



**USER SATISFACTION SURVEY
HALU OLEO UNIVERSITY**

**MONITORING AND EVALUATION TEAM
2022**

USER SATISFACTION SURVEY

BASIS IMPLEMENTATION

1. Duties and functions of Quality assurance institutions (Regulation of the Minister of Education and Culture Number 149 of 2014 concerning the Organization and Work Procedures of Halu Oleo University);
2. Higher Education Accreditation-Regulation of the National Accreditation Board for Higher Education Number-3-of 2019 (Attachment-6b-Assessment Matrix for Self-Evaluation Reports and Higher Education Performance Reports for Academic Higher Education, Public Service Agency State Universities
3. Ministerial Regulation for Empowerment of State Apparatus and Bureaucratic Reform No. 14 of 2017 (Guidelines for Preparing Surveys Public Satisfaction of Public Service Providing Units);
4. Improving the Quality of Halu Oleo University Services on an ongoing basis (continuous improvement).

- C.2.8 1. Stakeholder satisfaction

Indicator

The level of satisfaction of internal and external stakeholders for each criterion: governance and cooperation, students, human resources, finance, facilities and infrastructure, education, research, and community service which fulfill the following 4 aspects:

- 1) Using satisfaction instruments that are valid, reliable, easy to use,
- 2) carried out periodically, and the data is recorded comprehensively,
- 3) analyzed using appropriate methods that are useful for decision-making, and
- 4) the level of satisfaction and feedback is followed up to improve and increase the quality of output on a regular and systematic basis.

• Score 4

Higher education institutions carry out internal and external stakeholder satisfaction measurements for each criterion that meets 4 aspects, the results are published and easily accessible to interested parties, and a review of the implementation of user satisfaction measurements is carried out.

Purpose and objectives

1. Measuring service user satisfaction in the UHO education service sector;
2. Identify the main factors that influence the level of satisfaction with the services provided by UHO;
3. Identify service aspects that require improvement/ improvements to produce better service outcomes.

TARGET

Students, Lecturers, Education Personnel, Alumni, Graduate Users, and Partner;

Output

1. Document of Survey Results on University Service User Satisfaction Levels Halu Oleo in 2021;
2. Follow-up Plan Document for Satisfaction Survey Results Halu Oleo University users in 2022;

DESAIN, POPULATION, DAN SAMPLE

DESIGN

A quantitative approach using survey methods to obtain a picture or actual situation regarding the level of satisfaction of UHO service users.

Population

All users of Halu Oleo University services consist of internal and external stakeholders (Students, Lecturers, Education Staff, Alumni, Graduate Users, and Partners).

Sample

Sampling was taken using a probability sampling technique, namely proportionate stratified random sampling with a sampling technique that provides equal opportunities for each element (member) of the population to be selected as a member of the sample (Sugiyono, 2010).

INSTRUMENT

No	Unsur Pelayanan	Butir	Keterangan
1	Student		11 Element Services
	a. Good Governance and Cooperation	9	
	b. Student	10	
	c. Finance, Facilities and Infrastructure	12	
	d. Tangibles (Visible Physical Evidence)	10	
	e. Reliability	5	
	f. Responsiveness	6	
	g. Assurance	8	
	h. Emphaty	5	
2	Lecture		
	a. Good Governance and Cooperation	9	
	b. Human Resources	6	
	c. Finance, Facilities and Infrastructure	16	
	d. Research	8	
	e. Community service	8	
3	Educational Staff		
	a. Human Resources	7	
	a. Good Governance and Cooperation	6	
4	Alumni		
	Good Governance and Cooperation	7	
5	User		
	Good Governance and Cooperation	4	
6	Partner		
	a. Good Governance and Cooperation	4	
	b. Research Partners	6	
	c. Service Partners	6	

Instrument Validation

No	Elements of Service	Instrument Testing Results				Information
		Item	Sample	Validity	Reliability	
1	Student	65	100	0,540 - 0,825	0,985	Valid & Reliable
2	Lecture	47	100	0,562 - 0,821	0,981	
3	Educational Staff	8	100	0,708 - 0,799	0,928	
4	Alumni	7	35	0,689 - 0,837	0,917	
5	User	3	30	0,747 - 0,854	0,905	
6	Partner	4	30	0,580 - 0,722	0,812	

Information:

The instrument was tested on a sample of students, lecturers, education staff, alumni, graduate users, and partners to determine the validity and reliability of the instrument. The data was then processed using SPSS 24 software. The test results showed that the range of correlation coefficient values was in the valid range, namely the r criterion value (Corrected Item-Total Correlation) was above 0.5. It is also known that the reliability value of the service user satisfaction instrument in the trial sample has a Cronbach's Alpha value above 0.8 which can be said to be very reliable. The items for the Halu Oleo University service user satisfaction instrument are declared valid and reliable and can be used in survey activities

