Report

DATA MANAGEMENT CENTER AND

INFORMATION SYSTEM

Satisfaction of Financial Management and Infrastructure Facilities

Faculty of Sports Sciences

(Respondents FIO lecturer Unesa)

UNIVERSITAS NEGERI SURABAYA
QUALITY ASSURANCE
DATA CENTERS AND INFORMATION SYSTEMS
2021

Authentication Page

Stating that the Report of the Center for Data Management and Information Systems in the neighborhood of Universitas Negeri Surabaya was made in fact

Surabaya, 29 JUNE 2021

know
Head of Quality Assurance Group Of Data and Information Systems Division





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CHAPTER I

Introduction

1.1. Background

Data and Information System Management Center is one of the centers in the Field of Quality Assurance in charge of assisting the implementation of quality assurance with model PPEPP (Quality Planning, Quality Implementation, Quality Evaluation, Quality Quality Improvement, Quality Improvement). One of the tasks of this center is to conduct a Customer Service Satisfaction Survey which is currently the needs and demands of The Accreditation of Study Programs and Accreditation of Higher Education.

Some surveys conducted are satisfaction surveys on all activities conducted by BPM so that the quality of the implementation of activities is evaluated periodically. The survey was conducted online and conducted after the activity ended. The results of this survey will be followed up with an evaluation meeting whose results are used for the improvement of the next activity service.

Along with the increasing need to improve the quality of services in Unesa, there is a need for satisfaction surveys to students, lecturers, and tendik. It is necessary to know what variables should be improved and maintained in quality. Questionnaire filling consists of filling out the expectations and reality of the services felt in 2021.

1.2. Problems

a. How the results of the comparison between the expectations and the reality of satisfaction of financial management services and infrastructure facilities Unesa based on the survey of lecturers Unesa Year 2021.
b. How the comparative analysis between the expectations and the reality of satisfaction of financial management services and infrastructure facilities Unesa (survey of lecturers Unesa Year 2021) based on diagrams kartesius.

1.3. purpose

Knowing the quality of satisfaction of financial management services and infrastructure facilities Unesa (survey lecturers Unesa Year 2021)based on the results of analysisdiagram kartesius.

1.4. Systematic Reports

Systematics in this Report is an Introduction consisting of the background, problems, objectives, and systematics of the report. Chapter II contains the survey method consisting of

survey types and rancnagan, variables, operational definitions, survey instruments, methods used, and data processing. Chapter III contains the Results and Discussions, and Chapter IV contains conclusions.

CHAPTER II

SURVEY METHOD

2.1. Types and Design of Survey Implementation

This type of survey design uses non-experimental quantitative research. Non-experimental research is research whose observations are conducted with a number of subject variables according to their state of being (in nature), without manipulation (Pratiknya, 2001).

This study uses a cross sectional design used to study the relationship between free variables and dependent variables by taking measurements at the same time (point time approach). At the same time, each subject is observed only once and the subject's variables are observed at the time of observation. The method used in data retrieval is questionnaire.

2.2. Operational Definitions

Some operational definitions are as follows:

a. Consumers are all lecturers who use financial management services and infrastructure facilities Unesa year 2021.
b. Consumer expectations are lecturers who obtain financial management services and infrastructure facilities Unesa in 2021.
c. Customer satisfaction is the recognition of consumers regarding financial management services and infrastructure facilities Unesa year 2021.
d. The quality of service to be researched is the expectations and reality of consumers to reliability (reliability), rensponsiveness (responsiveness), assurance (guarantee, empathy), and tangible (existence).

2.3. Survey Instruments

The instrument used is a questionnaire. Questionnaires are used to collect data by providing written questions about consumer expectations and reality to be answered. Questionnaire instrument consists of 5 main aspects, namely reliability, rensponsiveness, assurance, empathy, and tangible.

2.4. Methods used

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

1. *Tangibles* (Real) that includes physical appearance, equipment, employees, and means of communication.
2. *Reliability* isthe ability to provide the promised service immediately, accurately, and satisfactorily.

3. *Responsiveness* Is the desire of the staff to form customers and provide services with responsiveness.
4. *Assurance* Includes the knowledge, ability, decency, and trustworthy nature of the staff free from harm, risk or doubt.
5. *Empathy* includes ease of relationships, good communication, personal attention, and understanding customer needs.

