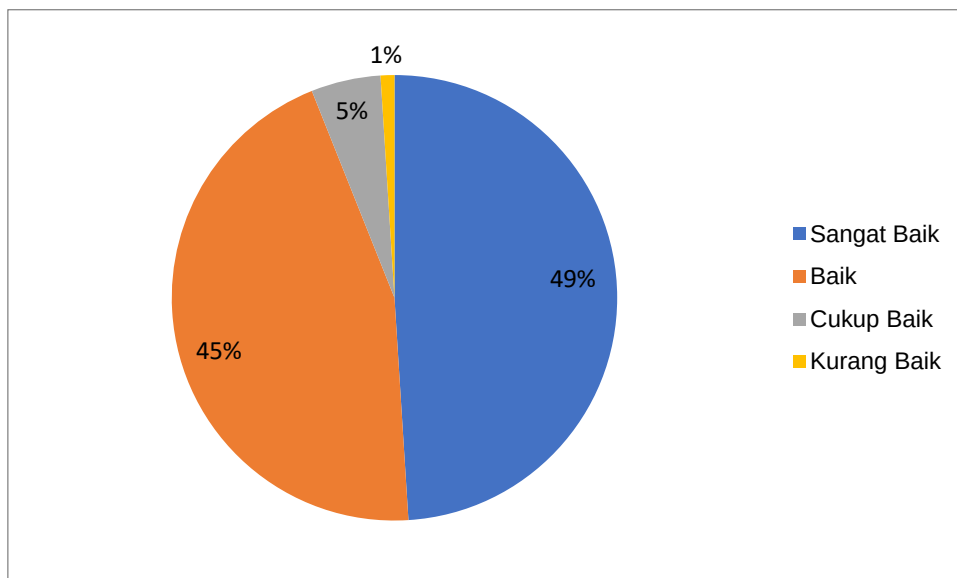


Figure 1 Graph of Student Satisfaction with Management Services

Based on the graph, students who think that student service is very good as much as 49%, good as much as 45%, quite good 5% and not good as much as 1%. Thus, it can be concluded that most students are satisfied with the management services in SPs and study programs.

In addition to students, the measurement of satisfaction with management services is also carried out for education staff. The following is a graph of the satisfaction of education personnel with management services in SPs and MIL study programs.

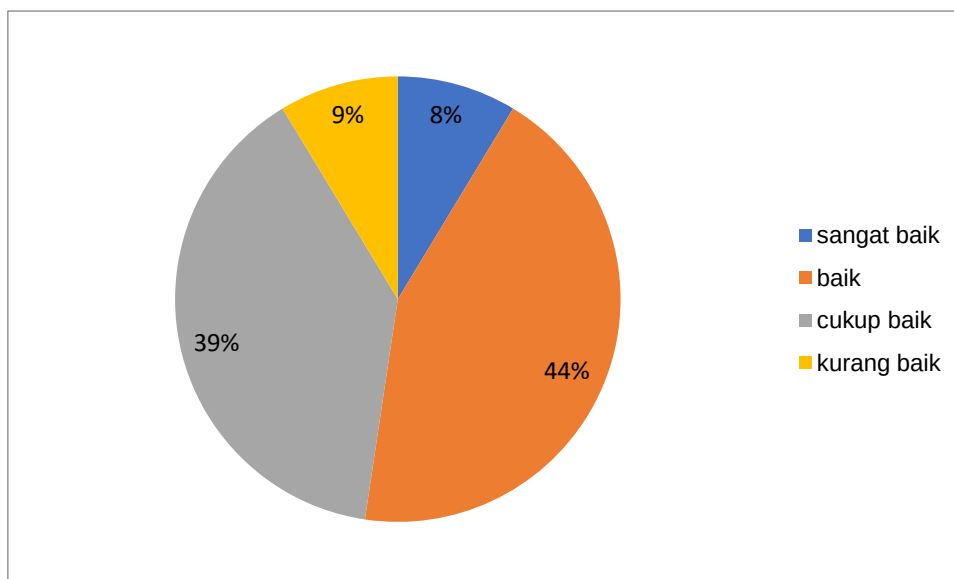


Figure 2 Graph of the Level of Satisfaction of Education Personnel with Management Services

Based on the graph, education personnel who think that management services in SPs and MIL study programs are very good as many as 8%, good 44%, quite good 39% and not good as much as 9%.

Measurement of satisfaction with SPs and PSMIL management services is also carried out for graduates. The measurement of satisfaction was carried out by a survey using a questionnaire found on the PSMIL website. The results of the survey are shown in the following graph.

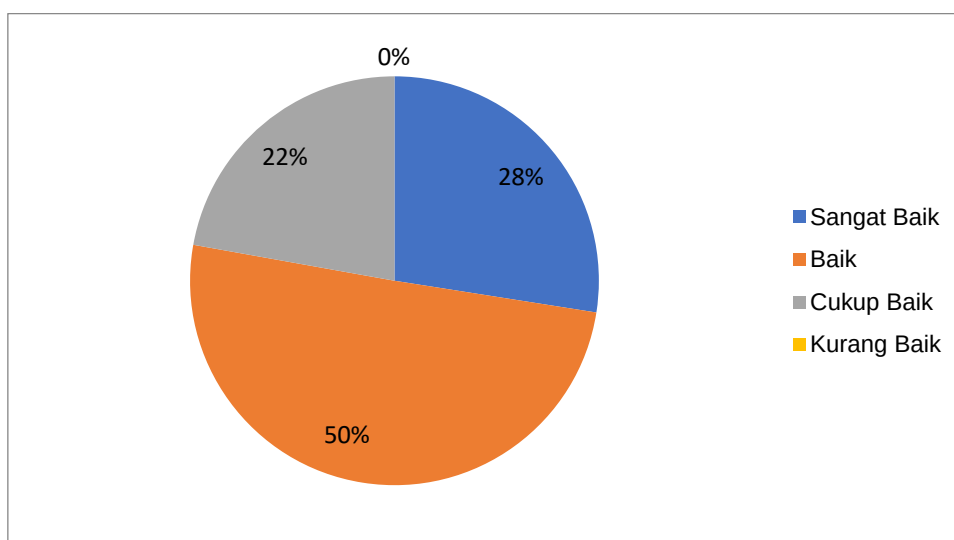


Figure 3 Graph of Graduate Satisfaction with Management Services

Based on the graph, the number of graduates who think that management services at SPs and PSMIL are very good are 28%, good 50% and 22% quite good. So it can be concluded that graduates are satisfied with the management services at SPs and PSMIL.

