Analysis of Student’s Satisfaction to Academic Service in FMIPA Universitas Negeri Padang

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Abstract. It paper discuss about student’s satisfaction to academic services in FMIPA. It conclude facility and infrastructure, lecturer and education staff, and also student service. We use primer data from around 308 students. Questionnaire are arranged depend on tangibles, reliability, responsiveness, assurance and empathy. Based in data analysis, we conclude that all students less satisfied to the academic services in FMIPA. But, depend on analysis for each item, there are some points we have to increase, like lack of parking area, toilet, and religion facility for students which is prepared by faculty. It can be follow-up by faculty.

1. Introduction

Universitas Negeri Padang (UNP) as service providers of educators have to preserve the quality of service to students as consumer. Competition between universities in obtaining the high qualities students is one of the factors for increasing the service quality in several sectors [1]. For that reason, university has to give maximal service to students because of their satisfaction is one of the main goal for each universities.

In improving student’s quality and satisfaction, Mathematics and Natural Science Faculty (FMIPA) as one of the faculties at UNP, has been increased its service to students, one of them provide fast and friendly service, and also provide complete facilities and infrastructure. Providing information media to support academic services delivered through websites and social media such as Instagram and others.

However, the reality shows that there are still students who are not satisfied with the services provided. For example, in the facilities and infrastructure section, the lecture room is less effective, not all rooms are equipped with complementary facilities such as Air Conditioner (AC) and a projector, but if there is AC and a projector sometimes it cannot be used. The prayer room that is provided for worship doesn’t look neat and clean yet. Internet network via wifi access point in certain areas is sluggish making it difficult to access what is needed. Inadequate parking area for both two-wheeled and four-wheeled vehicles.

In the services provided by lecturers, there are still Academic Advisor lecturers who are difficult to find and the thesis / final project guidance is still not optimal because the time provided by the lecturer is very limited.

In attracting sufficiently qualified prospective students and ensuring their satisfaction, FMIPA UNP must be able to improve its academic services. For this reason, sufficient information is needed from students to be evaluated and made into policies so that the quality of services can be improved as expected by students.

To determine the success of the service, it is necessary to measure it. According to [2] there are five dimensions of service quality, they are: 1) direct evidence / tangibles (physical appearance, equipment, employees and communication facilities), 2) reliability (the ability to provide the promised service
immediately, accurately and satisfactory), 3) responsiveness (the desire of staff to help customers and provide responsive services), 4) assurance (knowledge, politeness and the ability of their employees to generate trust and consumer confidence), 5) concern / empathy (ease of doing relationships, good communication, personal attention and understanding the needs of customers).

2. Result and Discussion
The data source is students’ of FMIPA UNP with academic identity 2017 who are active in July-December 2019. Sampling used the proportional random sampling using Slovin formula as follows [3].

\[
 n = \frac{N}{1 + Ne^2}
\]

with 5% sampling error and we reach 308 students as sample. The number of student’s sample for each department is shown in Table 1.

| Department      | Sample |
|-----------------|--------|
| Mathematics     | 67     |
| Biology         | 75     |
| Physics         | 58     |
| Chemistry       | 66     |
| Statistics      | 17     |
| Science Education | 25   |
| **Sum**         | **308**|

The variables used are based on quality dimensions with their respective scales[ 4], which are ordinal. It shown in Table 2.