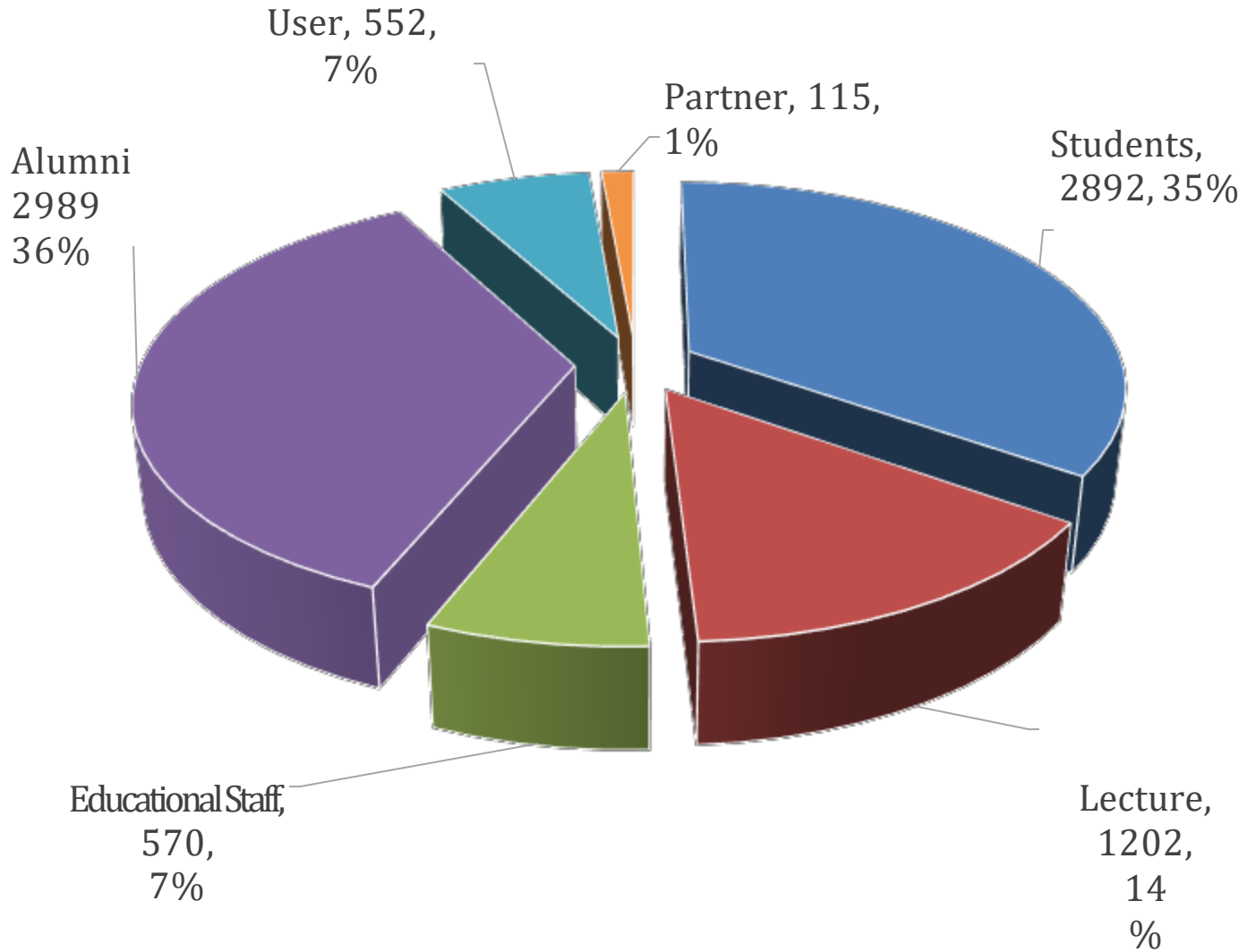
Data Collection

1. The data used is primary data;
2. Direct data collection from service users via questionnaire;
3. Data were collected through distributing questionnaires *online* on the site:
 - <https://ofc.uho.ac.id/>
 - <http://admin.sipk.uho.ac.id/>
 - <https://siakadbeta.uho.ac.id/>
 - <https://lppmp-uho.info/>

SURVEY RESULTS
USER SATISFACTION
NUMBER OF RESPONDENTS

No	Respondent	Total	%	Improvements data	%
1	Students	3562	35.93	2892	34.76
2	Lecture	1355	13.67	1202	14.45
3	Educational Staff	739	7.45	570	6.85
4	Alumni	3454	34.84	2989	35.93
5	User	672	6.78	552	6.63
6	Partner	132	1.33	115	1.38
	Jumlah	9914	100.00	8320	100.00

