



UNIVERSITAS HAYAM WURUK  
Perbanas Surabaya

# LAPORAN HASIL SURVEI KUALITAS LAYANAN KUM

**2020/2021**



Pusat Penjaminan Mutu  
Universitas Hayam Wuruk Perbanas

## Hasil Survei Kualitas Layanan KUM 2020/2021

### Diskripsi Responden

Responden yang mengisi survei kualitas layanan KUM adalah dosen sebanyak 76 orang yang terdiri atas 6 orang dosen prodi D3 Akuntansi, 7 orang dosen prodi D3 Perbankan, 28 orang dosen prodi S1 Akuntansi, 4 orang dosen prodi S1 Ekonomi Syariah, 25 orang dosen prodi S1 Manajemen dan 6 orang dosen prodi Magister Manajemen.

| Program Studi      | Banyak Responden | %           |
|--------------------|------------------|-------------|
| D3 Akuntansi       | 6                | 7.89%       |
| D3 Perbankan       | 7                | 9.21%       |
| S1 Akuntansi       | 28               | 36.84%      |
| S1 Ekonomi Syariah | 4                | 5.26%       |
| S1 Manajemen       | 25               | 32.89%      |
| Magister Manajemen | 6                | 7.89%       |
| <b>Total</b>       | <b>76</b>        | <b>100%</b> |

Berdasarkan jenis kelamin, responden laki-laki lebih sedikit yaitu 31 orang (40,79%) dibanding responden perempuan sebanyak 45 orang (59,21%).

| Jenis kelamin | Banyak responden | %           |
|---------------|------------------|-------------|
| Laki-laki     | 31               | 40,79%      |
| Perempuan     | 45               | 59,21%      |
| <b>Total</b>  | <b>76</b>        | <b>100%</b> |

### UJI VALIDITAS & RELIABILITAS

#### Uji Validitas

- Hasil pengolahan SPSS untuk variabel reliability didapatkan bahwa instrumen REL01 (reliability 1) dan REL02 (reliability 2) nilai sig. = 0,000. Hal ini menunjukkan bahwa instrumen survei variabel reliability adalah valid.

#### Correlations

|       |                     | REL01  | REL02  |
|-------|---------------------|--------|--------|
| REL01 | Pearson Correlation | 1      | .859** |
|       | Sig. (2-tailed)     |        | .000   |
|       | N                   | 76     | 76     |
| REL02 | Pearson Correlation | .859** | 1      |
|       | Sig. (2-tailed)     | .000   |        |
|       | N                   | 76     | 76     |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

2. Hasil pengolahan SPSS untuk variabel responsiveness didapatkan bahwa instrumen RES01 (responsiveness 1) dan RES02 (responsiveness 2) nilai sig. = 0,000. Hal ini menunjukkan bahwa instrumen survei variabel responsiveness adalah valid.

**Correlations**

|       |                     | RES01  | RES02  |
|-------|---------------------|--------|--------|
| RES01 | Pearson Correlation | 1      | .725** |
|       | Sig. (2-tailed)     |        | .000   |
|       | N                   | 76     | 76     |
| RES02 | Pearson Correlation | .725** | 1      |
|       | Sig. (2-tailed)     | .000   |        |
|       | N                   | 76     | 76     |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

3. Hasil pengolahan SPSS untuk variabel assurance didapatkan bahwa instrumen ASS01 (assurance 1) dan ASS02 (assurance 2) nilai sig. = 0,000. Hal ini menunjukkan bahwa instrumen survei variabel responsiveness adalah valid.

**Correlations**

|       |                     | ASS01  | ASS02  |
|-------|---------------------|--------|--------|
| ASS01 | Pearson Correlation | 1      | .796** |
|       | Sig. (2-tailed)     |        | .000   |
|       | N                   | 76     | 76     |
| ASS02 | Pearson Correlation | .796** | 1      |
|       | Sig. (2-tailed)     | .000   |        |
|       | N                   | 76     | 76     |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

4. Hasil pengolahan SPSS untuk variabel empathy didapatkan bahwa instrumen EM01 (empathy 1) dan EM02 (empathy 2) nilai sig. = 0,000. Hal ini menunjukkan bahwa instrumen survei variabel empathy adalah valid.

