



First Session  
2020/2021

# EVALUATION REPORT ON STUDENT SATISFACTION DOCTORAL PROGRAM IN ECONOMICS



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## **A. OBJECTIVE OF EVALUATION:**

Evaluation of student satisfaction is carried out in order to assess the level of student satisfaction in the learning services of the Doctoral Program in Economics (provided by lecturers, administrative staff, and doctoral coordinators). The evaluation indicators are based on the following five items:

- a. Reliability: the ability of lecturers, education staff, and doctoral coordinators in providing services
- b. Responsiveness: willingness of lecturers, administrative staff, and doctoral coordinators to help students and provide services quickly
- c. Assurance: the ability of lecturers, administrative staff, and doctoral coordinators to ensure students that the services provided are in accordance with the provisions
- d. Empathy: the willingness/caring of lecturers, administrative staff, and doctoral coordinators to pay attention to students.
- e. Tangibility: assessment of the adequacy, accessibility, quality of facilities and infrastructure

## **B. IMPLEMENTATION OF EVALUATION:**

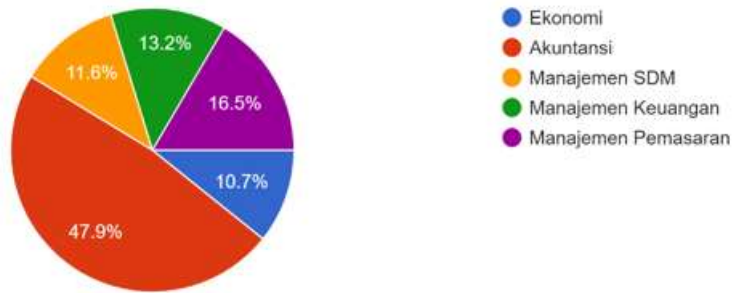
The evaluation was implemented by the Faculty Quality Assurance Team (TPMF) with active PDIE students as the target respondents. The evaluation is carried out using a Google Form which can be accessed [at this survey link](#). The form contains questions about the main concentration of students, and five indicators (four scales: Excellent, Good, Fair and Poor) for assessing student satisfaction with learning services provided by PDIE. This form also provides space for students to write suggestions for improvement. The evaluation was carried out from January 22 to January 28, 2021 with the main objective of assessing student satisfaction with the services for the First Session of Academic year 2020/2021.

## **C. RESULT OF EVALUATION:**

The evaluation form was filled out by 122 PDIE students as respondents from the concentration of Economics, Accounting and Management (Finance, HR and Marketing). Respondents who filled out the survey consisted of students from the concentration of Accounting (47.9%), Management (42.4% coming from the concentration of finance 13.2%, HRM 11.6% and Marketing 16.5), and Economics (10,7%)

## Konsentrasi

122 responses

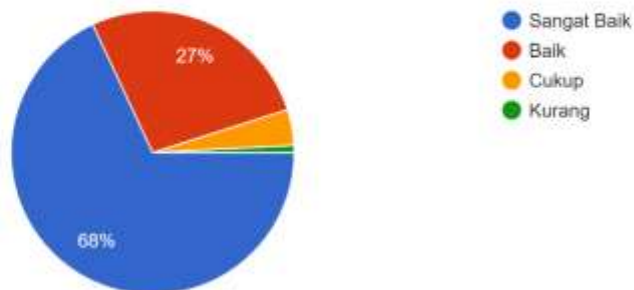


### a. Service Reliability

From the Reliability of Services (the ability of lecturers, education staff, and doctoral coordinators in providing services), survey results showed that the majority of students stated that the service reliability was Excellent (68%), Good (27%) and Fair/Poor (5%)

1. Keandalan (reliability): kemampuan dosen, tenaga kependidikan, dan pengelola dalam memberikan pelayanan

122 responses

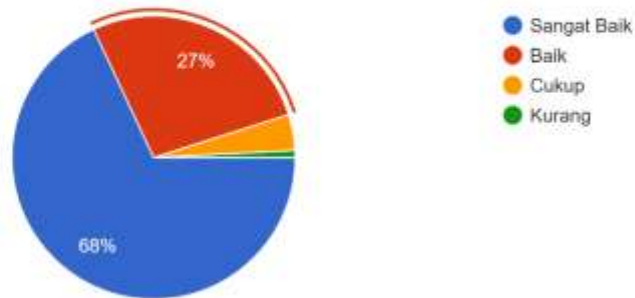


### b. Service Responsiveness

The survey results show that according to students, the responsiveness (willingness of lecturers, administrative staff, and doctoral coordinators to help students and provide services quickly) is Excellent (68%), Good (27%) and Fair/Poor (15%).