If possible the next stage is to use *the Importance Performance Analysis* method first introduced by Martilia and James (1977) with the aim of measuring the relationship between consumer perception / customer with the priority of improving the quality of products / services also known as *Quadrant Analysis.*

2.5. Data Processing

- **Gap analysis**

The level of customer satisfaction is explained using gap analysis. This analysis compares the mean between darapan and the reality received by consumers from the dimension of service, namely reliability, rensponsiveness, assurance (guarantee, empathy), and tangible (existence).

The highest satisfaction occurs if reality exceeds expectations that is at the time of service provided maximum (4) while the minimum expectation is (1). Intervals are obtained using the formula:

Interval= (Highest score – Lowest score)/Number of groups

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

Table 2.1. Gap Classification

Interval	Classification	Satisfaction Level
-3 to -1.5	Very negative	Very dissatisfied appeal of expectations
-1.5 to 0	negative	Less satisfied than expected
0 to 1.5	positive	More satisfied than expected
1.5 to 3	Very Positive	Very more satisfied appeal of expectations

- **Test data normality**

  The data normality test is conducted with statistical analysis. This test was conducted by including the average reality and expectations of each statement contained in the questionnaire. This test is done to find out if the data used is normally distributed or not so that it can be determined the next statistical test to be used.

The test used to determine whether or not the distributed data was normal was to use Kolmogorov-Smirnov for large samples (more than 50 respondents) or Shapiro-Wilk for small samples (less than 50 respondents). If the significance value of > 0.05 then the data is normal distributed (parametric data) and can be analyzed with paired t-test. If the significance value < 0.05 then the data is not distributed abnormally (non-parametric data) and can be analyzed using Wilcoxon tests.

- **Wilcoxon Test**

  This test was conducted to determine whether there were meaningful differences or not from the facts and expectations studied so that it can be determined whether Ho was rejected or accepted. If the result is a significant difference then Ho is ditolah but if the difference that occurs is not significant then Ho is accepted. The paired t-test is performed if two data compared to a normal distributed or a Wilcoxon test if the minimum of one that is compared to a normal un distributed can be of reality and expectation.

- **Cartesian Diagram**

  Cartesian diagrams describe the level of statement into four sections whereby with this diagram can be determined several factors that affect customer satisfaction that can then be prioritized for the company to be further improved.

CHAPTER III

RESULTS AND DISCUSSION

3.1.**Test Normality Data**

Tests of Normality

	A Kolmogorov-Smirnov			Shapiro-Wilk		
	Statistics	Df	Sig.	Statistics	Df	Sig.
hope	.329	80	.000	.673	80	.000
fact	.132	80	.002	.975	80	.114

a. Lilliefors Significance Correction

Figure 3. 1. Data normality test results

Based on the results of normality test using SPSS for windows 21 obtained the result of significance value of 0.000 < 0.05 so that the data is declared not distributed normally.

3.2. Wilcoxon Test

Test Statistics[a]

	REALITY - HOPE
Z	-6,510[b]
Asymp. Sig. (2-tailed)	.000

a. Wilcoxon Signed Ranks Test

b. Based on positive ranks.

Figure 3. 2. Wilcoxon test results

Based on wilcoxon test results using SPSS for windows 21 obtained Asymp results. Sig. (2-tailed) 0.000 < 0.05 so that it can be stated that there is a significant difference between the expectations and reality of unesa lecturers.

3.3.Results of Calculation of Reality and Expectations

The results of the calculation of Reality, Expectations, Gap Analysis, and Quality of financial management services and infrastructure facilities unesa Year 2021 is explained in Table 3.1.

