

# Student Satisfaction Analysis in Academic Services at Private Higher Education Institutions

BELLA APRILIA<sup>1</sup>, Rita Rahmawati<sup>2</sup>, Berry Sastrawan<sup>3</sup>, Aisyawara Tri Auliyah<sup>4</sup>, Dewi Ayu Rahmawati<sup>5</sup>, Mohamad Zainil Anwar<sup>6</sup>, Febriana Khairiyah<sup>7</sup>, Siti Mulyati<sup>8</sup>, Zahra Pinkan<sup>9</sup>

1, UNIVERSITAS DJUANDA, Indonesia ;  
2, UNIVERSITAS DJUANDA, Indonesia ;  
3, UNIVERSITAS DJUANDA, Indonesia ;  
4, UNIVERSITAS DJUANDA, Indonesia ;  
5, UNIVERSITAS DJUANDA, Indonesia ;  
6, UNIVERSITAS DJUANDA, Indonesia ;  
7, UNIVERSITAS DJUANDA, Indonesia ;  
8, UNIVERSITAS DJUANDA, Indonesia ;  
9, UNIVERSITAS DJUANDA, Indonesia ;  
1, 2, 3, 4, 5, 6, 7, 8, 9;

---

## Abstract

**Background** - Follow-up of the evaluation results of an academic service is essential so that an educational institution provides better services, and this is the challenge of an integrated evaluation system at Djuanda University, which has a vision of becoming a world-class university.

**Purpose** - This research aims to analyze satisfaction with academic services at higher education institutions.

**methodology** - This research method uses a descriptive analysis approach where the research sample was taken using the Yamane formula so that a sample of 371 was obtained from a population of 5195 students, then the data was taken using data collection techniques, namely questionnaires, in-depth interviews, participatory observation, and literature study, then the data was analyzed from Likert scale calculations and calculations from the Weighted Mean Score (WMS) statistical formula.

**Findings** - The results of this research show that the total average of all indicators regarding academic service satisfaction at Djuanda University is 3.65 with the interpretation "good" This is reinforced by the results of interviews with the University's quality assurance agency, that the results of the evaluation of academic satisfaction have been carried out and are by the quality higher education in Indonesia, as evidenced by several study programs that achieved superior scores in accreditation for study programs at Djuanda University. However, Djuanda University has challenges in Laboratory Facilities and feedback that is not yet optimal. Still, this deficiency is overcome by the efforts of Djuanda University in collaboration with government institutions that have complete laboratory facilities, such as the National Research and Innovation Agency, and collaboration with the Institute for the Study of Food, Drugs, and Cosmetics of the Indonesian Ulema Council.

**Originality** - The originality of this research lies in Universitas Djuanda's efforts to address existing challenges through collaboration with other institutions to achieve its objectives. Resource limitations are not a significant obstacle in achieving quality higher education and excellence, enabling the university to be on par with public universities. That evidences this out of 22 study programs, 8 have achieved an "Excellent" accreditation status.

Keywords: evaluation, monitoring, academic services, follow-up on evaluation results.

---