

Meta Evaluation: On The Evaluation of Academic Services and Facilities at FKIP Baturaja University

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ABSTRACT

The success of universities in achieving their vision and mission is determined by student satisfaction with the services provided by universities. This study aims to reveal the quality of college services to students. Through a qualitative approach, this researcher uses data sources in the form of questionnaires that are surveyed to students and then processed descriptively, which are converted in the form of a rating scale. The target of the student satisfaction survey on university services is active students at Baturaja University, involving 797 people from the total number of students (the student body). The data collected were in the form of questionnaires distributed to five faculties and one postgraduate program. The method used in this research is the survey method. A survey is one type of research used to examine the symptoms of a group or individual behavior. In surveys, data collection generally uses a questionnaire as a data collection tool with the aim of knowing who, what the respondent thinks, feels, or the tendency of an action. The results of this study indicate that the level of student satisfaction with Baturaja University services in each faculty, in general, for 4 service categories is in the moderately satisfactory category.

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INTRODUCTION

The success of higher education in achieving its vision and mission is determined by student satisfaction with the services provided by higher education. This is because students, apart from acting as input, are also customers (consumers) who utilize university services. Therefore, in the concept of service, student satisfaction is important (Kamsidar, 2021). At this time, the quality of higher education services to students is seen as one of the tools to achieve a competitive advantage for higher education. If the quality of service is poor and student satisfaction with higher education services is not satisfactory, in the long run, the competitiveness of higher education will weaken, and it will be difficult to develop. However, quality service by universities is not an easy job, because it involves many aspects such as organizational patterns (governance), human resource support, and clear institutions (Nasution et al., 2023).

The student satisfaction survey on university services is part of the evaluation process of the implementation of the Internal Quality Assurance System (SPMI) at Baturaja University (SPMI, 2019). The results of this survey are expected to be input for the improvement and improvement of the quality of service of Baturaja University in the future.

The implementation of surveys on university services aims to maintain the sustainability of the implementation of the quality assurance system at Baturaja University and to determine the level of satisfaction with existing services so that it can be used to improve service quality (Soro et al., 2023). The survey results obtained will be used as feedback for university leaders in terms of improving management and also to develop a work program plan for university

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development, according to the policy direction in the strategic plan and renop of Baturaja University.the paper will address,

Improving academic services and facilities at the Faculty of Teacher Training and Education (FKIP) of Baturaja University is an important step to increase student satisfaction. Evaluation of student satisfaction with academic services and facilities can provide a clear picture of the effectiveness of the services provided by the institution (Saraya et al., 2023). Based on research conducted, there are several indicators used to measure student satisfaction (Saraya et al., 2023), including:

- Tangibles: Assess the physical quality of available facilities, such as classrooms, laboratories, and learning equipment.
- Reliability: Measures the consistency and accuracy of services provided by academic staff.
- Responsiveness: Assesses how quickly and effectively staff respond to student needs.
- Assurances: Measures student confidence in the ability of staff to provide quality services.
- Empathy: Assesses staff attention and concern for students' individual needs.

The evaluation results show that although the level of student satisfaction with academic services at FKIP Universitas Baturaja is generally good, there are several areas that The evaluation results show that although the level of student satisfaction with academic services at FKIP Universitas Baturaja is generally good, there are several areas that require more attention:

1. Tangibles: The average value for this indicator shows that students feel quite satisfied with the existing physical facilities, but there is still room for improvement.
2. Reliability: While there is a good level of satisfaction, some students report dissatisfaction with the consistency of the service.
3. Responsiveness: This indicator shows that staff need to improve their speed in responding to students' questions and needs.
4. Assurances: Students feel less confident in the ability of staff to provide necessary information and support.
5. Empathy: This is the lowest-scoring area, indicating a need for improvement in terms of staff attention to individual student needs

To improve student satisfaction, several steps can be taken:

- Staff Training: Organize training for academic staff to make them more responsive and empathetic to student needs. This training can include communication skills and time management.
- Facility Upgrades: Investing in physical facilities such as better classrooms, well-equipped laboratories, and better accessibility will help improve satisfaction.
- Periodic Feedback: Conduct periodic satisfaction surveys to get feedback from students on the services received so that areas for improvement can be identified.

