

## Survey Results Due to the Students' Satisfaction

Table 1. Students's Satisfaction Survey Results Doctoral Programme in Mathematics

Universitas Gadjah Mada

No.	Measured aspects	Students' Satisfaction Level (%)				Action/Follow up
		Very Satisfied	Very Good	Neutral	Dissatisfied	
1	2	3	4	5	6	7
1	Assessment of <b>reliability</b> of lecturers, educational staff (admin, librarian, student affairs admin, financial admin, etc.), and administrator (DP-Math and Department of Mathematics).	89.91	10.19	0	0	Senantiasa memberikan pelayanan prima
2	Assessment of <b>responsiveness</b> of lecturers, educational staff (admin, librarian, student affairs admin, financial admin, etc.), and administrator (DP-Math and Department of Mathematics).	96.3	3.7	0	0	Senantiasa memberikan pelayanan prima
3	Assessment of <b>assurance</b> of lecturers, educational staff (admin, librarian, student affairs admin, financial admin, etc.), and administrator (DP-Math and Department of Mathematics).	86.11	13.89	0	0	Sosialisasi Kurikulum dan SOP secara langsung maupun fasilitas media sosial
4	Assessment of <b>empathy</b> of lecturers, educational staff (admin, librarian, student affairs admin, financial admin, etc.), and administrator (DP-Math and Department of Mathematics).	87.04	12.96	0	0	Pelayanan prima, pemanfaatan media sosial WAG, dan pendampingan kegiatan mahasiswa (termasuk penyediaan sarana)
5	Assessment of <b>tangible</b> of lecturers, educational staff (admin, librarian, student affairs admin, financial admin, etc.), and	85.19	14.81	0	0	Fasilitas diseminasi dan publikasi, peningkatan sarana pembelajaran dan penelitian.

administrator (DP-Math and Department of Mathematics).						
<b>Total</b>						500

Data comes from the survey results filled by 36 students on June 2, 2024. The data was collected via google-form that can be accessed at [https://docs.google.com/forms/d/1gU\\_E7EQf8E4n7g-4Lix7UObuWxq\\_b6vXIoFnHemG0g/edit](https://docs.google.com/forms/d/1gU_E7EQf8E4n7g-4Lix7UObuWxq_b6vXIoFnHemG0g/edit)

The question in English: [https://docs.google.com/forms/d/e/1FAIpQLSc7-pPKhUTxIUclPzfkHsNW2KcEM\\_qbFY1EgjKCUZyGFCWNA/viewform?usp=sharing](https://docs.google.com/forms/d/e/1FAIpQLSc7-pPKhUTxIUclPzfkHsNW2KcEM_qbFY1EgjKCUZyGFCWNA/viewform?usp=sharing)

DP-Math finds feedback regularly to see the performance of DP-Math/Department of Mathematics FMNS UGM, Staff Members, and Supporting Staff. Thirty-six students filled out the questionnaire. The questionnaire is provided for the students at least in the second semester. There are 7 active students from 47 students in the first semester.

