



STUDENT SATISFACTION REPORT ON STUDENT SERVICES

Academic Year 2024/2025



**LEMBAGA PENJAMINAN MUTU
UNIVERSITAS PGRI SEMARANG**

Melaju dengan Mutu

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TABLE OF CONTENTS

	Page
COVER PAGE	1
TABLE OF CONTENTS	2
FOREWORD	3
A. BACKGROUND	4
B. QUALITY STANDARDS FOR THE EVALUATION OF INPUT AND STUDENT SERVICES	4
C. CONDUCTING STUDENT SATISFACTION EVALUATIONS OF STUDENT SERVICES	5
D. INSTRUMENT FOR EVALUATING STUDENT SATISFACTION WITH STUDENT SERVICES	6
E. METHOD OF SCORING STUDENT SATISFACTION WITH STUDENT SERVICES	8
F. EVALUATION RESULTS.....	9
G. EVALUATION AND FOLLOW-UP	14
H. CONCLUSION	15
I. RECOMMENDATIONS	15
J. CONCLUSION	16
K. REFERENCES	16

FOREWORD

We give thanks to God Almighty for His blessings and abundant grace, which have enabled the completion of the Evaluation of the Quality of Student Input and Services for the 2024/2025 Academic Year.

We would like to express our gratitude to the Honourable Chair of the YPLP PT PGRI Semarang and the Rector of PGRI University of Semarang, as well as all relevant parties, for the successful organisation of the Quality Evaluation of Student Input and Services for the 2024/2025 Academic Year, with all the facilities and support provided.

This evaluation of student services is an effort to ensure quality by gathering information on student satisfaction with the student services available at the University of PGRI Semarang.

The UPGRIS Quality Assurance Agency hopes that the results of this evaluation of the quality of student input and services can be used as input and consideration for the quality of higher education delivery as a large organisation, so that the organisation's objectives can be realised and used as a basis for determining policies to address shortcomings through *continuous improvement* in the coming years.



Quality Assurance Agency, PGRI University of Semarang

Dr. Ary Susatyo Nugroho, M.Si.

A. BACKGROUND

The development of national education is an effort to foster rational thinking and to shape the character and civilisation of the Indonesian nation, making it intelligent and dignified. The development of national education aims to nurture the potential of learners so that they may become individuals who have faith in and are devout to the One True God, possess noble character, are healthy, knowledgeable, competent, creative and 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, PGRI University of Semarang must be capable of bringing about positive change for the Indonesian nation. PGRI University of Semarang offers several student services, including: services in the field of reasoning, services in the field of interests and talents, career guidance services, entrepreneurship guidance services, counselling and guidance services, scholarship services, and health services.

Students are the core business of higher education institutions, particularly for private universities. Services for students are not limited to academic support but also encompass non-academic support. This is aimed at shaping graduates with well-rounded character across cognitive, affective, and psychomotor aspects. The University of PGRI Semarang's student services satisfaction survey was conducted online via <https://form.upgris.ac.id/>. This survey is used to meet the data requirements for AMI and accreditation, whilst also serving as an effort to improve the quality of public services at UPGRIS.

Given the importance of information regarding the quality of inputs and student services at UPGRIS, the Quality Assurance Agency needs to conduct an Evaluation of the Quality of Inputs and Student 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 University of PGRI Semarang, particularly regarding student services that can provide comfort to the entire academic community.

B. QUALITY QUALITY QUALITY QUALITY INPUT AND STUDENT SERVICES AT UPGRIS

1. Quality of Input

Admissions selection system for new students in the

2. Student Services

- a. Services in the field of reasoning (to enhance students’ academic and non-academic abilities)
- b. Services in the field of interests and talents (to develop students’ interests and talents and provide outlets for their hobbies)
- c. Career guidance services (preparing students for employment and placing graduates in jobs)
- d. Entrepreneurship guidance services
- e. Guidance and counselling services
- f. Scholarship services
- g. Health services



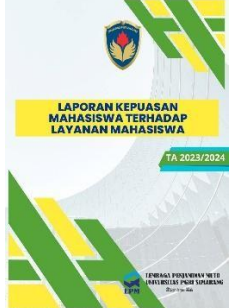
C. IMPLEMENTATION EVALUATION QUALITY INPUT AND STUDENT SERVICES AT UPGRIS

The implementation of this evaluation involved various stages, with the following results.