RESPONDENT CATEGORY

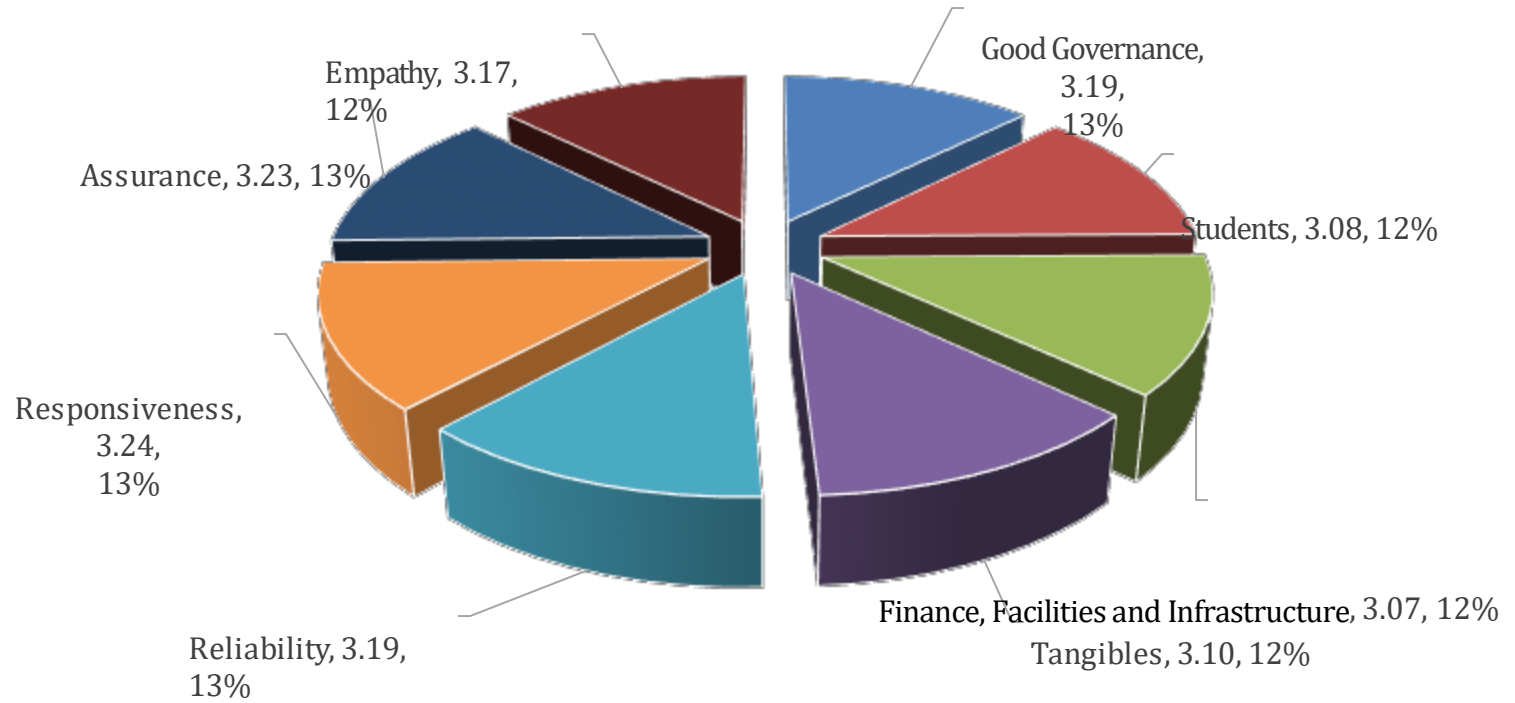


STUDENTS

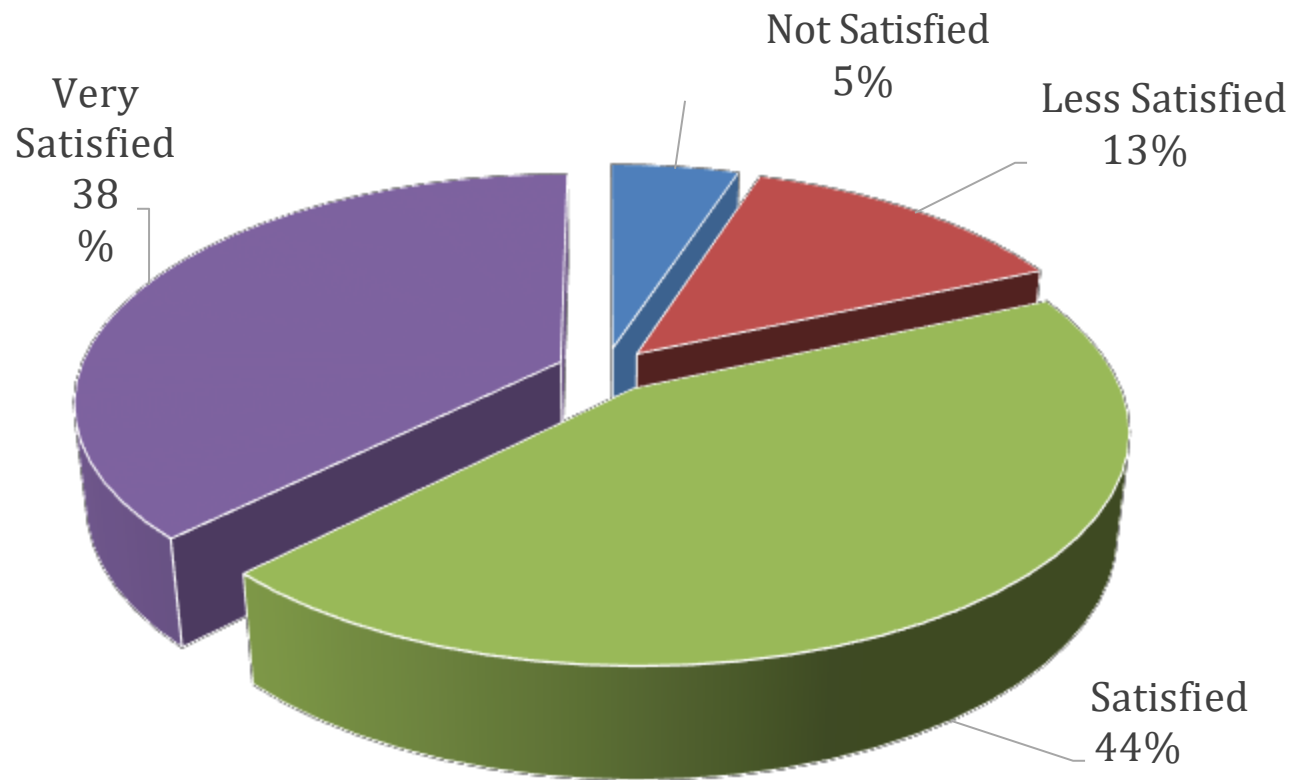
Number of Student Respondents Per faculty/ Vocational Education Program / Postgraduate

No	Faculty	Abbreviation	Total	%
1	Faculty of Teaching and Education Sciences	FKIP	701	19.58
2	Faculty of Economics and Business	FEB	329	9.19
3	Faculty of Social Science and Political Science	FISIP	742	20.73
4	Faculty of Engineering	FTEKNIK	111	3.10
5	Vocational Education Program	PPV	53	1.48
6	Faculty of Agriculture	FAPERTA	160	4.47
7	Faculty of Mathematics and Natural Sciences	FMIPA	419	11.70
8	Postgraduate	PASCA	155	4.33
9	Fakulty of Law	FHUKUM	38	1.06
10	Faculty of Fisheries and Marine Science	FPIK	210	5.87
11	Faculty of Public Health	FKESMAS	205	5.73
12	Faculty of Medicine	FK	15	0.42
13	Faculty of Animal Husbandry	FPT	22	0.61
14	Faculty of Forestry and Environmental Sciences	FHIL	23	0.64
15	Faculty of Cultural Sciences	FIB	108	3.02
16	Fakulty of Pharmacy	FARMASI	227	6.34
17	Faculty of Earth Sciences and Technology	FITK	62	1.73
		Total	3580	100.00