A survey of the level of satisfaction with management services was also conducted for graduate users. The survey was conducted using a questionnaire given to graduate users

through the PSMIL website, so that graduate users can fill out easily. Based on the results obtained, there were 100 graduate users who filled out the questionnaire. The results of the satisfaction level survey are presented in the following graphic form.

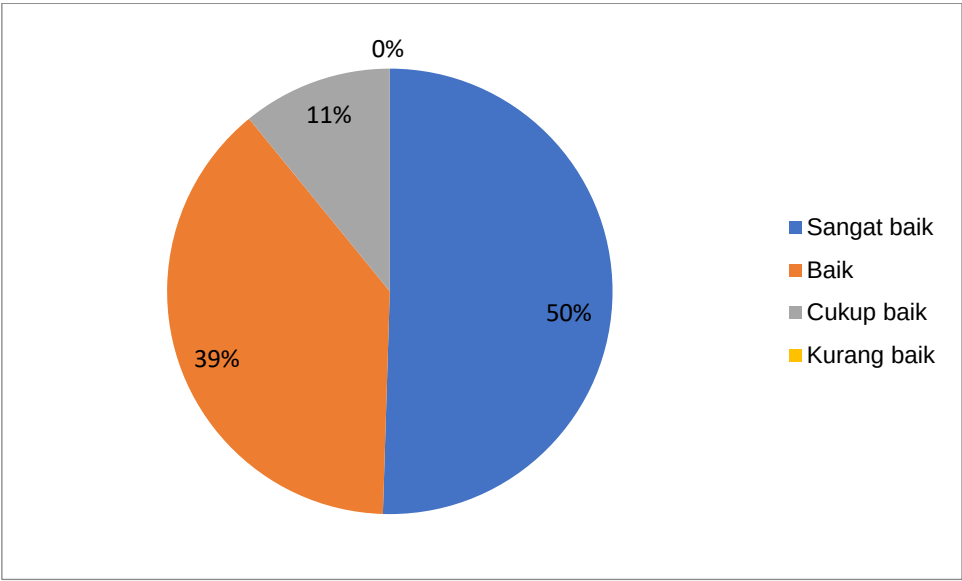


Figure 4 Graph of Graduate User Satisfaction with Management Services

Based on the graph, 50% of graduate users think that the management services at SPs and PSMIL are very good, while 39% think it is good and the remaining 11% think it is quite good.

Measurement of satisfaction is also carried out on partners who work with SPs and PSMIL. Measurement of satisfaction is carried out using a survey found on the PSMIL website. There are 16 partners working with SPs and PSMIL. Based on the results of the survey that has been carried out, the results are as shown in the graph below.

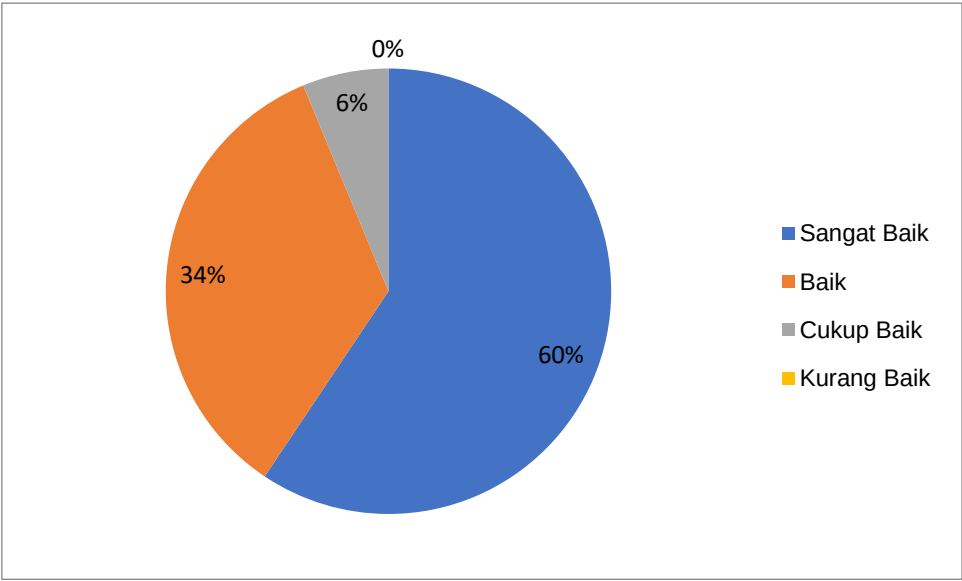


Figure 5 Graph of Partner Satisfaction with Management Services

Based on the graph, partners who think that cooperation management services at SPs and PSMIL are very good are 60%, good 34% and quite good 6%. So it can be concluded that partners are satisfied with the cooperation management services at SPs and PSMIL. SPs and PSMIL continue to improve their cooperation with foreign and domestic parties. Increased collaboration can be done by increasing the number and types of research and community service so that the collaboration that can be done can also increase.

1.2 Conclusion of Evaluation Results and Follow-up

Monitoring and evaluation of the implementation of the civil service system is carried out by UPPS and is used to determine the direction of the sustainability policy of the civil service system. UPPS and PS MIL always evaluate the civil service system that is being carried out and determine the next steps in the implementation of the civil service system.

Furthermore, a follow-up plan is carried out on the results of the satisfaction measurement in each of the measured aspects. The follow-up plan is to improve management services that are still not good and improve management services that are already good. Improvement of management services is carried out by providing managerial training to management managers in SPs and PSMIL. Managerial training is carried out on all aspects, namely reliability, responsiveness, assurance, empathy and about other services, namely administrative services, examinations and graduations. After that, periodic evaluation of management services is carried out.

1.3 Relevant Rules

Background

In line with Undip's mission to produce superior and competitive graduates, the MIL study program requires student standards that are able to accommodate the needs of students, stakeholders from the professions, graduate users and the general public. The student standards consist of policies regarding recruitment methods and student selection systems, standard achievement strategies, key performance indicators, additional performance indicators, evaluation of performance achievements, student quality assurance, user satisfaction and conclusion of evaluation results and follow-up.

Policy

Based on the 2012 UNDIP Academic Regulation (PERAK) the recruitment of prospective new students is organized in an integrated manner and managed by the Undip Educational Development and Quality Assurance Institute (LP2MP).