Table 1. Stages of the Evaluation of the Quality of Input and Student Services at the University of PGRI Semarang

Day/Date	Activity	Parties Involved	Results	Document
Tuesday, 5 February 2024	Preparation of the questionnaire	LPM	Questionnaire	
1 – 14 September 2025	Completion of the questionnaire student services	LPM Staff	Completed questionnaire	
Monday, 15 September 2025	Questionnaire processing and Monitoring	LPM	Data analysis	

	evaluation of Student Affairs			
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Day/date	Activities	Parties Involved	Outcome	Documents
Wednesday, 17 September 2025	Drafting of the report	LPM	Draft report	
Friday, 19 September 2025	Presentation of the draft report	LPM in FGD		
Monday, 22 September 2025	Preparation of the final report	LPM	Report	

D. EVALUATION EVALUATION QUALITY INPUT AND STUDENT SERVICES AT UPGRI

Student Satisfaction Survey on the Quality of Input and Student Services OBJECTIVE
This questionnaire aims to measure student satisfaction with student services

INSTRUCTIONS

- As a selected respondent, you are requested to complete this entire questionnaire in accordance with your actual experience, knowledge, perceptions, and circumstances.
- Your participation in completing this questionnaire objectively is of great significance to the University of PGRI Semarang in obtaining accurate feedback for the improvement and enhancement of academic services in the future.
- Your answers will be kept confidential and will not have any negative

consequences for anyone.

- d. Please select one of the options provided by clicking on the available answer choice.

A. Quality of Input

1. New student admission selection system
 - a. Not Satisfied
 - b. Somewhat Satisfied
 - c. Satisfactory
 - d. Very Satisfactory

B. Student Services

1. Reasoning services (to improve students' academic and non-academic abilities)
 - a. Not Satisfied
 - b. Somewhat Satisfied
 - c. Satisfactory
 - d. Very Satisfactory
2. Services in the field of interests and talents (to enhance students' interests and talents and to channel their hobbies)
 - a. Not satisfied
 - b. Fairly Satisfied
 - c. Satisfactory
 - d. Very Satisfactory
3. Career guidance services (preparing students for employment and placing graduates in jobs)
 - a. Not satisfied
 - b. Somewhat satisfied
 - c. Satisfactory
 - d. Very Satisfactory
4. Entrepreneurship guidance services
 - a. Not satisfied
 - b. Somewhat satisfied
 - c. Satisfactory
 - d. Very Satisfactory
5. Guidance and counselling services
 - a. Not satisfied
 - b. Fairly satisfied
 - c. Satisfactory
 - d. Very Satisfactory
6. Scholarship Services
 - a. Not satisfied
 - b. Fairly Satisfied
 - c. Satisfactory
 - d. Very Satisfactory
7. Health Services
 - a. Not satisfied
 - b. Fairly Satisfied
 - c. Satisfactory
 - d. Very Satisfactory

**E. METHOD SCORING EVALUATION QUALITY INPUT
AND STUDENT SERVICES**

The data collection method for respondents utilised an *online* questionnaire via the <https://form.upgris.ac.id/> application. 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’.

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

N =
Results

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 Satisfied

3. 55 to 69.9 = Dissatisfied

2. 70 to 84.9 = Satisfied

4. 0 to 54.9 = Very Dissatisfied

F. EVALUATION RESULTS

The Evaluation of the Quality of Student Services and Input successfully gathered 2,877 respondents via an *online* survey. The summary data on student satisfaction with student services (in percentages) is presented in Table 2 below.

Table 2. Summary Data of the Evaluation of the Quality of Student Input and Services in General

No	Component	Score				Result
		Not Good	Quite good	Good	Very Good	
A. Quality of Input						
1	New student admission selection system	3.12	35.57	40.03	21.28	69.87
B. Student Services						
1	Reasoning services (to improve students' academic and non-academic abilities)	3.39	36.67	40.61	19.34	68.97
2	Services for interests and talents (to foster students' interests and talents and support their hobbies)	3.70	34.37	41.68	20.25	69.62
3	Career guidance services (preparation for employment and placement of graduates in the workplace)	4.01	36.16	41.24	18.59	68.61
4	Entrepreneurship guidance services	3.85	38.51	40.04	17.60	67.85
5	Guidance and counselling services	3.74	37.27	40.00	18.99	68.56
6	Scholarship Services	9.28	36.05	36.96	17.71	65.78
7	Healthcare	3.00	35.80	40.44	20.76	69.74