Table 3.1. Results of calculation of Reality, Expectations, Gap Analysis, and Quality of financial management services and infrastructure facilities Unesa Year 2021

dimension	p	Revelation	fact	hope	gap	Tki (%)
Reliability	P1	Ease of access to the internet and speed of access on campus	3.02	3.78	-0.76	79.95716
	P2	Ease of use and fulfillment of needs in SSO	3.26	3.78	-0.53	86.09413
	Mean Re	Mean	3.14	3.78	-0.64	83.02565
Responsiveness/Fairness (P2)	P13	Responsiveness in processing promotions	3.06	3.76	-0.70	81.33456
	P14	Accuracy in providing remuneration incentives in accordance with performance	3.13	3.76	-0.63	83.22065
	Mean Res	Mean	3.09	3.76	-0.67	82.28
Assurance (Responsibility)	P9	Transparent in all kinds of pay cuts and remuneration	3.16	3.76	-0.59	84.21538
	P10	Accuracy of salary disbursement, lecturer certification and remuneration of 30% in each month	3.42	3.79	-0.37	90.11592
	P11	Clarity of financial guidelines and regulations established	3.07	3.75	-0.68	81.849
	Mean As	Mean	3.22	3.77	-0.55	85.39
Empathy	P12	Involvement of lecturers and tendik in the preparation of the Budget Business Plan	2.86	3.72	-0.86	76.85128
	Mean Em	Mean	2.86	3.72	-0.86	76.85
*Tangible (*Transparent)	P3	Adequate classrooms	2.97	3.77	-0.80	78.69405
	P4	Learning media facilities (LCD, LCD Screen, Sound system) in the classroom	2.82	3.74	-0.92	75.43317
	P5	Completeness of facilities and pre-targeting in the practice room / laboratory / workshop / etc.	2.81	3.73	-0.92	75.2322
	P6	Completeness of textbook/module book/subscription journal reference in reading room/library	2.97	3.75	-0.78	79.21158
	P7	Completeness of polyclinic facilities and infrastructure	2.96	3.72	-0.76	79.51583
	P8	Completeness of parking facilities and infrastructure	3.04	3.73	-0.69	81.45161
	Mean T an	Mean	2.93	3.74	-0.81	78.26
	Mean	Mean fifth dimension	3.05	3.75	-0.71	81.16

3.4.Comparison Results Between Hope and Reality

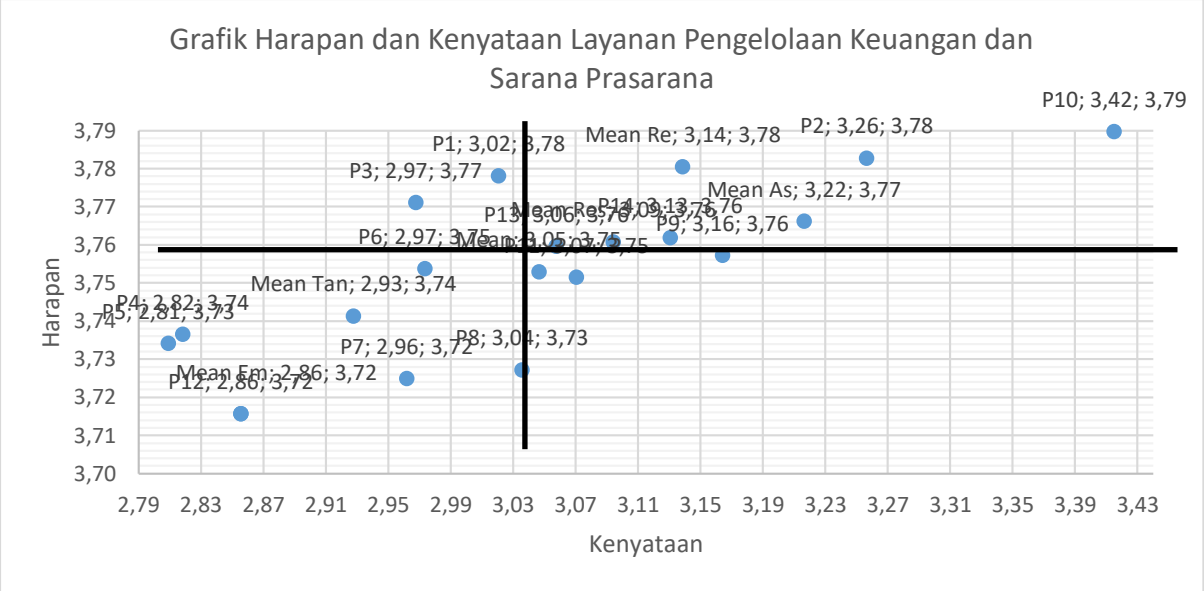

Figure 3. 3. Cartesian Diagram of Satisfaction Survey of financial management services and infrastructure facilities unesa Year 2021

