

SATISFACTION INDEX

Graduate Users

2025





**QUALITY ASSURANCE
INSTITUTE OF UIN
WALISONGO SEMARANG IN
2025**

VALIDITY SHEET

USER SURVEY REPORT OF GRADUATES OF WALISONGO STATE ISLAMIC UNIVERSITY SEMARANG IN 2025

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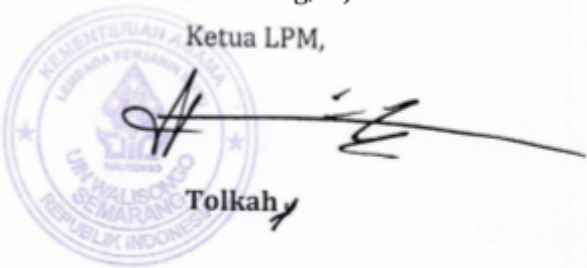
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Ketua LPM,

The image shows a circular official stamp of Universitas Islam Walisongo Semarang. The text around the stamp includes "KEMENTERIAN AGAMA", "LAMARAN PEMERINTAH", "UNIVERSITAS ISLAM WALISONGO", "SEMARANG", and "REPUBLIK INDONESIA". Overlaid on the stamp is a handwritten signature in black ink. Below the signature, the word "Tolkah" is written in a stylized font.

FOREWORD

Assalamu'alaikum wr. wb.

Alhamdulillah, we would like to express our gratitude to Allah SWT who has bestowed His grace, guidance, guidance and provision on all of us, so that the UIN Walisongo Semarang Graduate User Satisfaction Survey activity in 2025 can run smoothly. We do not forget to send our prayers and greetings to our beloved Prophet Muhammad SAW, whose intercession we await in the last days.

We would like to take this opportunity to express our gratitude to the entire committee and the LPM Team for their hard work in ensuring the success of this event. As a form of accountability, we have compiled a report on the 2025 Graduate User Satisfaction Survey. We sincerely hope that this report proves beneficial and credible for the advancement of the university. We also extend our apologies for any shortcomings in the implementation and preparation of this report.

Peace be upon you.

Semarang, July 2, 2025

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CHAPTER I

INTRODUCTION

A. Background

Based on the Regulation of the Minister of Religious Affairs of the Republic of Indonesia Number 54 of 2015, the Quality Assurance Institute (LPM) has the task of coordinating, controlling, auditing, monitoring, assessing and developing the quality of the implementation of academic activities. In addition, in origin 65, it is stated that in carrying out its duties, LPM carries out the following functions: a) implementing the preparation of plans, program and budget evaluations, and reporting; b) implementing academic quality development; c) implementing audits, monitoring and assessments of academic quality; and d) implementing institutional administration.

On the other hand, the quality or standard of higher education management can be seen from two indicators, namely the fulfillment of quality standards and the achievement of satisfaction. *user*(users) of graduates. Both of these factors lead to the fulfillment of higher education recognition, namely reputation. Therefore, in the implementation of higher education, it is not only necessary to measure the achievement of standards but also to measure customer satisfaction.

The graduate user satisfaction survey is a survey conducted on graduate users, in this case the respondents are the leaders/supervisors where the graduates work. This survey aims to measure the quality of graduates from the user's perspective.

Whether the quality of graduates produced meets the expectations of users. A high level of satisfaction from graduate users is one indicator of the success of the educational process in that educational institution. As the results show *tracer study* This user satisfaction survey is very necessary in the institutional accreditation process, for example in the assessment aspect *employer reputation* and overall improvement of the educational process. This user satisfaction survey is just one instrument for measuring the quality of graduates from educational institutions.

Graduate user satisfaction surveys provide insights into the effectiveness of academic programs and the quality of learning. Universities can identify strengths and areas for improvement in graduates. This feedback helps refine curricula, update content provided to students throughout their studies, adopt innovative learning methods that better prepare students for future success, guide university development, and foster student development. *soft skills* student.

Conducting graduate user satisfaction surveys is crucial for universities to continuously improve and adapt their educational processes to meet the evolving needs of graduates. These surveys provide a valuable opportunity to gather feedback on how graduate users perceive graduate quality across several aspects. Graduate user satisfaction surveys also

Contributes to maintaining the university's relevance and reputation in the wider community. Positive feedback reinforces the university's strengths and increases its attractiveness to prospective students and employers. Conversely, improvements made in areas of concern demonstrate responsiveness and dedication to continuous improvement, ensuring that UIN Walisongo Semarang remains a leader in higher education.

B. Objective

The purpose of this satisfaction survey is to determine the level of satisfaction of graduate users regarding the quality and competency of UIN Walisongo Semarang graduates in 2025.

C. Target

The target of the 2025 graduate user satisfaction survey is companies or agencies that use UIN Walisongo Semarang graduates in their institutions or agencies.