Quality documentNew student admissions as referred to above are contained in the following regulations:

1. Regulation of the Minister of National Education of the Republic of Indonesia Number 34 of 2010 concerning the Pattern of New Student Admissions for Undergraduate Programs in Higher Education Organized by the Government.
2. Regulation of the Minister of Research, Technology and Higher Education Number 2 of 2015 concerning New Student Admissions for Undergraduate Programs at State Universities.
3. Regulation of the Minister of Research, Technology and Higher Education Number 45 of 2015concerning amendments to the Regulation of the Minister of Research,

Technology and Higher Education Number 2 of 2015 concerning New Student Admissions for Undergraduate Programs at State Universities.

In addition, there is also a university policy regarding student representation and participation in designing, managing and evaluating curriculum and other matters relating to students.

Standard Achievement Strategy

The achievement strategy carried out by SPs:

1. The university leadership coordinates with the vice deans for academic and student affairs
2. Faculty leaders regularly coordinate with department heads and study program heads
3. SPs organize trainings to improve the competence of lecturers in teaching.

Key Performance Indicators for student

a) Quality of Student Input

The recruitment method and selection system for PS MIL student admissions are as follows:

Undip PSMIL accepts students from Strata 1 programs in various fields of science. For prospective students who are interested, are required to register and fill out an online registration form directly to the Undip website at <http://um.undip.ac.id/umpasca2014>, as well as following the selection stages held by the Diponegoro University Admission Center.

Selection Stage, includes:

- a. Academic Potential Test (TPA), to find out the talents and abilities of prospective new students in the scientific and academic fields.
- b. The English test is intended to determine the ability of prospective new students to speak English.
- c. Interview test, to determine the readiness of prospective students in attending lectures and readiness in thesis research.

The test results of each candidate are then submitted by the admission office at LP2MP to the Undip Postgraduate Program, which then closes them with the study program to determine the names that can be accepted/rejected. Prospective students can be accepted if they meet the graduation criteria for prospective students. The list of names of prospective students who pass the selection is reported to the Undip Chancellor to be determined as prospective students who are accepted as master students in the Undip MIL Study Program. Registration information and test results are announced via the website www.psil.undip.ac.id, by letter, telephone, or email to each prospective student.

The requirements to become an Undip PSMIL student refer to the New Student Admission Guidelines for the MIL Study Program, namely:

1. Holder of a Bachelor's Degree in Exact Sciences and Social Sciences.
2. Having sufficient academic ability with a GPA 3.00, TPA results 475, TOEFL results 450 and is considered capable of pursuing master's education.
3. Received a recommendation from two undergraduate lecturers, as far as possible the Academic Supervisor of S1 Prospective Students. If it is not possible a recommendation can be given by another authorized person (direct supervisor at the agency concerned).
4. In good health with proof of health certificate from a doctor.
5. Exempted from the main task at the institution (for those with learning tasks).
6. Pay the registration fee.

New Student Admission Decisions are made based on the principles of equity, academic ability, inclusiveness, academic achievement, sports, arts and religion. The equity principle guarantees equal opportunities for prospective new students to be accepted as Diponegoro University students. Academic achievement means that academic ability is one of the main factors to determine new students. Sports, arts, and religion are non-academic achievements as other factors that are considered in determining new student admissions. Mastery of sports, arts, and religion is proven through tests conducted by the Selection Team.

The New Student Admissions Decision Making System involves the Chancellor, LP2MP, and the Dean of Diponegoro University. Before the PMB data is discussed at the university level, SPs select the test results for prospective new students by involving study programs. The results of the SPs decisions are submitted to the Chancellor through LP2MP as material for the PMB determination meeting. Furthermore, the decision-making for new student admissions is made based on a leadership meeting chaired by the Chancellor assisted by the Head of LP2MP as the unit that carries out the recruitment of prospective new students. The results of the meeting to determine the acceptance of new students were ratified through the Rector's Decree concerning New Student Admissions at Diponegoro University with the attachments of the names of participants who were declared to have passed the Written Examination selection.

The number of registrants in the MIL study program in 2015 was 51 people, then increased in 2016 to 60 people. In 2017 the number of registrants decreased to 53 people and in 2018 it increased to 52 people. Meanwhile, in 2019 the number of registrants was 58 people. Based on these data, it can be seen that the number of registrants has increased from 2017 to 2019.

The number of new students accepted in 2015 was 42 people. This number increased in 2016 to 55 people. Then it fell in 2017 to 22 people and increased again in 2018 to 36 people. Meanwhile, in 2019 the number of new students accepted was 34 people. The ratio of the number of registrants to the number of new students based on the table is 1: 0.7. The following is a graph of the ratio of the number of applicants to the number of students in the MIL study program from 2016 to 2019.

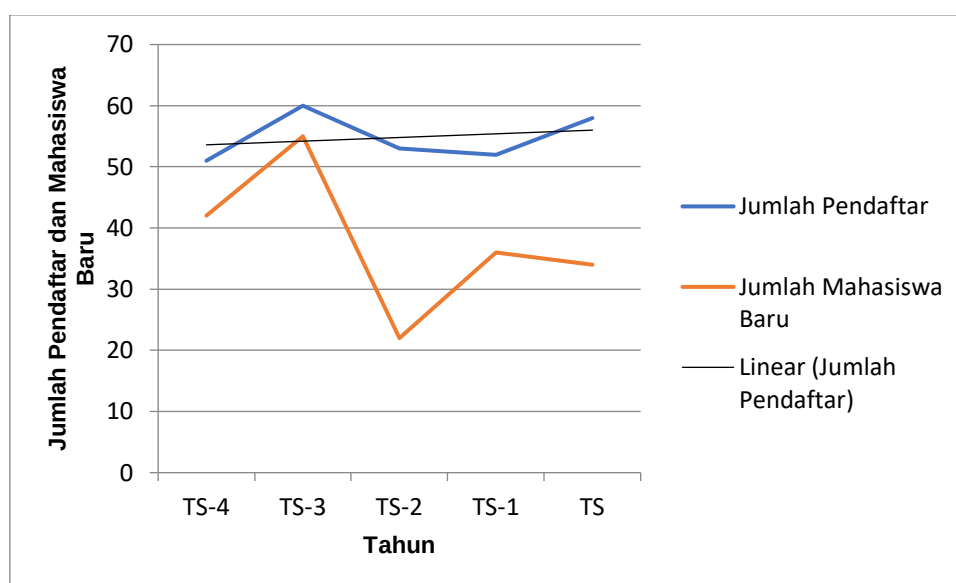


Figure 6 Graph of the Ratio of the Number of Registrants to the Number of New Students

Based on Figure 2.10, it can be seen that the number of new students has increased from 2017 to 2019. The number shown in the table shows a trend of increasing the number of new students by 10%. The following is a graph of the number of new students from 2015 to 2019.