**Correlations**

|      |                     | EM01   | EM02   |
|------|---------------------|--------|--------|
| EM01 | Pearson Correlation | 1      | .543** |
|      | Sig. (2-tailed)     |        | .000   |
|      | N                   | 76     | 76     |
| EM02 | Pearson Correlation | .543** | 1      |
|      | Sig. (2-tailed)     | .000   |        |
|      | N                   | 76     | 76     |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

5. Hasil pengolahan SPSS untuk variabel tangible didapatkan bahwa instrumen TA01 (tangible 1), TA02 (tangible 2), TA03 (tangible 3), dan TA04 (tangible 04) nilai sig. sebesar 0,000. Hal ini menunjukkan bahwa instrumen survei variabel tangible adalah valid.

**Correlations**

|      |                     | TA01   | TA02   | TA03   | TA04   |
|------|---------------------|--------|--------|--------|--------|
| TA01 | Pearson Correlation | 1      | .461** | .345** | .344** |
|      | Sig. (2-tailed)     |        | .000   | .002   | .002   |
|      | N                   | 76     | 76     | 76     | 76     |
| TA02 | Pearson Correlation | .461** | 1      | .639** | .675** |
|      | Sig. (2-tailed)     | .000   |        | .000   | .000   |
|      | N                   | 76     | 76     | 76     | 76     |
| TA03 | Pearson Correlation | .345** | .639** | 1      | .864** |
|      | Sig. (2-tailed)     | .002   | .000   |        | .000   |
|      | N                   | 76     | 76     | 76     | 76     |
| TA04 | Pearson Correlation | .344** | .675** | .864** | 1      |
|      | Sig. (2-tailed)     | .002   | .000   | .000   |        |
|      | N                   | 76     | 76     | 76     | 76     |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

### Uji Reliabilitas

1. Variabel reliability terdapat 2 variabel yang diukur dan hasil Cronbach Alpha sebesar 0,924. Hal ini dapat disimpulkan bahwa instrumen survei yang digunakan untuk mengukur variabel reliability adalah reliabel.

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .924             | 2          |

2. Variabel responsiveness terdapat 2 variabel yang diukur dan hasil Cronbach Alpha sebesar 0,841. Hal ini dapat disimpulkan bahwa instrumen survei yang digunakan untuk mengukur variabel responsiveness adalah reliabel.

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .841             | 2          |

3. Variabel assurance terdapat 2 variabel yang diukur dan hasil Cronbach Alpha sebesar 0,885. Hal ini dapat disimpulkan bahwa instrumen survei yang digunakan untuk mengukur variabel assurance adalah reliabel.

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .885             | 2          |

4. Variabel empathy terdapat 2 variabel yang diukur dan hasil Cronbach Alpha sebesar 0,70 (0,695). Hal ini dapat disimpulkan bahwa instrumen survei yang digunakan untuk mengukur variabel empathy adalah reliabel.

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .695             | 2          |

5. Variabel tangible terdapat 4 variabel yang diukur dan hasil Cronbach Alpha sebesar 0,832. Hal ini dapat disimpulkan bahwa instrumen survei yang digunakan untuk mengukur variabel tangible adalah reliabel.

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .832             | 4          |

