REPORT

Finance and Infrastructure Management

Faculty of Sport Science

(Respondent: Unesa, Sport Science Faculty Students)

UNIVERSITAS NEGERI SURABAYA
QUALITY ASSURANCE BOARD
DATA AND INFORMATION SYSTEM
2021

Verification Page

State that Report of Student Satisfaction on Finance and Infrastructure Management Universitas Negeri Surabaya is made in truth

Surabaya, 29th June 2021

Acknowledged,
Head of Quality Assurance Team



(Anna Noordia, S.TP., M.Kes.)

Data and Information System Division



(Achmad Rizanul Wahyudi, S.Pd., M.Pd)

CHAPTER I

PRELIMINARY

1.1. Background

Center of Data Management and Information System is one of the center in Quality Assurance Board in charge of helping the implementation of quality assurance with PPEP model (Perencanaan Mutu, Pelaksanaan Mutu, Evaluasi Mutu, Pengendalian Mutu, Peningkatan Mutu – Quality Planning, Quality Implementation, Quality Evaluation, Quality Control, Quality Improving). One of the tasks of this center is to conduct a Customer Service Satisfaction Survey which is currently a need and demand for Study Program and Higher Education Accreditation.

Some of the surveys conducted are satisfaction survey on all activities carried out by BPM (Quality Assurance Board) so that the quality of the activities implementation is evaluated periodically. This survey was conducted online and was carried out after the activity ended. The survey will be followed up with an evaluation meeting, the result of which will be used to improve services for further activities.

Along with the increasing need to improve the service quality at Unesa, it is necessary to have satisfaction surveys for students, lecturers and staffs. It is necessary to know which variables must be improve and maintained in quality. Filling out questionnaire consists of filling in the expectations and realities of the perceived service in 2021.

1.2. Problems

a. How are the results of comparison between expectations and the reality of Unesa Finance and Infrastructure Management Satisfaction based on the 2021 Unesa students survey.
b. How is the comparative analysis between the expectation and the reality of Unesa Finance and Infrastructure Management (Unesa students survey in 2021) based on Cartesian Diagram.

1.3. Purpose

Knowing the satisfaction quality of Unesa Finance and Infrastructure Management (Unesa students survey in 2021) based on Cartesian Diagram.

1.4. Systemic Report

The systemic in this report is the introduction consists of the background, the problems, the purpose and systemic report. Chapter II contains survey methods, consists of surveys type and design, variables, operational definition, survey instruments, methods used and data processing. Chapter III contains the results and discussion. Chapter IV contains conclusions.

CHAPTER II

SURVEY METHOD

2.1. Type and Design of Survey Implementation

The type of this survey design uses non-experimental quantitative research. Non-experimental research is the research which its observations are carried out with a number of subjects variables according to the state as it is (in nature), without manipulation (Pratiknya, 2001).

This research used cross sectional design which is used to study the relationship between independent variables and dependent variables by taking measurements at the same time (*point time approach*). The same time means that each subject is only observed once and the subject variable is observed at the time of observation. The method used in data collection is a questionnaire.

2.2. Operational Definition

Some of the operational definition are as follows:

a. Consumers are all students who use Unesa Finance and Infrastructure Management in 2021.
b. Consumers expectations are students who receive Unesa Finance and Infrastructure Management Service in 2021.
c. Consumers satisfaction is the consumers recognition of Unesa Finance and Infrastructure Management in 2021.
d. The service quality that will be examined is the consumers expectations and the consumers realities on *reliability*, *rensponsiveness*, *assurance*, *empathy*, and *tangible*.

2.3. Survey Instrument

The instrument used was a questionnaire. Questionnaire are used to collect data by providing written questions about consumers expectations and realities to be answered. The questionnaire instrument consists of 5 main aspects; reliability, rensponsiveness, assurance, empathy, dan tangible.

2.4. Metode Used

The method used is *Service Quality Servqual* Method (Parasuraman, *et al*,1985), the dimensions of the service quality characteristics are:

1. *Tangibles* (Real) that includes physical appearance, equipment, employees and communication tools.

2. *Reliability*, the ability to provide the promised services with immidiate, accurate and satisfactory.
3. *Responsiveness*, the staff desire to establish customers and provide responsive services.
4. *Assurance*, includes knowledge, ability, courtesy, and trustworthiness of the staff free from danger, risk or doubt.
5. *Empathy*, includes ease in making relationships, good communication, personal attention and understanding customers need.

