



LAPORAN SURVEI KEPUASAN MAHASISWA

Fall 2023



PROGRAM STUDI TEKNIK INDUSTRI
FAKULTAS TEKNIK DAN TEKNOLOGI
UNIVERSITAS SAMPOERNA

Halaman Pengesahan
LAPORAN SURVEI KEPUASAN MAHASISWA

Tahun Ajaran 2023-2024
Program Studi Teknik Industri
Fakultas Teknik dan Teknologi
Universitas Sampoerna

Laporan survei kepuasan mahasiswa ini disiapkan oleh Unit Riset Kelembagaan dan Perencanaan (IRP). Data diambil dari hasil survei tingkat universitas yang dilaksanakan pada periode November 2023. Data responden yang diambil untuk laporan ini khusus mahasiswa Program Studi Teknik Industri yang telah berpartisipasi dalam mengisi survei. Survei kepuasan mahasiswa ini dilaksanakan secara rutin setiap tahun akademik.

Jakarta, Juni 2024

 Dorita Setiawan, Ph.D. Direktur IRP	 Anak A.N. Perwira Redi, Ph.D. Ketua Program Studi Teknik Industri
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Pendahuluan

A. Latar Belakang

Dalam rangka memastikan tersedianya fasilitas dan layanan yang baik bagi mahasiswa sehingga dapat mendukung proses belajar mengajar yang maksimal, Universitas Sampoerna melalui Unit Riset Kelembagaan dan Perencanaan (*Office of Institutional Research and Planning*) melakukan assessmen secara berkala melalui pelaksanaan survei kepuasan mahasiswa. Survei ini merupakan salah satu metode yang digunakan untuk pengumpulan data dari mahasiswa aktif dilingkungan Universitas Sampoerna.

B. Tujuan

Assesmen ini bertujuan untuk mengukur tingkat kepuasan mahasiswa terhadap fasilitas dan layanan yang disediakan oleh Universitas Sampoerna serta umpan balik dan saran untuk perbaikan dikemudian hari.

C. Target Responden dan Metode Pengumpulan

Survei kepuasan mahasiswa ini menargetkan mahasiswa yang masih aktif kuliah pada semester Ganjil 2023-2024 (*Fall 2023*). Pengumpulan data dilakukan melalui *online platform Survey-Monkey*, dimana link survei dikirim melalui email, *student groups*, sosial media, dan juga tersedia link survei di *student portal* agar mudah diakses.

Instrumen survei terdiri dari dua bagian, yaitu (1) *close-ended questions*, dan (2) *open-ended questions*. Pada kuisioner *close-ended questions*, pengisian survei menggunakan skala “*Strongly Agree; Agree; Neutral; Disagree; Strongly Disagree*” dalam pilihan jawaban yang dapat dipilih oleh mahasiswa pada setiap indikatornya. Sedangkan pada bagian *open-ended questions*, mahasiswa diberi kebebasan untuk mengisi berupa umpan balik, saran dan masukan untuk perbaikan ke depannya. Survei didistribusikan kepada semua target responden pada tanggal 8 November 2023. Sebanyak 269 mahasiswa aktif dari semua program studi, mulai dari mahasiswa tahun ke dua dan seterusnya berpartisipasi dalam survei ini. Dari total tersebut 16,4% (44 responden) merupakan mahasiswa Program Studi Teknik Industri.



Gambar 1. Distribusi responden berdasarkan fakultas and program studi

Hasil dan Analisis

A. *Reliability*

Untuk indikator kemampuan dosen, tenaga kependidikan, dan pengelola dalam memberikan pelayanan kepada mahasiswa diperoleh hasil bahwa sebagian besar responden menganggap bahwa pelayanan pada indikator ini tergolong baik (60,98%), cukup (19,51%), dan sangat baik (19,51%). Dengan menggunakan rumus Tingkat Kepuasan Mahasiswa yang ditentukan BAN-PT, $(TKM A = (4 \times 19,51\%) + (3 \times 60,98\%) + (2 \times 19,51\%) + (0,0\%) / 4) = 75,0\%$. Maka dalam kategori ini program studi sudah mencapai standar mutu untuk TKM 75 persen. Sehingga tidak lanjut yang perlu dilakukan adalah dengan terus mempertahankan layanan dan fasilitas yang sudah baik.