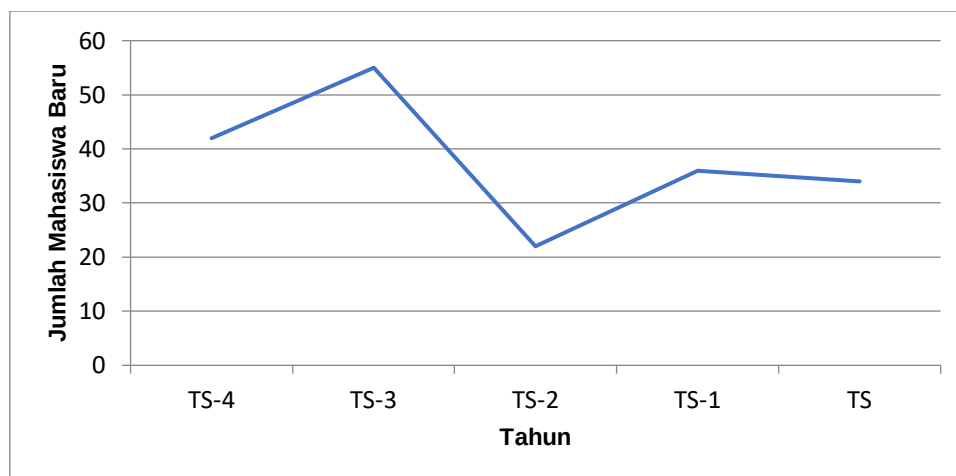


Figure7New Student Number Chart

b) Study Program Attraction

SPs have international appeal, as evidenced by the presence of foreign students who choose to continue their studies at SPs. PSMIL is one of the postgraduate programs where every year there are foreign students from the Middle East region, one of which is Libya. There are 5 foreign students registered at MIL, consisting of 3 full-time foreign students and 2 part-time foreign students. The number of foreign students continues to be increased by increasing cooperation with foreign universities. This collaboration can attract the attention of foreign students to continue their education in the MIL study program.

SPs make efforts to increase the interest of prospective students by holding promotional activities. This promotional activity was carried out together with Undip and the DIL study program. The form of promotion carried out is conducting educational exhibitions, distributing posters and brochures regarding new student admissions to various universities and government agencies, both central and regional. In addition, promotion is also carried out by placing banners, press releases and advertorials in the mass media.

Another effort made by SPs in increasing the interest of prospective students is to carry out academic and non-academic activities that can attract public attention, such as community service, seminars and public lectures.

The following is a graph of the number of applicants in the MIL study program in the last 3 years.

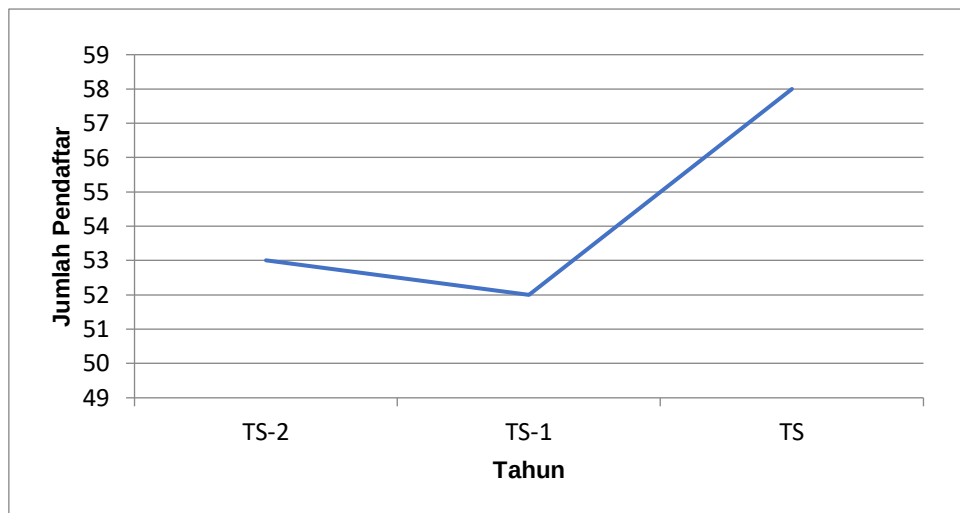


Figure 8 Number of Registrants Grafik

Figure 2.12 shows that from 2017 (TS-2) to 2019 (TS) the number of registrants in PSMIL has decreased and increased.

Meanwhile, the following is a graph of the percentage of foreign students in the MIL study program from 2017 to 2019. As many as 1% of all students in the Undip SPs are foreign students. The number of foreign students in the Undip SPs is 7 students for 2019. This number is an accumulation between full-time foreign students and part-time foreign students in SPs. These foreign students are in the MIL and DIL study programs. In other study programs there are also foreign students but 2 students have graduated in 2018.

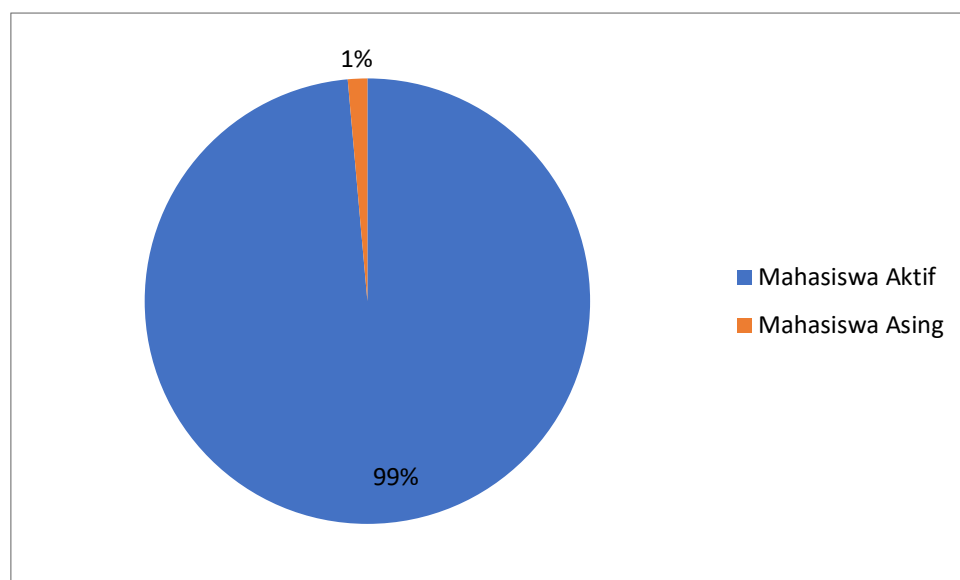


Figure 9 Comparison Graph of Foreign Students with Active Students

c) Student Services

Diponegoro University students are supported by a variety of good student services, consisting of:

