

REPORT

STUDENT SATISFACTION SURVEY ON THE LEARNING PROCESS



**Animal Science Study Program
Faculty of Agriculture**

**UNIVERSITAS SUMATERA UTARA
ANIMAL SCIENCE STUDY PROGRAM
FACULTY OF AGRICULTURE
MEDAN 2025**

PREFACE

We extend our sincere gratitude to Almighty God for His grace and blessings, which enabled the successful completion of this report on the Service Satisfaction Survey of the Animal Husbandry Study Program, Faculty of Agriculture, Universitas Sumatera Utara (USU). This report is compiled as a form of evaluation and quality enhancement of the services provided by the Animal Husbandry Study Program, Faculty of Agriculture, Universitas Sumatera Utara. Its primary objective is to ascertain the level of student satisfaction with the various services offered by the Study Program.

We acknowledge the critical importance of this survey in our continuous efforts to implement improvements and develop the services of the Animal Husbandry Study Program. The goal is to ensure the provision of better service that supports the smooth execution of teaching and learning processes, as well as both academic and non-academic activities.

We express our deepest appreciation to all parties who participated in this survey, especially the respondents who dedicated their time and attention to completing the questionnaires we provided. Our highest regard is also extended to all personnel of the Animal Husbandry Study Program, Faculty of Agriculture, USU, and the parties who have offered their valuable input and support in the preparation of this report.

We sincerely hope that this report provides a clear overview of the existing service quality and serves as a foundation for the Animal Husbandry Study Program, Faculty of Agriculture, Universitas Sumatera Utara, to continuously enhance the quality of its services, thereby achieving the institution's vision and mission.

In conclusion, may this report be beneficial to all stakeholders and serve as a constructive reference for future service improvements.

Medan, 17 September 2025

The Compilation Team

EXECUTIVE SUMMARY

This report summarizes the results of the student satisfaction survey conducted within the Animal Husbandry Study Program, Faculty of Agriculture, Universitas Sumatera Utara (USU), covering the Odd and Even Semesters of the 2024/2025 Academic Year. The main purpose of this survey was to evaluate the quality of educational services across various critical aspects, including learning workload, services provided by lecturers, educational staff (Tendik), study program administrators, and the availability of facilities and infrastructure. The survey demonstrates that the service quality is rated from Satisfied to Very Satisfied in almost all areas, with the percentage of positive satisfaction (Satisfied and Very Satisfied) reaching 90% or more for most service categories. The highest and most consistent satisfaction level was found in the learning workload, curriculum, and course assignments, which were rated Very Satisfied in both semesters with average scores above 3.50. Furthermore, service aspects focusing on Assurance, Reliability, and Empathy from Lecturers, Educational Staff, and Program Administrators also showed excellent performance, consistently meeting the expectations of the majority of students. However, the 7% to 10% of student respondents expressing dissatisfaction in non-curriculum services highlight a quality gap that needs to be addressed and improved. Therefore, the recommendation is for the Animal Husbandry Study Program to maintain and continuously enhance the quality of its various services.

TABLE OF CONT

PREFACE	i
TABLE OF CONTENTS	i
CHAPTER I INTRODUCTION	1
A. Background.....	1
B. Problem Formulation.....	1
C. Objective.....	2
CHAPTER II SURVEY IMPLEMENTATION	3
A. Methodology	3
B. Type and Source of Data.....	4
C. Data Analysis.....	4
CHAPTER III ANALYSIS RESULTS AND DISCUSSION	4
CHAPTER IV CONCLUSION	34
A. Conclusion.....	34
B. Recommendations (or Suggestions).....	34

CHAPTER I. INTRODUCTION

A. Background

The continuous enhancement of educational service quality is a core commitment of the **Animal Science Study Program**, Faculty of Agriculture, Universitas Sumatera Utara (USU). As an integral part of our internal quality assurance system, the student satisfaction survey serves as a crucial instrument for measuring the effectiveness and quality across various aspects of the services provided. The periodic execution of this survey is designed to offer a real-time perspective on the experiences, perceptions, and expectations of students regarding the academic process and the supporting services they receive.

Student satisfaction surveys are highly essential for the Animal Science Study Program at the Faculty of Agriculture, USU, to gauge the efficacy and quality of the educational services delivered. Positive survey results signify the program's success in meeting student expectations across various dimensions, ranging from the mastery of subject matter and teaching methodologies by lecturers that are relevant to Animal Science, to the adequate provision of practical facilities (laboratories, livestock pens/cages). This satisfaction also reflects the efficiency of administrative services and the establishment of a harmonious relationship between lecturers and students as vital components of the academic ecosystem.

As a proactive measure in quality improvement, the Study Program routinely conducts this survey. The findings derived from the survey become the basis for internal performance evaluation and serve as a foundation for long-term strategic planning. By regularly addressing the feedback and input from students, who are key stakeholders, the Study Program can accurately identify areas requiring enhancement. This process ensures that every decision and policy implemented is more targeted and effective in achieving sustainable improvements relevant to the evolving needs of Animal Science students.

A. Problem Formulation

1. Based on the background outlined above, the research problems to be addressed in this report are formulated as follows:
2. To what extent is the level of student satisfaction with the academic and lecturer services provided by the Animal Science Study Program, Faculty of Agriculture, USU?
3. Which service aspects are rated by students as most satisfactory and least satisfactory?
4. What factors influence student satisfaction in undergoing the educational process at the Animal Science Study Program, Faculty of Agriculture, USU?
5. What suggestions and feedback from students can be utilized for future service improvement

B. Objectives

The objectives of conducting this survey and compiling this report are as follows:

1. To measure the level of student satisfaction with various aspects of academic and non-academic services provided by the Animal Science Study Program, Faculty of Agriculture, USU.
2. To identify the strengths and weaknesses in the provision of educational services, specifically regarding the teaching and learning process, facilities and infrastructure, and administrative services.
3. To provide objective data and information to serve as a basis for decision-making and the formulation of strategies for continuous quality improvement in educational services.
4. To accommodate student aspirations and feedback as part of the continuous evaluation process, aiming to create a learning environment that is conducive and responsive to student needs.
5. To support the accreditation process and internal quality assurance by providing relevant evidence regarding student satisfaction.

CHAPTER II SURVEY IMPLEMENTATION

A. Execution

This student satisfaction survey was conducted with the objective of collecting relevant data and information regarding the student learning experience in the Animal Science Study Program, Faculty of Agriculture, Universitas Sumatera Utara. The survey process was carried out online via the official student portal (Laman Satu Mahasiswa). The implementation of the student satisfaction survey encompassed the stages of planning, execution, data processing, and presentation of the survey results.

The survey execution took place at the end of each semester. Prior to filling out the questionnaire on the student portal, students were provided with an explanation regarding the survey's purpose, the methodology for completion, and the importance of their contribution in providing accurate feedback. The results of this survey will be analyzed quantitatively and qualitatively to provide a clear overview of the student learning workload, thereby serving as a basis for decision-making in the future development of the curriculum and teaching methodologies. This survey was specifically conducted during the Odd Semester of the 2024/2025 Academic Year and the Even Semester of the 2024/2025 Academic Year.

B. Type and Source of Data

This survey utilizes primary data obtained directly from students of the Animal Science Study Program, Faculty of Agriculture, Universitas Sumatera Utara, through an online questionnaire. The data collected encompasses information regarding students' perceptions of lecturer teaching evaluations, student satisfaction with the educational process, student workload evaluations, and lecturer supervision evaluation for final assignments. These data will be analyzed to obtain a comprehensive overview of the student learning workload experienced during their coursework.

C. Bentuk Jawaban

The design of the responses for each service element question within the questionnaire consists of multiple-choice answers. The response options for the questionnaire questions are qualitative in nature to reflect the level of service quality. The service quality levels range from "Highly Suitable/Very Satisfied" to Highly Unsuitable/Very Dissatisfied. The responses are divided into four (4) categories, namely:

1. The responses are divided into four (4) categories :
2. Unsuitable/Dissatisfied, given a perception score of 2;
3. Suitable/Satisfied, given a perception score of 3;
4. Highly Suitable/Very Satisfied, given a perception score of 4.

CHAPTER III ANALYSIS AND DISCUSSION RESULTS

1. Student Learning Load Evaluation Survey

A. Student Course Load for the Even Semester of the 2024/2025 Academic Year

Based on the data from the student satisfaction survey regarding the study load in the even semester of the 2024/2025 academic year, the overall results were very positive. The Satisfaction Survey Scores Based on Student Study Load Aspects can be seen in Table 1.