B. *Responsiveness*

Indikator *responsiveness* mengukur kemauan dari dosen, tenaga kependidikan, dan pengelola dalam membantu mahasiswa dan memberikan pelayanan dengan cepat. Pada indikator ini 41,46% responden menganggap *responsiveness* yang diberikan sudah baik, bahkan 26,83% lainnya menganggap baik sekali. Sementara itu ada 2,44% menganggap kurang, dan sisanya 29,27% menganggap cukup. Dengan menggunakan rumus Tingkat Kepuasan Mahasiswa yang ditentukan BAN-PT, $(TKM B = ((4 \times 26,83\%) + (3 \times 41,46\%) + (2 \times 29,27\%) + (2,44\%) / 4) = 73,17\%$. Maka dalam kategori ini program studi masih perlu melakukan tindak lanjut untuk perbaikan dan peningkatan ke arah yang lebih baik. Hal ini dikarenakan TKM *responsiveness* masih belum mencapai standar mutu yang ditetapkan BAN-PT.



C. Assurance

Indikator ini mengukur kemampuan dosen, tenaga kependidikan, dan pengelola untuk memberi keyakinan kepada mahasiswa bahwa pelayanan yang diberikan telah sesuai dengan ketentuan dan kebutuhan. Pada indikator ini sebanyak 56,10% responden menilai bahwa kemampuan dosen, tenaga kependidikan, dan pengelola untuk memberikan keyakinan kepada mahasiswa sudah baik, bahkan 17,07% menganggap sudah sangat baik. Sebanyak 21,95% menilai indikator *assurance* ini cukup, sementara itu 4,88% menjawab kurang. Dengan menggunakan rumus Tingkat Kepuasan Mahasiswa yang ditentukan BAN-PT, $(TKM\ C = ((4 \times 17,07\%) + (3 \times 56,10\%) + (2 \times 21,95\%) + (4,88\%) / 4)) = 71,34\%$. Dengan demikian program studi masih perlu melakukan tindak lanjut berupa perbaikan dan peningkatan pelayanan dalam kategori *assurance* agar mampu mencapai standar mutu yang telah ditetapkan oleh BAN-PT.



D. Empathy

Indikator *empathy* mengukur tingkat kesediaan atau kepedulian dosen, tenaga kependidikan, dan pengelola untuk memberi perhatian kepada mahasiswa. Sebanyak 31,71% responden menganggap bahwa kepedulian dan perhatian dosen sudah sangat baik, dan 46,34% menjawab baik. Sementara itu 19,51% memberikan penilaian cukup pada aspek *empathy* ini, dan sisanya 2,44% menjawab kurang. Dengan menggunakan rumus Tingkat Kepuasan Mahasiswa yang ditentukan BAN-PT, $(TKM\ D = ((4 \times 31,71\%) + (3 \times 46,34\%) + (2 \times 19,51\%) + (2,44\%) / 4)) = 76,83\%$. Maka pada kategori *empathy* ini program studi telah melampaui TKM 75 persen sesuai standar mutu yang ditetapkan oleh BAN-PT. Dengan demikian, tindak lanjut yang perlu dilakukan adalah dengan terus mempertahankan layanan yang sudah sangat baik ini.