## HASIL SURVEI

### PRODI D3 AKUNTANSI

| No.                                  | Kualitas Layanan KUM  | % Tanggapan |       |        |             |       | Skor Terbobot |
|--------------------------------------|---|-------------|-------|--------|-------------|-------|---------------|
|                                      |   | Kurang      | Cukup | Baik   | Sangat Baik | Total |               |
| <b>RELIABILITY</b>                   |   |             |       |        |             |       |               |
| 1                                    | Kemampuan memberikan layanan pengurusan jabatan akademik                      | 0.00%       | 0.00% | 50.00% | 50.00%      | 100%  | 3.50          |
| 2                                    | Kemampuan memberikan solusi terkait layanan yang diberikan                    | 0.00%       | 0.00% | 50.00% | 50.00%      | 100%  | 3.50          |
| <b>Rata-rata skor reliability</b>    |   | 0.00%       | 0.00% | 50.00% | 50.00%      | 100%  | 3.50          |
| <b>RESPONSIVENESS</b>                |   |             |       |        |             |       |               |
| 3                                    | Kecepatan menanggapi keluhan atas layanan                                     | 0.00%       | 0.00% | 50.00% | 50.00%      | 100%  | 3.50          |
| 4                                    | Kecepatan layanan pengurusan jabatan akademik                                 | 0.00%       | 0.00% | 66.67% | 33.33%      | 100%  | 3.33          |
| <b>Rata-rata skor responsiveness</b> |   | 0.00%       | 0.00% | 58.33% | 41.67%      | 100%  | 3.42          |
| <b>ASSURANCE</b>                     |   |             |       |        |             |       |               |
| 5                                    | Ketepatan dalam menyelesaikan keluhan atas layanan                            | 0.00%       | 0.00% | 66.67% | 33.33%      | 100%  | 3.33          |
| 6                                    | Ketepatan kebijakan pengurusan jabatan akademik                               | 0.00%       | 0.00% | 83.33% | 16.67%      | 100%  | 3.17          |
| <b>Rata-rata skor assurance</b>      |   | 0.00%       | 0.00% | 75.00% | 25.00%      | 100%  | 3.25          |
| <b>EMPATHY</b>                       |   |             |       |        |             |       |               |
| 7                                    | Kesediaan memberikan perhatian pada masalah pengurusan jabatan akademik Dosen | 0.00%       | 0.00% | 50.00% | 50.00%      | 100%  | 3.50          |
| 8                                    | Sikap ramah dalam memberikan layanan  | 0.00%       | 0.00% | 50.00% | 50.00%      | 100%  | 3.50          |
| <b>Rata-rata skor empathy</b>        |   | 0.00%       | 0.00% | 50.00% | 50.00%      | 100%  | 3.50          |
| <b>TANGIBLE</b>                      |   |             |       |        |             |       |               |
| 9                                    | Kualitas layanan pengurusan jabatan akademik                                  | 0.00%       | 0.00% | 66.67% | 33.33%      | 100%  | 3.33          |
| 10                                   | Kualitas sarana prasarana untuk mendukung proses layanan                      | 0.00%       | 0.00% | 83.33% | 16.67%      | 100%  | 3.17          |
| 11                                   | Kenyamanan ruang kerja untuk proses layanan                                   | 0.00%       | 0.00% | 66.67% | 33.33%      | 100%  | 3.33          |
| 12                                   | Kesesuaian pengaturan ruang kerja untuk proses                                | 0.00%       | 0.00% | 66.67% | 33.33%      | 100%  | 3.33          |

|  |  |       |       |        |        |      |      |
|--|--|-------|-------|--------|--------|------|------|
|  | layanan  |       |       |        |        |      |      |
| <b>Rata-rata skor tangible</b>         |  | 0.00% | 0.00% | 70.83% | 29.17% | 100% | 3.29 |
| <b>Rata-rata skor kualitas layanan</b> |  | 0.00% | 0.00% | 60.83% | 39.17% | 100% | 3.39 |
| <b>KEPUASAN</b>                        |  |       |       |        |        |      |      |
| 13                                     | Kepuasan yang dirasakan atas layanan Pengelola KUM (Angka Kredit Jabatan Akademik) | 0.00% | 0.00% | 66.67% | 33.33% | 100% | 3.33 |

### PRODI D3 PERBANKAN

| No.                                  | Kualitas Layanan KUM  | % Tanggapan |        |        |             |       | Skor Terbobot |
|--------------------------------------|---|-------------|--------|--------|-------------|-------|---------------|
|                                      |   | Kurang      | Cukup  | Baik   | Sangat Baik | Total |               |
| <b>RELIABILITY</b>                   |   |             |        |        |             |       |               |
| 1                                    | Kemampuan memberikan layanan pengurusan jabatan akademik                      | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| 2                                    | Kemampuan memberikan solusi terkait layanan yang diberikan                    | 0.00%       | 14.29% | 71.43% | 14.29%      | 100%  | 3.00          |
| <b>Rata-rata skor reliability</b>    |   | 0.00%       | 21.43% | 64.29% | 14.29%      | 100%  | 2.93          |
| <b>RESPONSIVENESS</b>                |   |             |        |        |             |       |               |
| 3                                    | Kecepatan menanggapi keluhan atas layanan                                     | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| 4                                    | Kecepatan layanan pengurusan jabatan akademik                                 | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| <b>Rata-rata skor responsiveness</b> |   | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| <b>ASSURANCE</b>                     |   |             |        |        |             |       |               |
| 5                                    | Ketepatan dalam menyelesaikan keluhan atas layanan                            | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| 6                                    | Ketepatan kebijakan pengurusan jabatan akademik                               | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| <b>Rata-rata skor assurance</b>      |   | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| <b>EMPATHY</b>                       |   |             |        |        |             |       |               |
| 7                                    | Kesediaan memberikan perhatian pada masalah pengurusan jabatan akademik Dosen | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| 8                                    | Sikap ramah dalam memberikan layanan  | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| <b>Rata-rata skor empathy</b>        |   | 0.00%       | 28.57% | 57.14% | 14.29%      | 100%  | 2.86          |
| <b>TANGIBLE</b>                      |   |             |        |        |             |       |               |
| 9                                    | Kualitas layanan  | 0.00%       | 42.86% | 57.14% | 0.00%       | 100%  | 2.57          |