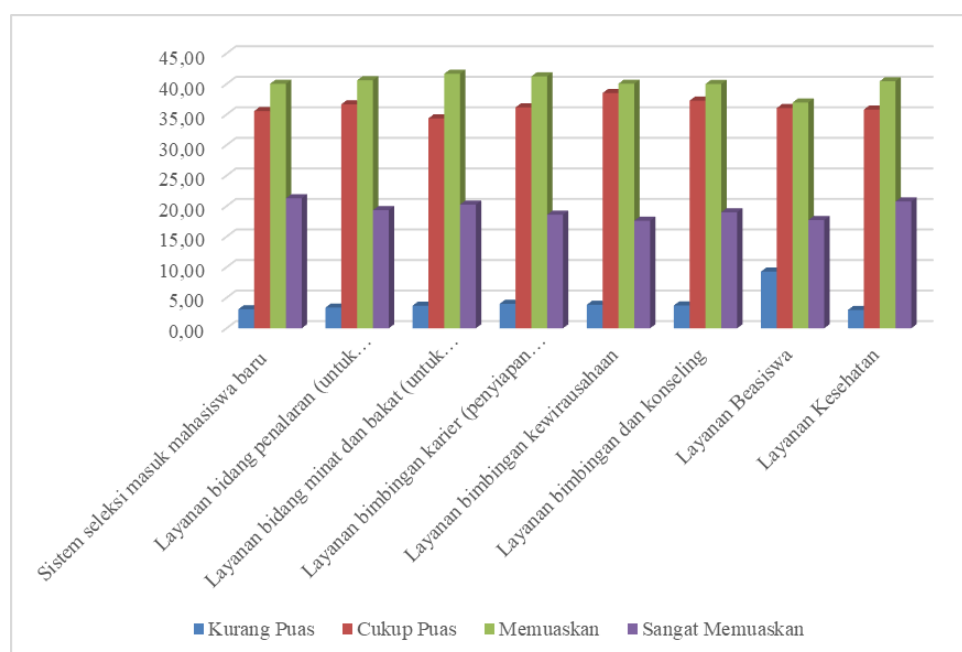


Figure 1. Summary of the Evaluation of the Quality of Student Input and Services in General

Table 3. Summary of Evaluation Data on the Quality of Input and Student Services for Each Faculty

1. Faculty of Education

No	Component	Score				Result
		Poor	Fair	Good	Very Good	
A. Input Quality						
1	New student admission selection system	3.28	35.04	40.94	20.74	69.79
B. Student Services						
1	Reasoning services (to improve students' academic and non-academic abilities)	1.97	34.72	44.00	19.32	70.17
2	Services in the field of interests and talents (to enhance students' interests and talents and channelling students' hobbies)	2.07	34.17	44.32	19.43	70.28
3	Career guidance services (preparation for employment and placement of graduates in the workplace)	2.51	34.83	44.87	17.79	69.49
4	Entrepreneurship guidance services	2.29	37.01	43.89	16.81	68.80
5	Guidance and counselling services	2.07	32.64	44.54	20.74	70.99
6	Scholarship Services	8.84	36.79	36.14	18.23	65.94
7	Healthcare	3.49	33.41	42.25	20.85	70.11

2. Faculty of Social Sciences and Physical Education

No	Component	Score				Result
		Poor	Fair	Good	Very Good	
A. Input Quality						
1	New student admission selection system	3.70	43.53	39.16	13.61	65.67
B. Student Services						
1	Reasoning services (to improve students' academic and non-academic abilities)	1.51	44.71	39.66	14.12	66.60
2	Services in the field of interests and talents (to enhance students' interests and talents and to channel their hobbies) students)	3.36	37.98	41.85	16.81	68.03
3	Career guidance services (preparing students for employment and placing graduates in jobs)	2.86	43.36	39.66	14.12	66.26
4	Entrepreneurship guidance services	2.86	45.88	37.48	13.78	65.55
5	Guidance and counselling services	2.18	43.53	37.65	16.64	67.18
6	Scholarship Services	7.90	45.71	32.27	14.12	63.15
7	Healthcare	3.36	41.68	35.13	19.83	67.86

3. Faculty of Mathematics Education, Natural Sciences and Information Technology

No	Component	Score				Result
		Poor	Fair	Good	Very Good	
A. Input Quality						
1	New student admission selection system	4.84	36.29	41.94	16.94	4.84
B. Student Services						
1	Reasoning services (to improve students' academic and non-academic abilities)	5.65	37.90	39.52	16.94	66.94
2	Services in the field of interests and talents (to develop students' interests and talents and provide opportunities for them to pursue their hobbies students)	7.26	37.10	36.29	19.35	66.94
3	Career guidance services (preparation for employment and placement of graduates in the workplace)	7.26	37.10	38.71	16.94	66.33
4	Entrepreneurship guidance services	3.23	44.35	37.90	14.52	65.93
5	Guidance and counselling services	6.45	40.32	36.29	16.94	65.93
6	Scholarship Services	11.29	34.68	34.68	19.35	65.52
7	Healthcare	1.61	33.87	45.16	19.35	70.56