UHO STUDENT'S LEVEL OF SATISFACTION ELEMENTS OF SERVICE



LEVEL OF STUDENT SATISFACTION UHO

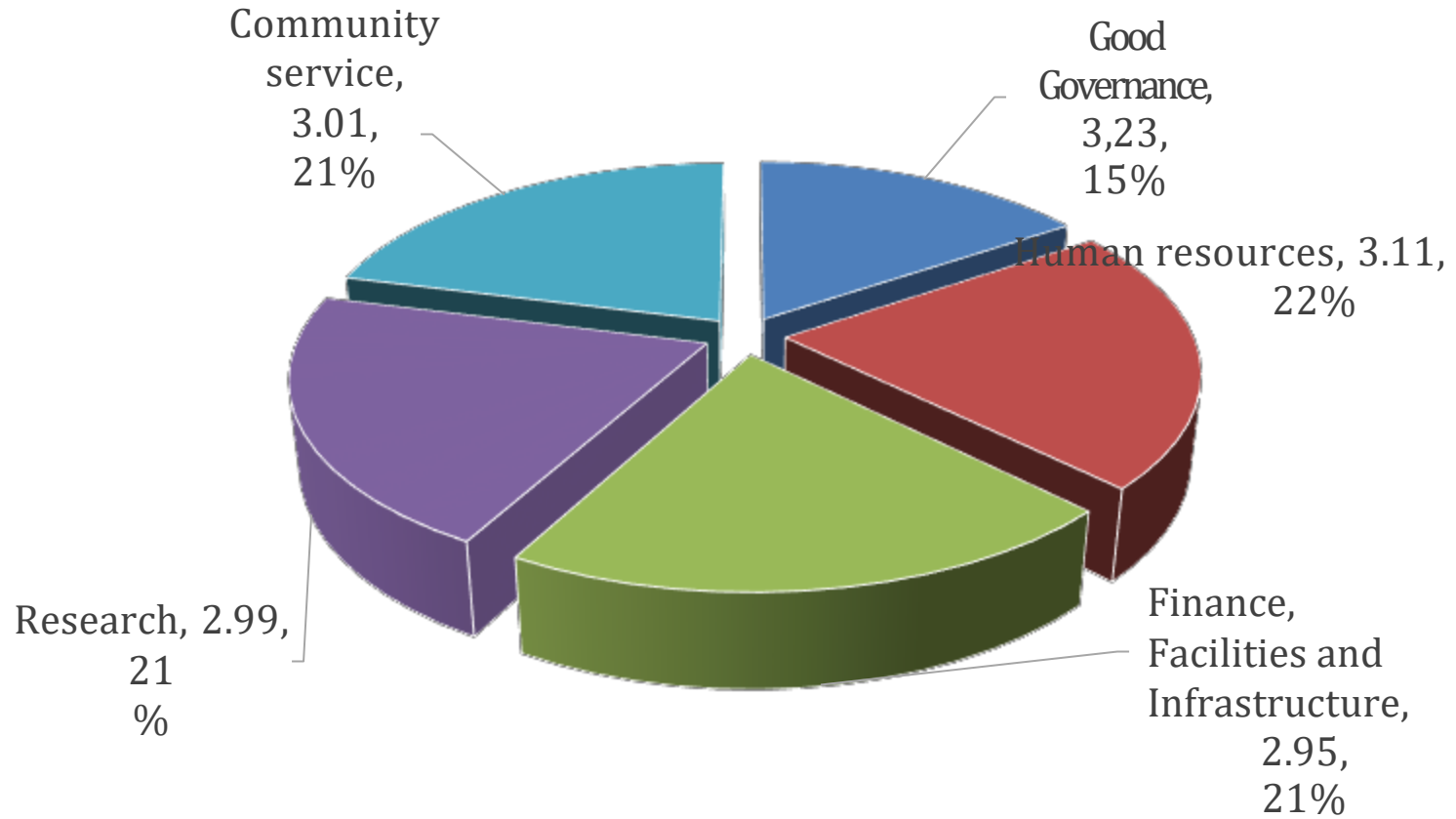


LECTURE

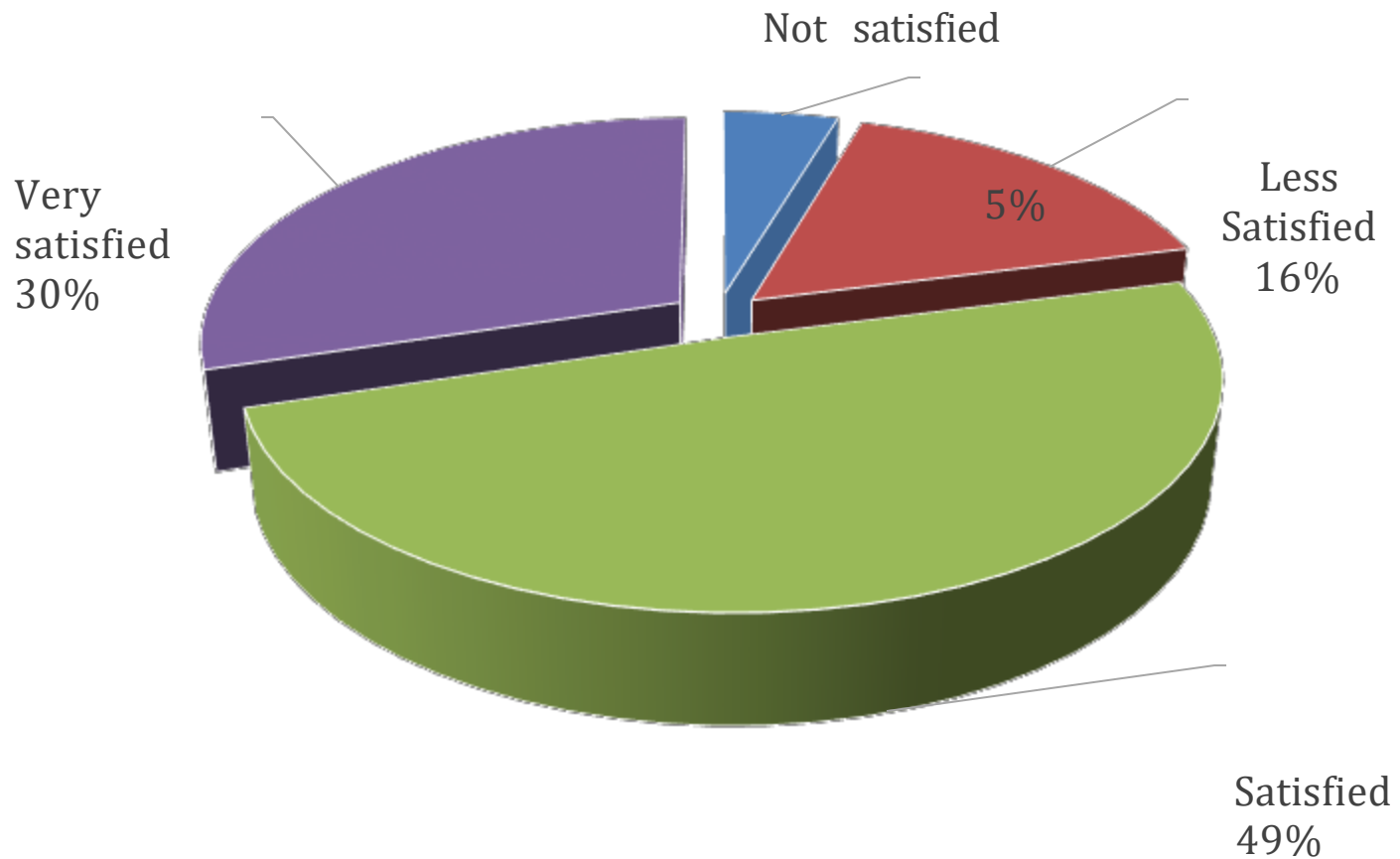
NUMBER OF LECTURER RESPONDENTS PER FACULTY / VOCATIONAL EDUCATION PROGRAM/POSTGRADUATE