|  |  |        |        |        |        |      |      |
|--|--|--------|--------|--------|--------|------|------|
|  | pengurusan jabatan akademik  |        |        |        |        |      |      |
| 10                                     | Kualitas sarana prasarana untuk mendukung proses layanan                           | 0.00%  | 42.86% | 42.86% | 14.29% | 100% | 2.71 |
| 11                                     | Kenyamanan ruang kerja untuk proses layanan  | 0.00%  | 42.86% | 42.86% | 14.29% | 100% | 2.71 |
| 12                                     | Kesesuaian pengaturan ruang kerja untuk proses layanan                             | 0.00%  | 42.86% | 42.86% | 14.29% | 100% | 2.71 |
| <b>Rata-rata skor tangible</b>         |  | 0.00%  | 42.86% | 46.43% | 10.71% | 100% | 2.68 |
| <b>Rata-rata skor kualitas layanan</b> |  | 0.00%  | 30.00% | 56.43% | 13.57% | 100% | 2.84 |
| <b>KEPUASAN</b>                        |  |        |        |        |        |      |      |
| 13                                     | Kepuasan yang dirasakan atas layanan Pengelola KUM (Angka Kredit Jabatan Akademik) | 14.29% | 14.29% | 57.14% | 14.29% | 100% | 2.71 |

#### PRODI S1 AKUNTANSI

| No.                                  | Kualitas Layanan KUM                                       | % Tanggapan |        |        |             |       | Skor Terbobot |
|--------------------------------------|--|-------------|--------|--------|-------------|-------|---------------|
|                                      |  | Kurang      | Cukup  | Baik   | Sangat Baik | Total |               |
| <b>RELIABILITY</b>                   |  |             |        |        |             |       |               |
| 1                                    | Kemampuan memberikan layanan pengurusan jabatan akademik   | 0.00%       | 14.29% | 64.29% | 21.43%      | 100%  | 3.07          |
| 2                                    | Kemampuan memberikan solusi terkait layanan yang diberikan | 0.00%       | 14.29% | 64.29% | 21.43%      | 100%  | 3.07          |
| <b>Rata-rata skor reliability</b>    |  | 0.00%       | 14.29% | 64.29% | 21.43%      | 100%  | 3.07          |
| <b>RESPONSIVENESS</b>                |  |             |        |        |             |       |               |
| 3                                    | Kecepatan menanggapi keluhan atas layanan                  | 0.00%       | 25.00% | 53.57% | 21.43%      | 100%  | 2.96          |
| 4                                    | Kecepatan layanan pengurusan jabatan akademik              | 3.57%       | 17.86% | 67.86% | 10.71%      | 100%  | 2.86          |
| <b>Rata-rata skor responsiveness</b> |  | 1.79%       | 21.43% | 60.71% | 16.07%      | 100%  | 2.91          |
| <b>ASSURANCE</b>                     |  |             |        |        |             |       |               |
| 5                                    | Ketepatan dalam menyelesaikan keluhan atas layanan         | 0.00%       | 21.43% | 57.14% | 21.43%      | 100%  | 3.00          |
| 6                                    | Ketepatan kebijakan pengurusan jabatan akademik            | 0.00%       | 25.00% | 53.57% | 21.43%      | 100%  | 2.96          |
| <b>Rata-rata skor assurance</b>      |  | 0.00%       | 23.21% | 55.36% | 21.43%      | 100%  | 2.98          |
| <b>EMPATHY</b>                       |  |             |        |        |             |       |               |



