

**ANALISIS TINGKAT KEPUASAN ALUMNI FAKULTAS HUKUM, ILMU
SOSIAL dan ILMU POLITIK TERHADAP LAYANAN PEMBELAJARAN
JARAK JAUH di UNIVERSITAS TERBUKA INDONESIA**

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INTISARI

Universitas Terbuka menerapkan sistem pembelajaran jarak jauh terbesar dan terbuka di Indonesia. UT dituntut untuk terus meningkatkan layanan terbaik agar tidak terjadi kesenjangan antara harapan mahasiswa dengan layanan yang dirasakan. Salah satu faktor penentu tingkat kepuasan mahasiswa yang harus diperhatikan oleh lembaga pendidikan adalah kualitas layanan akademik. Jumlah mahasiswa maupun lulusan UT terus meningkat setiap tahun sehingga di perlukan evaluasi secara berkala. Kuesioner disebarkan kepada responden melalui platform Whatsapp. Peneliti melakukan studi pelacakan untuk mengetahui tingkat kepuasan alumni FHISIP tahun 2022 terhadap layanan pembelajaran yang telah dirasakan selama menempuh pendidikan di UPBJJ UT Kota Makassar. Selain itu, studi pelacakan dilakukan agar mengetahui keterseraapan alumni pada dunia kerja dan relevansi antara bidang pekerjaan alumni dengan bidang ilmu yang ditempuh. Hasil penelitian ini dapat menjadi nilai tambah dalam proses penjaminan mutu dan peningkatan akreditasi. Pengukuran kualitas layanan dilakukan dengan metode *servqual* yang telah dikembangkan oleh Pasuraman *Tangible, Reliability, Responsiveness, Assurance, Emphaty*. CSI digunakan untuk menganalisis tingkat kepuasan alumni. Hasil menunjukkan kualitas layanan berada pada kategori sangat baik dan 88% alumni merasa puas terhadap layanan yang diberikan. Namun, hasil penelitian tidak cukup menggambarkan kepuasan alumni terhadap kualitas layanan karena penelitian ini sangat dibatasi oleh jumlah responden dan keterbatasan dalam penyebaran kuesioner.

Kata Kunci: *Universitas Terbuka, Kualitas Layanan, Tingkat Kepuasan, Studi Pelacakan, CSI*

**DISTANCE LEARNING SERVICE at THE OPEN UNIVERSITY
INDONESIA: ASSESSING THE SATISFACTION LEVEL OF ALUMNI
FROM THE FACULTY OF LAW, SOCIAL SCIENCES, and POLITICAL
SCIENCES**

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ABSTRACT

The Open University applies the largest and most open distance learning system in Indonesia. UT is required to continue to improve the best services so that there is no gap between student expectation and perceived services. One of the determining factors in student satisfaction levels that educational institutions must pay attention to is the quality of academic services. The number of UT students and graduates continues to increase every year, so regular evaluation is needed. The questionnaires were distributed to respondents via the Whatsapp platform. Researchers conducted a tracer study to determine the level of satisfaction of FHSIP alumni in 2022 with the learning services they experienced during their education at UPBJJ UT Makassar City. Apart from that, a tracer study was carried out to determine the absorption of alumni into the world of work and the relevance between the alumni's field of work and the field of science pursued. The results of this research can be of added value in the quality assurance and accreditation improvement process. Services quality measurement is carried out using the SERVQUAL method which has been developed by Parasuraman; tangibles, reliability, responsiveness, empathy and assurance. CSI is used to analyze the level of alumni satisfaction. The results show that service quality is in the very good category and 88% of alumni are satisfied with the services provided. However, the research results do not adequately describe alumni satisfaction with the quality of service because this research is very limited by the number of respondents and limitations in distributing questionnaires.

Keyword: *Open University, Services Quality, Level of Satisfaction, Tracer Study, and CSI*