



EVALUATION OF STUDENT SATISFACTION WITH ACADEMIC ADMINISTRATION SERVICES

ACADEMIC YEAR 2024/2025



**LEMBAGA PENJAMINAN MUTU
UNIVERSITAS PGRI SEMARANG**

Melaju dengan Mutu

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FOREWORD BY THE

We give thanks to God Almighty for His blessings and abundant grace, which have enabled the completion of the Student Satisfaction Evaluation of Academic Administration Services at Universitas Persatuan Guru Republik Indonesia Semarang for the 2024/2025 academic year.

We would like to express our gratitude to the honourable: 1) Chair of the YPLP PT PGRI Semarang; 2) Rector of the Universitas Persatuan Guru Republik Indonesia Semarang; 3) As well as all relevant parties for the successful conduct of the Monitoring and Evaluation of Student Satisfaction with Academic Administrative Services at the Universitas Persatuan Guru Republik Indonesia Semarang for the 2024/2025 academic year, with all the facilities and support provided.

This Student Satisfaction Evaluation of Academic Administrative Services is an effort towards quality assurance, aimed at gathering information regarding general facilities and services provided to students in relation to their general interests. This forms part of the implementation of services within the Tri Dharma framework, contributing to the achievement of UPGRIS's vision and mission.

The UPGRIS Quality Assurance Agency hopes that the results of this monitoring and evaluation of student satisfaction with academic administrative services can be used as input and consideration for the quality of higher education provision.

Furthermore, in the coming period, evaluations of student satisfaction with the academic administration services at the Universitas Persatuan Guru Republik Indonesia Semarang will continue to be carried out so that the relevant parties can make improvements.



Quality Assurance Agency, Universitas PGRI
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A. BACKGROUND

Students are the primary beneficiaries of the services provided by the university as an institution of higher education. As a university strives to improve, monitoring the delivery of services is essential to identify shortcomings and formulate strategies for better outcomes. One such service provided by the university to students is academic support.

National educational development is an effort to foster rational thinking, shape the character and civilisation of the Indonesian nation to be intelligent and dignified. National educational development aims to develop the potential of learners so that they become individuals who are faithful and devout to God Almighty, possess noble character, are healthy, knowledgeable, competent, creative, independent, and become democratic and responsible citizens. Educational development is vital for the nation's progress; therefore, higher education institutions must actively fulfil the functions and roles of education through their vision and mission. As a higher education institution that nurtures scholars, Universitas Persatuan Guru Republik Indonesia Semarang must be capable of bringing about positive change for the Indonesian nation.

The administrative staff is one of the units that provides support for operational activities at the university. The main duties of administrative staff relate to correspondence, data entry, document storage and organisation, including assisting other units that require various data for reports to the university. The services provided by staff can bring benefits and advantages to those who utilise them to support intellectual and professional needs in order to ensure the smooth running of the teaching and learning process.

Given the importance of this administrative service information, the Quality Assurance Agency needs to monitor and evaluate student satisfaction with UPGRIS Academic Administrative Services for the 2024/2025 academic year via an *online* questionnaire, so that the results of this analysis are expected to serve as input and a basis for review by the university, in this case the Universitas Persatuan Guru Republik Indonesia Semarang, particularly the academic and student affairs administration, which can provide comfort to the entire academic community.

B. QUALITY STANDARDS FOR MONITORING AND EVALUATION OF STUDENT SATISFACTION WITH UPGRIS ACADEMIC ADMINISTRATIVE SERVICES

The quality standards for monitoring and evaluating student satisfaction with UPGRIS academic administration services are as follows.

a. Tangibles

1. The academic administration offices are clean, tidy and comfortable;
2. Service procedures are clear and easy to understand;
3. Academic administration processes are swift and timely;
4. Administrative activities are well-organised and systematic;

b. Reliability

1. The ability of faculties and degree programmes to meet students' needs both in person and online (academic guidance, letters of recommendation);
2. The ability of administrative staff to meet students' needs both in person and online;
3. Ease of accessing academic administrative information via the university website and from administrative staff;
4. Ease of accessing academic information via the university website and faculty/programme websites;

c. Assurance

1. Communication between administrative staff and students;
2. Ease of the tuition fee payment process;
3. Ease of processing academic permits;


