

# **Report of Students' Satisfaction Index and Follow-up Plan**



**FACULTY OF ENGINEERING  
UNIVERSITAS NEGERI PADANG  
2018**

**Report for Students' Satisfaction Index  
and Follow-up Strategies by The Faculty of Engineering  
Universitas Negeri Padang  
2018**

**A. Survey Report**

The survey of students' satisfaction index (SSI) is a routine activity that is conducted by all faculties at Universitas Negeri Padang. The SSI survey is commonly organized at the end of a semester. All the students completed the survey using a questionnaire before viewing their learning results. The questionnaire consists of several indicators: (1) the learning facilities aspect, which includes the equipment of learning media and educational facilities; (2) reliability aspect, which includes human resources, such as lecturers and academic staff; (3) responsiveness, assurances and empathy aspects which include the awareness towards students' interests; and (4) information system aspect. The data obtained from the SSI survey are presented in Table 1.

**Table 1. Survey result of Students' Satisfaction Index in 2018**

Aspects	Study Program				
	Feedback From Students				
Aspects	BE-ME	BE-AE	BE-BE	BE-IE	Faculty
Tangibles	54.60%	57.80%	52.80%	56%	59.1%
Reliability	55%	56,80%	52,60%	56%	59.5%
Responsiveness	54.80%	57.20%	52.80%	56.20%	59.2%
Assurances	54.40%	57.40%	53%	56.40%	59.3%
Empathy	55%	56.80%	52.40%	56%	59.3%
Information System	55.40%	57.20%	52%	56.60%	59.7%
Average	54.87%	57.20%	52.60%	56.20%	59.33%

In 2018, the survey results of the satisfaction questionnaire on the learning facilities aspect indicated that 54.6% of students were satisfied with the Study Program of Mechanical Engineering Education, 57.8% of students in the Study Program of Automotive Engineering Education, 52.8% of students in the Study Program of Building Engineering Education, and 56% of students in Information Engineering Education. In addition, the average result of student satisfaction with the learning facilities in the Faculty of Engineering was 59.1%. According to the results obtained, it can be concluded that the learning facilities within the Study Programs and Faculty were adequate.

The level of satisfaction with the reliability aspect given by students in the Study Program of Mechanical Engineering Education was 55%, in the Study Program of Automotive Engineering Education was 56.80%, in the Study Program of Building Engineering Education was 52.60%, and in the Study Program of Information Engineering Education was 56%. The results obtained were considered adequate due to the fact that most of the lecturers were still at the magister and doctoral levels. In addition, each study program already has its own professor, which indicates that all education study programs within the Faculty of Engineering have a solid base regarding the human resource aspect. Academic staff in the study program of mechanical engineering education have excellent competencies in their own fields. Academic staff, consisting of laboratory and administrative staff, are mostly high school and undergraduate graduates. Overall, the reliability aspect within the Faculty of Engineering level was 59.5%, which means that more than half of the students were satisfied with the human resources provided within the Faculty of Engineering.

The level of satisfaction with the responsiveness aspect given by students for all academic and administrative activities in the Study Program of Mechanical Engineering Education was 54.8%, in the Study Program of Automotive Engineering Education was 57.2%, in the Study Program of Building Engineering Education was 52.8%, and in the Study Program of Information Engineering Education was 56.2%. According to the results obtained, the students were adequately satisfied with the services provided. In addition, it indicated that the Study Programs were quickly responsive to all students' issues. All academic and administrative issues were professionally served in order to help all students to carry out their studies within the Study Programs. This was also supported by an integrated information system that facilitated academic and administrative matters for all students. Overall, 59.2% of the students in the Faculty of Engineering were satisfied with the services and responsiveness provided regarding academic and administrative issues and services. Online services have also enhanced the level of satisfaction of all students because of the effectiveness of the services provided by the Faculty of Engineering.

The level of satisfaction of students with the assurance aspect exhibited 54.5% in the Study Program of Mechanical Engineering Education, 57.4% in the Study Program of Automotive Engineering Education, 53% in the Study Program of Building Engineering Education, and 56.4% in the Study Program of Information Engineering Education. Meanwhile, the average score at the faculty level was 59.3%. This indicated that the Study Programs within the Faculty of Engineering assured students to complete and conduct academic activities. Hence, all students felt secure in carrying out their studies at the Faculty of Engineering.

The level of satisfaction with the empathy aspect given by students in the Study Program of Mechanical Engineering Education was 55%, in the Study Program of Automotive Engineering Education was 57.40%, in the Study Program of Building Engineering Education was 53%, and 56.4% in the Study Program of Information Engineering Education. Meanwhile, 59.3% of the students were satisfied with their interest and empathy aspect at the faculty level. This is due to the fact that the Faculty of Engineering is always aware of and facilitates the student's interests and talents in academic and extracurricular aspects. Currently, numerous programs have been offered to students, such as entrepreneurship, robotics, and activities from students' associations at the department and faculty level (HIMA and BEM). In addition, the students' associations were conducted with excellent cooperation and under the supervision of faculty members, which were students' counselors (HIMA and BEM) and vice dean of faculty (WD 3

The level of satisfaction of students with the information system aspect was 55.4% in the Study Program of Mechanical Engineering Education, 57.2% in the Study Program of Automotive Engineering Education, 53% in the Study Program of Building Engineering Education, and 56.6% in the Study Program of Information Engineering Education. Meanwhile, the average score for information system satisfaction services at the faculty level was 59.7%. All services within the Study Programs and Faculty were well integrated to facilitate students with all information services and to manage academic/administrative matters. Therefore, it increased the level of student satisfaction with the services provided. In addition, the information system can also be accessed via online services or via the website at the study program and faculty level. Social media was also utilized to distribute all information in order to rapidly spread news and information. This is all the feedback obtained as a result of the questionnaire filled out by the students at the end of the semester to evaluate all the services provided within the study program and faculty level.

## B. Follow-up Strategies

The Faculty of Engineering will conduct follow-up strategies by increasing the number of workshops, seminars, and training sessions for all lecturers and academic staff based on their field and professionalism. The participants were expected to attend and obtain professional licenses or certificate of competency based on their own expertise. Furthermore, Study Programs and Faculty will provide funding for repairing, innovating, and providing better facilities and infrastructures in order to support the learning process and academic services. Study Programs and Faculty will also provide various extracurricular activities to develop students' interests and talents. Hence, students can attend national and international competitions. The scheduled agendas within the study programmes and faculty levels are listed in Table 2.

**Table 2. Realizations and Target of Activities in The Faculty of Engineering**

No		Achievement in 2018	Target in 2019
1	Pursuing doctoral degrees	12	30
2	The number of full professors	15%	30%
3	Workshops/training for lecturers and academic staff	5	14
4	Increasing the number of funding for learning facilities and infrastructures	20%	60%
5	extracurricular activities and competitions for students	6	25
6	Attending certificate of competency for lecturers and academic staff	5	30

The achievement in 2018 was the result of hard work and efforts carried out by the academic community in the Faculty of Engineering to improve the performance that had been targeted in 2019. Revitalization was conducted gradually at the department level and was fully supported by the Faculty of Engineering. The faculty always provided support for all scheduled activities.

Hence, the report of the students' satisfaction index in 2018 was reported to be used for any purpose, as may be deemed fit.



Dean of Faculty

Dr. Fahmi Rizal, M.Pd.,MT  
NIP. 19591204 198503 1 004