|  |  |       |        |        |        |      |      |
|--|--|-------|--------|--------|--------|------|------|
| 7                                      | Kesediaan memberikan perhatian pada masalah pengurusan jabatan akademik Dosen      | 3.57% | 17.86% | 53.57% | 25.00% | 100% | 3.00 |
| 8                                      | Sikap ramah dalam memberikan layanan   | 0.00% | 0.00%  | 64.29% | 35.71% | 100% | 3.36 |
| <b>Rata-rata skor empathy</b>          |  | 1.79% | 8.93%  | 58.93% | 30.36% | 100% | 3.18 |
| <b>TANGIBLE</b>                        |  |       |        |        |        |      |      |
| 9                                      | Kualitas layanan pengurusan jabatan akademik                                       | 0.00% | 21.43% | 60.71% | 17.86% | 100% | 2.96 |
| 10                                     | Kualitas sarana prasarana untuk mendukung proses layanan                           | 0.00% | 28.57% | 60.71% | 10.71% | 100% | 2.82 |
| 11                                     | Kenyamanan ruang kerja untuk proses layanan  | 3.57% | 14.29% | 71.43% | 10.71% | 100% | 2.89 |
| 12                                     | Kesesuaian pengaturan ruang kerja untuk proses layanan                             | 7.14% | 14.29% | 67.86% | 10.71% | 100% | 2.82 |
| <b>Rata-rata skor tangible</b>         |  | 2.68% | 19.64% | 65.18% | 12.50% | 100% | 2.88 |
| <b>Rata-rata skor kualitas layanan</b> |  | 1.25% | 17.50% | 60.89% | 20.36% | 100% | 3.00 |
| <b>KEPUASAN</b>                        |  |       |        |        |        |      |      |
| 13                                     | Kepuasan yang dirasakan atas layanan Pengelola KUM (Angka Kredit Jabatan Akademik) | 3.57% | 17.86% | 57.14% | 21.43% | 100% | 2.96 |

#### PRODI S1 EKONOMI SYARIAH

| No.                               | Kualitas Layanan KUM                                       | % Tanggapan |        |        |             |       | Skor Terbobot |
|-----------------------------------|--|-------------|--------|--------|-------------|-------|---------------|
|                                   |  | Kurang      | Cukup  | Baik   | Sangat Baik | Total |               |
| <b>RELIABILITY</b>                |  |             |        |        |             |       |               |
| 1                                 | Kemampuan memberikan layanan pengurusan jabatan akademik   | 0.00%       | 75.00% | 0.00%  | 25.00%      | 100%  | 2.50          |
| 2                                 | Kemampuan memberikan solusi terkait layanan yang diberikan | 0.00%       | 75.00% | 25.00% | 0.00%       | 100%  | 2.25          |
| <b>Rata-rata skor reliability</b> |  | 0.00%       | 75.00% | 12.50% | 12.50%      | 100%  | 2.38          |
| <b>RESPONSIVENESS</b>             |  |             |        |        |             |       |               |
| 3                                 | Kecepatan menanggapi keluhan atas layanan                  | 0.00%       | 50.00% | 25.00% | 25.00%      | 100%  | 2.75          |
| 4                                 | Kecepatan layanan pengurusan jabatan akademik              | 0.00%       | 50.00% | 50.00% | 0.00%       | 100%  | 2.50          |

|  |  |       |        |        |        |      |      |
|--|--|-------|--------|--------|--------|------|------|
| <b>Rata-rata skor responsiveness</b>   |  | 0.00% | 50.00% | 37.50% | 12.50% | 100% | 2.63 |
| <b>ASSURANCE</b>                       |  |       |        |        |        |      |      |
| 5                                      | Ketepatan dalam menyelesaikan keluhan atas layanan                                 | 0.00% | 25.00% | 75.00% | 0.00%  | 100% | 2.75 |
| 6                                      | Ketepatan kebijakan pengurusan jabatan akademik                                    | 0.00% | 50.00% | 25.00% | 25.00% | 100% | 2.75 |
| <b>Rata-rata skor assurance</b>        |  | 0.00% | 37.50% | 50.00% | 12.50% | 100% | 2.75 |
| <b>EMPATHY</b>                         |  |       |        |        |        |      |      |
| 7                                      | Kesediaan memberikan perhatian pada masalah pengurusan jabatan akademik Dosen      | 0.00% | 25.00% | 50.00% | 25.00% | 100% | 3.00 |
| 8                                      | Sikap ramah dalam memberikan layanan   | 0.00% | 0.00%  | 75.00% | 25.00% | 100% | 3.25 |
| <b>Rata-rata skor empathy</b>          |  | 0.00% | 12.50% | 62.50% | 25.00% | 100% | 3.13 |
| <b>TANGIBLE</b>                        |  |       |        |        |        |      |      |
| 9                                      | Kualitas layanan pengurusan jabatan akademik                                       | 0.00% | 25.00% | 50.00% | 25.00% | 100% | 3.00 |
| 10                                     | Kualitas sarana prasarana untuk mendukung proses layanan                           | 0.00% | 25.00% | 75.00% | 0.00%  | 100% | 2.75 |
| 11                                     | Kenyamanan ruang kerja untuk proses layanan  | 0.00% | 50.00% | 50.00% | 0.00%  | 100% | 2.50 |
| 12                                     | Kesesuaian pengaturan ruang kerja untuk proses layanan                             | 0.00% | 50.00% | 50.00% | 0.00%  | 100% | 2.50 |
| <b>Rata-rata skor tangible</b>         |  | 0.00% | 37.50% | 56.25% | 6.25%  | 100% | 2.69 |
| <b>Rata-rata skor kualitas layanan</b> |  | 0.00% | 42.50% | 43.75% | 13.75% | 100% | 2.71 |
| <b>KEPUASAN</b>                        |  |       |        |        |        |      |      |
| 13                                     | Kepuasan yang dirasakan atas layanan Pengelola KUM (Angka Kredit Jabatan Akademik) | 0.00% | 25.00% | 50.00% | 25.00% | 100% | 3.00 |