The design used in this research is qualitative by maintaining the object of research naturally (Sugiyono, 2013). Surveys are one type of research used to examine the symptoms of a group or individual behavior. Survey research is research that distributes questionnaires or interviews to determine an opinion, attitude, and choice of interest to research (Haryanto, 2017: 54). Sukardi (2003: 194) revealed that research using the survey method is a good method used to measure something in a large population of a social case. In surveys, data collection generally uses questionnaires as a data collection tool with the aim of knowing who, what respondents think, feel, or the tendency of an action (Fadhilah & Supriyanto, 2023). This university service survey questionnaire consists of 4 (four) categories arranged using a Likert scale with an

assessment score of 1-5. Among others: 1) Academic services of study programs and faculties (10 statement items), 2) Student services (10 statement items), 3) Facilities and infrastructure services (10 statement items), and 4) Information system services (5 statement items) This university service survey questionnaire consists of 4 (four) categories arranged using a Likert scale with a rating score of 1-5. Among others: 1) Academic services of study programs and faculties (10 statement items), 2) Student services.

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The questionnaires distributed to students are then processed descriptively which are converted in the form of a rating scale (1) Unsatisfactory; (2) Less Satisfactory; (3) Quite Satisfactory; (4) Satisfactory; (5) Very Satisfactory. Based on this range, the level of student satisfaction with Baturaja University services will be illustrated.

METHODS

a. Academic Services for Study Programs and Faculties

The level of student satisfaction with the academic services of study programs and faculties is as follows: The level of satisfaction of students of the Faculty of Teacher Training and Education for the academic service categories of study programs and faculties is generally in the satisfactory category. The following are the details of the service satisfaction results of the academic service categories of study programs and faculties at the Faculty of Teacher Training and Education:

Table 1. Academic Services of Study Programs and Faculties

No.	Service Categories	Satisfaction Index	Information
1.	Availability of neat, clean and comfortable classrooms	4.17	Satisfying
2.	Lecturer's availability of time for students for discussion and Q&A	4.30	Satisfying
3.	Availability of student interest and talent development services by Study Programs and Faculties, especially in the Academic field	4.13	Satisfying

4.	Availability of time for Faculty and Study Program Leaders for parents of students to conduct consultations	4.09	Satisfying
5.	Handling of student problems/complaints handled through PA (Academic Advisor) lecturers	4.32	Satisfying
6.	Concern and availability of assistance by the Faculty and study programs in understanding the interests and difficulties of students, especially in the academic field.	4.16	Satisfying
7.	Providing a positive response by the Faculty and Study Program to student complaints	4.18	Satisfying
8.	Availability of sanctions for students who violate the regulations that have been set and apply to all students without exception.	4.19	Satisfying
9	The ability of academic staff to serve student administration	4.08	Satisfying
10.	Quality of academic staff services to meet student interests	4.07	Satisfying
Average of index		4.17	Satisfying

b. Student Services

The level of student satisfaction with student services by universities at the Faculty of Teacher Training and Education is generally satisfactory. The details of the assessment of the level of satisfaction of student services are as follows:

Table 2. Student Services

No	Service Categories	Satisfaction Index	Information
1.	Availability of student organization (Ormawa) facilities	4.24	Satisfying
2.	Availability of adequate facilities and infrastructure for student organization activities	3.98	Quite Satisfying
3.	Providing access to funding for every student organization activity	3.95	Quite Satisfying
4.	Providing direction in every student activity	4.18	Satisfying
5.	Availability of mentoring for every student organization activity properly	4.15	Satisfying
6.	Availability of opportunities for students to excel and develop their abilities both academically and non-academically	4.21	Satisfying
7.	Availability of Guidance and Counseling services to Students	4.13	Satisfying
8.	Availability of scholarship services for both high-achieving students and underprivileged students	4.17	Satisfying
9	Availability of health services to students	3.87	Quite Satisfying