2. Daya tanggap (responsiveness): kemauan dari dosen, tenaga kependidikan, dan pengelola dalam membantu mahasiswa dan memberikan jasa dengan cepat.

122 responses

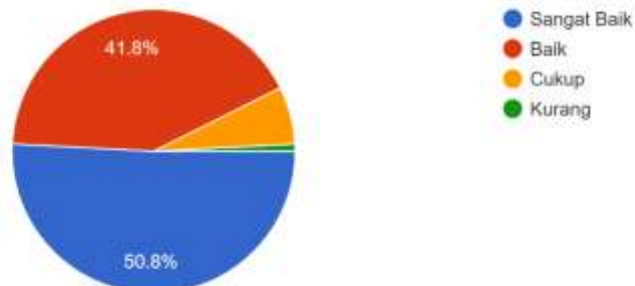


### c. Service Assurance

D. From the perspective of service assurance (the ability of lecturers, administrative staff, and doctoral coordinators to ensure students that the services provided are in accordance with the provisions), the majority of respondents believe that the service assurance is Excellent (50.8%), Good 41.8% and Fair/Poor (7.4%).

3. Kepastian (assurance): kemampuan dosen, tenaga kependidikan, dan pengelola untuk memberi keyakinan kepada mahasiswa bahwa pelayanan yang diberikan telah sesuai dengan ketentuan

122 responses

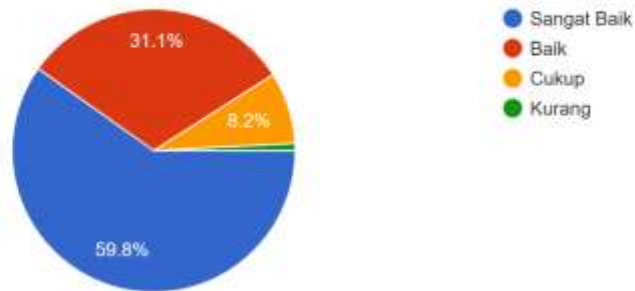


### d. Service Empathy

In terms of empathy, the survey results show that the majority of respondents believe that the willingness/caring of lecturers, administrative staff, and doctoral coordinators to pay attention to students is Excellent (59.8%), Good (31.1%) and Fair/Poor (9.1%).

4. Empati (empathy): kesediaan/kepedulian dosen, tenaga kependidikan, dan pengelola untuk memberi perhatian kepada mahasiswa.

122 responses

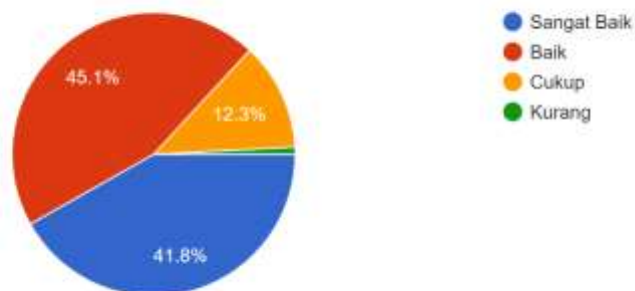


### e. Tangibility

Tangibility relates to student assessment on the adequacy, accessibility, quality of facilities and infrastructure provided by PDIE. The survey results show that the adequacy, accessibility and quality of facilities and infrastructure are Excellent (41.8%), Good (45.1%) and Fair/Poor (14.1%).

5. Tangible: penilaian terhadap kecukupan, aksesibilitas, kualitas sarana dan prasarana

122 responses



### f. Suggestion for Improvement (as written by students):

The following are some suggestions made by students regarding the Education services provided by PDIE (among others):

1. Adequate wifi facilities, especially when there are events and comfortable toilet facilities need to be improved.
2. Improving library services via online (online)
3. Facilities such as computers, cubicles, connections are improved
4. Classroom facilities are very lacking, dirty floors, AC is often problematic, garbage is rarely taken (up to months).
5. Please improve the infrastructure. WIFI service quality needs to be improved including AC in class and also cubical.