No	Faculty/PPV/Postgraduate	Abbreviation	Total	%
1	Faculty of Teaching and Education Sciences	FKIP	246	19.37
2	Faculty of Economics and Business	FEB	83	6.54
3	Faculty of Social Science and Political Science	FISIP	122	9.61
4	Faculty of Engineering	FT	93	7.32
5	Vocational Education Program	PPV	30	2.36
6	Faculty of Agriculture	FAPERTA	109	8.58
7	Faculty of Mathematics and Natural Sciences	FMIPA	67	5.28
8	Postgraduate	PASCA	73	5.75
9	Faculty of Law	FH	49	3.86
10	Faculty of Fisheries and Marine Science	FPIK	67	5.28
11	Faculty of Public Health	FKESMAS	47	3.70
12	Faculty of Medicine	FK	36	2.83
13	Faculty of Animal Husbandry	FPT	30	2.36
14	Faculty of Forestry and Environmental Sciences	FHIL	39	3.07
15	Faculty of Cultural Sciences	FIB	97	7.64
16	Faculty of Pharmacy	FARMAS	35	2.76
17	Faculty of Earth Sciences and Technology	FITK	47	3.70
		Total	1270	100.00

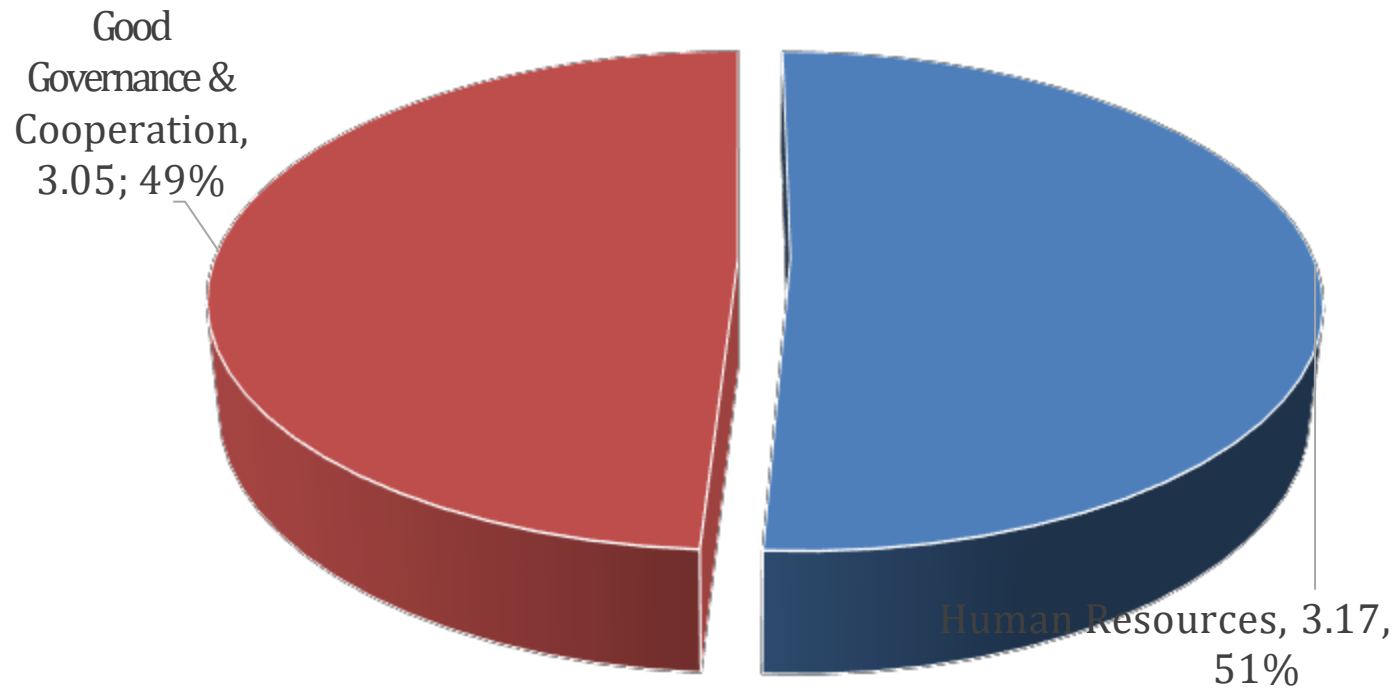
LEVEL OF LECTURER SATISFACTION AGAINST SERVICES CRITERIA



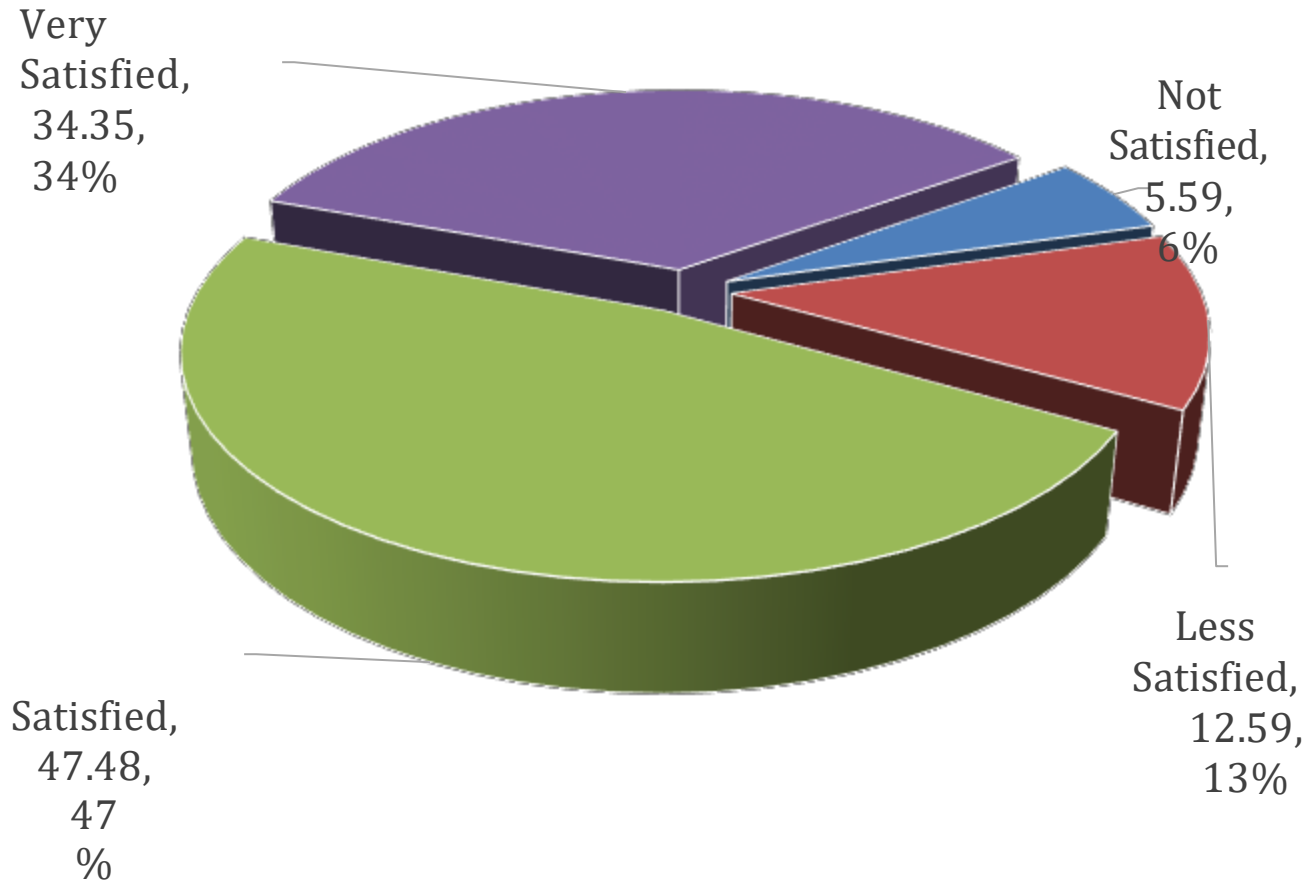
LECTURER SATISFACTION LEVELS UNIVERSITY OF HALU OLEO



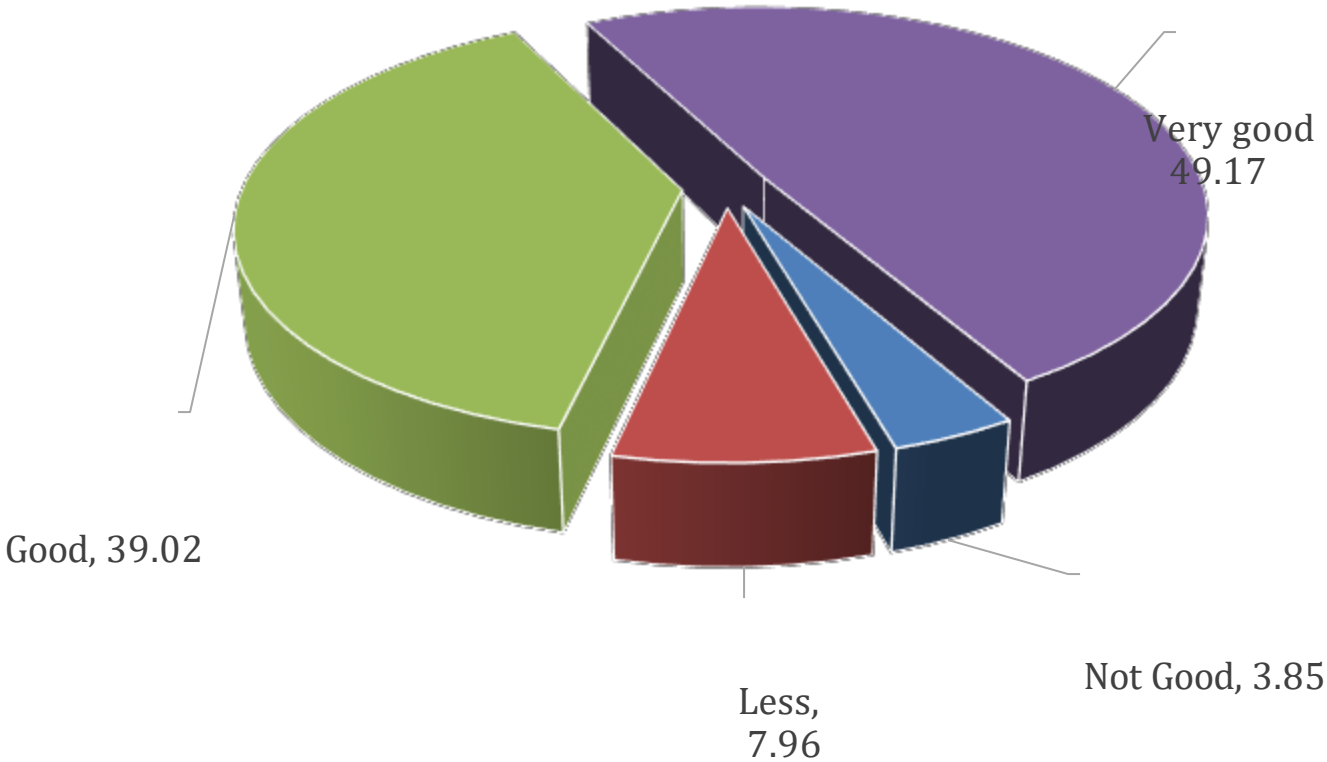
LEVEL OF SATISFACTION OF UNIVERSITY OF HALU OLEO EDUCATIONAL PERSONNEL WITH SERVICE CRITERIA