   If possible, the next step is to use *Importance Performance Analysis* method which was first introduced by Martilia dan James (1977) with the aim of measuring the relationship between consumer/customer perceptions and priorities for improving product/service quality, also known as *Quadrant Analysis.*

2.5. Data Analysis

- **Gap Analysis**

The level of consumer satisfaction is explained by using a gap analysis. This analysis compares the mean between expectations and realities received by consumers from the service dimensions; reliability, responsiveness, assurance, empathy and tangible.

The highest satisfaction occurs when the realities exceeds expectations, when the service provided is maximum (4), while the minimum expectation is (1). The intervals obtained using the formula:

Interval = (Highest Score – Lowest Score)/Numbers of groups

From the above calculation, the gap classification is obtained in Table 2.1.

Tabel 2.1. Gap Classification

Interval	Classification	Satisfaction Level
-3 s.d. -1,5	Very negative	Very dissatisfied compared to expectations
-1,5 s.d. 0	Negative	Less satisfied compared to expectations
0 s.d. 1,5	Positive	More satisfied than expected
1,5 s.d. 3	Very Positive	Very more satisfied than expectations

- **Data Normality Test**

  The data normality test was carried out by statistical analysis. This test is carried out by entering the average of reality and expectation of each statement in the questionnaire. This test was carried out to determine whether the data that has been used is normally distributed or not, so that the next statistical test can be determined.

The test used to determine whether the data is normally distributed or not is by using Kolmogorov-Smirnov for large samples (more than 50 respondents) or Shapiro-Wilk for small samples (less than 50 respondents). If the significance value is > 0,05 then the data is normally distributed (parametric data) and can be analyzed using paired t-test. If the significance value < 0,05 then the data is not normally distributed (non-parametric data) and can be analyzed by Wilcoxon test.

- **Wilcoxon Test**
  This test is conducted to determine whether there is a significance different or not from the reality and expectation that has been studied, so that it can be determined whether Ho is rejected or accepted. If the results obtained are significance difference then Ho is rejected, but if the differences are not significant then Ho is accepted. The Paired t-test was carried out if the two data being compared were normally distributed, or Wilcoxon test if at least one of the comparisons was not normally distributed, could be from reality and expectation.
- **Cartesian Diagram**
  The Cartesian diagram describes the level of statement into four parts where with this diagram it can be determined several factors that affect customer satisfaction, which can then be prioritized for the company to be further improved.

CHAPTER III

RESULTS AND DISCUSSION

3.1. Data Normality Test

Tests of Normality

	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
HARAPAN	.196	2173	.000	.827	2173	.000
KENYATAAN	.214	2173	.000	.892	2173	.000

a. Lilliefors Significance Correction

Figure 3.1. Data Normality Test Result

Based on normality test result using SPSS for windows 21, the results obtained a significance value of 0,000 < 0,05 so that the data is declared not normally distributed.

3.2. Wilcoxon Test

Test Statistics[a]

	KENYATAAN - HARAPAN
Z	-20.999[b]
Asymp. Sig. (2-tailed)	.000

a. Wilcoxon Signed Ranks Test

b. Based on positive ranks.

Figure 3.2. Wilcoxon Test Result

Based on Wilcoxon test result using SPSS for windows 21, the Asymp. Sig. (2-tailed) result was obtained of 0,000 < 0,05 so it can be stated that there is a significant difference between expectation and reality of students satisfaction on Unesa finance and infrastructure management.

3.3. The Result of Reality and Expectation Calculation

The calculation results of reality, expectation, gap analysis and satisfaction quality of Unesa finance and infrastructure management in 2021 with students respondents, described in Table 3.1 - 3.7.

Table 3.1. The Calculation Result of Reality, Expectation, Gap Analysis, and Student Satisfaction Quality on Unesa Finance and Infrastructure Management in 2021