E. *Tangible*

Indikator ini mengukur tingkat kepuasan mahasiswa terhadap kecukupan, aksesibilitas, kualitas sarana dan prasarana. Indikator *tangible* ini lebih banyak berhubungan dengan fakultas dan universitas daripada program studi, mengingat bahwa penyediaan dan pengelolaan sarana dan prasarana berada di unit di atas program studi. Sebanyak 33,51% responden menilai bahwa kecukupan, aksesibilitas, kualitas sarana dan prasarana sudah sangat baik, dan 47,52% menilai baik. Sementara itu 13,53% menganggap cukup terkait aspek *tangible* ini, sedangkan sisa 5,45% menganggap kurang. Dengan menggunakan rumus Tingkat Kepuasan Mahasiswa yang ditentukan BAN-PT, (TKM E = ((4x33,51%) + (3x47,52%) + (2x13,53%) + (5,45%) / 4)) = 77,28%. Maka pada aspek *tangible* ini, Program Studi Teknik Industri telah melampaui standar TKM 75 persen sebagaimana ditetapkan oleh BAN-PT. Oleh karena itu, adapun tindak lanjut yang perlu dilakukan oleh program studi bersama-sama dengan fakultas adalah dengan mempertahankan kecukupan, aksesibilitas, dan kualitas layanan yang sudah sangat baik ini.



Kesimpulan

Merujuk pada hasil survei diatas, secara keseluruhan berdasarkan rumus yang telah ditetapkan oleh BAN-PT untuk mengukur tingkat kepuasan mahasiswa (TKM) pada lima indikator tersebut adalah 74,72% atau jika dibulatkan sudah mencapai 75%. Angka ini sudah mencapai standar TKM yang ditetapkan oleh BAN-PT yaitu 75 persen. Sehingga tindak lanjut yang perlu diperhatikan adalah terus mempertahankan layanan dan fasilitas pada tiga aspek yang tingkat kepuasan mahasiswa sudah mencapai atau bahkan melampaui 75 persen (*reliability, empathy, dan tangible*). Sementara itu, program studi perlu melakukan tindak lanjut perbaikan dan peningkatan pelayanan pada aspek *responsiveness* dan *assurance*. Selanjutnya, pada periode survei berikutnya akan dilihat keefektifan langkah-langkah perbaikan dan peningkatan yang dilakukan oleh program studi terutama pada dua aspek yang masih belum mencapai angka standar mutu terkait TKM.

Instrumen Survei

<https://www.surveymonkey.com/r/L7QDCQH>

Rekapitulasi Jawaban Survei Kepuasan Mahasiswa Program Studi Teknik Industri

When did you enter Sampoerna University?	What is your gender?	What is your study program?	Sampoerna University offers modern learning and teaching facilities	The level of educational tools for visual and audio learning in my course is sufficient	My lecturers use a variety of technological tools for the teaching and learning process	The infrastructure is adequate (classroom, labs, halls, etc.)	The facilities in the laboratories are in a good condition to allow me to do my academic work	Sampoerna University has a wide range of facilities (student lounge and resting areas)	The English for Academic Purpose (EAP) and Bridge Program were helpful for me	The registration process for courses is easy for me to follow
2021	Male	Industrial Engineering	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree	Agree	N/A – I have never participated in the EAP	Agree
2021	Male	Industrial Engineering	Strongly agree	Strongly agree	Agree					
2022	Male	Industrial Engineering	Agree	Neutral	Neutral	Strongly agree	Agree	Agree	N/A – I have never participated in the EAP	Agree
2021	Female	Industrial Engineering	Agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	N/A – I have never participated in the EAP	Agree
2021	Male	Industrial Engineering	Agree	Neutral	Agree	Disagree	Agree	Disagree	Strongly agree	Strongly agree
2021	Female	Industrial Engineering	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree	Agree	Agree	Agree
2021	Male	Industrial Engineering	Agree	Agree	Strongly agree	Agree	Strongly agree	Strongly agree	Agree	Agree
2020	Male	Industrial Engineering	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree	Disagree	Neutral
2021	Male	Industrial Engineering	Strongly agree	Strongly agree	Neutral		Strongly agree	Strongly agree	N/A – I have never participated in the EAP	Agree
2022	Male	Industrial Engineering	Agree	Agree	Agree	Agree	Agree	Neutral	Agree	Agree
2022	Male	Industrial Engineering	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	N/A – I have never participated in the EAP	Strongly agree
2022	Male	Industrial Engineering	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree
2022	Female	Industrial Engineering	Agree	Agree	Agree	Agree	Agree	Agree	N/A – I have never participated in the EAP	Agree
2021	Female	Industrial Engineering	Strongly agree	Agree	Agree	Agree	Agree	Agree	N/A – I have never participated in the EAP	Agree
2022	Male	Industrial Engineering	Agree	Agree	Agree	Agree	Agree	Agree	N/A – I have never participated in the EAP	Agree
2021	Male	Industrial Engineering	Agree	Agree	Neutral	Neutral	Agree	Disagree	Agree	Agree
2021	Male	Industrial Engineering	Neutral	Agree	Neutral	Agree	Agree	Disagree	N/A – I have never participated in the EAP	Agree