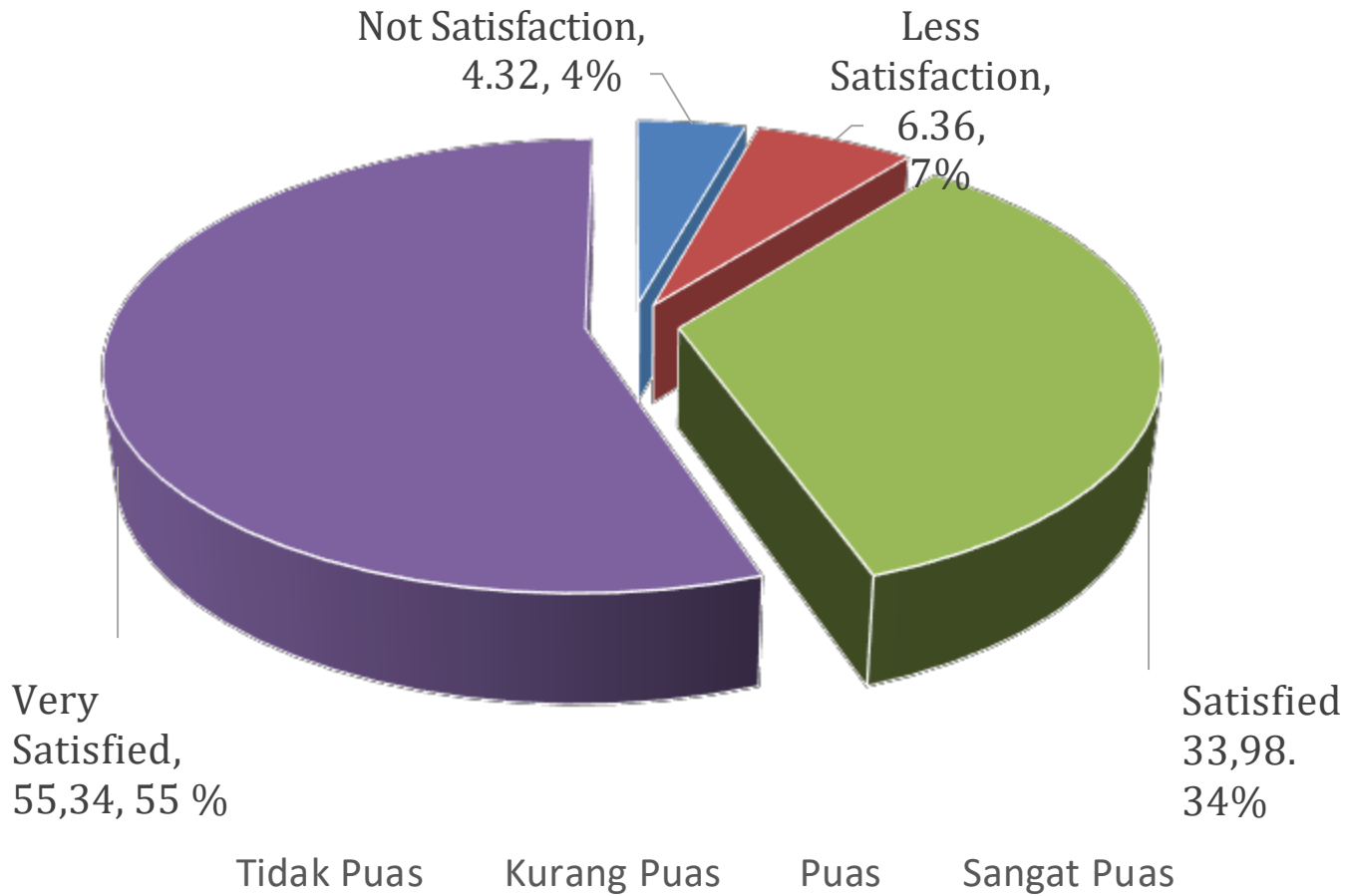
LEVEL OF EDUCATIONAL PERSONNEL SATISFACTION UNIVERSITY OF HALU OLEO



LEVEL OF ALUMNI SATISFACTION REGARDING THE CRITERIA OF GOOD GOVERNANCE



LEVEL OF GRADUATE USER SATISFACTION ON GOOD GOVERNMENT



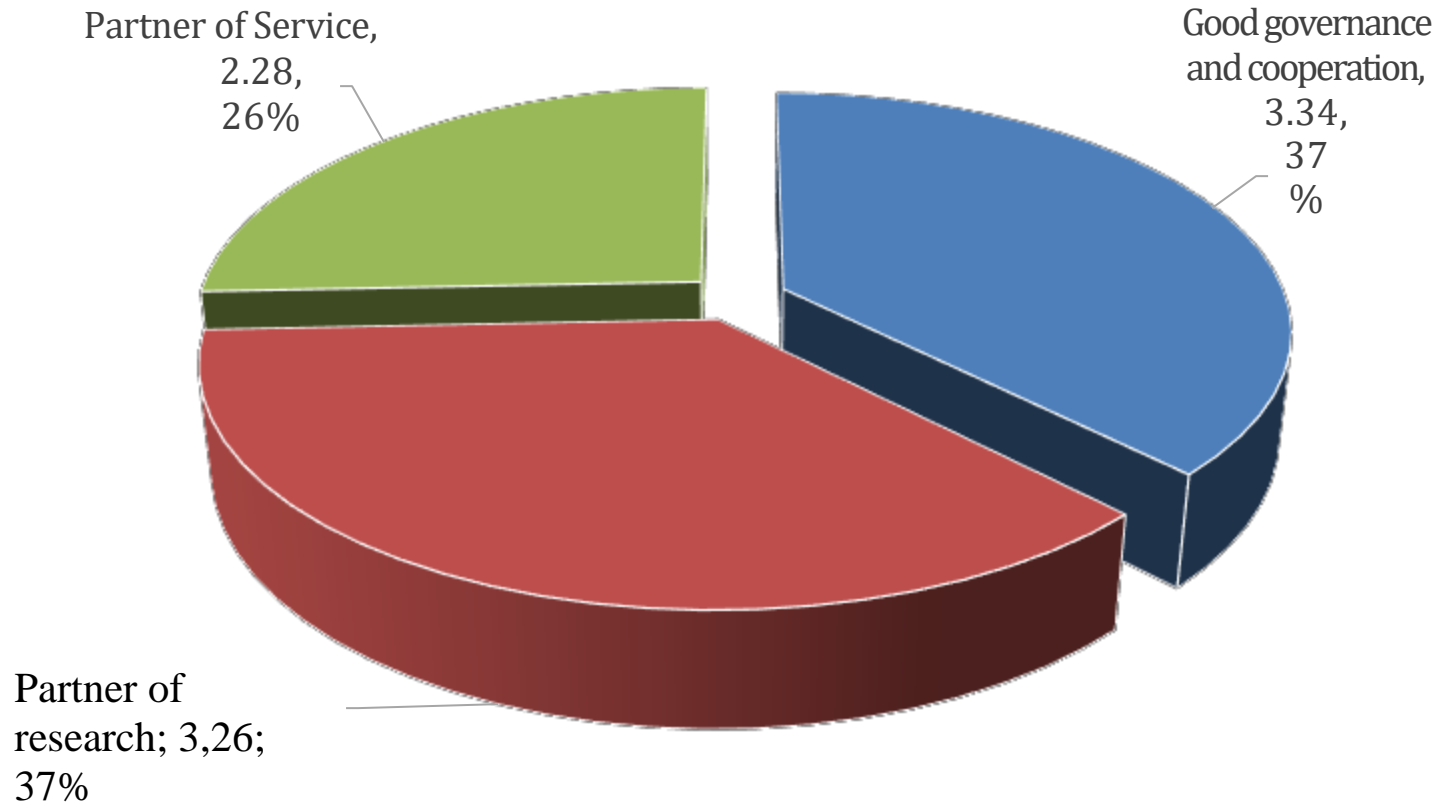
Tidak Puas

Kurang Puas

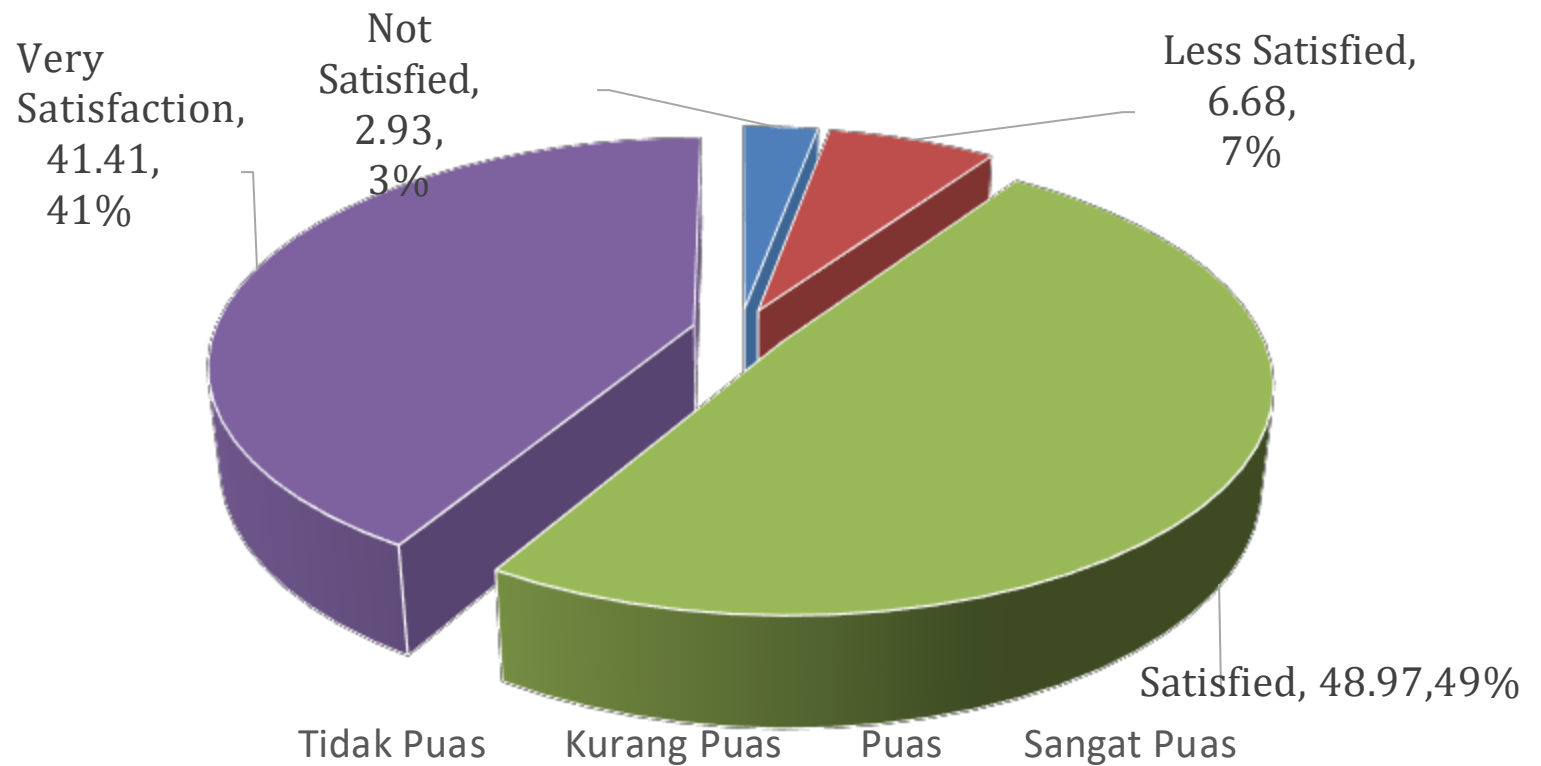
Puas

Sangat Puas

LEVEL OF PARTNER SATISFACTION WITH SERVICE CRITERIA



LEVEL OF PARTNER SATISFACTION



**MEASUREMENT VERSION OF THE COMMUNITY
SATISFACTION INDEX OF THE MINISTRY OF STATE
APPARATUS UTILIZATION AND BUREAUCRATIC REFORM**

No	Interval Value	Interval value	Service Quality	Service unit performance
1	1.00 – 1.75	25 – 43.75	D	Not good
2	1.76 – 2.50	43.76 – 62.50	C	Less
3	2.51 – 3.25	62.51 – 81.25	B	Good
4	3.26 – 4.00	81.26 – 100.00	A	Very good

RECAPITULATION OF SURVEY RESULTS

No	Respondent Category	Index & Conversion (Public satisfaction index) (%)		Quality Service	Service unit Performance	Level Satisfaction
1	Student	3.16	79.00	B	Good	Satisfaction
2	Lecture	3.06	76.50	B	Good	Satisfaction
3	Educational Staff	3.11	77.75	B	Good	Satisfaction
