

Report For Students' Satisfaction Index and Follow-up Plan



FACULTY OF ENGINEERING

2019

**Report for Students' Satisfaction Index and Follow-up Strategies
by The Faculty of Engineering
Universitas Negeri Padang
in 2019**

A. Survey Report of Students' Satisfaction Index

Universitas Negeri Padang has been consistently conducting a survey of students' satisfaction index on academic services at the end of a semester. The survey is completed by the students via 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 aspect; (4) assurances aspect; (5) empathy aspects which include the awareness towards students' interests; and (4) information system aspect. The data obtained from the students' satisfaction index survey are presented in Table 1.

Table 1. Survey result of Students' Satisfaction Index in 2019

Aspects	Study Program				
	Feedback From Students				
	BE-ME	BE-AE	BE-BE	BE-IE	Faculty
Tangibles	71.20%	69.80%	68.80%	73.60%	73.2%
Reliability	71.20%	69%	68.40%	72.80%	73.4%
Responsiveness	71%	69.20%	68.40%	73.20%	72.9%
Assurances	71%	68.60%	68.80%	72.60%	73.3%
Empathy	70.60%	68%	68.80%	72.20%	72.9%
Information System	70.60%	68.40%	68.80%	73.20%	73.3%
Average	70.93%	68.83%	68.67%	72.93%	73.17%

The survey results of the satisfaction index on the learning facilities aspect in 2019 showed an improvement compared with 2018. According to the data obtained, 71.2% of students were satisfied with the Study Program of Mechanical Engineering Education, 69.8% of students in the Study Program of Automotive Engineering Education, 68.8% of students in the Study Program of Building Engineering Education, and 73.6% of students in the Study Program of Information Engineering Education. This is because of the revitalization of learning facilities by increasing and refurbishing experimental tools within the Study Programs. The average result of student satisfaction with the learning facilities in the Faculty of Engineering was 73.2%, which indicated that the learning facilities at the faculty level has been fully equipped and revitalized.

The level of satisfaction with the reliability aspect given by students in the Study Program of Mechanical Engineering Education was 71.2%, in the Study Program of Automotive Engineering Education, 69%, in the Study Program of Building Engineering Education was 68.40%, and 72.8% in the Study Program of Information Engineering Education. Meanwhile, the average score obtained at the faculty level was 73.4%. This percentage increment was achieved due to the improvement in human resources in the Faculty of Engineering, as most lecturers were pursuing and have obtained doctoral degrees in domestic and overseas universities. In addition, there is an increase in lecturers and academic staff in the Study Programs of Mechanical Engineering Education and at the faculty level. Furthermore, lecturers and academic staff were encouraged to improve their expertise and work professionalism through workshops and training.

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 71%, in the Study Program of Automotive Engineering Education was 69.2%, in the Study Program of Building Engineering Education was 68.4%, in the Study Program of Information Engineering Education was 73.2%, and 72.9% at the faculty level. The increase in satisfaction level can be seen due to the improvement in academic and administrative services in the study programs and faculty level, especially through online-based services, as the Internet bandwidth increases. In addition, workshops and training regarding academic and administrative services were also provided to all lecturers and academic staff every year.

The satisfaction index on the assurance aspect showed that 71% of students were satisfied with the Study Program of Mechanical Engineering Education, 68.6% of students in the Study Program of Automotive Engineering Education, 68.8% of students in the Study Program of Building Engineering Education, 72.6% of students in the Study Program of Information Engineering Education, and 73.3% of students at the faculty level. An increase in the satisfaction index can be achieved owing to the improvement in assurance aspects, such as insurance provided to the students.

The satisfaction index of the empathy aspect showed that 70.6% of students were satisfied with the Study Program of Mechanical Engineering Education, 68% of students in the Study Program of Automotive Engineering Education, 68.8% of students in the Study Program of Building Engineering Education, 72.2% of students in the Study Program of Information Engineering Education, and 72.9% of students at the faculty level. This can be achieved through the improvement made to facilitate the students' interest and talents by providing extracurricular activities and attending national and international competition.

The satisfaction index of the information system aspect showed that 70.6% of the students were satisfied with the Study Program of Mechanical Engineering Education, 68.4% with the Study Program of Automotive Engineering Education, 68.8% with the Study Program of Building Engineering Education, 73.2% with the Study Program of Information Engineering Education, and 73.3% with the faculty level. This is possibly due to the improvement made through the utilization of websites and the application of academic and administrative services in the Study Programs and Faculty. Consequently, it can simplify and facilitate administrative matters for all students. In addition, a breakthrough has been made in providing an e-learning system for all the learning processes for all students. It does not require students and lecturers to have face-to-face or offline classes during the learning process. Therefore, e-learning enables students and lecturers to study and teach anywhere and at any time. This improvement has been made through the information system aspect within the study programs, faculty, and university levels. This is the feedback obtained as a result of the questionnaire filled out by the students, which showed an improvement from 2018 to 2019. In addition, study programs and faculty will always thrive to improve all academic services for all students during their study within the university, along with technological development.

B. Follow-up Strategies

According to the survey results obtained in 2019, Study Programs and Faculty will provide follow-up strategies for improvement in the next year, such as encouraging and supervising students to win national and international competitions. The university will also revitalize facilities and infrastructure within the Faculty of Engineering. In addition, study programs and faculty will encourage lecturers and academic staff to complete higher education (doctoral degree for lecturers and master's degree for academic staff). Universitas Negeri Padang, especially the Faculty of Engineering, will launch new study programs besides the main campus in order to help new prospective students studying in the Faculty of Engineering. It will provide optimum services to students in all areas within West Sumatra. Scheduled agendas within the study programs and faculty levels in 2020 are listed in Table 2.

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

No	Agenda	Achievement in 2019	Target in 2020
1	Pursuing doctoral degrees	26	42
2	The number of professors	17%	35%
2	Workshops/training for lecturers and academic staff	10	18
3	Increasing the number of funding for learning facilities and infrastructures	62,3%	70%
4	Extracurricular activities and competitions for students	21	32
5	Attending certificate of competency for lecturers and academic staff	24	38

The achievement in 2019 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 at the beginning of 2020. 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. It is expected that improvement will continuously increase in the future.

Hence, the report of the students' satisfaction index in 2019 was reported to be used for any purpose, as may be deemed fit.



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