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RESUME

Lecturers Satisfactory Survey Master Program of Mathematics Education FMIPA UNESA 2023

Customer satisfaction surveys are one way to measure how well the services offered by Surabaya State University (Unesa), especially the Mathematics Education Masters Study Program, Faculty of Mathematics and Natural Sciences (FMIPA), meet the expectations and needs of customers (lecturers). This survey adopted the SERVQUAL method with five dimensions, namely reliability, responsiveness, assurance, empathy, and realness. This survey uses a cross-sectional approach where participants fill out the survey instrument boldly via Single Sign on Unesa. The targets in this survey were lecturers in the Mathematics Education Masters Study Program, Faculty of Mathematics and Natural Sciences (FMIPA) Unesa. The survey was conducted at the end of 2023 and as many as 5 FMIPA lecturers 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 2023 FMIPA Mathematics Education Masters Study Program lecturer satisfaction survey, the results were obtained, namely: (1) There is no significant difference between Expectations and Reality based on the results of the Wilcoxon test with a significance value of more than 5% based on the results of the signed Wilcoxon test test ranking with 95% confidence level ($Z = -1.342$, $p = <0.001$); (2) The service provider has carried out all its duties and obligations in accordance with the wishes of the consumer; (3) A significant difference based on the Gap analysis was found, namely that the largest negative gap value was found in the Empathy (Accountability) P9 Indicator dimension, namely providing remuneration fairly and transparently with a conformity level of 82.35%; and (4) overall, the level of conformity between Reality and Expectations felt by the lecturers of the FMIPA Unesa Mathematics Education Masters Study Program, namely 95.95% or still requires improvement in service quality according to the expectations of the lecturers of the FMIPA Unesa Mathematics Education Masters Study Program.



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RINGKASAN

SURVEI KEPUASAN DOSEN PROGRAM STUDI S2 PENDIDIKAN MATEMATIKA FMIPA UNESA 2023

Survei kepuasan pelanggan adalah salah satu cara untuk mengukur seberapa baik layanan yang ditawarkan oleh Universitas Negeri Surabaya (Unesa), khususnya Program Studi S2 Pendidikan Matematika Fakultas Matematika dan Ilmu Pengetahuan Alam (FMIPA) memenuhi harapan dan kebutuhan pelanggan (dosen). 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 dosen Program Studi S2 Pendidikan Matematika Fakultas Matematika dan Ilmu Pengetahuan Alam (FMIPA) Unesa. Survei dilakukan pada akhir tahun 2023 dan sebanyak 5 dosen 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 Program Studi S2 Pendidikan Matematika FMIPA tahun 2023 diperoleh hasil, yakni: (1) Tidak terdapat perbedaan yang signifikan antara Harapan dan Kenyataan berdasarkan hasil uji Wilcoxon dengan nilai signifikansi lebih dari 5% berdasarkan hasil uji *Wilcoxon signed rank test* dengan tingkat kepercayaan 95% ($Z = -1,342$, $p = <0,001$); (2) Penyedia pelayanan telah melaksanakan semua tugas dan kewajibannya sesuai dengan keinginan konsumen; (3) Perbedaan yang signifikan berdasarkan analisis *Gap* ditemukan, yaitu nilai gap negatif terbesar terdapat pada dimensi *Empathy* (Akuntabilitas) indikator P9 yaitu pemberian remunerasi secara adil dan transparan dengan tingkat kesesuaian sebesar 82,35%; serta (4) secara keseluruhan, tingkat kesesuaian antara Kenyataan dan Harapan yang dirasakan oleh dosen Program Studi S2 Pendidikan Matematika FMIPA Unesa, yaitu sebesar 95,95% atau masih memerlukan peningkatan kualitas layanan sesuai harapan para dosen Program Studi S2 Pendidikan Matematika FMIPA Unesa.