

ANALYSIS OF ACADEMIC CIVIL SATISFACTION AND STAKE HOLDERS WITH THE MANAGEMENT OF TRI DHARMA HIGHER EDUCATION IN POSTGRADUATE UNIVERSITY OF YOGYAKARTA

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ABSTRACT

The National Accreditation Board for Higher Education (BAN-PT) has established Guidelines for Compiling Study Program Performance Reports, and Study Program Self Evaluation Reports (LED). The preparation of the report requires complementary data in the form of evaluation of stakeholder satisfaction with Tridharma services. Therefore, this study aims to analyze the level of satisfaction of the academic community towards academic services at Postgraduate UNY.

This study is a cross-sectional observational study using data on the satisfaction of the UNY academic community from the survey.uny.ac.id database in 2021. The satisfaction survey consists of 17 types of surveys filled out by students, lecturers, educators and users and partners. The data were analyzed descriptively to see the satisfaction score and the number of responses.

The results showed that most of the average item scores in the seventeen satisfaction surveys showed a value of 3 (satisfied). However, there are several items that have an average score of less than 3. There is also one survey that is still very minimal in response, namely the satisfaction of graduate users and partners. Efforts need to be made to improve services, especially related to items whose value is not yet optimal. Efforts are also needed to increase survey respondents, especially in surveys with small or no respondents

Kata Kunci: *satisfaction, academic community, management, tridharma, postgraduate*