Table 1. Satisfaction Survey Scores Based on Student Study Load Aspects

No	Satisfaction Survey Questions	Average Value
1	The weight of lecture/practicum material given is in accordance with the number of credits for this course.	3.69
2	The number of credits for this course is sufficient to achieve the learning objectives.	3.68
3	The time allocated for independent work (reading lecture materials, searching for additional information, etc.) is in accordance with the credit load of this course.	3.66
4	The time allocated for assignments/quizzes/exams, etc. throughout the semester is sufficient and helps students understand the material and achieve the learning objectives of this course.	3.66
5	The time allocated for completing assignments/quizzes/exams, etc. throughout the semester is sufficient and helps students understand the material and achieve the learning objectives of this course.	3.64
6	The assignments are given in accordance with the lecture material for this course.	3.65
7	The assignments given are in line with the learning objectives to be achieved in this course.	3.65
8	Quizzes, exams, and other assignments throughout the semester are designed to allow you to engage in other activities (daily activities, recreation, hobbies).	3.64

The results of the student satisfaction survey regarding student workload during the Even Semester of the 2024/2025 Academic Year indicate a highly positive perception. The data shows consistently high average scores across all aspects of the questions, ranging from 3.64 to 3.69 out of a maximum scale of 4.00. Students gave the highest rating, 3.69, to the suitability between the weight of the lecture/practical material and the number of SKS (credits), which signifies that the courses are considered proportional. Other aspects, such as the overall SKS weight with a score of 3.68, the adequacy of time allocation for face-to-face/practical sessions (3.66), and the relevance of assigned tasks (3.65), were also assessed as highly adequate and supportive of the material comprehension process. Furthermore, the overall task load (3.64) is still considered reasonable and allows students to engage in non-academic activities. Collectively, these data demonstrate that the curriculum is managed with a balanced and non-overburdening student workload.

Tabel 2. Student Workload Satisfaction Survey for the Even of the 2024/2025 Academic Year

Score	Score Interval Value	Percentage		Service Quality
1	0-1	1	3	Very Dissatisfied
2	2	3	15	Tidak Puas
3	3	24	122	Puas
4	4	72	365	Sangat Puas

Ket : Jumlah responden 505 orang mahasiswa

The level of student satisfaction with the workload during the Even Semester of the 2024/2025 Academic Year is at a very high level. The vast majority of respondents, totaling 96% of all surveyed students, provided a positive response. This response was dominated by the "Very Satisfied" category, which accounted for 72% (365 students), followed by the "Satisfied" category at 24% (122 students).

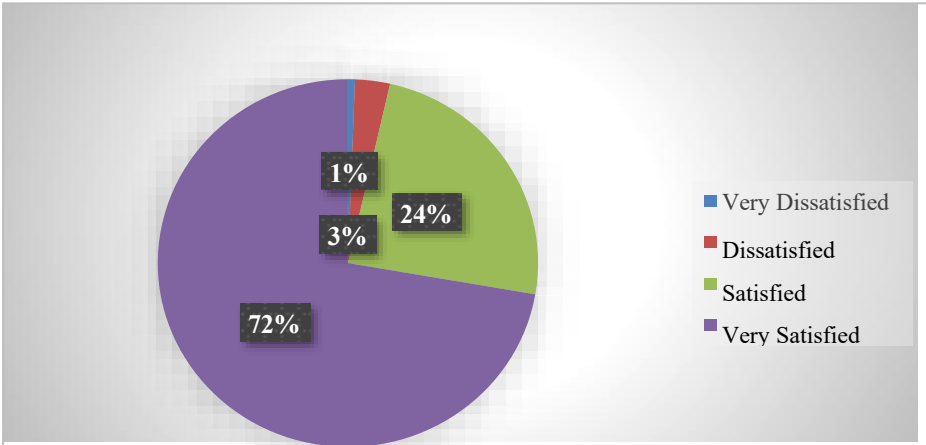


Figure 1. Student Satisfaction with Workload, Even Semester Results

This very high figure indicates that the policies and implementation of the student workload are considered reasonable and well-managed by almost all students. Only a small minority of students, totaling 4% (consisting of 3% Dissatisfied and 1% Very Dissatisfied), expressed dissatisfaction. Although this percentage is small, this minority group of 4% remains an area that requires attention to ascertain the root causes of the issues experienced by those students. While the survey results are generally very positive, attention must still be given to the 4% of students who reported dissatisfaction. The best approach is to focus on finding out the underlying problems experienced by this small group of students. The initial step is to directly inquire with these students, for example, through focused discussions or targeted follow-up questionnaires.

A. Student Workload, Odd Semester A.Y. 2024/2025

The total average score from the eight questions asked was 3.56 out of a scale of 4.00, which falls into the "Very Satisfied" category

Table 3. Satisfaction Scores for Student Workload Aspects

No	Survey Satisfaction Questions	Average Value
1	The weight of the lecture/practical material provided is consistent with the number of credits for this course.	3.61
2	The credit weight of the course is adequate to achieve the learning objectives.	3.60
3	The weekly time allocation for face-to-face/practical sessions, studio practice/workshop practice/field practice/internship is sufficient to achieve the course learning objectives.	3.58
4	The time required for self-study tasks (reading lecture materials, searching for necessary additional information, etc.) is appropriate to the course's credit load.	3.57
5	The time allocated for completing assignments/quizzes/exams, etc., throughout the semester is sufficient and helps students understand the material and achieve the course learning objectives.	3.56
6	The assignments given are relevant to the course lecture material.	3.60
7	The workload of the assignments given is appropriate to the learning objectives to be achieved in the course.	3.59

8	The workload from assignments, quizzes, exams, etc., throughout the semester still allows you to engage in other activities (daily activities/recreation/hobbies).	3.55
9	Overall Average Total	3.58

The results of the satisfaction survey regarding the student workload during the Odd Semester of the 2024/2025 Academic Year indicate that students feel "Very Satisfied." This is evidenced by the Overall Average Total Score reaching 3.58 out of a scale of 4.00. In more detail, students gave the highest rating (3.61) to the aspect of suitability of material weight with the number of credits (SKS), indicating that the curriculum design and structure are considered highly proportional. High satisfaction was also observed in the relevance of assignments to the course material (3.60) and the adequacy of the credit (SKS) weight to achieve learning objectives (3.60).

Although all aspects were rated very well, the lowest score was found in the question of whether the workload of assignments still allows students to engage in other activities such as hobbies or recreation (3.55). While this score is still high, the data suggests that the balance between academic and personal life is the aspect where the burden is most acutely felt by students. This warrants targeted improvement, potentially involving the Academic Advisor (PA) for student consultation, to better assist students in the future while maintaining the satisfaction levels that have already been achieved.

Table 4. Student Workload Satisfaction Scores/Academic Year 2024/2025

Score	Score Interval Value	Percentage	Total (or count)	Service Quality
1	0-1	2	9	Very Dissatisfied
2	2	4	24	Dissatisfied
3	3	26	148	Satisfied
4	4	68	390	Very Satisfied

The data in Table 4 indicates a very high level of satisfaction with the student workload in the Animal Science Study Program during the Odd Semester of the 2024/2025 Academic Year. Out of a total of 571 students surveyed, the vast majority, or 94%, provided a positive response, detailed as 68% (390 students) feeling Very Satisfied and 26% (148 students) feeling Satisfied. This figure confirms that the policies and implementation of the student workload during that semester were very well received. Meanwhile, only a small minority of students, totaling 6% (33 students), expressed

either Dissatisfied or Very Dissatisfied. This distribution clearly confirms that, generally, the workload is considered reasonable and manageable by nearly all students.

Table 4 shows an average score of 3.58, with the Very Satisfied rating being the choice of 68%, demonstrating a very positive assessment. However, the presence of 6% dissatisfied students remains an area that can be targeted for improvement. Based on these findings, potential remedial actions include re-evaluating the assignment load in specific courses, encouraging coordination of scheduling among lecturers to prevent task clustering, or strengthening the role of the Academic Advisor.