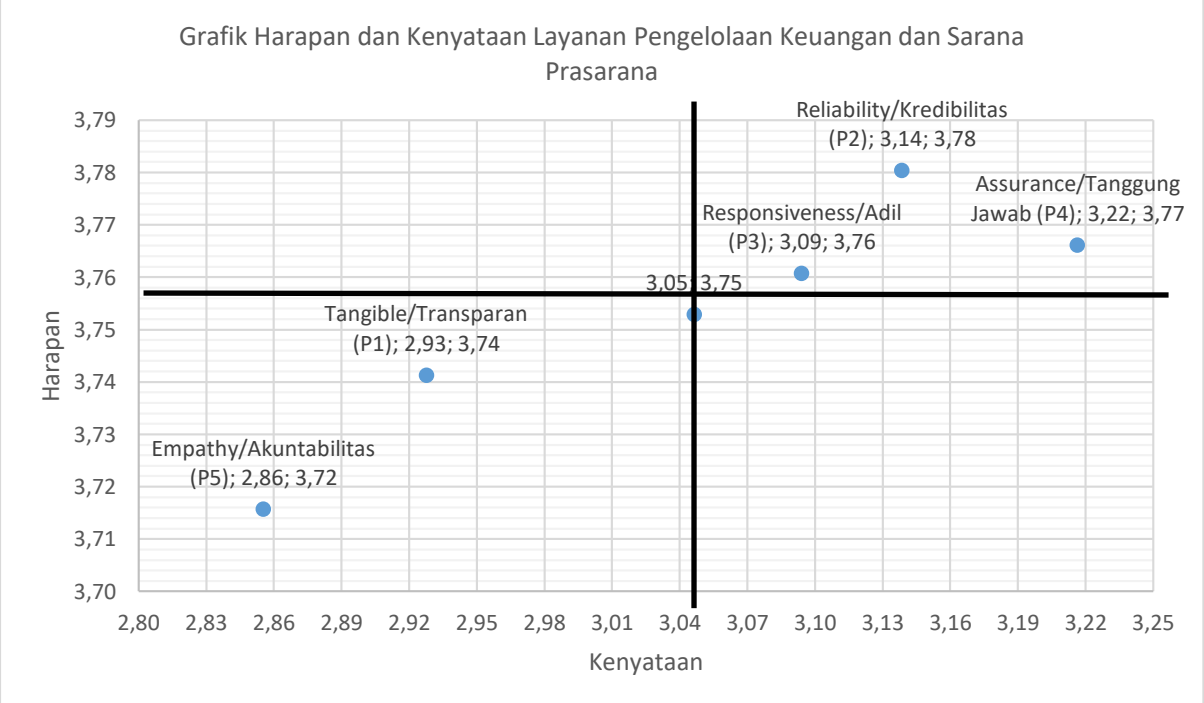

Figure 3. 4. Cartesian Diagram of Satisfaction Survey of financial management services and infrastructure facilities unesa Year 2021

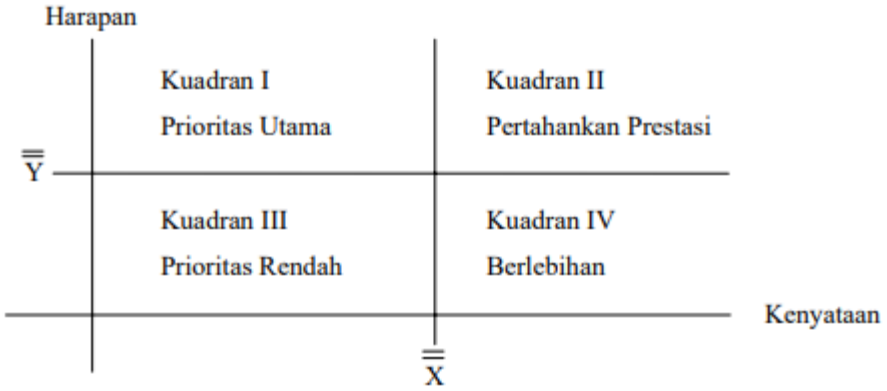

Figure 3. 4. Cartesian Diagram (Supranto, 2001)

information:

Quadrant I (First Priority)

This quadrant shows factors that are considered to affect consumer satisfaction and include elements of services that are considered very important for consumers. However, the service provider has not implemented it in accordance with the wishes of consumers, causing disappointment / dissatisfaction. Variables in this quadrant need to be taken seriously.