Dimension	P	Statement	Reality	Expectation	GAP	TKI (%)
Reliability (Credibility)	P1	Ease of information for scholarships applying process and UKT submission/ payment/ delays/ remission (Reliability)	3.084	3.501	-0.42	88.06635
	P6	Academic infrastructure management and maintenance (library, learning/ laboratory/ workshop/ electrical installation/ internet, etc.) (Reliability)	3.140	3.502	-0.36	89.64622
	Mean Re	Mean	3.112	3.502	-0.39	88.86
Responsiveness/Fair (P2)	P5	Alertness in scholarships applying process and UKT submission/ payment/ delays/ remission (*Responsiveness*)	3.100	3.491	-0.39	88.81027
	P10	Readiness on complaints follow-up (*Responsiveness*)	3.072	3.485	-0.41	88.15605
	Mean Res	Mean	3.086	3.488	-0.40	88.48
Assurance (Responsibility)	P2	Ease of scholarships applying process and UKT submission/ payment/ delays/ remission (*Assurance*)	3.079	3.499	-0.42	88.00177
	P7	Completeness of library, lecture infrastructure facilities (*Assurance*)	3.148	3.503	-0.36	89.84608
	Mean As	Mean	3.113	3.501	-0.39	88.92
Empathy (Accountability)	P3	Availability of service time for UKT loan/ payment/ delays/ remission (*Empathy*)	3.115	3.492	-0.38	89.22118
	P8	Excellent service on the infrastructure facilities borrowing/ using process for students activities (*Empathy*)	3.145	3.493	-0.35	90.03897
	Mean Em	Mean	3.130	3.492	-0.36	89.63

Dimension	P	Statement	Reality	Expectation	GAP	TKI (%)
Tangible (Transparent)	P4	Easy accessibility of UKT payment and scholarships admission (*Tangibles*)	3.136	3.501	-0.37	89.55726
	P9	Availability of information system that support academic and non-academic activities (*Tangibles*)	3.147	3.495	-0.35	90.03883
	Mean Tan	T	3.141	3.498	-0.36	89.80
	Mean	Mean of five dimensions	3.116	3.496	-0.38	89.14

Comparison Results between Expectation and Reality

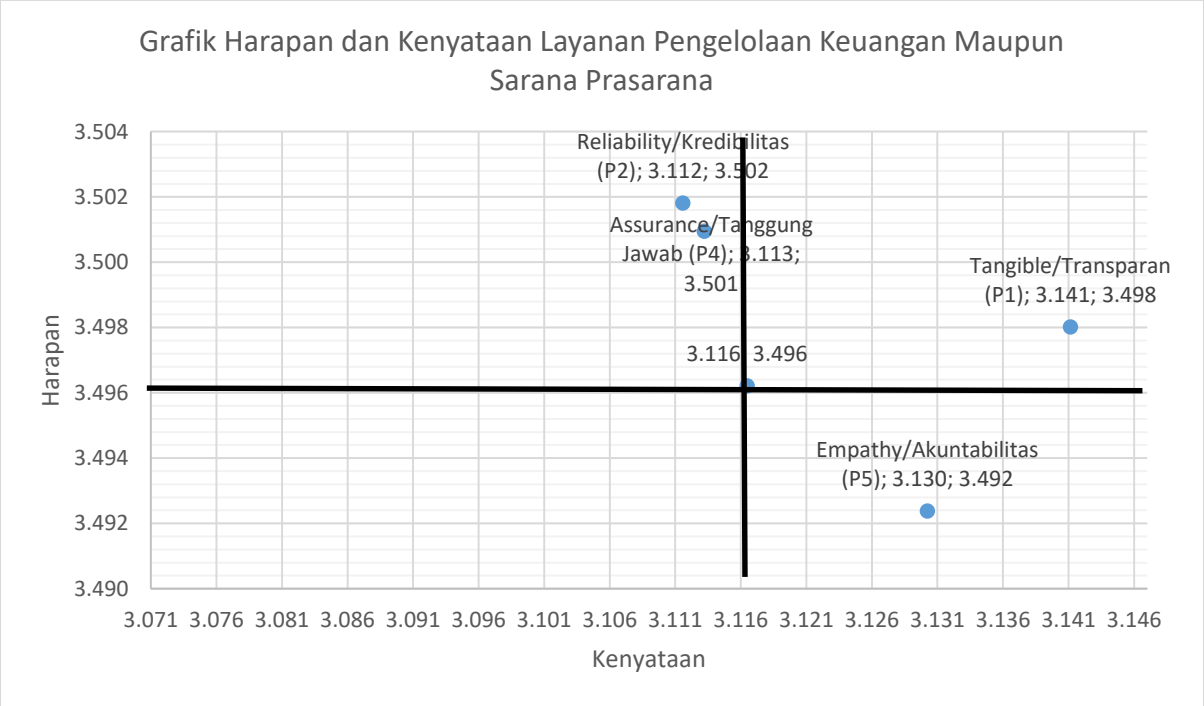

Figure 3.3. Cartesius Diagram Student Satisfaction Survey on Finance and Infrastructure Management in 2021