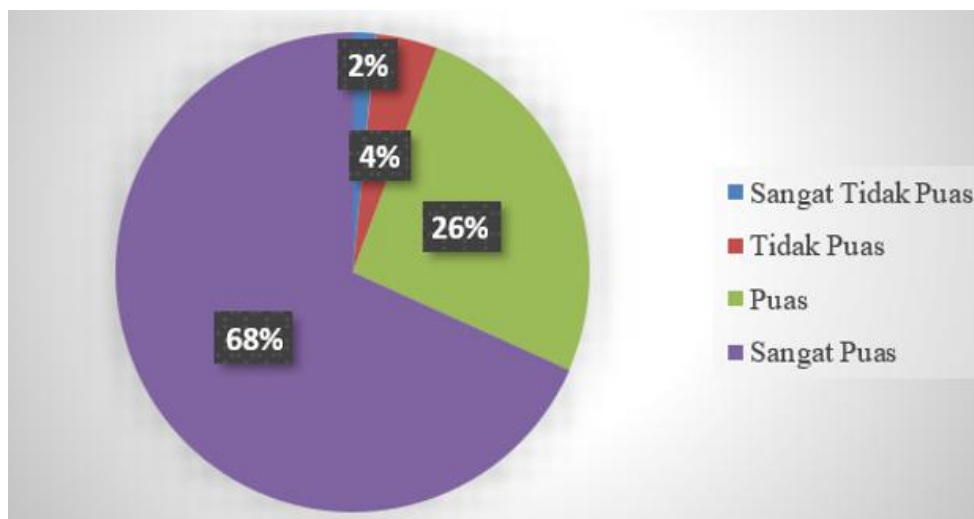


Figure 2. Diagram of Student Satisfaction with Student Workload

While the survey indicates a very high level of satisfaction with the workload (68% Very Satisfied and 26% Satisfied), the recommendations must be directed toward addressing the 6% of respondents who reported being Dissatisfied or Very Dissatisfied. The Animal Science Study Program, supported by the Faculty, plans to continually enhance its quality by conducting a detailed analysis of the study load. This involves specifically identifying courses or programs that consistently receive lower scores. The actions to be taken include: Reviewing the semester credit (SKS) allocation to ensure that the assignment workload and classroom time are proportional to the determined SKS weight; Enhancing the standardization of assignment loads among lecturers teaching the same course; Socializing the student workload guidelines to both students and lecturers to ensure a shared understanding of reasonable expectations, thereby preventing any student from feeling that their study load is excessive or imbalanced.

2. Evaluation of Study Program Services (Lecturers)

A. Evaluation of Study Program Services (Lecturers), Odd Semester A.Y. 2024/2025

The results of the Evaluation of Study Program Services (Lecturers) indicate a high level

of student satisfaction with the quality of services provided by the lecturers. The total average score reached 3.55 out of an assumed maximum scale of 4.00, indicating that lecturer services are considered satisfactory. The strength of this service lies in Responsiveness, which received the highest score (3.65), signifying that students highly value the lecturers' speed and readiness in providing assistance. The Reliability and Competence of the lecturers were also rated very well (3.63), reflecting students' confidence in the professional competence of the faculty. The aspect of Assurance that services comply with regulations (3.56) was also rated satisfactorily. These data demonstrate the program's success in maintaining a standard of service that is reliable, responsive, and professional.

Table 5. Evaluation of Study Program Services (Lecturers)

No	Survey Satisfaction Questions	Average Value
1	The reliability and capacity of lecturers in providing service to students	3.63
2	Focusing on Responsiveness	3.65
3	Assurance that lecturer service adheres to established provisions.	3.56
4	The caring attitude of lecturer management in demonstrating attention to students.	3.61
	Rataan Total Penilaian	3.61

The results of this survey indicate that students feel satisfied to highly satisfied with the services provided by the program's lecturers. A total of 261 respondents (46%) expressed Satisfied, while 270 respondents (47%) indicated 'Highly Satisfied (Score 4)'. The combined number of respondents who reported being 'Satisfied' and 'Highly Satisfied' reached 531 out of a total of 571 respondents. Approximately 93% of the entire respondent population expressed satisfaction, thus serving as a very strong indicator of success

Table 6. Student Satisfaction Level with Program Service (Lecturers)

Score	Interval Score	Percentage (%)	Frequency (n)	Service Quality (Rating)
1	1	2	10	Very Dissatisfied
2	2	5	30	Dissatisfied
3	3	46	261	Satisfied
4	4	47	270	Very Satisfied

Total Respondents (n) = 571

The pie chart illustrating the Evaluation of Program Study Service (Lecturers) indicates that the level of student satisfaction with lecturer services is substantially high. The results of this survey are dominated by positive responses, with 93% of the total respondents expressing satisfaction (categorized as 'Satisfied' and 'Very Satisfied').

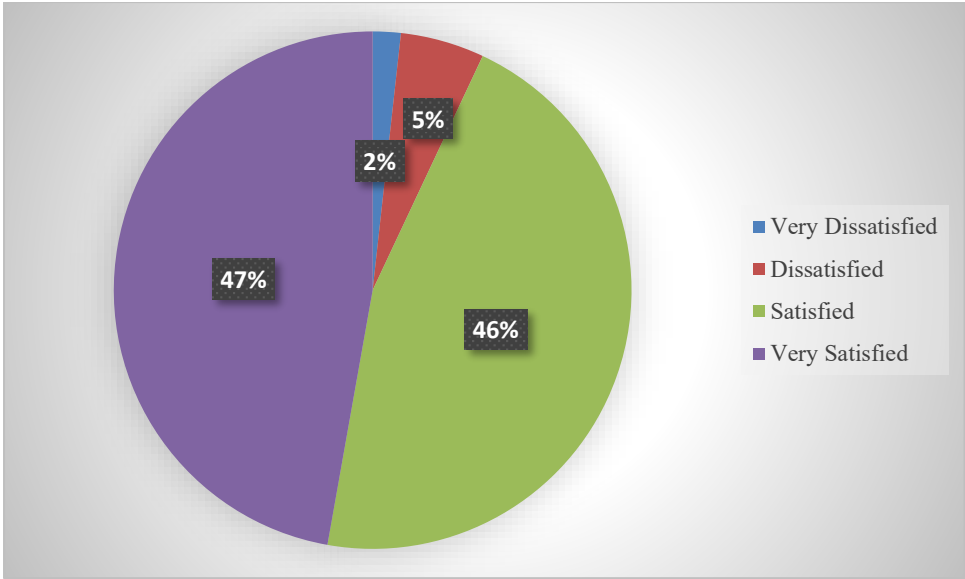


Figure 3. Survey of Program Study Service Satisfaction, Academic Year 2024/2025

The highest values in the diagram are attributed to respondents who reported Satisfied (46%) and Very Satisfied (47%). This balanced percentage distribution indicates that lecturer services have met or even exceeded the expectations of the vast majority of students. This outcome demonstrates the program's success in providing lecturers who are competent, responsive, and deliver high-quality services. The percentage of respondents expressing dissatisfaction is exceptionally small. Respondents who reported 'Dissatisfied' only accounted for 5%, and those who reported 'Very Dissatisfied' only accounted for 2%. The overall dissatisfaction rate is therefore only 7% of respondents, who hold a negative perception toward lecturer services. The program is committed to maintaining the quality of service and will conduct discussions with the dissatisfied respondents to identify the root causes of the issues, ensuring that appropriate corrective actions can be implemented

A. Evaluation of Program Study Service (Lecturers), Academic Year 2024/2025

The results of the student satisfaction survey for the Even Semester, Academic Year 2024/2025, indicate that the Program Study's lecturer services achieved a high level of

satisfaction across all surveyed aspects. The average score across all service aspects was above 3.56 (on a maximum scale of 4.00), which signifies that students are satisfied to highly satisfied with the quality of services received. The best achievement was observed in the aspect of 'The caring attitude of lecturer management in demonstrating attention to students,' which attained the highest score of 3.65

Table 7. Service Aspects of the Program Study (Lecturers), Academic Year 2024/2025

No	Survey Satisfaction Question	Score
1	Reliability and capacity of lecturers in providing service to students.	3.58
2	Lecturer responsiveness in assisting students and delivering prompt service.	3.50
3	Assurance that lecturer service adheres to established provisions.	3.54
4	The caring attitude of lecturer management in demonstrating attention to students.	3.65

Pada Tabel 7, menunjukkan bahwa mahasiswa merasakan perhatian serta dukungan yang diberikan oleh staf pengelola dosen. Aspek Keandalan dan kemampuan dosen juga dinilai sangat baik dengan skor 3.58 yang menunjukkan mahasiswa meyakini kompetensi profesional dan konsistensi dosen dalam melaksanakan tugas pelayanan. Pada aspek Kepastian bahwa pelayanan dosen sesuai dengan ketentuan mendapat nilai 3.54 menunjukkan bahwa prosedur dan standar layanan dipatuhi dengan baik.

Tabel 8. Survei Kepuasan Layanan (Dosen) Prodi Semester Genap T.A. 2024/2025

Skor	Nilai Interval Skor	Persentase	Jumlah	Mutu Pelayanan
1	1	7	20	Sangat Tidak Puas
2	2	2	20	Tidak Puas
3	3	45	193	Puas
4	4	46	200	Sangat Puas

Ket : Jumlah Responden 423

Table 7 indicates that students perceive significant attention and support provided by the faculty administrative staff. The aspect of 'Reliability and capacity of lecturers' was also rated highly, scoring 3.58. This signifies that students are confident in the professional competence and consistency of lecturers in performing their service duties. Furthermore, the aspect 'Assurance that lecturer service adheres to established provisions' attained a score of 3.54, demonstrating strong adherence to established procedures and service standards.