1. Reasoning, interests and talents

Undip Career Center is a career preparation and development institution, which works in a professional and modern manner, supported by experts, professionals, practitioners in various fields and academics with the aim of realizing an efficient and effective career management and system.

2. Career and entrepreneurship guidance

Career and entrepreneurship guidance at Diponegoro University is also carried out by the Undip Career Center (UCC). UCC has services in interest and talent search and entrepreneurship guidance.

3. Welfare (guidance and counselling, scholarship services, and health services)

In order to ensure the welfare of students, at Undip there are several services for students. At Diponegoro University there is JAPSI (Psychological Services) which is a guidance and counseling service managed by the Undip Faculty of Psychology. As for academic guidance, every student at Undip has a guardian lecturer who guides them in academics. The scholarship services contained in SPs are.....

The health services provided by Diponegoro University for Undip students are polyclinics and the Diponegoro National Hospital. All student services are easily accessible. In addition, the quality of student services is also guaranteed.

Additional Performance Indicators

Student performance indicators that apply in SPs are based on higher education standards set by universities, namely as follows:

1. Increased student involvement in scientific activities and honing science and technology-based entrepreneurship
2. Increased student capacity in publishing
3. Increasing the number of D3 and S1 students who graduate quickly or on time
4. Increasing number of D3/S1 students graduating with GPA 3.00
5. Increasing the number of achievements/students at national level
6. Increasing the number of achievements/students at international level
7. Increasing the number of student delegates sent to national activities
8. Increasing the number of student delegations sent to international activities
9. Increased number of interpersonal skills training and activities
10. Increased percentage of students involved in student activities
11. Increasing the number of student entrepreneurship activities financed by Undip national/internal funding/other parties
12. Increasing the number of funded student creativity program (PkM) proposals
13. Increasing the number of students involved in PkM kegiatan activities
14. Increasing the number of scientific works of undergraduate students published/seminarized
15. Increasing the amount of student competitive research aid allocation (internal UNDIP)

Performance Achievement Evaluation

Work performance analysis is done by making a SWOT against student standards, which consists of internal and external factors. On the internal factors there are strengths (Strengths) and weaknesses (Weakness), while on external factors there are opportunities (Opportunities) and challenges (Threats). The following is a SOWT analysis for student standards in the MIL study program.

Table 1 Achievement of Performance Standards

Internal factors			
No	Component	Strength (S)	Weakness (W)
1	Student recruitment system	• New student recruitment system using TPA, TOEFL and interviews • Involve the leadership in making new student admission decisions • Recruiting new students from abroad	• Lack of competition in new student admissions
2	Student profile	• Students come from various fields of science • Students come from various institutions • The number of fresh graduate students is increasing • There are students from abroad	• Many students are employees
3	Study program attraction	• There are foreign students	• High tuition fees
4	Student service	• There are student services in the form of: - Guidance and counseling - Scholarship service - Health services	• Lack of information regarding student services provided
External factors			
No	Component	Opportunity (O)	Threat (T)
1	Student recruitment system	• Easy and simple selection process	• There are similar study programs at other universities perguruan
2	Student profile	• There is an enthusiasm of students from abroad who enter MIL • There are various kinds of scholarships at MIL	• High tuition fees • High scholarship requirements • Many scholarship offers from outside the study program •
3	Study program attraction	• The study program opens 2-3 times of registration in 1 academic year	• Other universities have the same study program
4	Student service	• Undip provides student services	• Students choose services outside the study program

Evaluation of performance results against student standards is to improve existing deficiencies by increasing strengths and taking advantage of existing opportunities and facing challenges.

Student Quality Assurance

Each study program at SPs has organized learning programs according to the content standards, process standards, and assessment standards that have been set. Availability of monitoring system for progress, academic performance, and student load. Creating a psychological environment that supports the education and research process for students.

The implementation of quality assurance in SPs that has been carried out follows the cycle of determination, implementation, evaluation, control and continuous improvement (PPEPP). Quality assurance is carried out by the quality assurance team in SPs and study programs. Valid evidence contained in the SPs is the existence of an internal quality assurance system (SPMI) document. Quality assurance is carried out based on the document.

Student quality assurance is carried out from the recruitment system for new student candidates. The new student recruitment process is carried out based on the Quality Assurance Manual and the New Student Admission Procedure Manual. Based on the Diponegoro University quality document, the new student recruitment system includes:

1. New student admissions policy/approach
2. New student admission criteria
3. New student admission procedure
4. New student admission instrument
5. Decision making system

Evaluation of student quality assurance is carried out by the Quality Assurance Team (TPM) together with the dean and vice dean for academic and student affairs. Evaluation is carried out on reports on the implementation of student quality assurance activities. After that, TPM together with the dean and vice dean for academic and student affairs discussed solutions to existing problems and provided suggestions for continuous improvement.

2. User Satisfaction

Student services provided at SPs and PSMIL are guidance and counseling, scholarships, reasoning of interests and talents, career and entrepreneurship guidance, and health services. The MIL study program conducted a survey of student satisfaction with student services using a questionnaire given to students. The questionnaire contains questions that can be used to assess student satisfaction with the student services provided. The results obtained from the questionnaire are as many as 50% of respondents think that student services in SPs and MIL study programs are good, 42% are very good, 7% are quite good and 1% are not good. The following is a graph of the percentage level of student satisfaction with student services at SPs and MIL study programs.