#### PRODI S1 MANAJEMEN

| No.                | Kualitas Layanan KUM                            | % Tanggapan |        |        |             |       | Skor Terbobot |
|--------------------|---|-------------|--------|--------|-------------|-------|---------------|
|                    |   | Kurang      | Cukup  | Baik   | Sangat Baik | Total |               |
| <b>RELIABILITY</b> |   |             |        |        |             |       |               |
| 1                  | Kemampuan memberikan layanan pengurusan jabatan | 0.00%       | 16.00% | 56.00% | 28.00%      | 100%  | 3.12          |

|  |   |       |        |        |        |      |      |
|--|---|-------|--------|--------|--------|------|------|
|  | akademik  |       |        |        |        |      |      |
| 2                                      | Kemampuan memberikan solusi terkait layanan yang diberikan                    | 0.00% | 16.00% | 60.00% | 24.00% | 100% | 3.08 |
| <b>Rata-rata skor reliability</b>      |   | 0.00% | 16.00% | 58.00% | 26.00% | 100% | 3.10 |
| <b>RESPONSIVENESS</b>                  |   |       |        |        |        |      |      |
| 3                                      | Kecepatan menanggapi keluhan atas layanan                                     | 0.00% | 12.00% | 68.00% | 20.00% | 100% | 3.08 |
| 4                                      | Kecepatan layanan pengurusan jabatan akademik                                 | 0.00% | 24.00% | 56.00% | 20.00% | 100% | 2.96 |
| <b>Rata-rata skor rensponsiveness</b>  |   | 0.00% | 18.00% | 62.00% | 20.00% | 100% | 3.02 |
| <b>ASSURANCE</b>                       |   |       |        |        |        |      |      |
| 5                                      | Ketepatan dalam menyelesaikan keluhan atas layanan                            | 0.00% | 12.00% | 68.00% | 20.00% | 100% | 3.08 |
| 6                                      | Ketepatan kebijakan pengurusan jabatan akademik                               | 0.00% | 16.00% | 64.00% | 20.00% | 100% | 3.04 |
| <b>Rata-rata skor assurance</b>        |   | 0.00% | 14.00% | 66.00% | 20.00% | 100% | 3.06 |
| <b>EMPATHY</b>                         |   |       |        |        |        |      |      |
| 7                                      | Kesediaan memberikan perhatian pada masalah pengurusan jabatan akademik Dosen | 0.00% | 20.00% | 52.00% | 28.00% | 100% | 3.08 |
| 8                                      | Sikap ramah dalam memberikan layanan  | 0.00% | 12.00% | 48.00% | 40.00% | 100% | 3.28 |
| <b>Rata-rata skor empathy</b>          |   | 0.00% | 16.00% | 50.00% | 34.00% | 100% | 3.18 |
| <b>TANGIBLE</b>                        |   |       |        |        |        |      |      |
| 9                                      | Kualitas layanan pengurusan jabatan akademik                                  | 0.00% | 24.00% | 56.00% | 20.00% | 100% | 2.96 |
| 10                                     | Kualitas sarana prasarana untuk mendukung proses layanan                      | 4.00% | 16.00% | 68.00% | 12.00% | 100% | 2.88 |
| 11                                     | Kenyamanan ruang kerja untuk proses layanan                                   | 0.00% | 20.00% | 60.00% | 20.00% | 100% | 3.00 |
| 12                                     | Kesesuaian pengaturan ruang kerja untuk proses layanan                        | 0.00% | 16.00% | 68.00% | 16.00% | 100% | 3.00 |
| <b>Rata-rata skor tangible</b>         |   | 1.00% | 19.00% | 63.00% | 17.00% | 100% | 2.96 |
| <b>Rata-rata skor kualitas layanan</b> |   | 0.20% | 16.60% | 59.80% | 23.40% | 100% | 3.06 |
| <b>KEPUASAN</b>                        |   |       |        |        |        |      |      |
| 13                                     | Kepuasan yang dirasakan atas layanan  | 0.00% | 28.00% | 60.00% | 12.00% | 100% | 2.84 |

|  |   |  |  |  |  |  |  |
|--|---|--|--|--|--|--|--|
|  | Pengelola KUM (Angka Kredit Jabatan Akademik) |  |  |  |  |  |  |
|--|---|--|--|--|--|--|--|

