



REPORT OF USER SATISFACTION 2022

DOCTOR OF SOCIAL SCIENCES
DIPONEGORO UNIVERSITY

REPORT OF USER SATISFACTION

Background

User satisfaction reports are intended to determine the extent to which users, in this case superiors/leaders/supervisors, are satisfied with the performance of subordinates/subordinates who in this case have the status of Doctor of Social Sciences students. The survey is conducted annually to get feedback from users to be used as a follow-up strategy for the development of science and soft skills needed by the world of work.

Implementation

The 2022 user satisfaction survey will be carried out in December 2022. Respondents for this survey are superiors/leaders/supervisors where Social Science Doctoral students work. There are 7 (seven) questions that must be answered by respondents using a scale of 1 to 4, starting from very good to poor answers. Questions according to standard questions from DIKTI, namely (1) Ethics, (2) Expertise in the field of science, (3) Foreign language skills, (4) Use of Information Technology, (5) Ability to communicate, (6) Collaboration, and (7) Self-Development. From the survey results, it was found that 20 respondents filled out the user satisfaction survey. The following are the results of a user satisfaction survey.

a) Respondent Profile

Respondents were 11 people who were superiors/managers/leaders of Doctoral Social Sciences students working. Most students hold positions as Deans in University Faculties by 64% while the remaining 36% have other positions, such as Professor, Mayor, and so on. This is the basis for the study program for the characteristics of Doctor of Social Sciences students. The following is a table of Respondent profiles:

Table 1 Profile of Respondents

No	Name Student	Name of Leader/Supervisor	Position	Name of Agency/Institution/Company
1	Andika Sanjaya	Sutarto Hadi	Professor	Lambung Mangkurat University
2	Setio Utomo	Prof. H Budi Suryadi	Dean	FISIP ULM BANJARMASIN
3	Rochgiyanti	Dr. H. Chairil Faif Pasani, M.Sc.	Dean of FKIP ULM	FKIP Lambung Mangkurat University
4	Muhammad Husni Thamrin	Drs. Hendra Harahap, M.Si., PhD	Dean	FISIP USU
5	Hendrar Prihadi	Hendra Prihadi	Mayor of Semarang	Semarang City Government
6	Maryono	Prof. Dr. H. Budi Suryadi, M.Sc	Dean	Faculty of Social Science
7	Hr Suyanto	Roy Rizali Anwar	Main Commissioner of PT Jamkrida Kalsel	PT JAMKRIDA KALSEL
8	Gazali Rahman	Prof. Dr. H. Asmu'i, M.Sc.	Dean	FISIP ULM
9	Rudi Salam Sinaga	Prof. Dr. Ir. Retna Astuti Kuswardani, MS	Postgraduate Director of the University of Medan Area	Medan Area University
10	Waluyo Handoko	Dr. Jarot Santoso	Dean	Fisip - Unsoed
11	Tri Lestari Hadiati	Drs. Dadang Asriyadi, MSc	Dean	PT-UNTAG Semarang

b) Ethics

The ethics in question is how students have manners, a culture that upholds professional values based on personal development that can support the success of a job in their organization. The following are the respondents' answers.

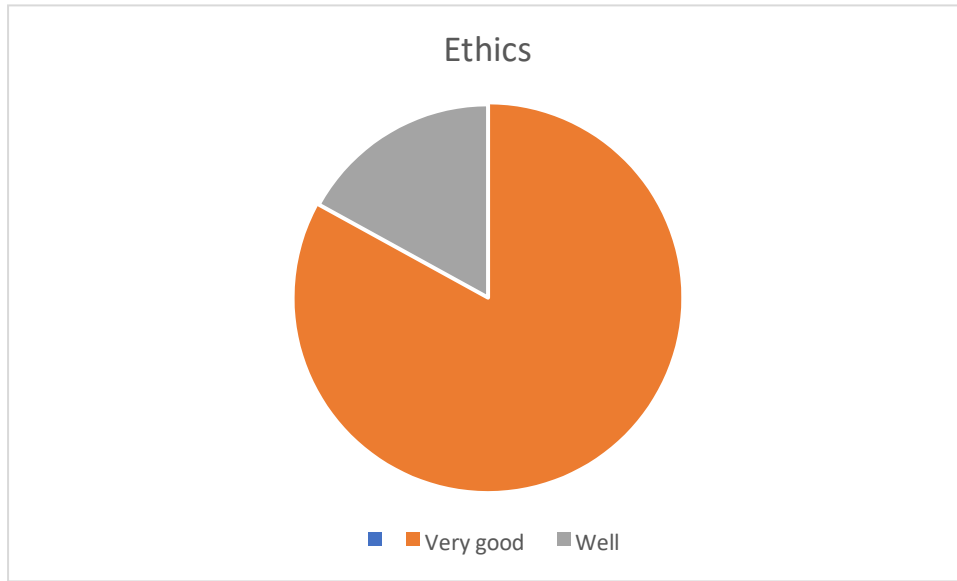


Figure 1. Ethics of Social Science Doctoral Students

The survey results show that the majority of Doctor of Social Sciences students, namely 83% have very good ethics and 17% of students have good ethics.

c) Expertise in the Field of Science

Expertise in the field of science shows that master of business administration students have the competencies and expertise needed by users, especially in managing companies. The following is the response of respondents to expertise in the field of science.