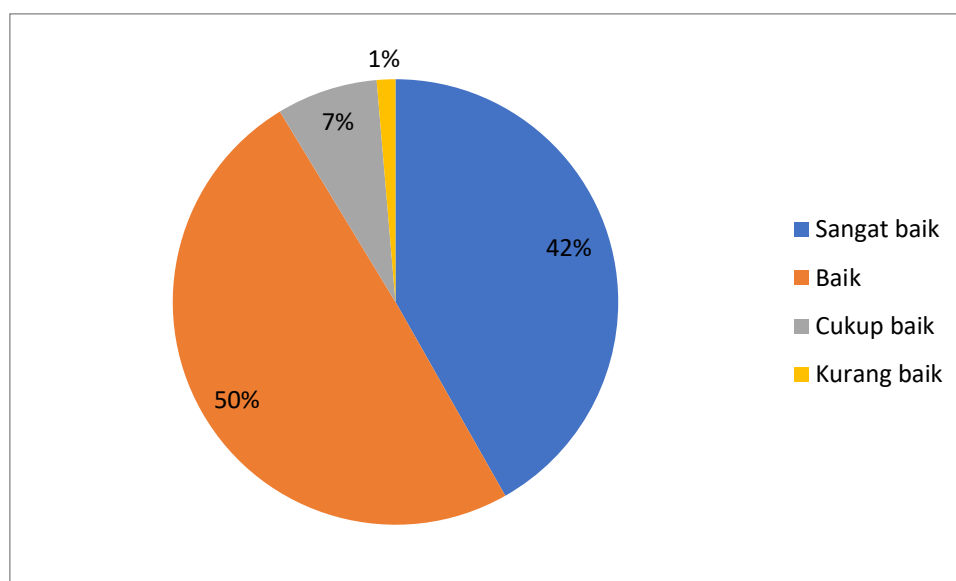


Figure 10 Graph of Student Satisfaction with Student Services

Evaluation Results and Follow-up

Monitoring and evaluation activities related to student affairs are used to determine policy directions in student admissions and improving student quality. The form of evaluation related to students at PS MIL is by monitoring the number of PS MIL enthusiasts both at home and abroad.

Based on the results of a survey of student services, there are still students who are not satisfied with the student services. Therefore, improvements were made to the deficiencies in the student services. Service improvements are made to guidance and counseling services, scholarships, reasoning and talent, career and entrepreneurship guidance, and health services. In addition, it also continues to improve the existing student services.

3. Staff Satisfaction Survey

Staff satisfaction survey is measured by conducting a survey of lecturers and education staff at SPs and PSMIL. The survey was conducted using a questionnaire found on the PSMIL website. The aspect that is measured is the level of satisfaction of lecturers and education staff with HR management and development services. The following is a graph of the results of the survey that has been carried out, the level of HR satisfaction is expressed in percentages.

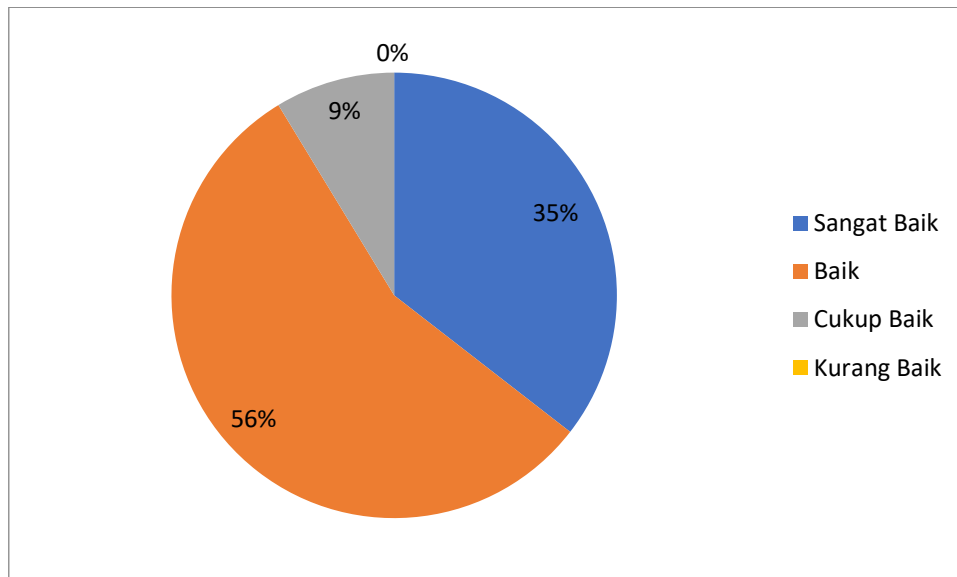


Figure 11 Graph of Lecturer Satisfaction Levels with HR Management and Development Services

The results of the lecturer satisfaction survey on the management and development of HR in SPs and PSMIL show that 56% of lecturers think that the management and development of HR in SPs and PSMIL is good, and 35% think very well and 9% think it is quite good. So it can be concluded that the lecturers are satisfied with the management and human resource development services at SPs and PSMIL. However, the service must be improved. Steps that can be taken are to improve the quality of management services and human resource development training involving lecturers.

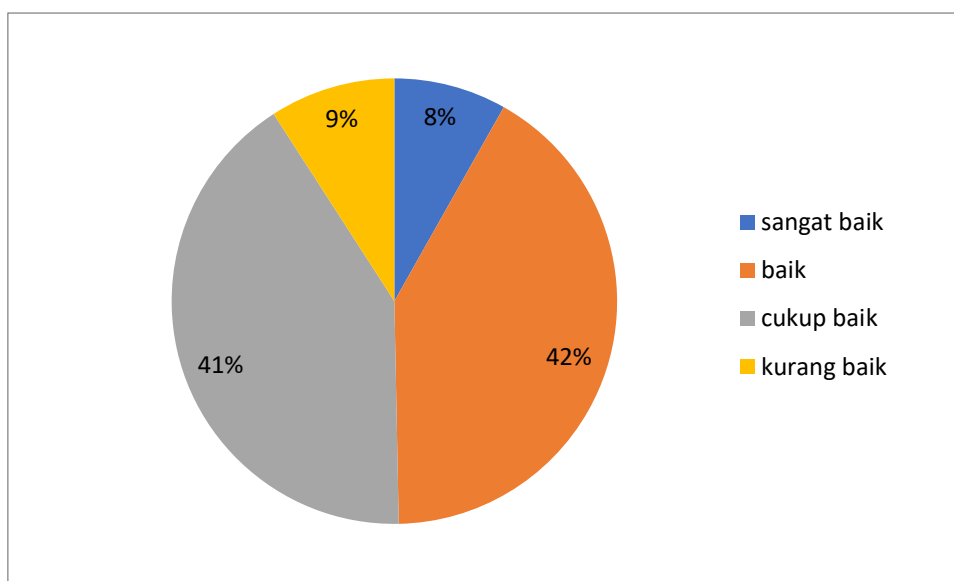


Figure12 Graph of Education Personnel Satisfaction Level with HR Management and Development Services

Based on the graph, HR believes that HR management and development services at SPs and PSMIL are very good as much as 8%, good as much as 42%, quite good as much as 41% and not good at 9%. These results indicate that there are still human resources who are dissatisfied with the management and development services of human resources in SPs and PSMIL. However, most of them feel that the services for managing and developing human resources at SPs and PSMIL are good. For this reason, SPs and PSMIL improve HR management and development services by conducting training for HR. The training aims to improve the capabilities of HR in accordance with their field of expertise.