When did you enter Sampoerna University?	What is your gender?	What is your study program?	Sampoerna University offers modern learning and teaching facilities	The level of educational tools for visual and audio learning in my course is sufficient	My lecturers use a variety of technological tools for the teaching and learning process	The infrastructure is adequate (classroom, labs, halls, etc.)	The facilities in the laboratories are in a good condition to allow me to do my academic work	Sampoerna University has a wide range of facilities (student lounge and resting areas)	The English for Academic Purpose (EAP) and Bridge Program were helpful for me	The registration process for courses is easy for me to follow
EAP										
2022	Female	Industrial Engineering	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	Agree	Agree
2020	Male	Industrial Engineering	Agree	Agree	Agree	Disagree	Agree	Neutral	Agree	Agree
2021	Male	Industrial Engineering	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Agree	Agree
2022	Female	Industrial Engineering	Strongly agree	Neutral	Agree	Neutral	Agree	Neutral	N/A – I have never participated in the EAP	Agree
2021	Female	Industrial Engineering	Neutral	Strongly agree	Agree	Agree	Strongly agree	Disagree	N/A – I have never participated in the EAP	Agree
2021	Female	Industrial Engineering	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly disagree	Strongly agree
2022	Male	Industrial Engineering								
2020	Female	Industrial Engineering	Strongly agree	Agree	Strongly agree	Agree	Strongly agree	Agree	Agree	Strongly agree
2022	Male	Industrial Engineering	Agree	Neutral	Neutral	Disagree	Neutral	Disagree	N/A – I have never participated in the EAP	Neutral
2020	Male	Industrial Engineering	Agree	Agree	Agree	Agree	Agree	Disagree	Strongly agree	Agree
2020	Male	Industrial Engineering	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	Agree
2020	Male	Industrial Engineering	Neutral	Agree	Agree	Strongly agree	Neutral	Agree	Disagree	Agree
2021	Male	Industrial Engineering	Agree	Agree	Agree	Neutral	Strongly agree	Agree	N/A – I have never participated in the EAP	Agree
2020	Male	Industrial Engineering	Strongly agree	Agree	Neutral	Agree	Strongly agree	Strongly agree	N/A – I have never participated in the EAP	Neutral
2020	Female	Industrial Engineering	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
2020	Male	Industrial Engineering	Agree	Agree	Agree	Agree	Agree	Neutral	Agree	Agree
2020	Female	Industrial Engineering	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
2020	Male	Industrial Engineering	Agree	Agree	Agree	Strongly agree	Strongly agree	Agree	Agree	Strongly agree
2021	Female	Industrial Engineering	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	N/A – I have never participated in the EAP	Strongly agree

When did you enter Sampoerna University?	What is your gender?	What is your study program?	Sampoerna University offers modern learning and teaching facilities	The level of educational tools for visual and audio learning in my course is sufficient	My lecturers use a variety of technological tools for the teaching and learning process	The infrastructure is adequate (classroom, labs, halls, etc.)	The facilities in the laboratories are in a good condition to allow me to do my academic work	Sampoerna University has a wide range of facilities (student lounge and resting areas)	The English for Academic Purpose (EAP) and Bridge Program were helpful for me	The registration process for courses is easy for me to follow
2020	Male	Industrial Engineering	Disagree	Disagree	Neutral	Disagree	Strongly agree	Disagree	N/A – I have never participated in the EAP	Strongly agree
2020	Male	Industrial Engineering	Strongly agree	Strongly agree	Agree	Agree	Neutral	Agree	Agree	Strongly agree
2020	Male	Industrial Engineering	Agree	Strongly agree	Strongly agree	Neutral	Strongly agree	Strongly agree	N/A – I have never participated in the EAP	Disagree
2020	Female	Industrial Engineering	Agree	Agree	Agree	Agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
2020	Female	Industrial Engineering	Strongly agree	Strongly agree	Agree	Agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
2020	Male	Industrial Engineering	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	Disagree	Strongly agree	Strongly agree
2021	Female	Industrial Engineering	Agree	Agree	Agree	Agree	Agree	Agree	N/A – I have never participated in the EAP	Agree