D. Type of activity

The Student Quality Development and Assistance Center, under the Student Quality Assurance Institute (LPM), conducted a centralized user satisfaction survey for 2025 graduates. The 2025 Graduate User Satisfaction Survey was conducted using instruments such as: *google form* which is delivered directly to the graduate users

(direct superior where the graduate works), with the following activity stages.

1. Collecting work location data from graduates.
2. Coordination with the survey team.
3. Sending questionnaire link to graduate users.
4. Data processing and reporting. This activity is carried out with the aim of processing data, analyzing it, drawing conclusions, and compiling reports.

The implementation of the graduate user satisfaction survey can be seen in Figure 1 below.



Figure 1. Implementation of Graduate User Satisfaction Survey

CHAPTER II IMPLEMENTATION

A. Execution time

The user satisfaction survey activity for 2025 graduates was carried out in January-June 2025. The survey team involved the heads, study program secretaries, and alumni coordinators at the faculty level at UIN Walisongo Semarang.

B. Method

Data collection to measure the user satisfaction index of UIN Walisongo Semarang graduates was carried out through a survey considering the following matters.

1. The survey instrument used was a questionnaire with a Likert scale of 1-4, with a scale of 1 indicating a "poor" perception and a scale of 4 indicating a "very good" perception. The questionnaire was developed with reference to the IAPS 4.0 document, in accordance with BAN PT Regulation Number 5 of 2019.
2. *Random sampling* used to collect data. The questionnaires were distributed randomly to UIN Walisongo Semarang graduates within a specified time limit.
3. The satisfaction index is measured through the average score which is then classified into four categories, namely low, medium, high and very high, with the categorization criteria as shown in Table 1.

Table 1. Categorization of Graduate User Satisfaction Index

No.	Index	Category
1	$1,00 \leq \bar{x} < 1,75$	Low
2	$1,76 \leq \bar{x} < 2,50$	Currently
3	$2,51 \leq \bar{x} < 3,25$	High
4	$3,26 \leq \bar{x} \leq 4,00$	Very high

BAB III

RESULTS AND DISCUSSION

A. Respondent

The user satisfaction survey of UIN Walisongo Semarang graduates in 2025 was conducted using a similar methodology to previous years. This survey is part of a follow-up to the tracer study. Respondents to the user satisfaction survey included 275 graduates in various positions, as shown in Table 2 below.

Table 2. Respondents' Positions

No.	Respondent Department
1.	the foundation's president
2.	Guidance and Counseling Coordinator
3.	Branch Manager
4.	Koordinator Animal Welfare
5.	Manager
6.	Nutritionist
7.	Owner
8.	Plan Manager
9.	Acting Head of MIN
10.	Acting Principal of SDN
11.	SPV
12.	Distribution SPV
13.	Team Leader
14.	Social Welfare Workers
15.	Deputy Principal for Curriculum
16.	Deputy Director

17.	Academic Coordinator
18.	Health Administrator
19.	Member of the Regional People's Representative Council
20.	Treasurer and TU
21.	Chief Medical support
22.	BSC Director
23.	Teacher
24.	HRD
25.	Head of Madrasah
26.	Employee
27.	Head of Finance
28.	Head of Division
29.	Head of Division
30.	Head of Nutrition Installation
31.	Head of the Community Health Center
32.	Headmaster
33.	Vice Principal of School/Madrasah

B. Graduate User Satisfaction Index Results

Based on the results of measurement and data processing, the average user satisfaction of graduates of UIN Walisongo Semarang in 2025 is in the overall category **very high**, with index numbers **3,61**. The results of a previous survey in 2024 showed that graduate user satisfaction had an average index of 3.50. Based on this, it can be concluded that the graduate user satisfaction index has increased by 0.11.

Overall, the user satisfaction index for 2025 graduates ranges from 3.40 to 4.00, with all scores above 3.30, with the highest score being 3.76 for integrity (ethics