4	Alumni	3.34	83.50	A	Very Good	Very Satisfied
5	User	3.40	85.00	A	Very Good	Very Satisfied
6	partner	3.29	82.25	A	Very Good	Very Satisfied
	Service elements	3.23	80.75	B	Good	Satisfied

CONCLUSIONS AND RECOMMENDATIONS

LEVEL OF USER SATISFACTION AND QUALITY OF EDUCATION
SERVICES UNIVERSITY OF HALU OLEO 2022

Respondent Categories	6
Service Elements	11
Satisfaction index	3.23
Satisfaction Index Conversion	80.75
Service Quality	B
Service Unit Performance	Good

RECOMMENDATION

No	Service Goals	Not Good/Satisfied (%)	Less Good/Satisfied (%)
1	Students	5.04	13.23
2	Lecture	4.58	16.38
3	Educational Staff	5.59	12.59
4	Alumni	3.85	7.95
5	User	4.32	6.36
6	Partner	2.93	6.68
	Service Elements	4.08	21.79

DISCUSSION

- **Survey Questionnaire**
 - ✓ **Respondent Categories**
 - ✓ **Service Elements**
 - ✓ **Number of Items**
- **Survey Application**
 - ✓ **Dedicated & Integrated**
 - ✓ **Easy to Use**
 - ✓ **Required Features and Capabilities**
 - ✓ **Cost Effective**

DISCUSSION

- **Questionnaire Completion Time**
- **Processing survey results data**
- **Submission of Survey Results**
- **Follow-up**