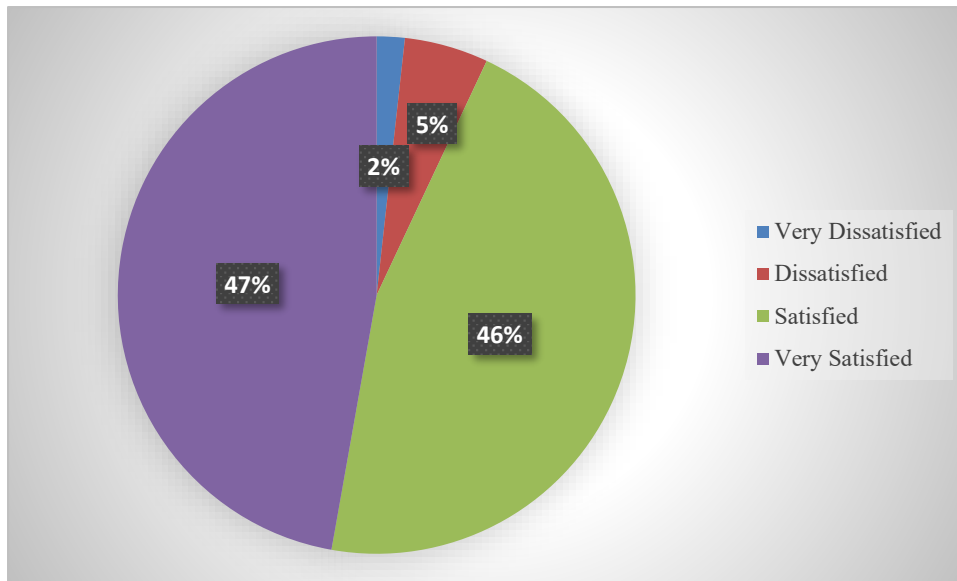


Figure 4. Survey of Program Study Service Satisfaction (Lecturers)

The survey results also reveal that 40 respondents, or 7%, expressed dissatisfaction. This group of 'Very Dissatisfied' individuals is of particular concern, indicating issues in specific service aspects that require immediate attention. Enhancing the quality of the program study's service necessitates a detailed improvement plan. The Program Study plans to identify the root causes of this dissatisfaction by holding specialized discussions with these 40 dissatisfied respondents, specifically to determine which service components led to the 'Very Dissatisfied' scores. The Prodi also intends to implement improvements to optimize program services moving forward."

3. Program Study Service (Administrative Staff)

A. Program Study Service (Administrative Staff) Academic Year 2024/2025

Based on Table 9, the evaluation of services provided by the administrative staff (tenaga kependidikan) of the program study indicates positive results

Table 9. Program Study Service Aspects (Administrative Staff)

No	Pertanyaan Survai Kepuasan	Nilai
1	Reliability and capacity of administrative staff in providing service to students.	3.63
2	Responsiveness of administrative staff in assisting students and delivering prompt service.	3.25
3	Assurance that administrative staff service adheres to established provisions	3.60
4	The caring attitude of administrative staff in demonstrating attention to students.	3.64

Based on Table 9, the survey of service aspects for the Animal Husbandry Study Program concerning the performance of the Administrative Staff (Tenaga Kependidikan) reveals a high

average level of satisfaction across all assessed aspects, with mean scores ranging from 3.25 to 3.64 on an assumed 4-point scale. The highest-rated aspect, achieving a score of 3.64, was the 'Caring attitude of administrative staff in demonstrating attention to students.' Reliability and capacity reached a score of 3.63, and assurance that service adheres to established provisions attained 3.60. This survey indicates that students hold a highly positive perception of the competence, integrity, and empathetic nature of the staff. The lowest score, although still categorized as satisfactory, was found in the 'Responsiveness of administrative staff in assisting students and delivering prompt service,' which scored 3.25. While the staff is perceived as competent and caring, this finding suggests that service speed and responsiveness are the areas most requiring attention and enhancement to match the quality of other service dimensions."

Table 10. Program Study Service Satisfaction Survey (Administrative Staff), AY 2024/2025

Score	Interval Score	Percentage	Frequency (n)	Service Quality Rating
1	0-1	4	25	Very Dissatisfied
2	2	4	20	Dissatisfied
3	3	48	250	Satisfied
4	4	44	276	Very Satisfied

Ket : Jumlah responden 571

Based on the revised data in Table 10 concerning the Program Study Service Satisfaction Survey (Administrative Staff) for the Odd Semester, Academic Year 2024/2025, involving a total of 571 respondents, the overall satisfaction level is categorized as Very Good. The total number of respondents expressing either 'Satisfied' or 'Very Satisfied' reached 526 students, accounting for approximately 92%. The 'Satisfied' category (48%) and the 'Very Satisfied' category (44%) play a substantially balanced role as the primary strengths of the administrative staff's service performance. Conversely, the survey data reveals that 45 respondents, or 8%, expressed 'Dissatisfied' or 'Very Dissatisfied.' The presence of the 'Very Dissatisfied' group underscores the need for service improvement to ensure comprehensive client satisfaction.

The pie chart illustrating the Survey of Administrative Staff Service Satisfaction (Tendik) for the Odd Semester, Academic Year 2024/2025, reveals that the Program Study successfully achieved a high level of satisfaction, with a total of 92% of respondents expressing satisfaction, split between 48% reporting 'Satisfied' and 44% reporting 'Very Satisfied. The balance between the 'Satisfied' and 'Very Satisfied' categories indicates that the administrative staff's service quality is commendable. Improvement efforts are planned for the 8% of student respondents who expressed dissatisfaction, specifically focusing on the 'Very Dissatisfied' group, which constitutes 4%.

The Program Study intends to maintain the factors driving the 92% satisfaction rate, while corrective

actions must focus on identifying and eliminating the root causes leading to the 8% dissatisfaction. The necessary intervention involves conducting specialized discussions with these 8% of respondents to gain specific service insights, and subsequently implementing immediate improvements to the most frequently criticized aspects, with the target of reducing the dissatisfaction rate to below 5% in the subsequent survey period."

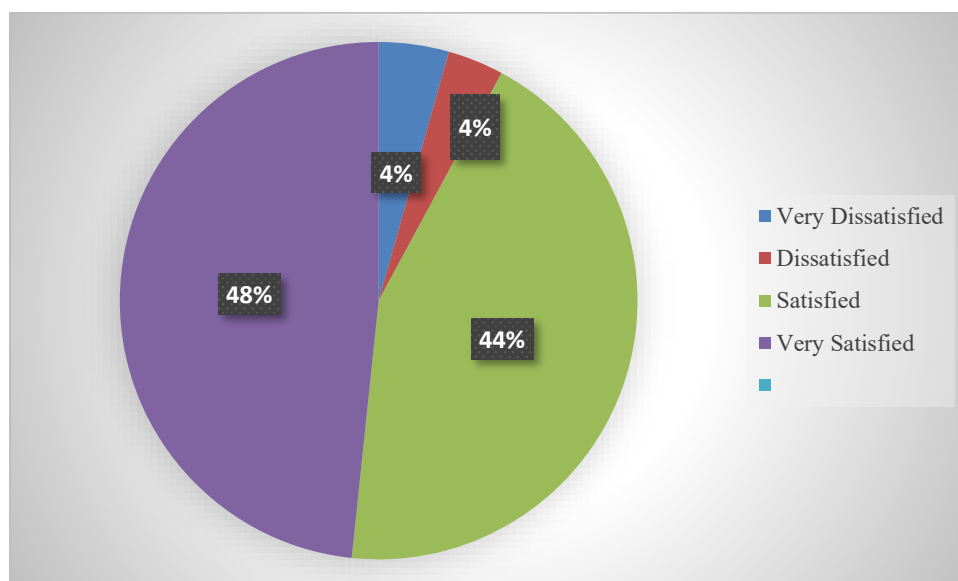


Figure 5. Survey of Program Study Service Satisfaction (Administrative Staff)

The Program Study (Prodi) will also ensure the effective implementation of service standards, particularly across all administrative services, ranging from the enrollment process and document handling to service hours. The Prodi plans to facilitate training sessions for the administrative staff (Tendik) aimed at enhancing communication skills and fostering service excellence. Furthermore, continuous monitoring systems, such as periodic brief satisfaction surveys, will be maintained to ensure sustained compliance with these established standards."

B. Program Study Service (Administrative Staff), Academic Year 2024/2025

Based on Table 11, the average satisfaction score for the service aspects provided by the Administrative Staff (Tendik) falls within the Very Good rating, as indicated by the high overall Mean of 3.42. All service aspects were rated very highly, with individual mean scores ranging from 3.29 to 3.35. The strongest aspect, which achieved the highest score of 3.35, was 'The caring attitude of administrative staff in demonstrating attention to students.' This demonstrates that the staff is highly appreciated for the empathy and attention provided. The aspect with the lowest score, though still in the very good category, was 'Responsiveness of administrative staff in assisting students and delivering prompt service' (3.29). This assessment confirms the high quality of service across all

aspects; however, the speed of response remains an area that can be further enhanced to achieve optimal satisfaction."