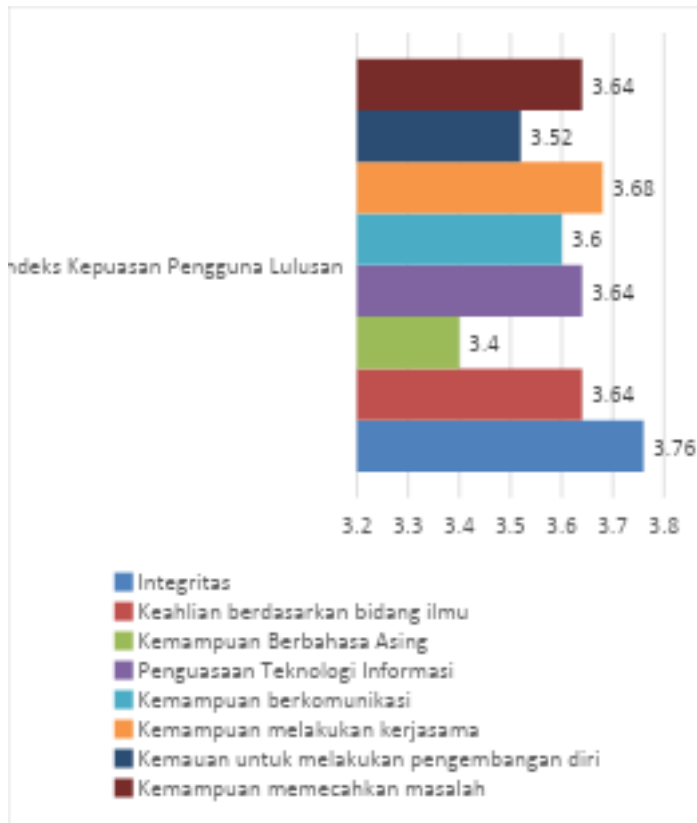
and morals). Foreign language proficiency (English or other languages) reached the minimum score in the very high category, with a score of 3.40.

Foreign language proficiency (English or other) also had the lowest achievement compared to other aspects. Details of the results of the graduate user satisfaction measurement can be seen in Table 3 and Figure 2 below.

Table 3 User Satisfaction Index of UIN Walisongo Semarang Graduates in 2025

No.	Aspect	Index	
		2024	2025
1	Integrity (Ethics and Morals)	3,69	3,76
2	Expertise based on field of science (competence and professionalism)	3,51	3,64
3	Foreign Language Skills (English or other)	3,26	3,40
4	Mastery of Information Technology	3,42	3,64
5	Communication skills	3,54	3,60
6	Ability to collaborate in the team	3,60	3,68
7	Willingness to undertake self-development	3,56	3,52
8	Problem solving skills	3,44	3,64
	Average index	3,50	3,61

Figure 2 Graph of User Satisfaction Level of UIN Walisongo Semarang Graduates



Respondents gave ratings of very good, good, fair, and poor for each aspect. The measurement results showed that the majority of respondents rated all aspects as good. UIN Walisongo Semarang graduates are in the category **Very good**.

C. Discussion

The graduate user satisfaction index may increase due to several factors. Here are some common reasons why this might occur.

1) Improving Graduate Quality:

- a. **Relevant Technical Competencies:** The curriculum is continuously updated according to the latest needs and developments, for example the Independent Learning Curriculum - Independent Campus and *Outcome-Based Education*. This ensures that graduates have the technical knowledge and skills (*hard skills*) which can be directly applied in the workplace.
- b. **Soft Skills Strengthening:** The focus on developing communication skills, teamwork, problem-solving, leadership, adaptability, work ethic, and creativity makes it easier for graduates to integrate and contribute effectively in the work environment.

2) Better Learning Experience:

- a. **Field Practice/Experience:** Close collaboration with industry through internships, collaborative projects, intensive fieldwork, or real-life case studies provides graduates with practical experience before entering the workforce, leaving them better prepared.
- b. **Facilities and Learning Resources:** Access to modern laboratories, a well-stocked library, the

latest software, and learning support technologies enhance the quality of the learning process and prepare graduates to use real tools in the workplace.

- c. **Active Learning Methods:** The application of learning methods such as *project-based learning*, *collaborative learning*, or simulations make students more actively involved and develop practical skills.

UIN Walisongo Semarang proactively implements necessary changes in curriculum, learning, student services, and infrastructure to improve the educational experience and ensure that graduates have competencies that match the needs of today's workforce.

CHAPTER IV CONCLUSION

A. Conclusion

Based on the results of the satisfaction survey, several things can be concluded as follows.

1. The index of each aspect is in the category **very high**, with an average of 3.61.
2. The highest index, namely 3.76, was achieved by the integrity aspect (ethics and morals).
3. The lowest achievement was in the foreign language ability aspect with an index of 3.40.

B. Recommendation

Some recommendations that can be submitted based on the results of the graduate user satisfaction survey are as follows.

1. Regular monitoring and evaluation of the curriculum is necessary to develop student competencies to meet the needs of the world of work.
2. There needs to be an intensive program to improve the quality of students' foreign language skills.
3. It is necessary to improve the program in order to increase capacity and capabilities. *soft skills* students who are needed in the world of work.
4. Synergy is needed between faculties, career units, alumni and intensive communication with stakeholders in improving graduate competency and performance.

C. CLOSING

We have compiled the results of this user satisfaction survey for 2025 graduates. We hope this is helpful and can serve as a reference for improving student and alumni development programs.

Semarang, July 2, 2025

A handwritten signature in black ink, appearing to read 'Muh. Arif Royyani', with a horizontal line underneath the name.

Muh. Arif Royyani