



STUDENT SATISFACTION EVALUATION REPORT

Period of 2021-2024

**Excellent, Self-reliant, Cultured, and
International Level in 2025**

**FACULTY OF TOURISM
UNIVERSITY OF UDAYANA
JIMBARAN BALI**

2025

INTRODUCTION TO THE REPORT

Monitoring and evaluation of satisfaction student is an integral part of system guarantee internal quality in the environment education high. Through this process, the Faculty of Tourism, Udayana University can assess how far is the service the education provided is adequate standard the quality set, at the same time adapt to needs and expectations students as recipient services. This report is prepared as a form of accountability academic and form real commitment faculty in improving quality service in a way sustainable. Not only evaluating aspect classroom learning, this report also includes quality lecturer services, effectiveness service administration academic, as well as availability, convenience, and accessibility means infrastructure supporting the teaching and learning process. Data obtained through distribution of questionnaires to student active from all study programs within the Faculty of Tourism, namely :

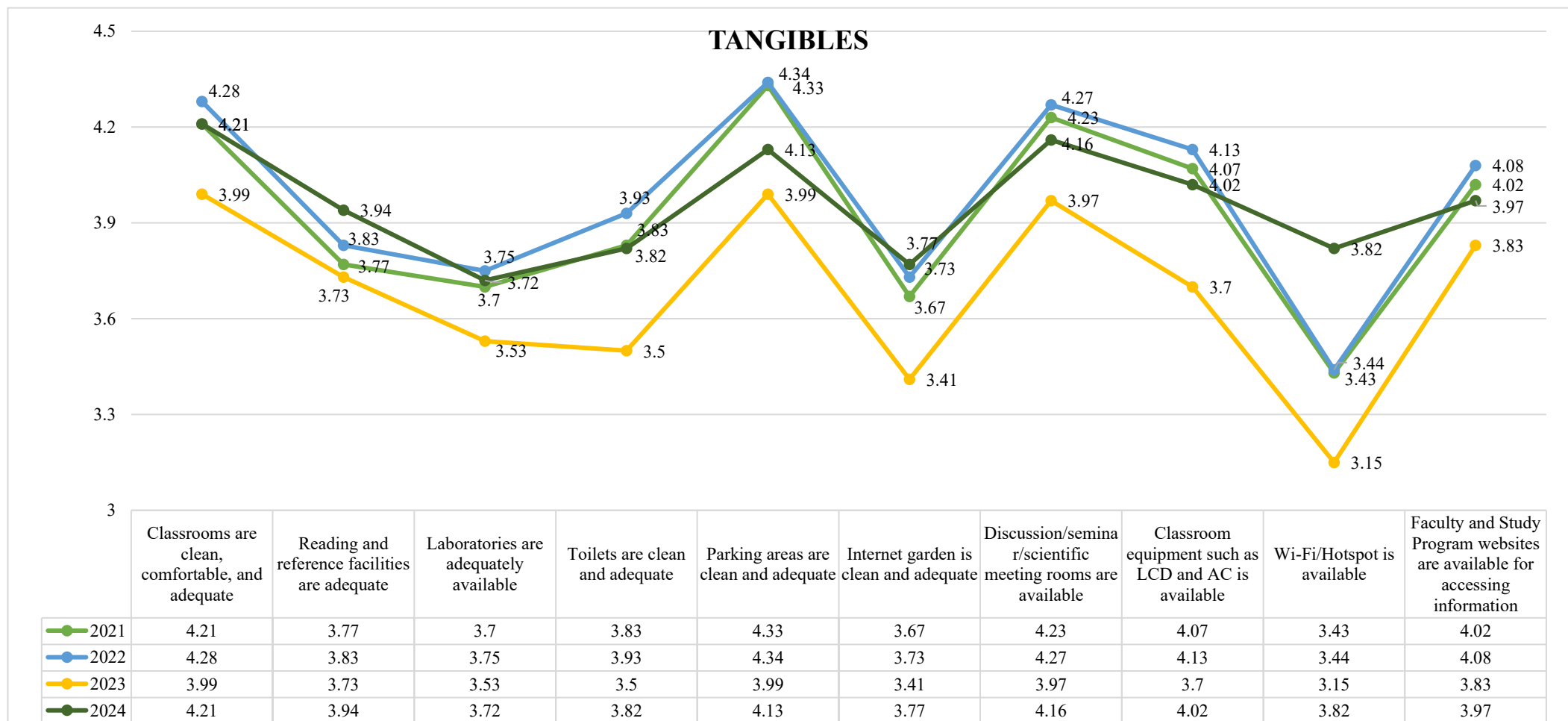
1. Bachelor of Tourism Study Program
2. Bachelor of Tourism Industry Study Program
3. Applied Undergraduate Study Program Management Hospitality
4. Master of Tourism Study Program
5. Doctoral Program in Tourism

This monitoring and evaluation were carried out through approach Likert scale 1–5, where the score highest (5) shows level satisfaction maximum. The assessment uses the TERRA framework, which is a development of SERVQUAL framework (Parasuraman, Zeithaml & Berry), but adapted to context service education height. Consists of five dimensions main :

1. Tangibles – includes availability, condition and quality facilities and infrastructure physical facilities that support the teaching and learning process
2. Empathy – describing personal care and attention individual from lecturers and power education to student
3. Reliability – measuring ability faculty, especially lecturers and staff education, in providing service in a way consistent, accurate and reliable
4. Responsiveness – reflect agility and speed service in response needs or problems student
5. Assurance – refers to a sense of security and trust students regarding the competence of lecturers and staff, as well as certainty will continuity and clarity procedure service academic

This monitoring and evaluation activity was carried out regularly every year, and the results are not only a reflection satisfaction students regarding the services received, but also become material reflection and basis formulation policy strategic. Through this report, the faculty capable identify priority areas for improvement, measure effectiveness of improvement programs quality that has been implemented, as well celebrate achievements positive obtained during the last four years.