Table 11. Program Study Service (Administrative Staff)

No	Survey Satisfaction Question	Score
1	Reliability and capacity of administrative staff in providing service to students.	3.31
2	Responsiveness of administrative staff in assisting students and delivering prompt service.	3.29
3	Assurance that administrative staff service adheres to established provisions.	3.30
4	The caring attitude of administrative staff in demonstrating attention to students Overall Mean	3.35
	Overall Mean	3.42

The Survey of Administrative Staff Service Satisfaction (Tendik) for the Even Semester, Academic Year 2024/2025, involving 421 respondents, demonstrates a high level of satisfaction, where 341 respondents, or 90%, expressed either 'Satisfied' or 'Very Satisfied'. The 'Very Satisfied' category, at 46%, represents the largest assessment group, confirming that administrative staff services are generally functioning well. However, the presence of a dissatisfaction rate reaching 10%, equivalent to 40 respondents, requires attention. As part of the improvement plan, the Program Study will conduct an in-depth investigation into the 10% of dissatisfied respondents, involving the collection of qualitative data regarding the specific reasons for their discontent."

Table 12. Program Study Service Satisfaction Survey (Administrative Staff), AY 2024/2025

Score	Interval Score	Percentage	Frequency	Service Quality Rating
1	1	5	20	Very Dissatisfied
2	2	5	20	Dissatisfied
3	3	44	185	Satisfied
4	4	46	196	Very Satisfied

Note: Total Respondents (n) = 421

The Program Study plans to conduct discussions with the 10% of dissatisfied respondents, focusing on the collection of qualitative data concerning the specific reasons for their discontent. The subsequent step involves creating a structured improvement program that targets, for instance, accelerating service processes, enhancing communication, or remediating systemic issues, while simultaneously maintaining the quality and efficiency that resulted in the 90% satisfaction rate. The primary goal is to reduce the percentage of dissatisfaction to below 10% in the subsequent survey period.

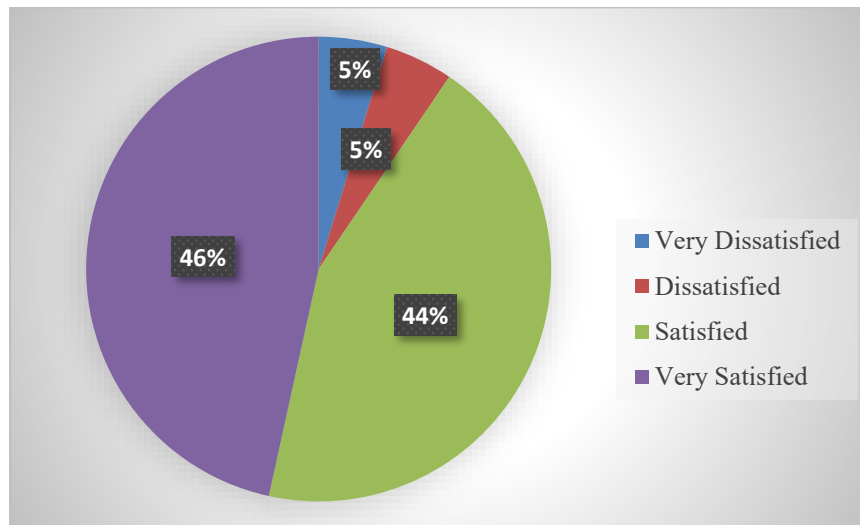


Figure 6. Survey of Program Study Service Satisfaction (Administrative Staff)

The pie chart illustrating the Survey of Administrative Staff Service Satisfaction (Tendik) for the Even Semester, Academic Year 2024/2025, reveals positive results, demonstrating a total satisfaction rate of 90%, comprising 46% 'Very Satisfied' and 44% 'Satisfied'. This indicates that the quality of the administrative staff's service has been very well received by the student respondents. The dominating 'Very Satisfied' category suggests excellent performance across several service aspects. Conversely, the 10% dissatisfaction rate (consisting of 5% 'Dissatisfied' and 5% 'Very Dissatisfied') represents a critical area that requires immediate follow-up, as these respondents experienced negative interactions that must be addressed through a measurable program. Communication and feedback sessions with the dissatisfied students are planned to improve the overall quality of service.

4. Program Study Service (Program Management)

A. Program Study Service (Program Management), Academic Year 2024/2025

Based on Table 13, the survey of service aspects for the Program Study Management (Pengelola Prodi) demonstrates a very high average level of satisfaction on a 4-point scale. The mean scores for each aspect fall within a very narrow range, specifically between 3.65 and 3.67. The strongest aspect, which achieved the highest score of 3.67, was 'Reliability and capacity of program study management in providing service,' indicating the high level of student trust in the competence of the management staff. The responsiveness of the management was also rated very highly (3.66), suggesting proactive assistance to students. The aspects of 'Assurance that service adheres to established provisions' and 'Caring attitude of management' both maintained very high scores of 3.65. These consistently high scores demonstrate that the services provided by the Program Management have successfully achieved a very good quality standard."

Tabel 13. Program Study Service Aspects (Program Management)

No	Survey Satisfaction Question	Score
1	Reliability and capacity of program study management in providing service to students.	3.67
2	Responsiveness of management in assisting students and delivering prompt service.	3.66
3	Assurance that program study management service adheres to established provisions.	3.65
4	The caring attitude of program study management in demonstrating attention to students.	3.65

The services provided by the Program Management (Pengelola Prodi) during Academic Year 2024/2025, were rated as Very Good, with 511 out of 571 respondents, or approximately 90%, expressing either Satisfied or Very Satisfied. The Very Satisfied category, reaching nearly 48% of respondents, indicates the presence of significant excellence and competence in the services delivered by the Program Management.

Tabel 14. Study Service Satisfaction Survey (Program Management), AY 2024/2025

Score	Interval Score	Percentage	Frequency	Service Quality Rating
1	1	5	30	Very Dissatisfied
2	2	5	30	Dissatisfied
3	3	48	270	Satisfied
4	4	42	241	Very Satisfied

Note: Total Respondents (n) = 571

The primary challenge lies in the level of dissatisfaction, which reached 10%, equivalent to 60 dissatisfied students. The Program Study plans to immediately conduct a diagnostic dialogue through a qualitative survey targeting this 10% group, with the goal of implementing corrective actions to improve the quality of service."

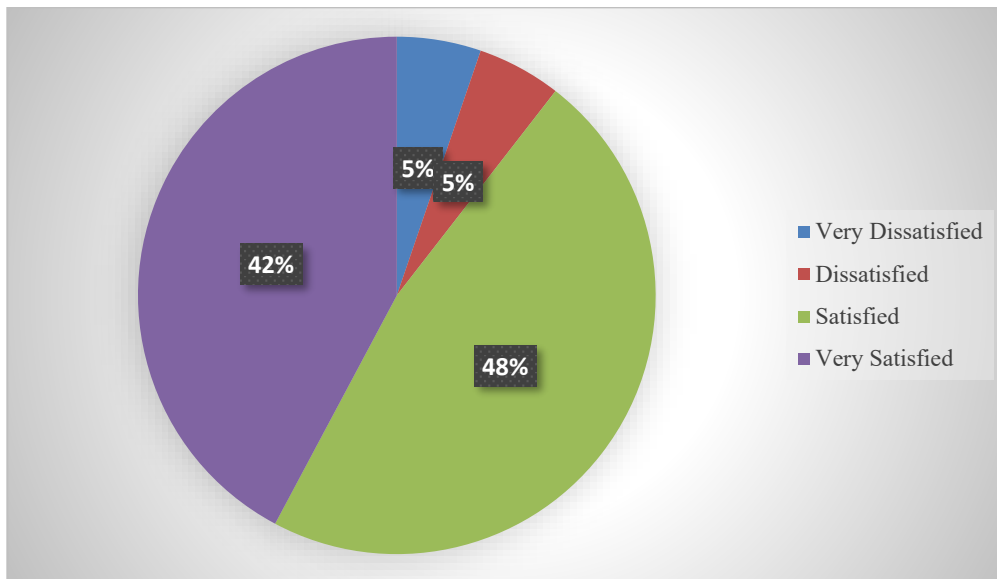


Figure 7. Survey of Program Study Service Satisfaction (Program Management)

The primary challenge that must be addressed immediately is the elimination of the service quality gap leading to student dissatisfaction. The Program Study (Prodi) plans to enhance staff capacity and improve the understanding of student complaints. The results of the Program Study Management (Prodi) service satisfaction survey for the Odd Semester, Academic Year 2024/2025, demonstrate a very high level of satisfaction among respondents. A large majority, 90%, expressed either satisfied or very satisfied feelings regarding the services provided. The Satisfied category holds the highest percentage at 48%, followed closely by the Very Satisfied category at 42%. These scores indicate excellent service performance as perceived by the vast majority of student respondents. Conversely, the remaining 10% of respondents are evenly split between the 'Dissatisfied' (5%) and 'Very Dissatisfied' (5%) categories. Although this percentage of dissatisfaction is considered low, the figures indicate that there are still service aspects that the Program Management needs to identify and enhance to achieve comprehensive satisfaction. The Prodi plans to further increase its capacity and role moving forward.