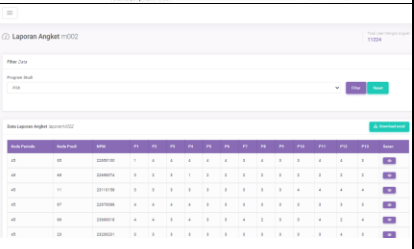



d. Responsiveness


1. Academic tutors, programmes, and faculties provide assistance if students encounter academic difficulties; and
2. Academic advisors, study programmes, and faculties make time available for parents/guardians to consult.

C. IMPLEMENTATION OF MONITORING AND EVALUATION OF STUDENT SATISFACTION WITH UPGRIS ACADEMIC ADMINISTRATION SERVICES

The implementation of this evaluation involved various stages, with the results presented in Table 1 below.

Table 1. Stage of Evaluation Student Student with Academic Administration Services at Universitas Persatuan Guru Republik Indonesia Semarang

Day/Date	Activity	Parties Involved	Result	Document
Tuesday, 9 April 2024	Finalisation of the questionnaire	LPM	Questionnaire	
6–8 May 2025	Completion of the questionnaire	All students	Completed questionnaire	
Monday, 12 May 2025	Processing of BAAK service instruments	LPM	Data analysis	
Thursday, 15 May 2025	Draft report preparation	LPM	Draft report	
Friday, 16 May 2025	Presentation of the draft report	of the LPM in the FGD		

Tuesday, 20 May 2025	Finalisation of the final report	LPM	Report	
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D. STUDENT SATIFICATION EVALUATION INSTRUMENT FOR ACADEMIC ADMINISTRATIVE SERVICES AT UPGRIS

PURPOSE

This questionnaire aims to measure the level of student satisfaction with the academic administration services at the Universitas Persatuan Guru Republik Indonesia Semarang.

INSTRUCTIONS

1. As a selected respondent, you are requested to complete this questionnaire in full, based on your actual experience, knowledge, perceptions and circumstances.
2. Your participation in completing this questionnaire objectively is of great significance to the Universitas Persatuan Guru Republik Indonesia Semarang in obtaining accurate feedback for the improvement and enhancement of academic services in the future.
3. Your responses will be kept strictly confidential and will not have any negative consequences for anyone.
4. Please select one of the provided options by clicking on the available answer choice.

No	Description	Scale			
		Very poor	Poor	Good	Very good
TANGIBLES (tangible assets)					
1.	The academic administration office is clean, tidy and comfortable;				
2.	Service service are and easy to understand;				
3.	The academic administration process is fast and timely;				
4.	Administrative activities are well-organised and systematic;				
RELIABILITY					
5.	The ability of the faculty and study programmes to meet students' needs both offline and online (guidance, letters of recommendation);				
6.	The ability of administrative staff to meet students' needs both in person and online;				

7.	Ease of accessing academic administrative information from the university website and administrative staff;				
8.	Ease of obtaining information				
No	Description	Scale			
		Very poor	Poor	Good	Very Good
	academic information from the university and faculty/programme websites;				
ASSURANCE					
9.	Communication staff administrative with students				
10.	Ease of the tuition fee payment process				
11.	Ease of the academic permit application process				
RESPONSIVENESS					
12.	Advisors, study programmes and faculties provide assistance if students encounter academic problems				
13.	Academic tutors, programme coordinators and faculty members make time for parents/guardians to consult				

E. SCORING METHOD FOR EVALUATING STUDENT SATISFACTION WITH ACADEMIC ADMINISTRATION SERVICES

The data collection method for respondents utilised an *online* questionnaire via the form.upgris.ac.id system. The questionnaire results were subsequently processed using Microsoft Excel, with a scoring scale of 1 to 4: 1 for 'poor', 2 for 'fair', 3 for 'good' and 4 for 'very good'.

$$N = \frac{((n1 \times 1) + (n2 \times 2) + (n3 \times 3) + (n4 \times 4))}{4}$$

