

## RINGKASAN/SUMMARY

Survei kepuasan pelanggan adalah salah satu cara untuk mengukur seberapa baik layanan yang ditawarkan oleh Universitas Negeri Surabaya (Unesa), khususnya Fakultas Matematika dan Ilmu Pengetahuan Alam (FMIPA) memenuhi harapan dan kebutuhan pelanggan (mahasiswa, dosen, dan tenaga kependidikan). Survei ini mengadopsi metode SERVQUAL dengan lima dimensi, yakni *reliability*, *responsiveness*, *assurance*, *empathy*, dan *tangible*. Survei ini menggunakan pendekatan *cross-sectional* di mana partisipan mengisi instrumen survei secara daring melalui *Single Sign On* Unesa. Sasaran dalam survei ini adalah dosen Unesa, khususnya di FMIPA. Survei dilakukan pada akhir tahun 2024 dan sebanyak 3 dosen Prodi S3 Pendidikan Sains FMIPA mengisi survei kepuasan. Metode *Importance-Performance Analysis*, *Gap Analysis*, *Paired Difference Test*, dan Tingkat Kepuasan Pengguna digunakan untuk menganalisis data. Berdasarkan hasil analisis data dari survei kepuasan dosen FMIPA tahun 2024 diperoleh hasil, yakni: (1) terdapat perbedaan yang signifikan berdasarkan analisis gap ditemukan bahwa ada gap yang cukup besar pada variabel *Tangible* variabel P5. (2) Hasil analisis kuadran ditemukan hanya 2 kuadran yang muncul yaitu kuadran I dan II. Dengan rincian Pada **kuadran I** ditemukan enam variabel yaitu P1, P5, P8, P11, P13, dan P17. Variabel tersebut merupakan faktor-faktor yang dianggap penting oleh pengguna dan telah dilaksanakan dengan baik sehingga dapat memuaskan konsumen, maka kewajiban manajemen perguruan tinggi adalah harus mempertahankan kinerja yang selama ini sudah berjalan. Adapun aspek yang mencakup variabel tersebut adalah Kecukupan kuantitas dan kualitas sarana dan prasarana yang mendukung kegiatan tri dharma (gedung, laboratorium, ruang kelas, perpustakaan, poliklinik, parkir, dll), Keterbukaan hasil penilaian proposal, pelaksanaan, sampai laporan akhir penelitian dan PKM, Kemudahan dalam mendapatkan informasi dalam menunjang kegiatan Tridarma Perguruan Tinggi, Layanan prima manajemen di PT dilakukan sesuai dengan prosedur, Ketepatan pencairan gaji, sertifikasi dosen dan remunerasi 30 % di setiap bulan, dan Ketepatan dalam proses kenaikan pangkat, pengembangan karir, dan hak dosen; sedangkan pada kuadran II ditemukan lima belas variabel yaitu P2, P3, P4, P6, P7, P9, P10, P12, P14, P15, P16, P18, P19, P20, dan P21. Variabel tersebut merupakan faktor-faktor yang dianggap penting oleh pengguna dan telah dilaksanakan dengan baik sehingga dapat memuaskan konsumen, maka kewajiban manajemen perguruan tinggi adalah harus mempertahankan kinerja yang selama ini sudah berjalan. Adapun aspek yang mencakup variabel tersebut adalah Pelayanan pimpinan dan atau penanggung jawab yang berwenang dalam menunjang keterlaksanaan Tridarma Perguruan Tinggi, Kejelasan mekanisme evaluasi kinerja dosen sesuai dengan SOP, Kemudahan layanan manajemen dalam pelaksanaan Tridarma Perguruan Tinggi, Kesigapan layanan administrasi LPPM dalam menangani masalah bidang penelitian dan PKM, Ketepatan pencairan dana penelitian dan PKM, Pemberian remunerasi secara adil dan transparan, Kesesuaian proses rekrutmen, seleksi, dan pemberhentian dosen sesuai dengan perencanaan kebutuhan dan SOP yang berlaku, Kesesuaian usulan proposal dengan *roadmap* penelitian dan PKM (prodi, fakultas, dan universitas), Konsistensi aturan pada pelaksanaan dan kegiatan *monev* penelitian serta PKM, Ketepatan output penelitian dan PKM sesuai dengan pedoman dan SOP sesuai skem, Ketersediaan layanan dalam menunjang kegiatan tridarma Perguruan Tinggi, Aksesibilitas dalam mengakses sistem informasi melalui SSO, Kesesuaian output PKM dengan kebutuhan masyarakat, Kejelasan pedoman keuangan dalam segala jenis potongan gaji dan remunerasi, dan Keterlibatan dosen dalam penyusunan Rencana Bisnis Anggaran.