Figure 2 Expertise in the Field of Science (Main Competencies)

The survey results show that the majority of Doctor of Social Sciences students, namely 61%, have very good expertise in the field of science (main competence), 33% of students have good expertise in the field of science (main competency), and 6% of students have expertise in the field of science (core competencies) sufficient

d) Foreign Language Ability

Foreign language skills are needed, especially in communicating at a global level, for master students it is also needed in order to read and interpret journals. The following are user perceptions, especially in foreign language skills:



Figure 3 Foreign Language Proficiency

The survey results show that the majority of Doctor of Social Sciences students, namely 78%, have good foreign language skills, 17% of students have good expertise in the field of science (main competency), and 6% have sufficient foreign language skills.

e) Use of Information Technology

The use of Information Technology is needed especially in dealing with IR. 4.0. Students must be quite adaptive to the use of information technology. Following are the respondents' answers to the abilities of Social Science Doctoral students.

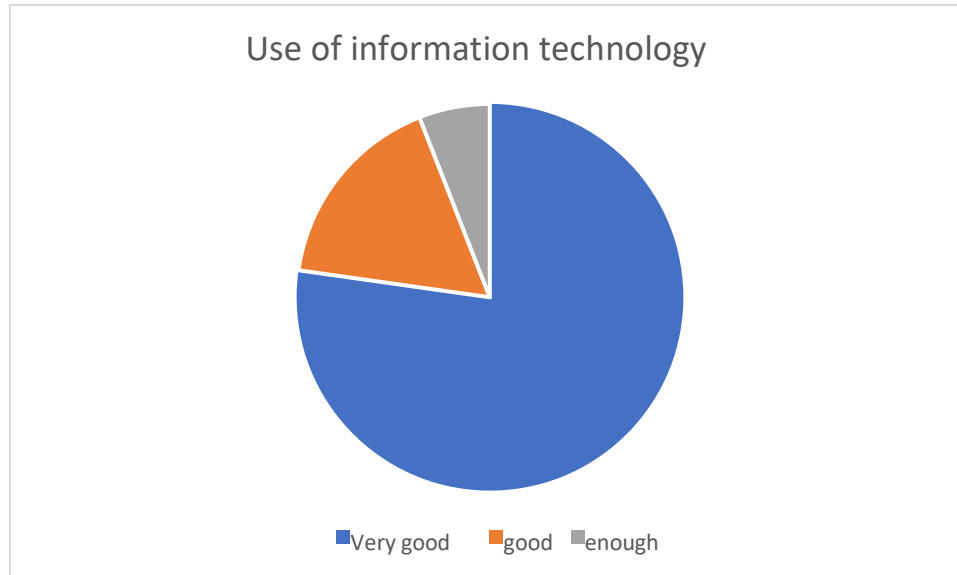


Figure 4 Use of Information technology

The survey results showed that most of the Doctoral students in Social Sciences, namely 78%, had the ability to use information technology very well, while 17% of students had the ability to use information technology well and 6% had the ability to use information technology in the moderate category.

f) Communication Skills

Communication skills are needed, especially in various activities related to business activities. Among them are negotiations, presentations, transfer of knowledge and so on. Likewise, as a Doctor of Social Sciences student, they must have good communication skills, not only during lectures but also outside lectures, especially when communicating with lecturers. The following is the respondent's perception of communication skills



Figure 5 Ability to communicate

The survey results showed that most of the Doctoral students in Social Sciences, namely 72%, had very good communication skills and 28% of students had good communication skills.

g) Cooperation

The ability to cooperate with others is the most important point, especially in organizational activities. The following is the user's perception, especially in terms of cooperation.



Figure 6 Cooperation

The survey results showed that most of the Doctoral students in Social Sciences, namely 78%, had very good cooperative skills and 22% of students had very good cooperative skills.

h) Self-development

Self-development is a personal ability to measure what needs are felt to be lacking, so that they will become personal learners and become thirsty for the knowledge, skills and skills needed. The following are respondents' answers about the self-development of Social Science Doctoral students:



Figure 7 Self Development

The survey results show that most of the Doctoral students in Social Sciences, namely 72% have very good self-development and 28% of students have good self-development.

Follow up plan

From the results of a survey on user satisfaction, the following is a follow-up plan that will be carried out by the Study Program for Doctoral students in Social Sciences:

- Material enrichment on Professional Ethics, especially on Corporate Governance and Organizational Development for Sustainable Development
- Public lectures and guest lecturers by presenting practitioners in relevant fields
- Facilitation of English Competency Test, Establishing graduation requirements with TOEFL 500
- Enrichment of learning methods by assigning case studies, reviewing papers that require students to present, answer questions, and manage discussions
- Assignments include case studies and paper reviews within the team.