Notes:

N = Percentage of Student Satisfaction with Academic Administration Services

n1 = number of 'poor' scores n3 = number of 'good' scores

n2 = number of 'fairly good' scores n4 = number of excellent

scores The scoring criteria are as follows:

1. 85 to 100 = Very Good
2. 70 to 84.9 = Good
3. 55 to 69.9 = Poor
4. 0 to 54.9 = Very Poor

F. EVALUATION RESULTS

The evaluation of student satisfaction with academic administration services successfully gathered 11,313 respondents. The summary data of the evaluation of student satisfaction with UPGRIS academic administration services (in percentages) is presented in Table 2 below.

Table 2. Summary of Student Satisfaction Evaluation Data regarding UPGRIS Academic Administration Services

No	Statement	Score				Result
		Not Good	Fair	Good	Very Good	
1	Tangibles	0.93	3.45	62.37	33.25	81.99
2	Reliability	0.90	3.94	62.69	32.47	81.68
3	Assurance	0.88	3.69	63.16	32.27	81.36
4	Responsiveness	1.01	3.85	62.00	33.14	81.82

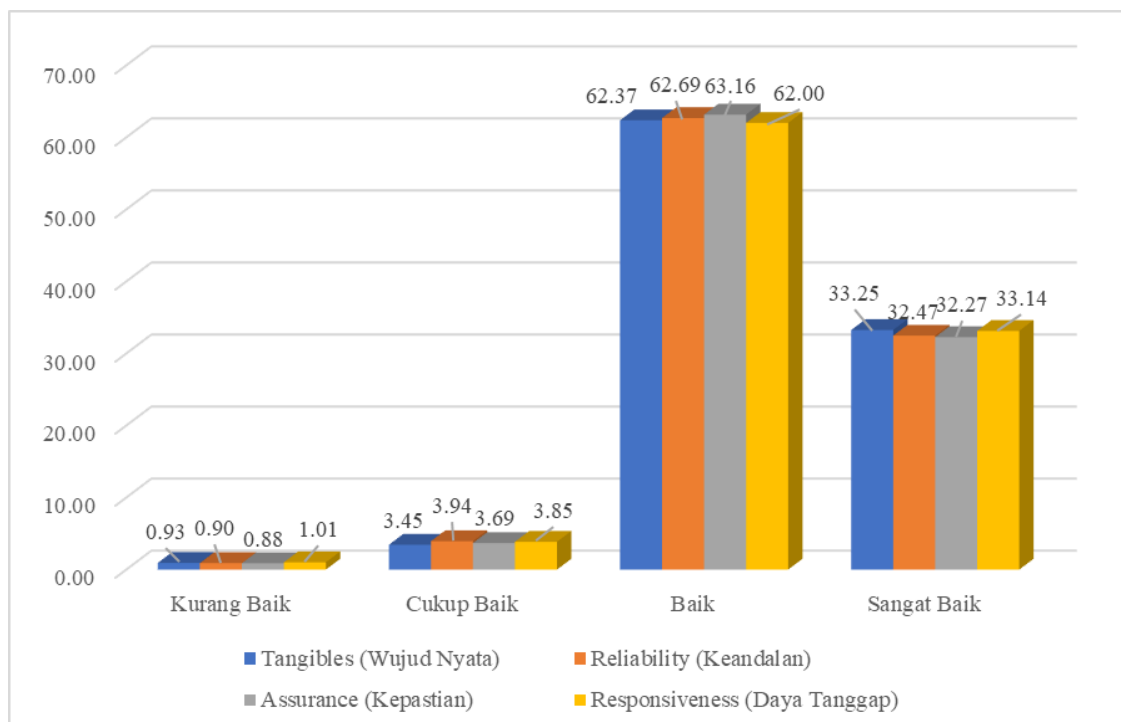


Figure 1. Summary Data of Student Satisfaction Evaluation of UPGRIS Academic Administration Services

Summary Data on Student Satisfaction with Academic Administrative Services by Faculty (in percentages) is presented in the following table.