B. Program Study Service (Program Management), Academic Year 2024/2025 Figure 7. Survey of Program Study Service Satisfaction (Program Management)

Hasil evaluasi terhadap layanan pengelola program studi pada semester Genap 2024/2025 menunjukkan tingkat kepuasan sangat tinggi. Nilai rata-rata keseluruhan 3.51 skor ini berada di bawah standar pada skala penilaian umum dan masuk dalam kategori sangat puas. Tingginya skor di semua aspek mulai dari keandalan hingga kepedulian menandakan bahwa semua pelayanan manajemen di Program Studi Peternakan terlaksana dengan baik. Skor ini

menunjukkan bahwa manajemen prodi dan kinerja prodi terhadap dosen dan tenaga kependidikan dalam bidang layanan telah dilakukan sesuai prosedur dan standar yang ditetapkan.

Table 15. Program Study Service Aspects (Program Management)

No	Survey Satisfaction Question	Score
1	Reliability and capacity of program study management in providing service to students.	3.50
2	Responsiveness of management in assisting students and delivering prompt service.	3.60
3	Assurance that program study management service adheres to established provisions.	3.50
4	The caring attitude of program study management in demonstrating attention to students.	3.45

The student satisfaction survey regarding the services provided by the Program Study Management (Pengelola Prodi) of the USU Animal Husbandry Study Program during the Even Semester of 2024/2025 yielded highly satisfactory results. Based on the data, the overall mean score for all service aspects falls between 3.45 and 3.60. These scores fall within the 'Satisfied' and 'Very Satisfied' categories, signifying that the services provided are generally satisfactory and very satisfactory. Further analysis reveals that 92% of student respondents—a combination of 44% rating 'Very Satisfied' and 48% rating 'Satisfied'—positively assessed the management services of the Animal Husbandry Study Program.

Table 16. Program Study Management Service, Academic Year 2024/2025"

Score	Interval Score	Persentase	Frequency	Service Quality Rating
1	1	3	22	Very Dissatisfied
2	2	5	10	Dissatisfied
3	3	44	187	Satisfied
4	4	48	204	Very Satisfied

Note: Total Respondents (n) = 423

The number of satisfied respondents reached 187 individuals, or 44%, while the 'Very Satisfied' category reached 204 individuals, or 48%, totaling 391 individuals. This data confirms that the quality of service received by students is very good and meets student expectations.

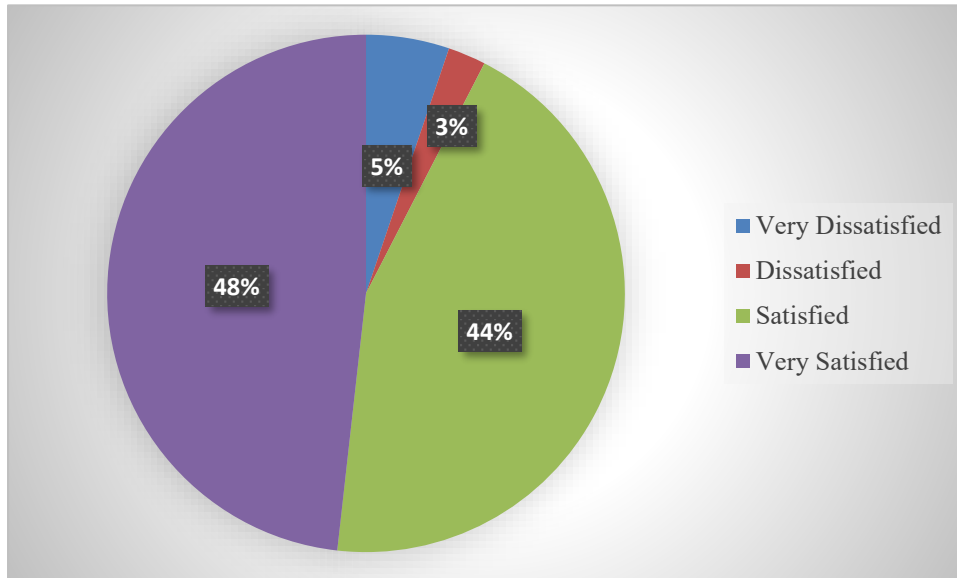


Figure 8. Study Program Service Satisfaction Survey

The highly consistent scores across all service aspects ranging from reliability to caring attitude were also observed. The Program Study plans to enhance service quality and implement corrective actions, such as conducting thorough reviews and evaluations of all existing services, specifically targeting the 8% of respondents who expressed dissatisfaction.

Proses evaluasi diharapkan akan membantu Prodi dalam mengidentifikasi kelemahan yang menjadi keluhan mahasiswa, seperti prosedur yang rumit atau respons yang lambat. Prodi juga berencana melaksanakan perbaikan dengan mengajukan pelatihan kepada staf pengelola program studi agar keterampilan dan etika pelayanan dapat ditingkatkan. Program Studi juga akan membangun komunikasi yang efektif dengan mekanisme umpan balik yang mudah diakses, seperti mengadakan diskusi dengan mahasiswa.

5. Fakultas Faculty Facilities and Infrastructure Service A. Faculty Facilities and Infrastructure Service, Odd Semester, Academic Year 2025/2025

Table 17 presents the results of the satisfaction survey regarding the faculty's facilities and infrastructure aspects, with an overall mean score of 3.66. This figure generally indicates a very good level of satisfaction, suggesting that users perceive the available facilities and infrastructure to be adequate and supportive of the academic process.

Table 17. Faculty Facilities and Infrastructure Aspects

No	Survey Satisfaction Question	Score
1	Adequacy of facilities and infrastructure supporting the learning and practicum process.	3.66
2	Accessibility of facilities and infrastructure supporting the learning and practicum process.	3.65
3	Quality of practicum facilities and infrastructure.	3.67
	Overall Mean	3.66

The satisfaction survey results regarding the faculty's facilities and infrastructure aspects indicate a good level of satisfaction, evidenced by the high overall mean score of 3.66. This score originates from the high consistency across all three indicators. The Faculty's primary strength lies in the Quality of practicum facilities and infrastructure, which achieved the highest score of 3.67. This indicates that the equipment and supporting facilities for activities are well-maintained and highly functional. The aspects of 'Adequacy of facilities and infrastructure' (3.66) and Accessibility (3.65) were also rated as adequate or good. Scores above 3.60 collectively demonstrate that users namely students and staff perceive strong facility support for the learning and academic processes. Given the already very good satisfaction level, the focus should be on maintaining this quality. It is recommended to conduct a review of the operational systems, such as extending access hours to specific facilities or supporting the digitalization of equipment/room loan processes to simplify use for the end-user. The Faculty will continue to implement facility audits and periodic equipment renewal plans to prevent any decline in quality. These efforts will ensure that the faculty's facilities and infrastructure remain adequate, up-to-date, and user-friendly.

Tabel 18. Faculty Facilities and Infrastructure Aspects

Score	Interval Score	Persentase	Frequency	Service Quality Rating
1	1	4	20	Very Dissatisfied
2	2	5	30	Dissatisfied
3	3	40	230	Satisfied
4	4	51	291	Very Satisfied

Note: Total Respondents (n) = 571

Table 18 presents the complete distribution of responses from 571 respondents regarding

the quality of the Faculty's Facilities and Infrastructure service, demonstrating a highly positive level of satisfaction. The vast majority of respondents expressed satisfaction, with the combined 'Very Satisfied' (51%) and 'Satisfied' (40%) categories accounting for 91% of the total percentage. This means that 521 out of 571 respondents perceive the available facilities as good and meeting expectations. Specifically, the 'Very Satisfied' group represents the largest category with 291 respondents, signifying the Faculty's excellent performance in providing and managing facilities. Only a small number of respondents expressed dissatisfaction, with the total percentage for 'Very Dissatisfied' and 'Dissatisfied' reaching just 9% (4% Very Dissatisfied and 5% Dissatisfied). This distribution confirms that the quality of the faculty's facilities and infrastructure is generally at a good service level.