Conclusion of Evaluation Results and Follow-up

Based on data related to human resources in the existing SPs and PSMIL, the number of lecturers who have expertise in accordance with the subjects being taught has met 100%. Then the comparison of lecturers' academic positions where the number of professors and head lecturers is more than 80%. The performance of lecturers as indicated by the recognition of their expertise, research, PkM, publications, and research outputs have shown good results. However, the number of research and PkM has decreased over the last 3 years. Evaluation of human resources is carried out using a survey in the form of a questionnaire given to education staff and DTPS. Based on the survey conducted, the results show that most of the education staff and DTPS are satisfied with the HR management and development services. However, there are still educational staff who are dissatisfied with HR management and development services. Therefore, HR management and development services must continue to be improved. Improvement of HR management and development services is carried out by improving the quality of management and the quality of HR as managers. This is done by involving HR in training activities related to HR management and development.

4. Satisfaction of Finance, Facilities, and Infrastructure

Measurement of the academic community's satisfaction with financial management services and infrastructure was carried out using a survey in the form of a questionnaire given to academicians at SPs and PSMIL. The questionnaire is found on the PSMIL website, so that the academic community can fill it out easily. The survey was conducted on education staff, lecturers and students. The results of the survey are presented in the following 3 graphs, namely a graph of the satisfaction of education staff with financial management services and infrastructure, a graph of lecturer satisfaction with finance and infrastructure and a graph of student satisfaction with financial management services and infrastructure.

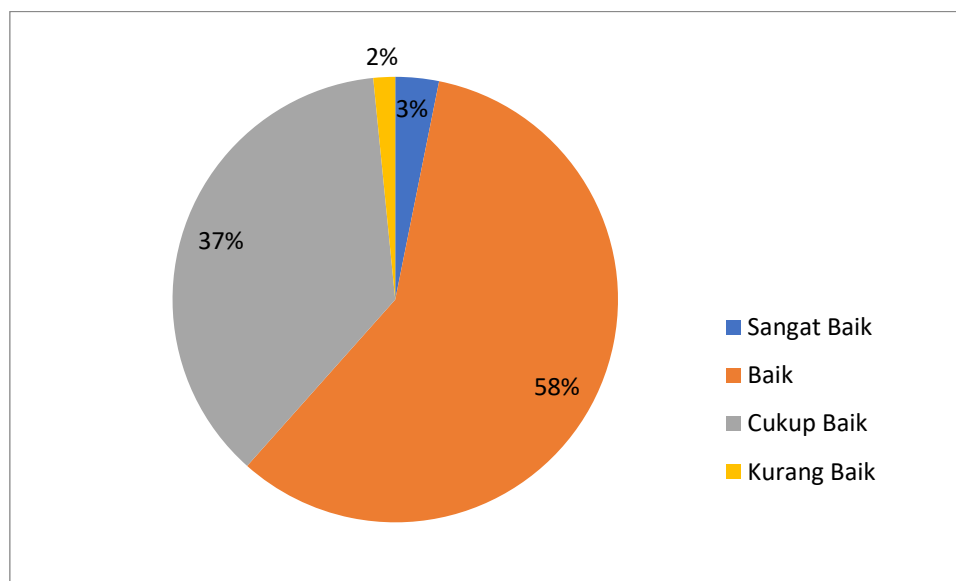


Figure 13 Graph of the Level of Satisfaction of Education Personnel with Financial Management Services and Infrastructure

Based on the graph above, as many as 3% of education personnel think that financial management services and infrastructure at SPs and PSMIL are very good, while another 58% think that finance and infrastructure at SPs and PSMIL are good, 37% are good and 2% are not. good. So it can be concluded that most of the education staff are satisfied with the financial management services and infrastructure at SPs and PSMIL.

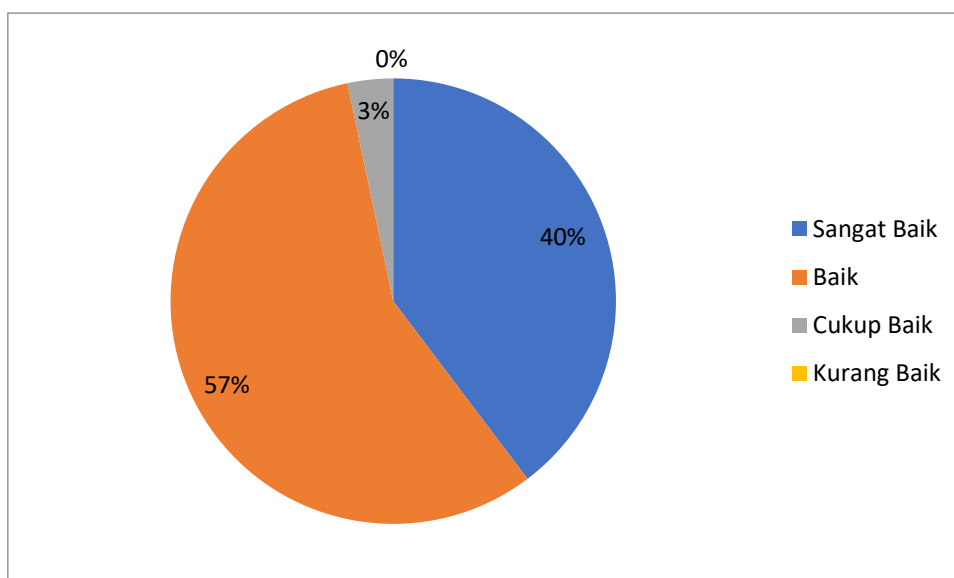


Figure 2. 1 Graph of Lecturer Satisfaction with Financial Management Services and Infrastructure dan

The results of a survey of lecturers are 40% of all lecturers feel that the financial management services and infrastructure facilities in SPs and PSMIL are very good, another 57% think that financial management services and infrastructure in SPs and PSMIL are good, while the remaining 3% think management services are good. The financial and infrastructure facilities at SPs and PSMIL are quite good.