*The customer satisfaction survey is one way to measure how well the services offered by Universitas Negeri Surabaya (Unesa), especially the Faculty of Mathematics and Natural Sciences (FMIPA) meet the expectations and needs of customers (students, lecturers, and education personnel). This survey adopted the SERVQUAL method with five dimensions, namely reliability, responsiveness, assurance, empathy, and tangible. This survey uses a cross-sectional approach where participants fill out survey instruments online through Unesa's Single Sign On. The targets in this survey were Unesa lecturers, especially in FMIPA. The survey was conducted at the end of 2024 and 5 FMIPA lecturers filled out the satisfaction survey. Importance-Performance Analysis, Gap Analysis, Paired Difference Test, and User Satisfaction Level methods were used to analyze the data. Based on the results of data analysis from the 2024 FMIPA lecturer satisfaction survey, the results obtained were: (1) there was a significant difference based on the gap analysis, it was found that there was a fairly large gap in the Tangible variable P5. (2) The results of the quadrant analysis found that only 2 quadrants appeared, namely quadrants I and II. With details in quadrant I, six variables were found, namely P1, P5, P8, P11, P13, and P17. These variables are factors that are considered important by users and have been implemented well so that they can satisfy consumers, so the obligation of higher education management is to maintain the performance that has been running so far. The aspects that include these variables are the adequacy of the quantity and quality of facilities and infrastructure that support the tri dharma activities (buildings, laboratories, classrooms, libraries, polyclinics, parking, etc.), Transparency of proposal assessment results, implementation, until the final report of research and PKM, Ease of obtaining information in supporting the activities of the Tridharma of Higher Education, Excellent management services at PT are carried out in accordance with procedures, Accuracy of salary disbursement, lecturer certification and 30% remuneration every month, and Accuracy in the process of promotion, career development, and lecturer rights; while in quadrant II fifteen variables were found, namely P2, P3, P4, P6, P7, P9, P10, P12, P14, P15, P16, P18, P19, P20, and P21. These variables are factors that are considered important by users and have been implemented well so that they can satisfy consumers, so the obligation of higher education management is to maintain the performance that has been running so far. The aspects that include these variables are the services of the leadership and/or those responsible who are authorized to support the implementation of the Tridharma of Higher Education, Clarity of the lecturer performance evaluation mechanism in accordance with the SOP, Ease of management services in the implementation of the Tridharma of Higher Education, Readiness of LPPM administrative services in handling research and PKM issues, Accuracy of disbursement of research and PKM funds, Provision of fair and transparent remuneration, Conformity of recruitment, selection, and dismissal processes of lecturers in accordance with the needs planning and applicable SOPs, Conformity of proposals with the research and PKM roadmap (study program, faculty, and university), Consistency of regulations on the implementation and monitoring and evaluation activities of research and PKM, Accuracy of research and PKM output in accordance with guidelines and SOPs according to the scheme, Availability of services in supporting the activities of the Tridharma of Higher Education, Accessibility in accessing information systems through SSO, Conformity of PKM output with community needs, Clarity of financial guidelines in all types of salary deductions and remuneration, and Lecturer involvement in the preparation of the Budget Business Plan*



**One-Sample Kolmogorov-Smirnov Test**

		Harapan	Kenyataan
N		5	5
Normal Parameters <sup>a,b</sup>	Mean	3.7429	3.5714
	Std. Deviation	.54876	.42592
Most Extreme Differences	Absolute	.449	.255
	Positive	.320	.217
	Negative	-.449	-.255
Kolmogorov-Smirnov Z		1.003	.571
Asymp. Sig. (2-tailed)		.266	.900

a. Test distribution is Normal.

b. Calculated from data.

**Ranks**

		N	Mean Rank	Sum of Ranks
Kenyataan - Harapan	Negative Ranks	4 <sup>a</sup>	3.25	13.00
	Positive Ranks	1 <sup>b</sup>	2.00	2.00
	Ties	0 <sup>c</sup>		
	Total	5		

a. Kenyataan < Harapan

b. Kenyataan > Harapan

c. Kenyataan = Harapan

**Test Statistics<sup>a</sup>**

	Kenyataan - Harapan
Z	-1.483 <sup>b</sup>
Asymp. Sig. (2-tailed)	.138

a. Wilcoxon Signed Ranks Test

b. Based on positive ranks.