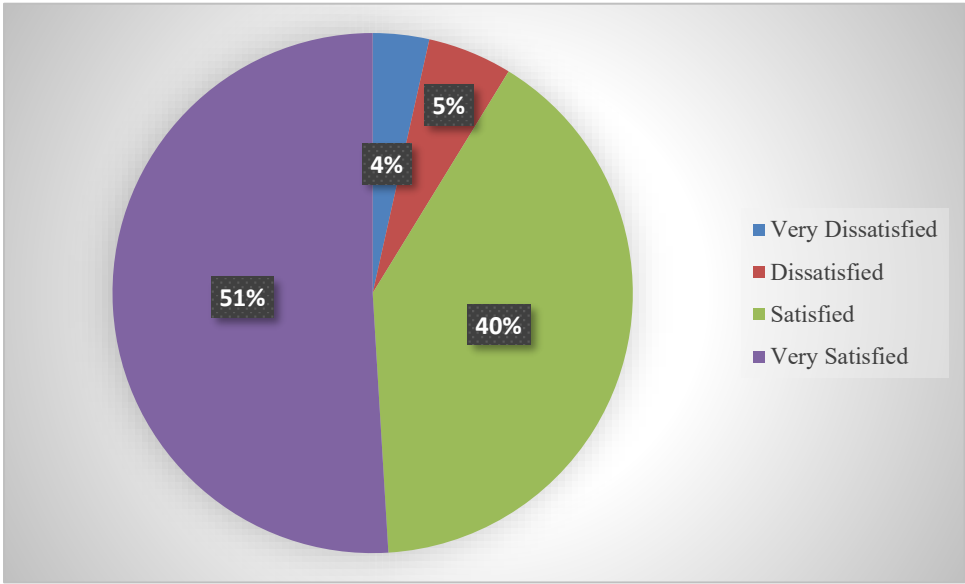


Figure 9. Faculty Facilities and Infrastructure Services

The 9% of respondents falling into the dissatisfied category (Very Dissatisfied and Dissatisfied) expressed discontent with the facilities and infrastructure (sarpras). The Faculty of Agriculture plans to enhance the quality of its facilities and infrastructure to ensure service quality is fully met. Furthermore, the Faculty intends to hold discussions to identify specific issues raised by the respondents who are dissatisfied with the USU facilities and infrastructure.

A. Faculty Facilities and Infrastructure Service, Even Semester, Academic Year 2025/2025

The satisfaction survey results regarding the faculty's facilities and infrastructure demonstrate a good level of satisfaction, with an overall mean score of 3.52. This indicates that the available facilities generally support academic activities. The highest scores were achieved by the aspects of Adequacy of Facilities and Infrastructure (3.56) and Accessibility (3.55). This success shows that

the faculty is effective in providing facilities that are sufficient in quantity and easily accessible to users. Primary attention should be directed to the lowest score, which is the Quality of Practicum Facilities and Infrastructure, reaching only 3.47. This score suggests that although the practicum facilities are adequate in number and easily accessible, the quality, condition, or modernity of the equipment requires attention.

Table 19. Faculty Facilities and Infrastructure Aspects

No	Survey Satisfaction Question	Score
1	Adequacy of facilities and infrastructure supporting the learning and practicum process.	3.56
2	Accessibility of facilities and infrastructure supporting the learning and practicum process.	3.55
3	Quality of practicum facilities and infrastructure.	3.47
	Overall Mean	3.52

The primary recommendation must focus on enhancing the quality of practicum facilities to push the satisfaction score above 3.52. The action planned by the Program Study (Prodi) is to implement the modernization or replacement of laboratory equipment, including allocating a dedicated budget for substituting obsolete or outdated tools to align with industrial developments. This effort will ensure that all facilities and infrastructure are maintained in optimal condition, thereby overcoming quality constraints and significantly improving the user experience

Table 20. Faculty Facilities and Infrastructure Aspects

Score	Interval Score	Persentase	Frequency	Service Quality Rating
1	1	4	18	Very Dissatisfied
2	2	5	23	Dissatisfied
3	3	43	180	Satisfied
4	4	48	202	Very Satisfied

Note: Total Respondents (n) = 423

Table 20 presents the complete distribution of responses from 423 respondents regarding the quality of the Faculty's Facilities and Infrastructure service, which demonstrates a high level of satisfaction. The majority of respondents, representing 91% of the total percentage, fell into the 'Very Satisfied' (48%) and 'Satisfied' (43%) categories. This signifies that 382 out of 423 respondents rated the quality of the facilities and infrastructure service as highly satisfactory. The 'Very Satisfied' category was the largest, with 202 respondents, indicating that the faculty's performance in managing facilities is at a very high level. Conversely, the percentage of respondents expressing dissatisfaction is very low, with the combined 'Very Dissatisfied' and 'Dissatisfied' categories reaching only 9% (4% Very Dissatisfied and 5% Dissatisfied). This distribution of results suggests that the faculty has successfully delivered facilities and infrastructure service quality that aligns with respondent expectation

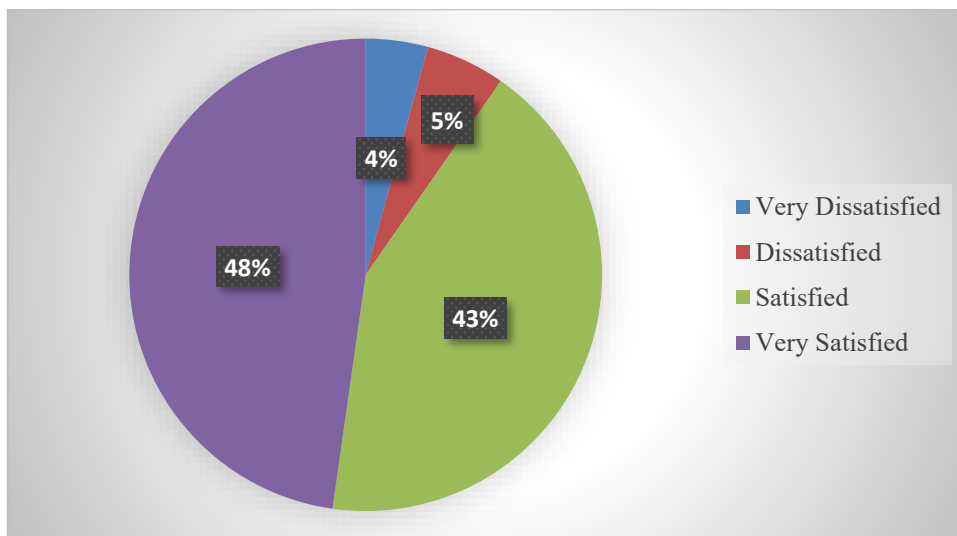


Figure 10. Faculty Facilities and Infrastructure Service, Academic Year 2025/2025

Faculty Facilities and Infrastructure Service, Academic Year 2025/2025. Given that 9% of respondents still expressed dissatisfaction, the Faculty can formulate an improvement strategy focused on enhancing the quality of facilities and infrastructure (sarpras) or allocating dedicated funds for Laboratory facilities and infrastructure. In addition, the Faculty will provide a platform for discussion with the dissatisfied respondents regarding the quality of service, while simultaneously prioritizing the enhancement of the quality of both facilities and infrastructure.

6. Faculty Service A. Faculty Service

A. Faculty Service A. Faculty Service, Academic Year 2025/2026

Based on the data presented in Table 21, the evaluation of services provided by the administrative staff (tenaga kependidikan) at the faculty level for the Odd Semester, AY 2025/2026, demonstrates very good results

Tabel 21. Layanan Fakultas Semester Ganjil T.A. 2025/2025

No	Survey Satisfaction Question	Score
1	Reliability and capacity of administrative staff at the Faculty level in providing service to students.	3.63
2	Responsiveness of administrative staff at the Faculty level in assisting students and delivering prompt service.	3.63
3	Assurance that administrative staff service at the Faculty level adheres to established provisions.	3.65
4	Empathy of administrative staff at the Faculty level in demonstrating attention to students	3.64

The student satisfaction survey results concerning the Faculty's administrative staff service demonstrate a very high and highly consistent level of satisfaction across all service dimensions, with scores strictly ranging between 3.63 and 3.65. The highest score was achieved by the Assurance aspect (3.65), indicating that students are highly confident that administrative service procedures and provisions are consistently adhered to by the staff. Furthermore, Empathy was also rated very highly (3.64), suggesting that faculty staff provide attention and a humanistic approach toward student needs. Although the scores for Reliability and Responsiveness were marginally lower (both at 3.63), performance in both these aspects remains at a very good level. Overall, this data confirms that the Faculty successfully provides administrative services that are professional, compliant with standard procedures, and supported by a caring and supportive staff attitude, although there is minor room for enhancing the efficiency and speed of service processes."

Tabel 22. Faculty Service, Academic Year 2025/2025"

Score	Interval Score	Persentase	Frequency	Service Quality Rating
1	1	4	25	Very Dissatisfied
2	2	5	23	Dissatisfied
3	3	43	231	Satisfied
4	4	48	292	Very Satisfied

Note: Total Respondents (n) = 571

Table 22 presents the satisfaction distribution of 571 respondents regarding the quality of the Faculty's service, and the results demonstrate a very high level of acceptance and satisfaction. Cumulatively, the 'Very Satisfied' (48%) and 'Satisfied' (43%) categories reached a total of 91% of all respondents.

