

**EMPLOYER / GRADUATE USER**

**SURVEY REPORT**

**INDUSTRIAL ENGINEERING**

**UNIVERSITAS SAMPOERNA**



**Prepared By**

**STUDENT AND ALUMNI AFFAIRS**

**SAMPOERNA UNIVERSITY**

**2023**

## **Background**

To assess graduate competencies level which are implementing in the workplace and to understand the evolving demands of industries on the workforce, Sampoerna University, through Student & Alumni Affairs (SAA) unit, conducted a survey targeting employers of graduates. This survey is directed at supervisors or leaders of graduates who represent the organizations where these graduates are employed, collectively referred to as 'Employer'

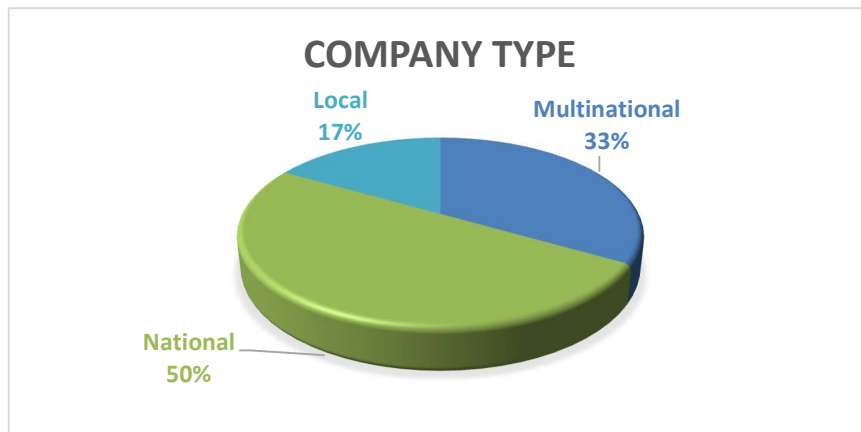
## **Method and Period of Survey**

The survey was completed by employer or graduate users between December 12, 2022, and March 8, 2024. It was conducted online, and respondents could fill it out by accessing the survey form at this link: <https://bit.ly/CorporateSurvey-IE>. This link was included in a notification email sent to graduates, asking them to encourage their leaders, who were also graduate user, to complete the survey through the provided link.

## **Target and Participant of Survey**

The survey email was addressed to companies as employers or graduate users who recruited Industrial Engineering graduates from graduation classes of 2023. The survey was sent to graduates to be forwarded to their leaders as prospective survey respondents. The survey was open indefinitely, but *e-mails* requests to graduates were delivered at the end of each year from October to December. The survey was distributed twice, and the graduates also received reminders via *WhatsApp messages*. However, not all graduates succeeded in asking their supervisor to fill out the survey due to various obstacles, particularly the busy schedules of the graduate users and other factors.

Out of 39 graduates from 2023 were targeted, we only get feedback from 6 graduates. The profiles of the graduates are displayed in the following graphics.



N: 6 graduates

### Result of Survey

The survey consisted of two types of questions: closed questions that evaluated 8 aspects of job skills, and 5 open-ended questions.

Here are the results from the assessment of the 8 skill aspects for 21 graduates who were evaluated in the workplace by their employers :

No	Competencies	Very Good	Good	Fair	Poor	Total
1	Integrity (Moral and Ethics)	4	2	0	0	6
2	Technical Skills	1	5	0	0	6
3	English Proficiency	3	3	0	0	6
4	Technology mastery/skills	3	3	0	0	6
5	Communication skills	2	4	0	0	6
6	Teamwork	4	2	0	0	6
7	Self-Development	2	4	0	0	6
8	Leadership	1	2	0	0	3

No	Competencies	Very Good	Good	Fair	Poor
1	Integrity (Moral and ethics)	66,7%	33,3%	0,0%	0,0%
2	Technical Skills	16,7%	83,3%	0,0%	0,0%
3	English Proficiency	50,0%	50,0%	0,0%	0,0%
4	Technology mastery/skills	50,0%	50,0%	0,0%	0,0%
5	Communication skills	33,3%	66,7%	0,0%	0,0%
6	Teamwork	66,7%	33,3%	0,0%	0,0%
7	Self-Development	33,3%	66,7%	0,0%	0,0%
8	Leadership	33,3%	66,7%	0,0%	0,0%

To calculate the average user satisfaction from the survey results in the table above, we used the Weighted Average Calculation (WAC) method. The results were displayed in the table below.

No	Competencies	Overall Satisfaction
1	Integrity (Moral and ethics)	91,7%
2	Technical Skills	79,2%
3	English Proficiency	87,5%
4	Technology mastery/skills	87,5%
5	Communication skills	83,3%
6	Teamwork	91,7%
7	Self-Development	83,3%
8	Leadership	83,3%
	<b>Average</b>	<b>85,9%</b>

The table shows that the employer or graduates users' satisfaction level on graduate's skill was 85.9%. The highest ratings were in the areas of Integrity and Teamwork, all of which exceed 90%. The remaining five areas which were English Proficiency, Technology mastery, Communication skills, Self-Development, and Leadership had satisfaction levels around 80%. Additionally, the score for Technical skill was below but nearly 80%. This aspect should be more developed as preparation for employment.

In addition to closed questions on the 8 aspects above, the survey also provides open-ended questions that essentially ask about the advantages and disadvantages of graduates as well as input for the University for the process of improving the quality of graduates.

To summarize, below were the 3 main competencies as the **strength of** graduates:

1. Smart and quick to adapt to work and learn new things
2. Communication skills to support cooperation and collaboration with other teams
3. Good in Ethics and attitudes at work

Meanwhile, the 2 main competencies that still **need to be improved from graduates** were :

1. Technical skills that can be applied at work, including study of business case
2. Time management at work and more proactive in self-improvement.

Some **of TOP competencies** required to be equipped by graduate :

1. Initiative and motivation
2. Teamwork
3. Adaptation
4. English
5. Analytical Skills
6. Business Presentation and Communication
7. Strategic Thinking
8. Troubleshooting
9. Integrity
10. Leadership
11. Business Process
12. ERP System
13. SAP
14. Excel

The survey was ended with suggestion from respondents for learning process improvement at Sampoerna University, especially for Industrial Engineering program to maintain and improve the quality of graduates. The input were as follows:

- Enhance students with technical expertise that can be applied at work and according to industry needs.
- Implement a project-based learning system, to prepare graduates to be work ready.
- Deliver the industry's real cases to increase student knowledge about common business' problem and their solutions.
- Increase the duration of internship activity, to provide more time for students to learn more at work.
- Provide soft skills training , especially related to integrity and leadership.
- Increase opportunities for students to practice, not only limited to theoretical knowledge.

This survey was presented to Industrial Engineering program as reference in process of evaluation and improvement.

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