| Variable            | Indicator                      | Question                                                                 |
|---------------------|--------------------------------|--------------------------------------------------------------------------|
| Direct Evidence     | Service Facilities             | 1. Condition of the classroom                                           |
| (tangibles)         |                                | 2. Learning facilities (white/blackboard, desks, chairs, projectors and AC) which are available in the classroom |
|                     |                                | 3. Academic information given by faculty                                |
|                     |                                | 4. Reference in the library                                              |
|                     |                                | 5. Internet access using wifi                                            |
|                     |                                | 6. Availability of parking area                                          |
|                     |                                | 7. Toilet facilities used by students                                    |
|                     |                                | 8. Worship facilities provided by the faculty                            |
| Reliability         | Competency of staff and lecturers | 9. Lecture material given by the lecturer                                |
|                     |                                | 10. The ability of academic staff to serve student’s administration        |
|                     |                                | 11. Assessments given by lecturers to students                            |
|                     |                                | 12. The competency of lecturer                                            |
| Responsiveness      | Responsiveness                  | 13. Readiness of academic staff regarding faculty information             |
14. The process of obtaining scholarships
15. The process of handling letters

16. Academic information provided by the faculty
17. Academic Advisor are easy to contact
18. Academics staff are polite and friendly in providing services

19. Attention of faculty academic staff to obstacles faced by students
20. Lecturer attention to student complaints in lectures

The questionnaire used is valid and reliable with Cronbach’s Alpha value of 0,866. The answers to the questionnaire used Likert scale with 4 choices, they are very satisfied, satisfied, less satisfied, dissatisfied, and it categorize as follows as shown in Table 3.

**Table 3. Category of Statement using Likert Scale**

| Choices                  | Score |
|--------------------------|-------|
| Very satisfied (VS)      | 4     |
| Satisfied (S)            | 3     |
| Less Satisfied (LD)      | 2     |
| Dissatisfied (D)         | 1     |

Furthermore, the result of data analysis were obtained for the percentage for each variable as shown in Table 4.

**Table 4. Percentage of Respondents Based on Direct Evidence**

| Variable                                           | D   | LD  | S    | VS  |
|----------------------------------------------------|-----|-----|------|-----|
| Condition of the classroom                         | 1,62| 19,81| 68,18| 10,38|
| Learning facilities (white/blackboard, desks, chairs, projectors and AC) which are available in the classroom | 2,92| 32,14| 53,25| 11,69|
| Academic information given by faculty              | 2,27| 26,3 | 60,1 | 7,79 |
| Reference in the library                           | 2,6 | 33,77| 55,84| 7,79 |
| Internet access using wifi                         | 2,6 | 28,9 | 48,7 | 19,81|
| Availability of parking area                       | 19,16| 46,75| 25,65| 8,44 |
| Toilet facilities used by students                 | 10,71| 44,81| 39,94| 4,55 |
| Worship facilities provided by the faculty         | 6,49| 44,48| 40,26| 8,77 |

Based on Table 4 and based on direct evidence of students who choose scores 3 and 4, namely satisfied and very satisfied there are variables in the condition of the lecture room used for parking space availability variables, students who feel dissatisfied.
| Variable                                           | D   | LD  | S   | VS  |
|---------------------------------------------------|-----|-----|-----|-----|
| Lecture material given by the lecturer            | 0,32| 12,01| 72,4| 15,26 |
| The ability of academic staff to serve student’s administration | 2,92| 19,81| 69,81| 7,47  |
| Assessments given by lecturers to students         | 0,65| 17,86| 69,48| 12,01 |
| The competency of lecturer                         | 0,32| 11,04| 64,29| 24,35 |

Based on Table 5, we know in reliability factor, 87.66% students are satisfied to the variable lecture material given by the lecturer. Meanwhile, students who choose scores 1 and 2 are dissatisfied and less satisfied for variable the ability of academic staff to serve student administration.

| Variable                                              | D   | LD  | S   | VS  |
|-------------------------------------------------------|-----|-----|-----|-----|
| Readiness of academic staff regarding faculty information | 6,17| 22,4| 63,31| 8,12 |
| The process of obtaining scholarships                  | 5,19| 33,12| 50,97| 10,71 |
| The process of handling letters                       | 8,12| 31,17| 51,62| 9,09  |

Depend on Table 6, we found that responsiveness, students satisfied to the readiness academic staff about faculty information. But in the convience in administrative the scholarship, most of them are dissatisfied.

