

RINGKASAN/SUMMARY

Survei kepuasan pelanggan adalah salah satu cara untuk mengukur seberapa baik layanan yang ditawarkan oleh Universitas Negeri Surabaya (Unesa), khususnya Fakultas Matematika dan Ilmu Pengetahuan Alam (FMIPA) memenuhi harapan dan kebutuhan pelanggan (mahasiswa, dosen, dan tenaga kependidikan). Survei ini mengadopsi metode SERVQUAL dengan lima dimensi, yakni *reliability*, *responsiveness*, *assurance*, *empathy*, dan *tangible*. Survei ini menggunakan pendekatan *cross-sectional* dengan survei secara daring melalui *Single Sign On* Unesa. Sasaran dalam survei ini adalah Mahasiswa S1 Pendidikan Matematika Unesa. Survei dilakukan pada akhir tahun 2023 dan sebanyak 17 Dosen Prodi S1 Pendidikan Matematika FMIPA mengisi survei kepuasan. Metode *Importance-Performance Analysis*, *Gap Analysis*, *Paired Difference Test*, dan Tingkat Kepuasan Pengguna digunakan untuk menganalisis data. Berdasarkan hasil analisis data dari survei kepuasan dosen FMIPA tahun 2023 diperoleh hasil, yakni: Ada perbedaan yang signifikan berdasarkan analisis Gap ditemukan, bahwa di antara tujuh belas variabel indikator yang memiliki nilai gap yang lebih rendah dari -0,1, dengan tingkat kesesuaian terendah sebesar 77,78%, yaitu Kejelasan pedoman keuangan dalam segala jenis potongan gaji dan remunerasi. selama ini belum berjalan sesuai dengan harapan dosen. Secara keseluruhan, tingkat kesesuaian antara Kenyataan dan Harapan yang dirasakan oleh para dosen selaku responden yaitu sebesar 86,65%.. Ditemukan dua indikator yang harus menjadi prioritas utama perbaikan, yaitu (1) Ketepatan dalam proses kenaikan pangkat, pengembangan karir, dan hak dosen, (2) Kecukupan kuantitas dan kualitas sarana dan prasarana yang mendukung kegiatan tri dharma (gedung, laboratorium, ruang kelas, perpustakaan, poliklinik, parkir, dll)

A customer satisfaction survey is one way to measure how well the services offered by Surabaya State University (Unesa), specifically the Faculty of Mathematics and Natural Sciences (FMIPA), meet the expectations and needs of customers (students, lecturers, and educational staff). This survey adopts the SERVQUAL method with five dimensions: reliability, responsiveness, assurance, empathy, and tangibles. This survey uses a cross-sectional approach with an online survey through Unesa's Single Sign On. The target of this survey is Unesa's Undergraduate Mathematics Education students. The survey was conducted at the end of 2023 and a total of 17 lecturers from the Undergraduate Mathematics Education Study Program, FMIPA, completed the satisfaction survey. The Importance-Performance Analysis, Gap Analysis, Paired Difference Test, and User Satisfaction Level methods were used to analyze the data. Based on the results of data analysis from the 2023 FMIPA lecturer satisfaction survey, the results were obtained, namely: There is a significant difference based on the Gap analysis found, that among the seventeen indicator variables that have a gap value lower than -0.1, with the lowest level of conformity of 77.78%, namely Clarity of financial guidelines in all types of salary deductions and remuneration. so far has not run according to lecturers' expectations. Overall, the level of conformity between Reality and Expectations felt by lecturers as respondents is 86.65%. Two indicators were found that must be the main priority for improvement, namely (1) Accuracy in the promotion process, career development, and lecturer rights, (2) Adequate quantity and quality of facilities and infrastructure that support tri dharma activities (buildings, laboratories, classrooms, libraries, polyclinics, parking, etc.)

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