The library supports my learning needs	The tutoring services have been helpful for me	When I took a test at Sampoerna University Testing Center, the test administrator explained the testing protocol clearly	The advising by Student-Parent Advisory Center (SPAC) meets my expectation	The counseling service is easily available to students	Sampoerna University provides appropriate clinic/health services for students	The entrepreneurship and career services provided by Student and Alumni Affairs (SAA) meets my expectation	The scholarship information and service are easily accessed by students	I am able to find a staff member or officer in my university to advise me when I have academic concerns.	Sampoerna University provides enough extra-curricular activities	A variety of co-curricular activities (clubs/organizations, community service opportunities, and workshops) are one of many reasons why I stay at Sampoerna University
Strongly agree	Strongly agree	Strongly agree	Agree	Agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree
Neutral	N/A – I have never used tutoring services	Neutral	Strongly agree	Agree	Neutral	Neutral	Neutral	Neutral	Disagree	Disagree
Strongly agree	Disagree	Agree	Agree	Strongly agree	Strongly agree	Strongly agree	Agree	Agree	Strongly agree	Strongly agree
Agree	Strongly agree	Strongly agree	Agree	Strongly agree	Agree	Strongly agree	Agree	Neutral	Strongly agree	Strongly agree
Agree	Agree	Strongly agree	Agree	Agree	Agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree
Agree	Agree	Agree	Agree	Agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Agree
Strongly agree	Strongly agree	N/A – I have never taken a test at SU Testing Center	Strongly agree	Disagree	Neutral	Neutral	Neutral	Strongly agree	Disagree	Disagree
Strongly agree	Strongly agree	N/A – I have never taken a test at SU Testing Center	Neutral	Neutral	Agree	Strongly agree	Strongly agree	Strongly agree	Neutral	Neutral
Agree	Neutral	Agree	Neutral	Agree	Agree	Agree	Agree	Agree	Disagree	Disagree
Strongly agree	Agree	Strongly agree	Agree	Strongly agree	Strongly agree	Agree	Agree	Strongly agree	Agree	Strongly agree
Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Neutral
Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree
Neutral	Agree	Agree	Neutral	Agree	Agree	Neutral	Neutral	Neutral	Neutral	Disagree
Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree
Agree	Agree	Agree	Neutral	Neutral	Agree	Agree	Agree	Neutral	Neutral	Agree
Agree	Agree	Strongly agree	Agree	Neutral	Neutral	Neutral	Disagree	Neutral	Agree	Agree
Agree	Neutral	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Strongly agree	Agree
Neutral	Neutral	Neutral	Neutral	Agree	Agree	Strongly disagree	Disagree	Neutral	Neutral	Strongly disagree
Strongly agree	Strongly agree	Agree	Agree	Agree	Strongly agree	Agree	Strongly agree	Agree	Strongly agree	Strongly agree
Neutral	Neutral	Agree	Neutral	Agree	Strongly agree	Agree	Neutral	Agree	Agree	Neutral