| Variable                                              | D   | LD  | S   | VS  |
|-------------------------------------------------------|-----|-----|-----|-----|
| Academic information provided by the faculty          | 2,27| 18,18| 68,83| 10,71 |
| Academic Advisor are easy to contact                  | 5,19| 25,97| 51,62| 10,21 |
| Academics staff are polite and friendly in providing services | 6,17| 19,48| 65,26| 9,09  |

In Table 7, we known that if we see in assurance factor, most of students give score 3 and 4 for academic information provided by faculty. And in easiness on contacting academic advisor are dissatisfied.

| Variable                                              | D   | LD  | S   | VS  |
|-------------------------------------------------------|-----|-----|-----|-----|
| Attention of faculty academic staff to obstacles faced by students | 5,84| 24,68| 61,69| 7,79  |
| Lecturer attention to student complaints in lectures   | 2,27| 21,43| 63,31| 12,99 |
Based on Table 8, it can be seen from the attention factor (empathy), students are satisfied and very satisfied with the variable of lecturer attention to students who have difficulties in the academic aspect. Meanwhile, students felt very dissatisfied dan dissatisfied with the variable academic staff attention to student constraints.

The data processed by using the formula of satisfaction indeks (SI) [5]

\[
SI = \frac{\text{Total perception values for each item}}{\text{total item filled}} \times 100\%
\]

With criteria

| Criteria                  | SI         |
|---------------------------|------------|
| Very satisfied (VS)       | 88,31 – 100,00 |
| Satisfied (S)             | 76,61 – 88,30 |
| Less Satisfied (LD)       | 65,00 – 76,60 |
| Dissatisfied (D)          | 25,00 – 64,99 |

The result of the level of student satisfaction to the academic service for a whole can be seen in Tabel 10 as follows.

| Variable | Average | SI   | Note |
|----------|---------|------|------|
| X1       | 2,87    | 71,83| LD   |
| X2       | 2,74    | 68,43| LD   |
| X3       | 2,81    | 70,3 | LD   |
| X4       | 2,69    | 67,21| LD   |
| X5       | 2,86    | 71,43| LD   |
| X6       | 2,23    | 55,84| D    |
| X7       | 2,38    | 59,58| D    |
| X8       | 2,51    | 62,82| D    |
| X9       | 3,03    | 75,65| LD   |
| X10      | 2,82    | 70,45| LD   |
| X11      | 2,93    | 73,21| LD   |
| X12      | 3,13    | 78,7 | S    |
| X13      | 2,73    | 68,34| LD   |
| X14      | 2,67    | 66,80| LD   |
| X15      | 2,62    | 65,42| LD   |
| X16      | 2,88    | 72,00| LD   |
| X17      | 2,81    | 70,1 | LD   |
| X18      | 2,77    | 69,32| LD   |
| X19      | 2,71    | 67,86| LD   |
| X20      | 2,87    | 71,75| LD   |

Based on Table 10, as general the satisfaction level of students in 68,82 with less satisfied category. Students are satisfied in variable competency of lecturers according to their academic background, but dissatisfied in the other 3 variables, they are availability of parking area, toilet and worship facilities provided by faculty.
Based on the data analysis, it can be seen that the faculty has a lot to follow up so that the services provided to students are optimal. In the variable parking area, toilet facilities and places of worship at this time are not good. For example the parking area at FMIPA is not sufficient for motorized vehicles. As a result, many motorized vehicles are parked in any place, thus disturbing comfort. Likewise, the existing toilet is currently not very good. Therefore the attention of the Faculty to improve the infrastructure for the better.

3. Conclusion
Based on the data analysis, it was found that the student satisfaction index was in the less satisfied category. The competency variable of lecturers according to their field of expertise, students feel very satisfied, while the category of dissatisfaction is 3 variables, namely the availability of parking space, the availability of restroom facilities and worship facilities.

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