### PRODI MAGISTER MANAGEMENT

| No.                                  | Kualitas Layanan KUM  | % Tanggapan |        |        |             |       | Skor Terbobot |
|--------------------------------------|---|-------------|--------|--------|-------------|-------|---------------|
|                                      |   | Kurang      | Cukup  | Baik   | Sangat Baik | Total |               |
| <b>RELIABILITY</b>                   |   |             |        |        |             |       |               |
| 1                                    | Kemampuan memberikan layanan pengurusan jabatan akademik                      | 0.00%       | 0.00%  | 50.00% | 50.00%      | 100%  | 3.50          |
| 2                                    | Kemampuan memberikan solusi terkait layanan yang diberikan                    | 0.00%       | 0.00%  | 50.00% | 50.00%      | 100%  | 3.50          |
| <b>Rata-rata skor reliability</b>    |   | 0.00%       | 0.00%  | 50.00% | 50.00%      | 100%  | 3.50          |
| <b>RESPONSIVENESS</b>                |   |             |        |        |             |       |               |
| 3                                    | Kecepatan menanggapi keluhan atas layanan                                     | 0.00%       | 0.00%  | 83.33% | 16.67%      | 100%  | 3.17          |
| 4                                    | Kecepatan layanan pengurusan jabatan akademik                                 | 0.00%       | 0.00%  | 50.00% | 50.00%      | 100%  | 3.50          |
| <b>Rata-rata skor responsiveness</b> |   | 0.00%       | 0.00%  | 66.67% | 33.33%      | 100%  | 3.33          |
| <b>ASSURANCE</b>                     |   |             |        |        |             |       |               |
| 5                                    | Ketepatan dalam menyelesaikan keluhan atas layanan                            | 0.00%       | 0.00%  | 83.33% | 16.67%      | 100%  | 3.17          |
| 6                                    | Ketepatan kebijakan pengurusan jabatan akademik                               | 0.00%       | 0.00%  | 66.67% | 33.33%      | 100%  | 3.33          |
| <b>Rata-rata skor assurance</b>      |   | 0.00%       | 0.00%  | 75.00% | 25.00%      | 100%  | 3.25          |
| <b>EMPATHY</b>                       |   |             |        |        |             |       |               |
| 7                                    | Kesediaan memberikan perhatian pada masalah pengurusan jabatan akademik Dosen | 0.00%       | 0.00%  | 33.33% | 66.67%      | 100%  | 3.67          |
| 8                                    | Sikap ramah dalam memberikan layanan  | 0.00%       | 0.00%  | 33.33% | 66.67%      | 100%  | 3.67          |
| <b>Rata-rata skor empathy</b>        |   | 0.00%       | 0.00%  | 33.33% | 66.67%      | 100%  | 3.67          |
| <b>TANGIBLE</b>                      |   |             |        |        |             |       |               |
| 9                                    | Kualitas layanan pengurusan jabatan akademik                                  | 0.00%       | 0.00%  | 50.00% | 50.00%      | 100%  | 3.50          |
| 10                                   | Kualitas sarana prasarana untuk   | 0.00%       | 50.00% | 50.00% | 0.00%       | 100%  | 2.50          |

|  |  |       |        |        |        |      |      |
|--|--|-------|--------|--------|--------|------|------|
|  | mendukung proses layanan   |       |        |        |        |      |      |
| 11                                     | Kenyamanan ruang kerja untuk proses layanan  | 0.00% | 16.67% | 50.00% | 33.33% | 100% | 3.17 |
| 12                                     | Kesesuaian pengaturan ruang kerja untuk proses layanan                             | 0.00% | 33.33% | 66.67% | 0.00%  | 100% | 2.67 |
| <b>Rata-rata skor tangible</b>         |  | 0.00% | 25.00% | 54.17% | 20.83% | 100% | 2.96 |
| <b>Rata-rata skor kualitas layanan</b> |  | 0.00% | 5.00%  | 55.83% | 39.17% | 100% | 3.34 |
| <b>KEPUASAN</b>                        |  |       |        |        |        |      |      |
| 13                                     | Kepuasan yang dirasakan atas layanan Pengelola KUM (Angka Kredit Jabatan Akademik) | 0.00% | 0.00%  | 50.00% | 50.00% | 100% | 3.50 |

