RINGKASAN/*SUMMARY*

Survei kepuasan pelanggan adalah salah satu cara untuk mengukur seberapa baik layanan yang ditawarkan oleh Universitas Negeri Surabaya (UNESA), khususnya Program Studi Pendidikan Sains di 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* di mana partisipan mengisi instrumen survei secara daring melalui *Single Sign On* Unesa. Sasaran dalam survei ini adalah mahasiswa Unesa, khususnya di Prodi Pendidikan Sains. Survei dilakukan pada akhir tahun 2022 dan sebanyak 269 mahasiswa Prodi Pendidikan Sains 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 mahasiswa Program Studi Pendidikan Sains FMIPA UNESA tahun 2022 diperoleh hasil, yakni: (1) terdapat perbedaan yang signifikan antara Harapan (*Importance*) dan Kenyataan (*Performance*) berdasarkan hasil uji *Wilcoxon signed rank test* dengan tingkat kepercayaan 95% ($Z = -3{,}966$, $p = 0{,}00$); (2) terdapat tiga indikator yang harus menjadi prioritas utama dalam perbaikan mutu layanan berdasarkan hasil survei kepuasan mahasiswa Program Studi Pendidikan Sains FMIPA UNESA tahun 2022, yaitu: (a) kode **P14**, kejelasan SOP untuk proses pengajuan pembayaran/ keterlambatan/keringanan UKT (*reliability*); (b) kode **P16**, kemampuan dan kecepatan petugas dalam memberikan pelayanan proses peminjaman/ penggunaan fasilitas sarana prasarana untuk kegiatan mahasiswa (*responsiveness*); serta (c) kode **P17**, kepedulian petugas dalam menerima keluhan terkait layanan keuangan dan sarana prasarana (*empathy*); (3) perbedaan yang signifikan berdasarkan analisis *Gap* ditemukan, bahwa di antara dua variabel indikator yang memiliki nilai *Gap* negatif terbesar (-0,09) dan memiliki tingkat kesesuaian terendah (97,51%), yaitu **P14** (*reliability*), Kejelasan SOP untuk proses pengajuan pembayaran/ keterlambatan/keringanan UKT; serta (4) secara keseluruhan, tingkat kesesuaian antara Kenyataan dan Harapan yang dirasakan oleh para mahasiswa Prodi Pendidikan Sains FMIPA UNESA, yaitu sebesar 98,33% atau masih memerlukan peningkatan kualitas layanan sesuai harapan para mahasiswa Program Studi Pendidikan Sains FMIPA UNESA.

*The customer satisfaction survey is one way to measure how well the services offered by Surabaya State University (UNESA), especially the Department of Science Education Faculty of Mathematics and Natural Sciences (FMIPA), meet the expectations and needs of customers (students, lecturers, and education personnel). This survey adopted the SERVQUAL method with five dimensions, namely reliability, responsiveness, assurance, empathy, and tangible. This survey use as cross-sectional approach in where participants filled out survey instruments online through Unesa's Single Sign On. The targets in this survey were Unesa students, especially in Departmen Science. The survey was conducted at the end of 2022, and 269 Department Sience Education students filled out the satisfaction survey. 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 satisfaction survey of Science Education students in 2022, the results were obtained, namely: (1) there is a significant difference Expectations (Importance) and Reality (Performance) based on the results of the Wilcoxon signed rank test with a 95% confidence level ($Z = -3.966$, $p = 0.00$); (2) there are three indicators that are low priority in improving service quality based on the results of the 2022 Department of Science Education Faculty of Mathematics and Natural Sciences (FMIPA) Unesa students satisfaction survey, namely: (a) code **P14**, clarity of Standard Operating Procedure (SOP) for the process of submitting UKT payments/delays/waivers (reliability); (b) code **P16**, the ability and speed of officers in providing services for the process of borrowing/using infrastructure facilities for student activities (responsiveness); and (c) code **P17**, the concern of officers in receiving complaints related to financial services and infrastructure (empathy); (3) A significant difference based on gap analysis was found between the two indicator variables that had the largest negative gap value (-0.09) and had the lowest level of conformity (97.51%), namely **P14** (reliability) and Clarity of SOPs for the process of submitting UKT payments, delays, and waivers; and (4) overall, the level of conformity between reality and expectations felt by Department Sience Education students, which is 98.33% or still requires an increase in service quality according to the expectations of Science Education FMIPA Unesa students.*