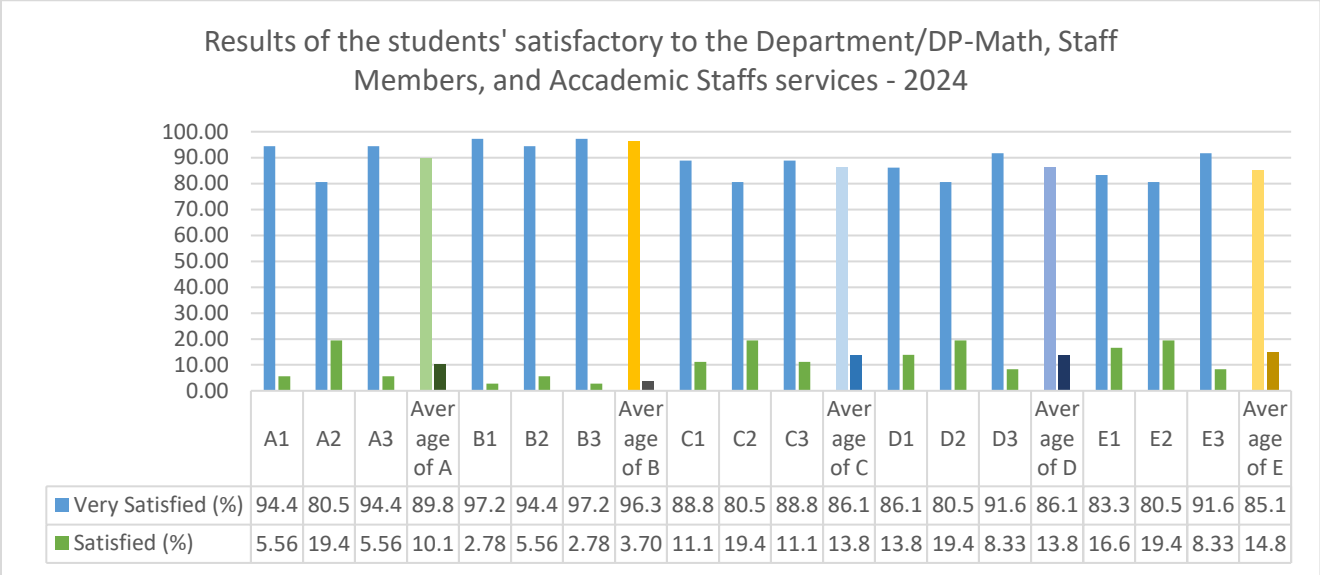


Figure 1. Results of the students' satisfactory to the Department/DP-Math, Staff Members, and Accademic Staffs services - 2024

All of the students filled the questionnaire with score 4 (very satisfied) and 3 (satisfied). There are no scores 1 and 2. From the data in Figure 1, it can be seen the average number of students give scores of 4 and 3 are 31.93 (88,70%) and 3(11.30%), respectively. The detailed data is stipulated in Table 2.

Table 2. Results of the questionnaire via

[https://docs.google.com/forms/d/1gU\\_E7EQf8E4n7g-4Lix7UObruWxq\\_b6vXloFnHemG0g/edit](https://docs.google.com/forms/d/1gU_E7EQf8E4n7g-4Lix7UObruWxq_b6vXloFnHemG0g/edit)

Questions		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Satisfied (%)	Satisfied (%)
<b>A.1. Assessment of Lecturer Reliability</b>	<b>A1</b>	34	2			94.44	5.56
<b>A.2. Assessment of <i>the Reliability of educational staff</i> (admin, librarian, student affairs admin, financial admin, etc.)</b>	<b>A2</b>	29	7			80.56	19.44
<b>A.3. Assessment of the Reliability of Mathematics <b>Doctoral Study Programme Managers and Mathematics Department Managers</b></b>	<b>A3</b>	34	2			94.44	5.56
Average of A		32.33	3.67			89.81	10.19
Questions		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Satisfied (%)	Satisfied (%)
<b>B.1. Assessment of the responsiveness of lecturers in helping students and providing services quickly</b>	<b>B1</b>	35	1			97.22	2.78
<b>B.2. Assessment of the responsiveness of educational <b>staff</b> (admins, librarians, student affairs admins, financial admins, etc.) in helping students and providing services quickly</b>	<b>B2</b>	34	2			94.44	5.56
<b>B.3. Assessment of the responsiveness of Mathematics <b>Doctoral Study Programme Managers and Mathematics Department Managers</b> in helping students and providing services quickly</b>	<b>B3</b>	35	1			97.22	2.78
Average of B		34.67	1.33			96.30	3.70



<b>E.1.</b> Assessment of <b>Lecturers'</b> ability to provide <i>Tangibles</i> , namely the ability to provide adequacy, accessibility, quality of facilities and/or infrastructure	<b>E1</b>	30	6			83.33	16.67
<b>E.2.</b> Assessment of the ability of <b>educational staff</b> (admin, librarian, student affairs admin, financial admin, etc.) in providing <i>Tangible</i> , namely the ability to provide adequate, accessible, quality facilities and/or infrastructure	<b>E2</b>	29	7			80.56	19.44
<b>E.3.</b> Assessment of the ability of <b>Mathematics Doctoral Study Programme Managers and Mathematics Department Managers</b> to provide <i>Tangibles</i> , namely the ability to provide adequacy, accessibility, quality of facilities and/or infrastructure	<b>E3</b>	33	3			91.67	8.33
Average of E		30.67	5.33			85.19	14.81
<b>Average of all components</b>		31.93	4.07			88.70	11.30

The survey results provide an evaluation of the DP-Math to continue improving services to students.