Quadrant II (Maintain Achievement)

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

Quadrant III (Low priority)

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

Quadrant IV (Redundant)

This kuandran shows factors that are considered less important by consumers but have been very well executed by service providers.

Analyze each dimension

1. Reliability

   Based on the results of reliability dimension analysis is in quadrant II. This shows the dimension of reliability that is considered important by consumers has been implemented well and can satisfy consumers, then the obligation of service providers must maintain their performance.

2. Tangible

The tangible dimension is in quadrant III. This suggests that this dimension is considered less important by consumers and implementation by mediocre service providers. Unesa must continue to maintainn and improve the quality of this service in supporting the implementation of Tridarma Higher Education.

3. Assurance

The assurance dimension is in quadrant II. This shows that this dimension is considered important by consumers and has been implemented well and can satisfy consumers, so Unesa must maintain the quality of services in supporting the implementation of Tridarma Higher Education.

4. Responsiveness

The responsiveness dimension is in quadrant II. This shows that this dimension is considered important by consumers and has been implemented well and can satisfy consumers, so Unesa must maintain the quality of servicesin supporting the implementation of Tridarma Higher Education.

5. Empaty

Empaty is in quadrant III, hal this shows that the implementation by the service provider is mediocre. Unesa must continue to maintain n and improve the quality of this service insupporting the implementation of Tridarma Higher Education.

CHAPTER IV

CONCLUSIONS AND SUGGESTIONS

Based on the results of the analysis, it can be concluded that financial management services and infrastructure facilities Unesa to the perspective of lecturers adala as follows:

- Dimensions reliability, assurance,and responsiveness supporting the activities of tridarma Higher Education, is animensi that isconsidered important by consumers and has been implemented well and can satisfy consumers, then Unesa must maintain the quality of service leaders and or persons in charge of supporting the implementation of Tridarma Higher Education.
- The dimensions of Empaty and tangible indicate that the implementation by the service provider is mediocre. Unesa must continue to maintain n and improve the quality of this service insupporting the implementation of Tridarma Higher Education.

Attachment

I. Financial Management Services Satisfaction Instruments and Infrastructure (Criteria 5)

Instructions

Please fill in by checking (√) on "Expectations for answers" and "Kenyataan existing " in the field in realtime .

No.	statement	Hope for answers				The reality			
		Excellent	good	enough	less	Excellent	good	enough	less
1	Ease of accessing the internet and speed of access on campus(R*eliability*)	✓					✓		
2	Ease of use and fulfillment of needs in SSO (R*eliability*)	✓					✓		
3	Adequate classrooms (*Tangibles*)	✓					✓		
4	Learning media facilities (LCD, LCD screen, Sound system)in the classroom (*Tangibles*)	✓					✓		
5	Completeness of facilities and practice in the practiceroom/ laboratory / workshop /etc . . (*Tangibles*)	✓					✓		
6	Completeness of textbook reference/module book/subscription journal in reading room/library *(Tangibles)*	✓					✓		
7	Completeness of polyclinic facilities and infrastructure (*Tangibles)*	✓					✓		
8	Completeness of facilities and infrastructure parking lot (*Tangibles)*	✓					✓		

No.	statement	Hope for answers				The reality			
		Excellent	good	enough	less	Excellent	good	enough	less
9	Transparent in all kinds of salary deductions and remuneration (*Assurance*)	✓					✓		
10	Accuracy of salary disbursement, lecturer certification and remuneration 30% in each month(*Assurance)*	✓					✓		
11	Clarity of guidelines and regulations related to finance set (*Assurance*)	✓					✓		
12	Involvement of lecturers and tendik in the preparation of the Budget Business Plan (*Emphaty*)	✓					✓		
13	Responsiveness in processing promotions	✓					✓		
14	Accuracy in providing remuneration incentives in accordance with performance (*Responsiveness)*	✓					✓		