#### KESELURUHAN PRODI

| No.                                  | Kualitas Layanan KUM                                       | % Tanggapan |        |        |             |       | Skor Terbobot |
|--------------------------------------|--|-------------|--------|--------|-------------|-------|---------------|
|                                      |  | Kurang      | Cukup  | Baik   | Sangat Baik | Total |               |
| <b>RELIABILITY</b>                   |  |             |        |        |             |       |               |
| 1                                    | Kemampuan memberikan layanan pengurusan jabatan akademik   | 0.00%       | 17.11% | 55.26% | 27.63%      | 100%  | 3.11          |
| 2                                    | Kemampuan memberikan solusi terkait layanan yang diberikan | 0.00%       | 15.79% | 59.21% | 25.00%      | 100%  | 3.09          |
| <b>Rata-rata skor reliability</b>    |  | 0.00%       | 16.45% | 57.24% | 26.32%      | 100%  | 3.10          |
| <b>RESPONSIVENESS</b>                |  |             |        |        |             |       |               |
| 3                                    | Kecepatan menanggapi keluhan atas layanan                  | 0.00%       | 18.42% | 59.21% | 22.37%      | 100%  | 3.04          |
| 4                                    | Kecepatan layanan pengurusan jabatan akademik              | 1.32%       | 19.74% | 60.53% | 18.42%      | 100%  | 2.96          |
| <b>Rata-rata skor responsiveness</b> |  | 0.66%       | 19.08% | 59.87% | 20.39%      | 100%  | 3.00          |
| <b>ASSURANCE</b>                     |  |             |        |        |             |       |               |
| 5                                    | Ketepatan dalam menyelesaikan keluhan atas layanan         | 0.00%       | 15.79% | 64.47% | 19.74%      | 100%  | 3.04          |
| 6                                    | Ketepatan kebijakan pengurusan jabatan akademik            | 0.00%       | 19.74% | 59.21% | 21.05%      | 100%  | 3.01          |
| <b>Rata-rata skor assurance</b>      |  | 0.00%       | 17.76% | 61.84% | 20.39%      | 100%  | 3.03          |
| <b>EMPATHY</b>                       |  |             |        |        |             |       |               |
| 7                                    | Kesediaan memberikan                                       | 1.32%       | 17.11% | 51.32% | 30.26%      | 100%  | 3.11          |

|  |  |       |        |        |        |      |      |
|--|--|-------|--------|--------|--------|------|------|
|  | perhatian pada masalah<br>pengurusan jabatan<br>akademik Dosen                                 |       |        |        |        |      |      |
| 8                                      | Sikap ramah dalam<br>memberikan layanan  | 0.00% | 6.58%  | 55.26% | 38.16% | 100% | 3.32 |
| <b>Rata-rata skor empathy</b>          |  | 0.66% | 11.84% | 53.29% | 34.21% | 100% | 3.21 |
| <b>TANGIBLE</b>                        |  |       |        |        |        |      |      |
| 9                                      | Kualitas layanan<br>pengurusan jabatan<br>akademik   | 0.00% | 21.05% | 57.89% | 21.05% | 100% | 3.00 |
| 10                                     | Kualitas sarana<br>prasarana untuk<br>mendukung proses<br>layanan                              | 1.32% | 25.00% | 63.16% | 10.53% | 100% | 2.83 |
| 11                                     | Kenyamanan ruang kerja<br>untuk proses layanan   | 1.32% | 19.74% | 61.84% | 17.11% | 100% | 2.95 |
| 12                                     | Kesesuaian pengaturan<br>ruang kerja untuk proses<br>layanan                                   | 2.63% | 19.74% | 64.47% | 13.16% | 100% | 2.88 |
| <b>Rata-rata skor tangible</b>         |  | 1.32% | 21.38% | 61.84% | 15.46% | 100% | 2.91 |
| <b>Rata-rata skor kualitas layanan</b> |  | 0.53% | 17.30% | 58.82% | 23.36% | 100% | 3.05 |
| <b>KEPUASAN</b>                        |  |       |        |        |        |      |      |
| 13                                     | Kepuasan yang<br>dirasakan atas layanan<br>Pengelola KUM (Angka<br>Kredit Jabatan<br>Akademik) | 2.63% | 18.42% | 57.89% | 21.05% | 100% | 2.97 |