10	The ability and quality of student staff in serving student interests	4.07	Satisfying
Average of index		4.10	Satisfying

c. Facilities and Infrastructure Services

The level of satisfaction of students of the Faculty of Teacher Training and Education for the category of facilities and infrastructure services is generally in the satisfactory category. Details of the results of the level of student satisfaction with facilities and infrastructure services are as follows:

Table 3. Facilities and Infrastructure Services

No	Service Categories	Satisfaction Index	Information
1.	Availability of learning facilities in the lecture room.	4.12	Satisfying
2.	Availability of internet facilities and access to library materials in the library	3.86	Quite Satisfying
3.	Availability of reference books in the Unbara library	3.97	Quite Satisfying
4.	Availability of laboratories that are relevant to the scientific needs of students (science, engineering, language, computers, etc.)	4.26	Satisfying
5.	Availability of sufficient and clean toilet facilities	4.01	Satisfying
6.	Availability of worship facilities that can be used by students at Unbara	4.58	Satisfying
7.	Availability of parking facilities that can be used by students at Unbara	4.41	Satisfying
8.	The ability and quality of library staff in serving student interests	4.06	Satisfying
9	The ability and quality of technicians and laboratory assistants in serving student interests	4.16	Satisfying
10.	Security capabilities and quality in campus security	4.32	Satisfying
Average of Index		4.18	Satisfying

d. Information System Services

The level of satisfaction of students of the Faculty of Teacher Training and Education for the category of information system services is generally in the quite satisfactory category. Details of the results of the level of student satisfaction with facilities and infrastructure services are as follows:

Table 4. Information System Services

No	Service Categories	Satisfaction Index	Information
1.	Availability of lecture system information in the form of lecture guide books	4.23	Satisfying
2.	Availability of academic and non-academic service information in the form of a website (online)	4.21	Satisfying

3.	Availability of adequate internet access services for students to facilitate academic and student activities	3.89	Quite Satisfying
4.	Availability of open complaint services for students who have problems	4.04	Satisfying
5.	The ability and quality of the Information Systems Institute (LSI) staff in serving the interests of students	4.24	Satisfying
Average of Index		4.12	Satisfying

The level of student satisfaction with services at FKIP Baturaja University is generally in the satisfactory category. The details of the assessment are presented in the following table. Category findings are shown in the following table.

Table 5. General Student Satisfaction Level

No	Service Categories	Satisfaction Index	Information
1.	Academic Study Programs and Faculties	4.17	Satisfying
2.	Student Affairs	4.10	Satisfying
3.	Facilities and infrastructure	4.18	Satisfying
4.	Information Systems	4.12	Satisfying
Average of Index		4.14	Satisfying

Based on the table above, it can be seen that dominating services at the Faculty of Teacher Training and Education, Baturaja University is a satisfactory category, namely academic services for study programs and faculties get a satisfactory category position. the category of student services, facilities and infrastructure services and information systems gets a satisfactory category position.

CONCLUSION

The results of the research and discussion that have been presented are concluded from the findings, namely the level of student satisfaction with services at FKIP Baturaja University in general is in the satisfactory category. Furthermore, the level of student satisfaction with Baturaja University services in each faculty in general for 4 service categories is in the satisfactory category. The results of this survey indicate that services must be maintained and even improved in the four service categories in FETT Baturaja University. Some suggestions given by respondents to improve service quality are as follows; related to infrastructure facilities, it is necessary to expand the parking area and improve toilet facilities, provide / add internet facilities for students, complete laboratory facilities and improve classrooms for learning. The student satisfaction survey report on academic services and facilities at FETT is expected to be a reference for all academicians to take corrective action on university services to students so that it will have a positive impact on the governance of Baturaja University. The findings in this study cannot be generalized to every university, therefore further research is needed. Students' level of satisfaction with university services is influenced by various factors, including the quality of facilities, service reliability, and empathy from staff (Cahayati et al., 2024). Universities need to continuously monitor and improve service quality to meet students' expectations and enhance their learning experience. Based on the results of the study, it is recommended that universities: Conduct periodic evaluations of the services provided, increase

training for staff to improve responsiveness, improve physical facilities to support the teaching and learning process. With these steps, it is expected that the level of student satisfaction can continue to increase over time.

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