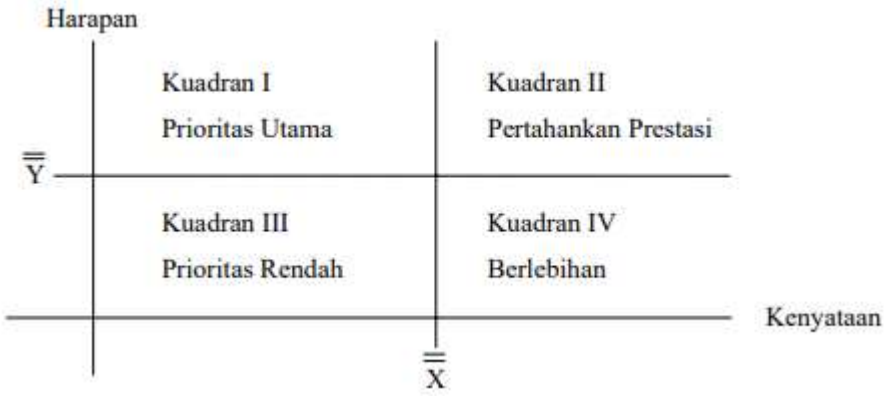

Figure 3.4. Cartesius Diagram (Supranto, 2001)

Information:

Quadrant I (Top Priority)

This quadrant shows the factors that are considered to affect customer satisfaction and include service elements that are considered very important for customers. However, service providers have not implemented it in accordance with the customers wishes yet, resulting in disappointment/dissatisfaction. Variables in this quadrant need to be taken seriously.

Quadrant II (Maintain Achievement)

This quadrant shows that the factors that are considered important by consumers have been implemented well and can satisfy consumers, so the obligation of service providers must maintain their performance.

Quadrant III (Low Priority)

This quadrant shows the factors that are considered less important by consumers and the implementation by service providers is mediocre. Variables included in this quadrant do not need to be questioned even though they do not satisfy consumers because consumers do not consider them very important.

Quadrant IV (Excessive)

This quandrant shows the factors that are considered less important by consumers but have been carried out very well by service providers.

Analysis of Each Dimension

Finance and Infrastructure Management

- *Reliability*
  Based on the analysis results, reliability dimension is in quadrant I. This shows that the availability of services has not been yet implemented in accordance with the consumer wishes, so University must improve its service.

- *Tangible*
  The tangible dimension is in quadrant II. This shows that this dimension has been served very well, in accordance with the respondents expectations. This achievement must be maintained.

- *Assurance*
  The assurance dimension is in quadrant III. This shows that the service availability is well implemented.

- *Responsiveness*
  The responsiveness dimension is in quadrant I. This shows that the service availability has not been implemented in accordance with the consumers wishes yet, so the University must improve its services.

- *Empathy*
  The empathy dimension is in quadrant IV. This shows that this dimension has been well served and has been taken seriously by the University.

CHAPTER IV

CLOSING

Based on the analysis results, it can be concluded that the level of students satisfaction on Unesa finance and infrastructure management in 2021 got a good category with a satisfaction index level of 89,08%.

Attachment

I. Finance and Infrastructure Management Satisfaction Instrument (5th Criterion)

INSTRUCTION

Please filled in by a check mark (√) on "Expectation for an answer" and "Existing Fact" as reality in the spot.

1. Student

No	Statement	Expectation for an answer				Existing Fact			
		Very Good	Good	Enough	Less	Very Good	Good	Enough	Less
1	Ease of information service for scholarship application process and UKT submission/ payment/ delays/ remission (*reliability*)	✓					✓		
2	Ease of scholarship applying process and UKT submission/ payment/ delays/ remission (*assurance*)		✓				✓		
3	Availability of service time for UKT loan/ payment/ remission (*empathy*)		✓				✓		
4	Easy accessibility for UKT payment and scholarship admission (*Tangibles*)	✓					✓		
5	Alertness in scholarship applying process and UKT submission/ payment/ delays/ remission (*responsiveness*)		✓				✓		
6	Academic infrastructure management and maintenance (library, learning/ laboratory/ workshop/ electrical installation/ internet, etc.) (*reliability*)	✓					✓		
7	Completeness of library, lectures infrastructure facilities (*assurance*)	✓					✓		

No	Statement	Expectation for an answer				Existing Fact			
		Very Good	Good	Enough	Less	Very Good	Good	Enough	Less
8	Excellent service on the infrastructure facilities borrowing/ using process for students activities (*empathy*)		✓				✓		
9	Availability of information system that support academic and non-academic activities (*Tangibles*)		✓				✓		
10	Readiness on complaints follow-up (*responsiveness*)		✓				✓		