Table 3. Faculty of Education

No	Statement	Score				Result
		Poor	Fair	Good	Very Good	
1	Tangibles	0.68	2.93	63.56	32.83	82.14
2	Reliability	0.65	3.23	64.54	31.58	81.76
3	Assurance	0.71	3.48	64.87	30.94	81.51
4	Responsiveness	0.86	3.72	62.92	32.49	81.76

Table 4. Faculty of Social Sciences and Physical Education

No	Statement	Score				Result
		Not Very Good	Fair	Good	Very Good	
1	Tangibles	1.58	3.87	62.27	32.29	81.32
2	Reliability	1.27	4.83	62.63	31.27	80.98
3	Assurance	1.21	4.12	63.33	31.34	81.20
4	Responsiveness	1.39	4.47	62.68	31.46	81.05

Table 5. Faculty of Mathematics, Natural Sciences and Information Technology

No	Statement	Score				Result
		Poor	Fair	Good	Very Good	
1	Tangibles	0.37	3.81	66.20	29.62	81.27
2	Reliability	0.29	4.62	68.25	26.84	80.41
3	Assurance	0.60	4.20	67.43	27.77	80.59
4	Responsiveness	0.98	3.93	67.27	27.82	80.48

Table 6. Faculty of Language and Arts Education

No	Statement	Score				Result
		Poor	Fair	Good	Very Good	
1	Tangibles	0.83	4.50	65.89	28.77	80.65
2	Reliability	0.80	3.77	67.80	27.63	80.57
3	Assurance	0.78	4.06	67.13	28.02	80.60
4	Responsiveness	1.04	3.81	66.69	28.46	80.64

Table 7. Faculty of Engineering and Information Technology

No	Statement	Score				Result
		Poor	Fair	Good	Very Good	
1	Tangibles	1.51	4.57	64.81	29.11	80.38
2	Reliability	1.64	5.08	64.71	28.58	80.06
3	Assurance	1.42	4.43	65.48	28.66	80.35
4	Responsiveness	1.32	4.85	64.70	29.14	80.41

Table 8. Faculty of Economics and Business

No	Statement	Score				Result
		Not Good	Fair	Good	Very Good	
1	Tangibles	0.63	3.24	67.93	28.19	80.92
2	Reliability	0.74	4.23	67.69	27.34	80.41
3	Assurance	0.79	3.80	68.23	27.18	80.45
4	Responsiveness	0.86	3.62	67.52	28.00	80.67

Table 9. Faculty of Law

No	Statement	Score				Result
		Not Good	Fair	Good	Very Good	
1	Tangibles	1.27	5.33	64.60	28.80	80.23
2	Reliability	0.80	5.53	62.33	31.33	81.05
3	Assurance	0.71	5.33	64.53	29.42	80.67
4	Responsiveness	1.07	5.20	61.87	31.87	81.13

Table 10. Postgraduate Programmes

No	Statement	Score				Result
		Poor	Fair	Good	Very Good	
1	Tangibles	0.08	0.56	38.21	61.15	90.11
2	Reliability	0.21	0.83	36.61	62.35	90.27
3	Assurance	0.18	0.57	37.42	61.83	90.23
4	Responsiveness	0.32	0.80	35.86	63.02	90.39

G. EVALUATION AND FOLLOW

The evaluation of student satisfaction with UPGRIS's academic administrative services for the 2024/2025 academic year was conducted via an *online* questionnaire completed by students, followed by data analysis using descriptive percentage analysis. In general, student satisfaction with the academic administrative services evaluated covers four aspects, namely Tangibles, Reliability, Assurance, and Responsiveness. Overall, the level of UPGRIS students' satisfaction with academic administrative services falls within the 'good' to 'very good' category. The majority of students rated these services as "good" across all aspects.

The Tangibles aspect received a score of 3.45% (fairly good); 62.37% (good), 33.25% (very good), Reliability received a score of 3.94% (fairly good); 62.69% (good); 32.47% (very good), Assurance

received a score of 3.69% (fairly good); 63.16% (good); 32.27% (very good) and Responsiveness received a score of 3.85% (fairly good); 62.00% (good); 33.14% (very good), which indicates that over 81% of respondents rated students' overall satisfaction with academic administrative services as good or very good, whilst only 5.79% rated it as poor or fair.