6. Please give more time for discussion and routine, at least scheduled (eg once every 2 weeks), so that students can finish their dissertation faster, as well as their publications. Thank you.
7. Dissertation supervision services are less responsive and less supportive.
8. There is a kind of "training" activity or discussion with previous students who have a lot of experience
9. Students should be given firm targets from the beginning of the semester
10. Hopefully the Promoter will give certainty to the direction of the research in order to complete the study on time...ameen
11. Cooperation with BUMN/D or other agencies is needed to obtain their CSR for providing support for more adequate educational facilities (eg buildings, etc.), so that UNDIP PDIE is more classy.
12. Please improve the internet network for S3 students, both in classrooms and cubicles, so that access can be smoother and more stable. Thank you very much.  
Success always PDIE UNDIP
13. It will be further improved, especially academic activities such as conferences and training to increase knowledge apart from class
14. Dissertations from graduates are placed in the reading room. So that students can read topics that can inspire and be controlled by CCTV, for example, so that they don't disappear.
15. Please improve for the internet network, because apart from being slow, it also often dies.
16. facilities need to be improved both the building and others...
17. The need to increase the speed of internet access (so far, internet connection failures often occur).
18. Cleanliness of campus facilities & infrastructure (especially the 2nd floor of PDIE). Often garbage is left to accumulate for a long time so that it rots.
19. employees (front office) who serve students should be added to provide excellent service
20. In general, the service of the lecturers and management is good, but yesterday there was one of the two lecturers for the 'Scientific Writing and Publication' course who had never taught in semester 3 the number of credits was 9. It feels like a loss not getting the knowledge that should be your right students. Moreover, it is a very important subject for studying scientific writing and publications. So just a suggestion, if you haven't had time to teach yesterday, the lecturer can replace him this semester, or if he is busy, please replace it with another lecturer
21. Please make the dissertation supervision process easier because it is difficult to meet directly with the supervisor.

## **E. CONCLUSION AND RECOMMENDATION:**

Based on the results of student evaluations on educational services provided by PDIE, the following conclusions and recommendations are presented.

### **a. Conclusion**

1. In general, the services provided by PDIE to students ranged between excellent and good (between 86% to 95%). The majority of students expressed satisfaction with the services provided both in terms of Reliability (the ability of lecturers, education staff, and doctoral coordinators in providing services); Responsiveness (willingness of lecturers, administrative staff, and doctoral coordinators to help students and provide services quickly); Assurance (the ability of lecturers, administrative staff, and doctoral coordinators to ensure students that the services provided are in accordance with the provisions); Empathy (the willingness/caring of lecturers, administrative staff, and doctoral coordinators to pay attention to students); Tangibility (assessment of the adequacy, accessibility, quality of facilities and infrastructure)
2. Several suggestions were given by students related to services, including: facilities/infrastructure need to be improved (Wi-Fi facilities, cubical rooms, toilets, discussion rooms, room cleanliness, lack of personnel at the front office, online library services, and others)
3. Students suggested that the evaluation form can be redesigned by separating the components of the assessment according to lecturers, administrative staff and doctoral coordinator so as to make it easier to provide evaluations in an objective and targeted manner.
4. Students are complain about some lecturers who are difficult to find for dissertation consultation or other academic consultations.
5. Students also provide input related to the evaluation of study progress so that it is carried out more intensively every semester according to the stages of graduation.
6. Students suggested that supporting academic activities such as workshops/training, guest lecturers and the like need to be improved.

**b. Recommendation:**

1. PDIE needs to keep improving services and to coordinate with the Dean Office related to education services, especially in some parts of the infrastructure that students complain about.
2. Some facilities need to be improved such as classrooms, additional cubical rooms, toilets, discussion rooms, and library services
3. Cleanliness should be the main concern because according to the information received there is only one cleaner assigned at PDIE.
4. Front office services need to be re-evaluated because they are often empty, especially when the academic staff has been assigning by PDIE at the Dean or other places (for meetings, socialization and the like). So far, there are only two staff that handle the front office including handling academic administrative work, exams and others. Problems occur when several activities occur at the same time. Coordination with other staff needs to be improved.
5. The results of this evaluation also need to be conveyed to the teaching staff and thesis supervisor because some lecturers are difficult to find and are less objective in giving grades.

6. The evaluation of student study progress (preliminary stages, proposals, results/feasibility seminars, and closed/promotional examinations) needs to be improved to find the main problems of graduate delays.
7. Considering that the facilities/infrastructure are handled by the Dean office, PDIE can immediately propose some urgent maintenance activities to the Dean office related to infrastructure that students complain about.
8. PDIE needs to improve other supporting academic activities such as guest lecturers, writing training, conferences and others.
9. The evaluation form should be separated according to the service provider (lecturers, administrative staff and PDIE coordinator) so that it can provide a more objective and comprehensive evaluation picture..

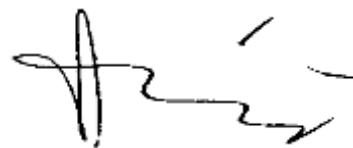
#### **F. DISTRIBUSI LAPORAN:**

For monitoring, evaluation and response purposes, this report is made and distributed to the followings:

1. Vice Dean 1 FEB
2. The Head of PDIE
3. Public (through web or other social media)
4. Archive

Semarang, 10 Februari 2021

Head of TPMF FEB Undip



Dr. Siti Mutmainah, S.E., M.Si., Akt