

SURVEI KEPUASAN DOSEN S1 PENDIDIKAN BIOLOGI FMIPA UNESA 2025 SURVEY OF SATISFACTION OF S1 BIOLOGY EDUCATION LECTURERS FMIPA UNESA

RINGKASAN/SUMMARY

Survei kepuasan pelanggan merupakan salah satu usaha guna menilai tingkat layanan yang diberikan oleh Universitas Negeri Surabaya (Unesa) khususnya di Prodi S1 Pendidikan Biologi FMIPA dalam memenuhi harapan dan kebutuhan dosen sebagai pelanggan. Survei ini mengadopsi metode SERVQUAL lima dimensi (*tangibles, reliability, responsiveness, assurance, dan empathy*). Survei ini memakai pendekatan *cross sectional* yaitu responden mengisi instrumen survei secara online melalui *Single Sign On (SSO)* Unesa. Responden dalam survei ini adalah dosen Prodi S1 Biologi, FMIPA Unesa. Survei dilakukan pada bulan Februari-Juli 2025 dengan 15 responden dosen. Metode *Importance-Performance Analysis, GAP Analysis, Paired Difference Test*, dan Tingkat Kepuasan Pengguna dipakai dalam menganalisis data. Hasil dari survei kepuasan dosen berdasarkan analisis data memperoleh hasil: (1) Terdapat perbedaan yang signifikan antara Harapan dan Kenyataan berdasarkan hasil uji Wilcoxon dengan nilai signifikansi < 5%, masih ada kesenjangan antara harapan dan kenyataan sebesar **0,09**; (2) Pada analisis Gap ditemukan, satu indikator (**P10**) bernilai Gap negatif terbesar yaitu **-0,33** yang juga memiliki tingkat kesesuaian terendah sebesar **91,60%** yaitu **P10 (Reliability)**, tentang Aksesibilitas dalam mengakses sistem informasi melalui SSO. Jadi, kepuasan terhadap pelayanan berdasarkan perspektif dosen ada poin yang belum terpenuhi; (3) Secara keseluruhan, tingkat kesesuaian antara Kenyataan dan Harapan yang dirasakan oleh para dosen selaku responden yaitu sebesar **94,23%**; (4) terdapat dua indikator prioritas: **Kode P6 Reliability** yaitu Kesesuaian proses rekrutmen, seleksi, dan pemberhentian dosen sesuai dengan perencanaan kebutuhan dan SOP yang berlaku dan **Kode P10 Reliability** yaitu Aksesibilitas dalam mengakses sistem informasi melalui SSO.

The customer satisfaction survey is an effort to assess the level of service provided by Surabaya State University (Unesa), especially in the Biology Education Study Program, Faculty of Mathematics and Natural Sciences, in meeting the expectations and needs of lecturers as customers. This survey adopts the five-dimensional SERVQUAL method (*tangibles, reliability, responsiveness, assurance, and empathy*). This survey uses a cross-sectional approach; namely, respondents fill out the survey instrument online through Unesa's Single Sign On (SSO). Respondents in this survey are lecturers of the Biology Education Study Program, Faculty of Mathematics and Natural Sciences, Unesa. The survey was conducted in February-July 2025, with 15 lecturer respondents. The Importance-Performance Analysis, GAP Analysis, Paired Difference Test, and User Satisfaction Level methods were used in analyzing the data. The data analysis of the lecturer satisfaction survey yielded the following findings: (1) There is a significant difference between expectations and reality based on the results of the Wilcoxon test with a significance value of <5%; there is still a gap between expectations and reality of 0.09; (2) In the gap analysis, it was found that one indicator (P10) had the largest negative gap value, namely -0.33, which also had the lowest level of conformity of 91.60%, namely P10 (Reliability), regarding accessibility in accessing information systems via SSO. So, lecturers are not fully satisfied with the services. (3) Overall, the level of conformity between reality and expectations felt by the lecturers as respondents was 94.23%; (4) there are two priority indicators: Code P6 Reliability, namely the conformity of the recruitment, selection, and dismissal processes of lecturers in accordance with the needs planning and applicable SOPs, and Code P10 Reliability, namely accessibility in accessing information systems via SSO.