4. Faculty of Language and Arts Education

No	Component	Score				Result
		Poor	Fair	Good	Very Good	
A. Input Quality						
1	New student admission selection system	4.00	49.14	34.86	12.00	63.71
B. Student Services						
1	Reasoning services (to improve students' academic and non-academic abilities)	3.43	48.57	37.71	10.29	63.71
2	Interest and talent development services (to foster students' interests and talents and support their hobbies)	3.43	47.43	38.86	10.29	64.00
3	Career guidance services (preparation for employment and placement of graduates in the workplace)	3.43	50.29	35.43	10.86	63.43
4	Entrepreneurship guidance services	6.29	51.43	33.14	9.14	61.29
5	Guidance and counselling services	7.43	52.00	30.29	10.29	60.86
6	Scholarship Services	12.57	46.29	28.00	13.14	60.43
7	Healthcare	4.57	53.14	29.14	13.14	62.71

5. Faculty of Engineering and Information Technology

No	Component	Score				Result
		Poor	Fair	Good	Very Good	
A. Input Quality						
1	New student admission selection system	3.03	38.15	40.67	18.15	68.49
B. Student Services						
1	Reasoning services (to improve students' academic and non-academic abilities)	3.19	37.82	42.69	16.30	68.03
2	Services in the field of interests and talents (to foster students' interests and talents and provide outlets for their hobbies students)	3.87	35.13	43.87	17.14	68.57
3	Career guidance services (preparation for employment and placement of graduates in the workplace)	3.53	38.32	42.69	15.46	67.52
4	Entrepreneurship guidance services	4.54	39.50	41.01	14.96	66.60
5	Guidance and counselling services	3.87	39.33	42.02	14.79	66.93
6	Scholarship Services	8.07	41.01	36.47	14.45	64.33
7	Healthcare	2.86	34.29	44.37	18.49	69.62

6. Faculty of Law

No	Component	Score				Result
		Poor	Fair	Good	Very Good	
A. Input Quality						
1	New student admission selection system	4.35	41.30	32.61	21.74	67.93
B. Student Services						
1	Reasoning services (to improve students' academic and non-academic abilities)	8.70	45.65	28.26	17.39	63.59
2	Services in the field of interests and talents (to develop students' interests and talents and provide outlets for their hobbies)	6.52	41.30	34.78	17.39	65.76
3	Career guidance services (preparation for employment and placement of graduates in the workplace)	8.70	39.13	32.61	19.57	65.76
4	Entrepreneurship guidance services	8.70	45.65	28.26	17.39	63.59
5	Guidance and counselling services	4.35	43.48	34.78	17.39	66.30
6	Scholarship Services	17.39	34.78	34.78	13.04	60.87
7	Healthcare	4.35	43.48	32.61	19.57	66.85

7. Faculty of Economics and Business

No	Component	Score				Result
		Poor	Fair	Good	Very Good	
A. Input Quality						
1	New student admission selection system	1.76	41.10	41.76	15.38	67.69
B. Student Services						
1	Reasoning services (to enhance students' academic and non-academic skills)	1.54	41.76	41.32	15.38	67.64
2	Services in the field of interests and talents (to enhance students' interests and talents and to channel their hobbies) students)	1.98	38.46	41.76	17.80	68.85
3	Career guidance services (preparation for employment and placement of graduates in the workplace)	2.64	40.66	40.88	15.82	67.47
4	Entrepreneurship guidance services	1.76	39.78	41.32	17.14	68.46
5	Guidance and counselling services	2.42	43.52	38.24	15.82	66.87
6	Scholarship Services	7.03	43.52	34.95	14.51	64.23
7	Healthcare	2.64	39.78	37.58	20.00	68.74

8. Postgraduate

No	Component	Score				Result
		Poor	Fair	Good	Very Good	
A. Input Quality						
1	New student admission selection system	0.00	0.00	48.31	51.69	87.92
B. Student Services						
1	Reasoning services (to enhance students' academic and non-academic abilities)	1.12	2.25	51.69	44.94	85.11
2	Services for interests and talents (to foster students' interests and talents and support their hobbies)	1.12	3.37	51.69	43.82	84.55
3	Career guidance services (preparation for employment and placement of graduates in the workplace)	1.12	5.62	55.06	38.20	82.58
4	Entrepreneurship guidance services	1.12	4.49	57.30	37.08	82.58
5	Guidance and counselling services	1.12	3.37	56.18	39.33	83.43
6	Scholarship Services	1.12	5.62	58.43	34.83	81.74
7	Healthcare	1.12	6.74	57.30	34.83	81.46

G. EVALUATION AND FOLLOW-UP

The Student Satisfaction Survey regarding Student Services for the 2024/2025 academic year was conducted via an *online* questionnaire completed by students at <https://form.upgris.ac.id/>, followed by data analysis. In general, student satisfaction with the student services evaluated covers 8 aspects, namely: the new student admission selection system; reasoning services (to improve students' academic and non-academic abilities); interest and talent services (to develop students' interests and talents and channel their hobbies); career guidance services (preparing students for employment and placing graduates in the workplace), entrepreneurship guidance services, counselling and guidance services, scholarship services, and health services.