The library supports my learning needs	The tutoring services have been helpful for me	When I took a test at Sampoerna University Testing Center, the test administrator explained the testing protocol clearly	The advising by Student-Parent Advisory Center (SPAC) meets my expectation	The counseling service is easily available to students	Sampoerna University provides appropriate clinic/health services for students	The entrepreneurship and career services provided by Student and Alumni Affairs (SAA) meets my expectation	The scholarship information and service are easily accessed by students	I am able to find a staff member or officer in my university to advise me when I have academic concerns.	Sampoerna University provides enough extra-curricular activities	A variety of co-curricular activities (clubs/organizations, community service opportunities, and workshops) are one of many reasons why I stay at Sampoerna University
Neutral	Neutral	Agree	Neutral	Strongly agree	Agree	Disagree	Agree	Agree	Agree	Neutral
Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Strongly agree	Agree	Strongly agree	Strongly agree	Neutral	Agree	Agree	Neutral	Agree	Strongly agree	Agree
Agree	Agree	Strongly agree	Neutral	Neutral	Strongly agree	Neutral	Disagree	Neutral	Neutral	Disagree
Neutral	Agree	Agree	Agree	Agree	Agree	Neutral	Disagree	Agree	Agree	Agree
Strongly agree	Neutral	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Neutral
Agree	Agree	N/A – I have never taken a test at SU Testing Center	Agree	Strongly agree	Strongly agree	Disagree	Agree	Agree	Neutral	Agree
Agree	Agree	Agree	Agree	Neutral	Agree	Neutral	Neutral	Agree	Agree	Agree
Agree	Agree	Strongly agree	Agree	Strongly agree	Agree	Agree	Strongly agree	Strongly agree	Agree	Neutral
Strongly agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree	Agree
Agree	Agree	N/A – I have never taken a test at SU Testing Center	Agree	Agree	Agree	Agree	Agree	Agree	Neutral	Neutral
Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Agree	Neutral	Agree	Agree	Strongly agree	Neutral	Agree	Neutral	Agree	Agree	Agree
Strongly agree	Agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Agree	Neutral
Agree	Agree	Strongly agree	Agree	Strongly agree	Agree	Agree	Disagree	Agree	Strongly disagree	Agree
Agree	Agree	N/A – I have never taken a test at SU Testing Center	Agree	Agree	Agree	Strongly agree	Neutral	Agree	Agree	Neutral
Neutral	Strongly agree	N/A – I have never taken a test at SU Testing Center	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Disagree	Agree	Strongly agree	Strongly agree
Neutral	Neutral	N/A – I have never taken a test at SU Testing Center	Agree	Strongly agree	Agree	Agree	Neutral	Neutral	Neutral	Disagree
Agree	Agree	Strongly agree	Strongly agree	Agree	Agree	Agree	Agree	Agree	Strongly agree	Agree

The library supports my learning needs	The tutoring services have been helpful for me	When I took a test at Sampoerna University Testing Center, the test administrator explained the testing protocol clearly	The advising by Student-Parent Advisory Center (SPAC) meets my expectation	The counseling service is easily available to students	Sampoerna University provides appropriate clinic/health services for students	The entrepreneurship and career services provided by Student and Alumni Affairs (SAA) meets my expectation	The scholarship information and service are easily accessed by students	I am able to find a staff member or officer in my university to advise me when I have academic concerns.	Sampoerna University provides enough extra-curricular activities	A variety of co-curricular activities (clubs/organizations, community service opportunities, and workshops) are one of many reasons why I stay at Sampoerna University
Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree	Agree