Analysis of Student Satisfaction with UPGRIS Academic Administrative Services. The results of the evaluation of student satisfaction with UPGRIS academic administrative services show that, in general, the level of student satisfaction falls within the 'good' category across all measured aspects. This indicates that UPGRIS has succeeded in providing adequate academic administrative services that meet the expectations of the majority of its students.

Tangibles Aspect: Regarding the Tangibles aspect, which covers physical facilities, equipment, staff appearance, and communication materials, it was found that 3.45% of students rated it as "fair", 62.37% rated it as "good", and 33.25% rated it as "very good". This indicates that the majority of students are satisfied with the physical facilities and the overall presentation of academic administrative services. Nevertheless, there is some room for improvement to convert the "fairly good" ratings into "good" or "very good" through enhancements to the quality of facilities or the aesthetic appeal of the service environment.

Reliability: Regarding reliability—which measures the ability to deliver promised services accurately and consistently—the results show that 3.94% of students rated it as "fairly good", 62.69% as "good", and 32.47% as "very good". These figures confirm that UPGRIS's academic administration services are fairly consistent and reliable in fulfilling commitments and delivering accurate services. The small percentage in the "fairly good" category could be a focus area to ensure that every service provided is always timely and error-free.

Assurance Aspect (Certainty): Regarding the Assurance aspect (certainty), which relates to staff knowledge, courtesy, and ability to foster trust and confidence, the results show that 3.69% of students rated it as "fairly good", 63.16% as "good", and 32.27% as "very good". The high percentages in the "good" and "very good" categories indicate that

at UPGRIS possess good competence, are courteous, and are able to provide a sense of security and trust to students. Improvements can be made by continuing to develop staff capacity through training to achieve a higher level of assurance.

The Responsiveness aspect, which measures staff willingness to assist students and provide prompt service, showed that 3.85% of students rated it as "fairly good", 62.00% as "good", and 33.14% as "very good"

These results indicate that UPGRIS academic administrative staff have a high willingness to assist students and provide responsive services. Improving this aspect can be achieved by continuing to reduce waiting times and ensuring a prompt response to every student enquiry or issue, thereby reducing the percentage of 'not good' and 'fair' ratings.

H. CONCLUSION

The evaluation of student satisfaction with UPGRIS's academic administration services for the 2024/2025 academic year was successfully carried out, with a rating of "good" across all aspects. Overall student satisfaction with academic administrative services achieved an average score of 81.71%, an increase of 1.09% from the 2023/2024 academic year evaluation, which had an average score of 80.83%. The results across all four aspects indicate that UPGRIS has succeeded in providing satisfactory academic administrative services to the majority of its students. Nevertheless, for the benefit of students, continuous improvement is required in every aspect.

I. RECOMMENDATIONS

Based on the findings of the Student Satisfaction Evaluation of UPGRIS's Academic Administrative Services for the 2024/2025 academic year, the UPGRIS Quality Assurance Agency makes the following general recommendations to ensure that student satisfaction with academic administrative services continues to improve, through:

1. Standardisation of Procedures: ensure that all academic administrative service procedures are clearly documented and consistently applied by all staff. This will minimise variations in service quality.
2. Continuous Staff Training: Provide regular training to administrative staff on communication skills, problem-solving, and the use of the latest technology to improve efficiency and response times.
3. Improving the quality of service delivery through seminars or training programmes for lecturers, educational staff, academic staff, and programme coordinators in carrying out their respective duties and functions as the frontline in providing academic services to students.

J. CONCLUSION

Student Satisfaction with Academic Administrative Services at UPGRIS is a facility available to the entire academic community. It is hoped that student satisfaction with academic administrative services will result in the provision of optimal service and a positive impression for the benefit of those who utilise it. To support intellectual and professional needs in the context of the smooth running of the teaching and learning process. For this purpose, it is hoped that all elements of the campus will participate in improving the academic and student administration services already provided, so that the ultimate goals of the university can be achieved.

K. REFERENCES

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