Then the results of the survey to students showed that 46% felt that financial management services and infrastructure at SPs and PSMIL were very good, another 46% thought financial management services and infrastructure at SPs and PSMIL were good, 6% considered quite good and the remaining 2% felt financial management services and infrastructure facilities at SPs and PSMIL are not good. The following is a graph of the results of a survey on the level of student satisfaction with financial management services and infrastructure.

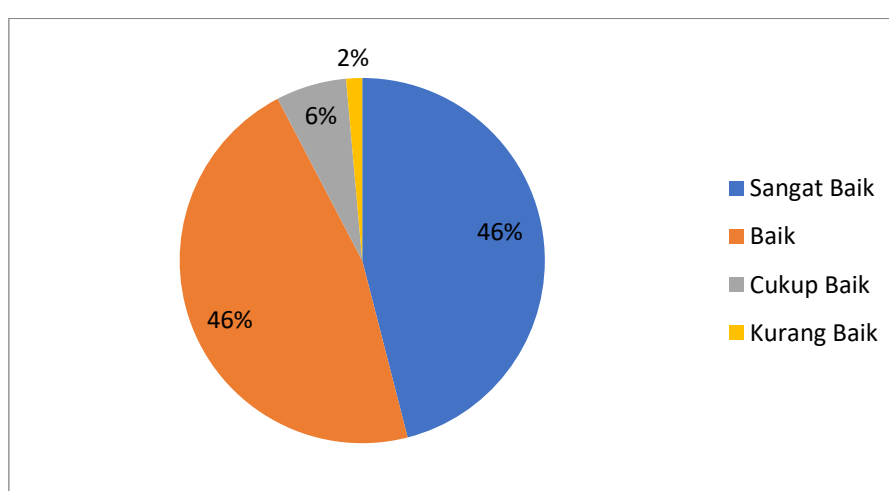


Figure 14 Graph of Student Satisfaction Levels with Financial Management Services and Infrastructure

Conclusion of Evaluation Results and Follow-up

Educational facilities at SPs and PSMIL are available for students, lecturers and education staff. The existing facilities are continuously improved and equipped. SPs have a phased plan regarding the procurement program for educational facilities. The procurement of educational facilities carried out is the procurement of educational equipment, procurement of furniture, procurement of books in the library, and development of IT for education.

One of the evaluations carried out on finance, facilities and infrastructure is to conduct a survey on financial management, facilities and infrastructure of the academic community. The survey results show that most of the academic community are satisfied with financial management services and infrastructure. However, there are still academics who are still not satisfied with financial management services and infrastructure. Therefore, improvements were made to the deficiencies found in financial management services and infrastructure. In addition, improvements in financial management services and infrastructure were also carried out.

5. Satisfaction Survey for Education Proseses

The educational process or teaching and learning process carried out at SPs and PSMIL is one of the services received by students. So it is necessary to measure student satisfaction with services and the implementation of the educational process. Measurement of satisfaction was carried out by surveying students at SPs and PSMIL. The survey used by making a questionnaire given to students through the PSMIL website. The results obtained are 200 students fill out the questionnaire, so that data analysis can be carried out on these results. Based on the survey results obtained data as shown in the following graph.

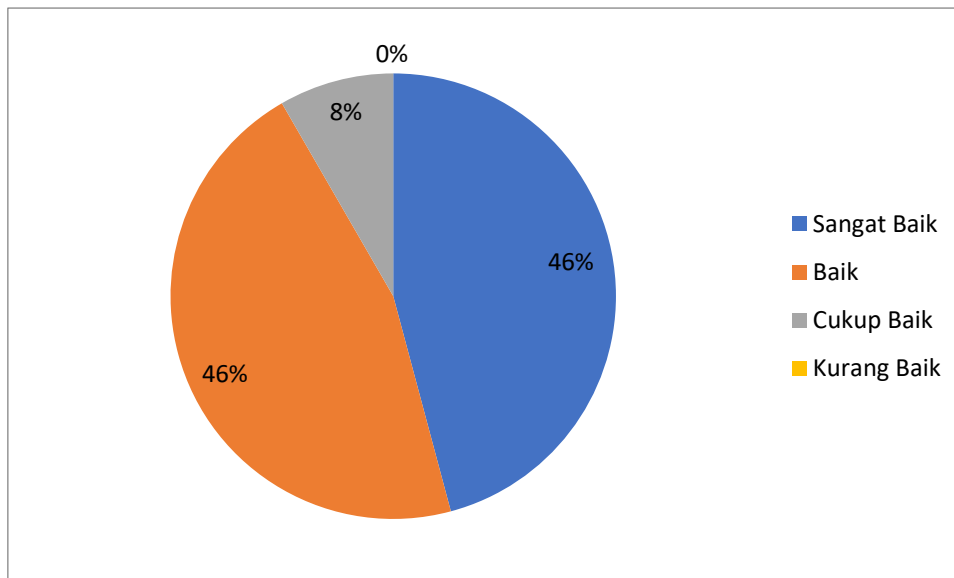


Figure 2. 2 Graph of Student Satisfaction Levels with Services and Implementation of the Education Process in SPs and PSMIL

Based on the graph, it can be seen that as many as 46% of students think that the service and implementation of the educational process at SPs and PSMIL is very good, 46% is good, and 8% is quite good. So it can be concluded that most students are satisfied with the service and implementation of the educational process.

Conclusion of Evaluation Results and Follow-up

The education process at PSMIL has used a curriculum that is in accordance with the vision, mission and competency standards that have been set. Apart from academic activities, SPs and PSMIL also hold other activities such as seminars, public lectures, conferences, research, and community service. Based on a survey of student satisfaction with the service and implementation of the educational process, most of the students were satisfied with the service and implementation of the educational process at PSMIL. The curriculum implemented in PSMIL is monitored regularly in accordance with the development of science and technology and the needs of the community.

CHAPTER III CONCLUSION

The satisfaction survey Report in general satisfaction among stakeholder in MES dan School of Postgraduate Studies give a positif respond. They say that the services is mostly good.