How responsive are lecturers, education staff and management staff in providing timely student services?	How reliable or sincere are lecturers, education staff and management staff in solving your problems?	How assured (trusting and confident) are you that the services and problem solutions lecturers, education staff, management provide are relevant to your needs?	Do you agree that lecturers, education staff along with management staff have your interest at heart when solving your problems and provide you services?	Students can easily access the overall student support services and its facilities	The quality of facilities and student support services provided by Sampoerna University are very good and meet my expectations	I would recommend Sampoerna University to others
Somewhat responsive	Somewhat reliable	Very much assured	Agree	Agree	Strongly agree	Strongly agree
Very responsive	Very reliable	Somewhat assured	Agree	Neutral	Agree	Neutral
Extremely responsive	Extremely reliable	Very much assured	Agree	Strongly agree	Agree	Strongly agree
Somewhat responsive	Very reliable	Somewhat assured	Neutral	Agree	Neutral	Agree
Very responsive	Very reliable	Very much assured	Agree	Agree	Agree	Agree
Very responsive	Extremely reliable	Extremely assured	Strongly agree	Strongly agree	Agree	Agree
Somewhat responsive	Very reliable	Extremely assured	Strongly agree	Agree	Strongly agree	Agree
Very responsive	Very reliable	Somewhat assured	Neutral	Strongly agree	Strongly agree	Strongly agree
Somewhat responsive	Very reliable	Somewhat assured	Agree	Agree	Agree	Neutral
Extremely responsive	Very reliable	Very much assured	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Extremely responsive	Very reliable	Very much assured	Strongly agree	Agree	Agree	Agree
Very responsive	Very reliable	Very much assured	Agree	Agree	Agree	Agree
Extremely responsive	Very reliable	Very much assured	Agree	Agree	Agree	Strongly agree
Very responsive	Very reliable	Very much assured	Neutral	Agree	Agree	Agree
Somewhat responsive	Somewhat reliable	Somewhat assured	Neutral	Agree	Neutral	Strongly agree
Somewhat responsive	Somewhat reliable	Somewhat assured	Neutral	Neutral	Disagree	Agree
Very responsive	Very reliable	Very much assured	Agree	Agree	Agree	Agree

How responsive are lecturers, education staff and management staff in providing timely student services?	How reliable or sincere are lecturers, education staff and management staff in solving your problems?	How assured (trusting and confident) are you that the services and problem solutions lecturers, education staff, management provide are relevant to your needs?	Do you agree that lecturers, education staff along with management staff have your interest at heart when solving your problems and provide you services?	Students can easily access the overall student support services and its facilities	The quality of facilities and student support services provided by Sampoerna University are very good and meet my expectations	I would recommend Sampoerna University to others
Somewhat responsive	Somewhat reliable	Not so assured	Neutral	Neutral	Disagree	Neutral
Extremely responsive	Very reliable	Very much assured	Strongly agree	Strongly agree	Agree	Agree
Very responsive	Somewhat reliable	Somewhat assured	Agree	Agree	Neutral	Agree
Somewhat responsive	Somewhat reliable	Not so assured	Disagree	Agree	Neutral	Disagree
Extremely responsive	Extremely reliable	Extremely assured	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Very responsive	Very reliable	Very much assured	Agree	Agree	Strongly agree	Strongly agree
Not so responsive	Somewhat reliable	Somewhat assured	Neutral	Neutral	Disagree	Neutral
Very responsive	Very reliable	Very much assured	Agree	Neutral	Agree	Agree
Very responsive	Very reliable	Very much assured	Strongly agree	Strongly agree	Agree	Strongly agree
Somewhat responsive	Very reliable	Very much assured	Neutral	Agree	Agree	Agree
Very responsive	Very reliable	Very much assured	Agree	Agree	Agree	Agree
Somewhat responsive	Extremely reliable	Very much assured	Strongly agree	Neutral	Strongly agree	Agree
Very responsive	Very reliable	Very much assured	Agree	Strongly agree	Strongly agree	Agree
Somewhat responsive	Somewhat reliable	Very much assured	Agree	Neutral	Agree	Agree
Very responsive	Very reliable	Extremely assured	Strongly agree	Strongly agree	Strongly agree	Agree
Very responsive	Very reliable	Somewhat assured	Agree	Strongly agree	Agree	Agree
Extremely responsive	Extremely reliable	Extremely assured	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Very responsive	Very reliable	Very much assured	Agree	Neutral	Neutral	Agree
Extremely responsive	Extremely reliable	Very much assured	Agree	Agree	Agree	Strongly agree
Somewhat responsive	Extremely reliable	Very much assured	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Very responsive	Very reliable	Very much assured	Agree	Agree	Agree	Agree
Extremely responsive	Very reliable	Very much assured	Agree	Strongly agree	Strongly agree	Agree
Extremely responsive	Extremely reliable	Extremely assured	Strongly agree	Strongly agree	Strongly agree	Strongly agree
Extremely responsive	Very reliable	Extremely assured	Strongly agree	Agree	Agree	Agree