An aggregate analysis of the 8 (eight) pillars of student services shows an average "Outcome" score of around 68.60%. This performance can generally be categorised as "Fairly Satisfactory". The distribution of responses shows a consistent pattern where the largest concentration of respondents falls within the "Satisfactory" category (average 40.22%) and "Fairly Satisfactory" (average 36.03%). This indicates that the majority of services are functional and meet the minimum expected standards. The key strategic challenge identified is converting the "Fairly Satisfied" cohort into the "Satisfactory" category, which indicates the need to move beyond mere functional fulfilment towards impactful *service excellence*. A significant anomaly was detected in the scholarship service component, which recorded a dissatisfaction rate of 9.28%, statistically far exceeding the average for other services (average 3–4%), making it an outlier requiring priority intervention.

At faculty level, the average scores were as follows: the Faculty of Education achieved a score of 69.45%, the Faculty of Social Sciences and Physical Education achieved a score of 66.29%, the Faculty of Mathematics, Natural Sciences and Information Technology achieved a score of 66.99%, the Faculty of Languages and Arts achieved a score of 62.52%, the Faculty of Engineering and Informatics scored 67.51%, the Faculty of Law scored 65.08%, the Faculty of Economics and Business scored 67.49%, and the Postgraduate Programme scored 83.67%, which indicates that over 68% of respondents rated students' overall satisfaction with student services as 'satisfactory' or 'very satisfactory'. Specifically, the Faculty of Language and Arts Education (FPBS) recorded the lowest score (62.52%), making it a critical priority area for intervention.

Conversely, the Postgraduate Programme (83.67%) serves as an *internal best practice* model. This data indicates that, in addition to systemic issues at the university level (such as Scholarships or Careers, as previously identified), there are specific factors at the faculty level (for example, service culture, administrative response times, or dean’s office support) that significantly influence perceptions of student satisfaction.

The assessment of student satisfaction with student services at UPGRIS is generally proceeding well, but capacity building across all service areas remains necessary. Consequently, improvements in these various aspects need to be continuously refined and enhanced, so that student activities can run in line with high expectations.

H. CONCLUSION

Student satisfaction with student services for the 2024/2025 academic year was satisfactory, with an average score of 68.60%, a decrease of 12.74% from the previous year’s evaluation result of 78.64%. This is *a critical warning sign* for the university; this situation demands a stronger response and requires improvement, necessitating an in-depth investigation (*root cause analysis*) and corrective corrective that prompt and strategic to prevent further erosion of trust. It is hoped that this report can serve as a for improving the quality of student services and can be utilised as one of the bases for decision-making by university management, as well as student organisations.

I. RECOMMENDATIONS

Based on the findings of the Student Satisfaction Survey on Student Services for the 2024/2025 Academic Year, the UPGRIS Quality Assurance Agency makes the following general recommendations:

1. Focus on *Student Experience* Management. A shift in focus from “providing services” to “managing experiences”. Qualitative analysis (e.g. focus group discussions) is required among the “Fairly Satisfied” group to gain an in-depth understanding of what could improve their perception to “Satisfied”.

2. Improving service literacy; sub-optimal performance may be due to low uptake. A more integrated communication and outreach strategy is required to ensure students are aware of and educated about the benefits of each service.
3. Increase the student affairs budget, primarily for activities to develop critical thinking and entrepreneurship
4. Increase in the number of scholarships
5. Dissemination of information on scholarships and career opportunities via electronic media.
6. Optimisation of the role of student organisation advisors to expedite the resolution of complaints during the implementation of activities.

J. CONCLUSION

This evaluative report identifies the Scholarship Service as a critical area requiring immediate intervention and reform. Furthermore, strengthening the substance of the Entrepreneurship and Career Guidance Services is considered strategic for enhancing graduate employability. Maintaining excellence in the Freshers', Health, and Interests and Talents services forms the foundation for the institution's positive image. The implementation of this action plan is expected to significantly improve satisfaction scores in the upcoming evaluation cycle.

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