This figure indicates that the majority of students (523 out of 571 respondents) rated the quality of the service provided by the Faculty as very good or satisfactory. The 'Very Satisfied' category represents the largest group, with 292 respondents, signifying that service performance aligns with expectations. Conversely, the percentage of respondents expressing dissatisfaction is very small, with the total for 'Very Dissatisfied' (4%) and 'Dissatisfied' (5%) reaching only 9%. This positively skewed data distribution confirms the Faculty's success in managing and delivering administrative services that are effective and satisfactory for users.

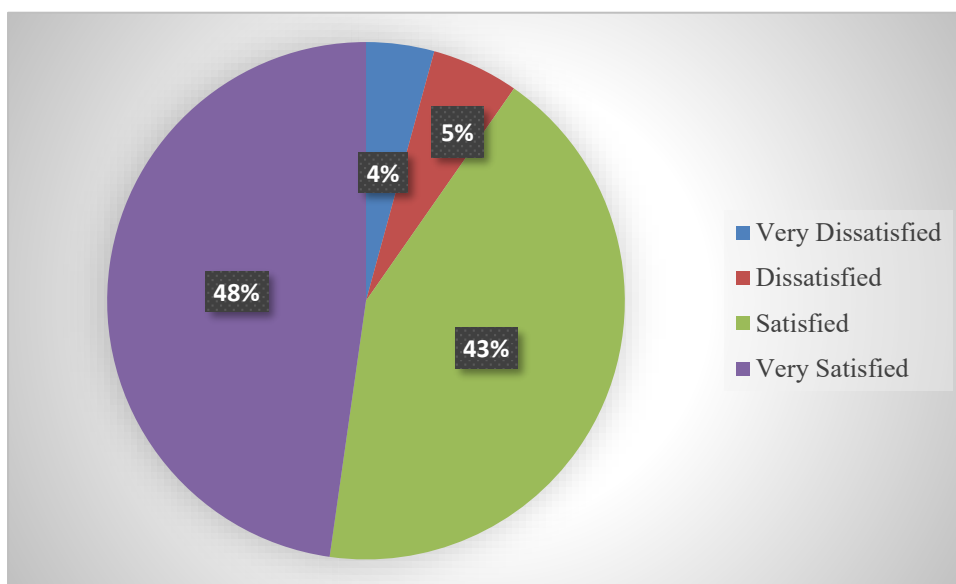


Figure 11. Faculty Service, Odd Semester, Academic Year 2024/2025

Addressing the 9% of respondents who reported dissatisfaction requires the Faculty to implement a targeted and proactive improvement strategy. The first step involves conducting a qualitative root cause analysis, specifically interviewing the dissatisfied respondents to precisely identify the types of services that are the source of their complaints. Based on these findings, the Faculty must reinforce both efficiency and transparency by rigorously enhancing the quality of each service. Furthermore, providing advanced soft skill training to the administrative staff (*tenaga kependidikan*) is essential to support these improvements."

B. Faculty Service, Academic Year 2025/2025

The results of the Faculty service survey for the Even Semester, Academic Year 2025/2026, reveal a significant disparity in the quality of administrative staff service. The Assurance aspect stands out as the primary strength, achieving the highest score of 3.65. This indicates that students are highly confident that the staff provides service according to procedures and possesses adequate competence. However, this score is not balanced by the scores for the lowest-rated aspects: Responsiveness (3.27)

and Reliability (3.28).

Table 23. Faculty Service, Even Semester, AY 2025/2025

No	Survey Satisfaction Question	Score
1	Reliability and capacity of administrative staff at the Faculty level in providing service to students.	3.28
2	Responsiveness of administrative staff at the Faculty level in assisting students and delivering prompt service.	3.27
3	Assurance that administrative staff service at the Faculty level adheres to established provisions.	3.65
4	Empathy of administrative staff at the Faculty level in demonstrating attention to students	3.30

The large gap between Assurance (3.65) and Responsiveness (3.27) suggests that while staff competence and adherence to rules are strong, the speed and readiness to assist require immediate corrective action.

Table 24. Faculty Service, Academic Year 2025/2025"

Score	Interval Score	Persentase	Frequency	Service Quality Rating
1	1	3	14	Very Dissatisfied
2	2	4	15	Dissatisfied
3	3	47	193	Satisfied
4	4	46	201	Very Satisfied

Ket : Jumlah Responen 423

Table 24 presents the satisfaction distribution of 423 respondents regarding the quality of Faculty service during the Even Semester, Academic Year 2025/2026. The results demonstrate a very strong and dominant level of satisfaction among students. Collectively, the 'Very Satisfied' (46%) and 'Satisfied' (47%) categories account for 93% of the total respondents (394 out of 423 respondents). This figure indicates that the vast majority of users rate the quality of service provided by the Faculty as very good and satisfactory. The 'Satisfied' category constitutes the largest group (47%), followed very closely by the 'Very Satisfied' category (46%), indicating a high degree of positive acceptance. Conversely, the percentage of respondents expressing dissatisfaction is minimal, with the total for 'Very Dissatisfied' (3%) and 'Dissatisfied' (4%) reaching only 7%. This distribution, which is heavily

skewed towards the positive direction, confirms the Faculty's success in managing and delivering effective and satisfactory administrative services during the semester

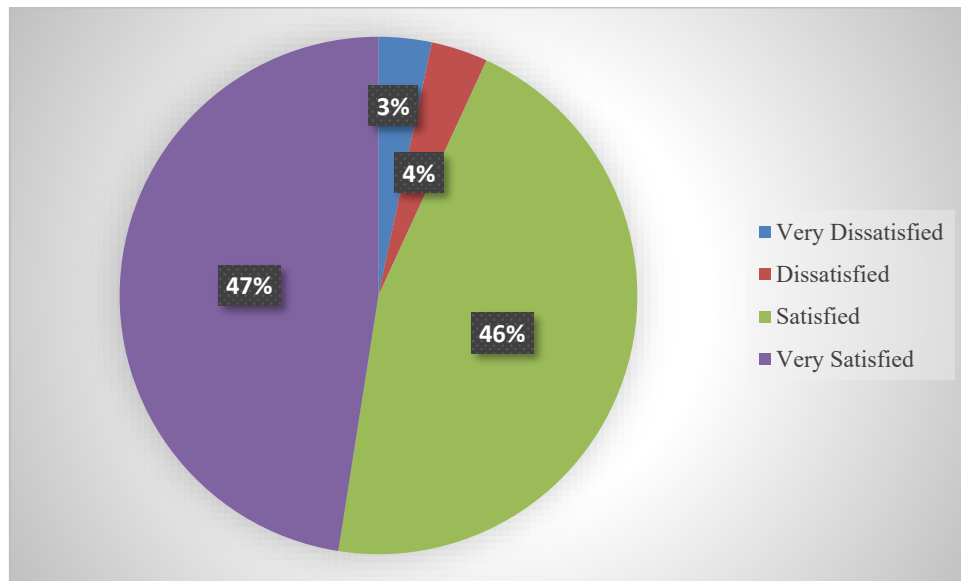


Figure 12. Faculty Service, Even Semester, AY 2025/2025

The Faculty plans to implement a corrective strategy to gather feedback from the 7% of dissatisfied respondents. Furthermore, an investment in staff training focusing on complaint handling and empathetic communication will ensure that every interaction, even when issues arise, concludes with a positive perception, thereby improving overall satisfaction

CHAPTER IV. CONCLUSION AND RECOMMENDATIONS

1. Conclusion

The student satisfaction survey for the USU Animal Husbandry Study Program (AY 2024/2025) demonstrates that the quality of service is maintained at the Satisfied to Very Satisfied level across almost all aspects, with the percentage of positive satisfaction ('Satisfied' and 'Very Satisfied') reaching 90% or higher for the majority of service categories. The highest and most consistent satisfaction levels were reported for learning load, curriculum, and course assignments, which were rated 'Very Satisfied' in both semesters with average scores above 3.50. Service aspects focused on Assurance, Reliability, and Empathy provided by Lecturers, Administrative Staff (Tendik), and Program Management also showed excellent performance, meeting the expectations of the majority of students. Student respondents expressing dissatisfaction (ranging from approximately 7% to 10%) in non-curriculum services indicate the presence of a service quality gap that must be addressed for improvement. The recommendation is for the Animal Husbandry Study Program to maintain and continuously enhance the quality of its various services.

2. Recommendations

The Animal Husbandry Study Program and the Faculty of Agriculture must prioritize minor improvements targeting the 7-10% of dissatisfied respondents. The Study Program should conduct a diagnosis via structured discussions or questionnaires with the 7-10% dissatisfied respondent group to identify the specific root causes and formulate a more structured and accurately targeted improvement program.