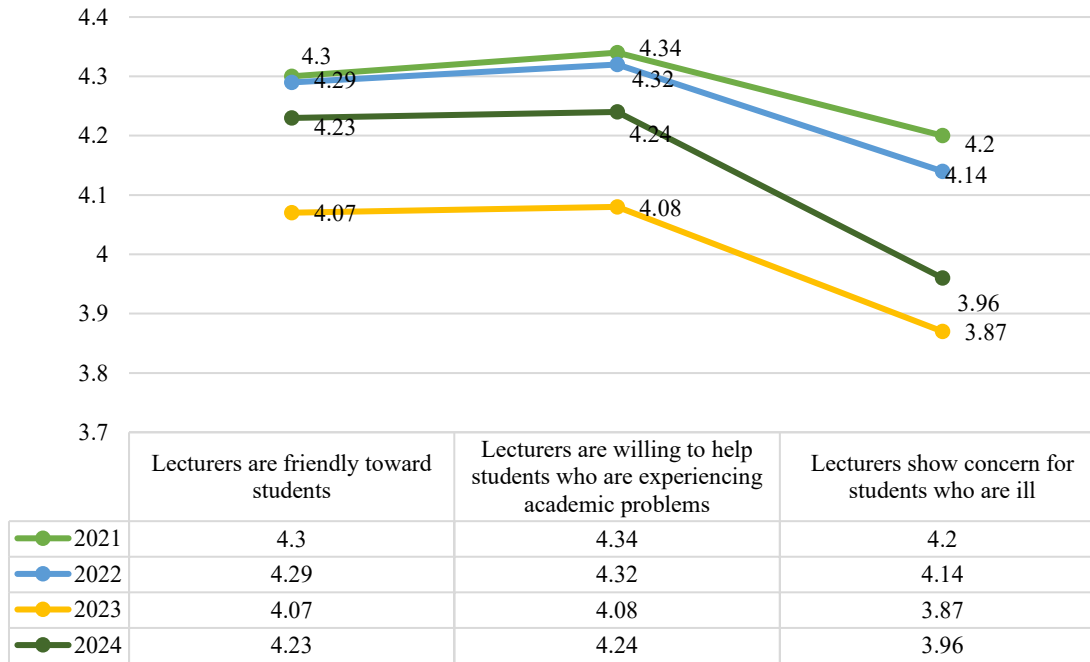
As an institution education high quality oriented and empowered global competitiveness, the Faculty of Tourism, Udayana University continues make an effort create ecosystem conducive, adaptive, and humanistic education. This report is expected to be a document transparent and informative accountability for all over stakeholders' interests — students, lecturers, staff education, university leadership, partners industry, and society wide —in order to realize education high quality, relevant and impactful tourism.



The Tangibles dimension represents evaluation students regarding the completeness and quality means physical facilities that support the learning process at the Faculty of Tourism, Udayana University. Includes indicators such as lecture rooms, facilities laboratories, toilets, internet parks, etc. Wi-Fi access and websites, this dimension reflects how well the campus infrastructure responds need students. Average grade satisfaction during the last four years reached 3.89, which is included in the " Satisfied " category. The highest value given to the aspects of comfortable lecture rooms, discussion /seminar rooms, and adequate parking areas, indicating that student appreciate convenience and availability facility main campus. On the other hand, aspects such as Wi-Fi access, laboratories, and internet parks are gaining mark relatively lower, although still in the category satisfied. This is an important note for improvement. sustainable, especially in supporting facilities digital learning and student independent activities.

Improvement scores on several indicators in 2024 reflect success various effort improvements that have been made, such as renovations facilities, additions classroom equipment, reinforcement internet network, as well as digitalization services and information. Although thus, the results of this evaluation serve as a reminder that improvement infrastructure must continue done in a way consistent to support quality adaptive, modern and empowering learning compete.

EMPATHY



The Empathy dimension reflects level the lecturer's concern and attention towards students, including in terms of help with study problems, behaving friendly, and give attention to condition personal students like when Sick.

During period 2021–2024, this dimension records the average value highest compared to other dimensions, namely 4.17, which falls into the "Satisfied" category. This shows that students really appreciate warm and supportive interactions from the lecturers.

Indicator "lecturers are willing" help students who experience study problems" obtain mark highest in a way consistent, followed by a friendly attitude of the lecturer. While attention to sick students is a little lower, but still is in the category satisfying.

These findings indicate that aspect empathy is strength main focus in the learning experience at the Faculty of Tourism. The commitment of lecturers in building human relations with Students become an important added value in creating environment inclusive and supportive academics.

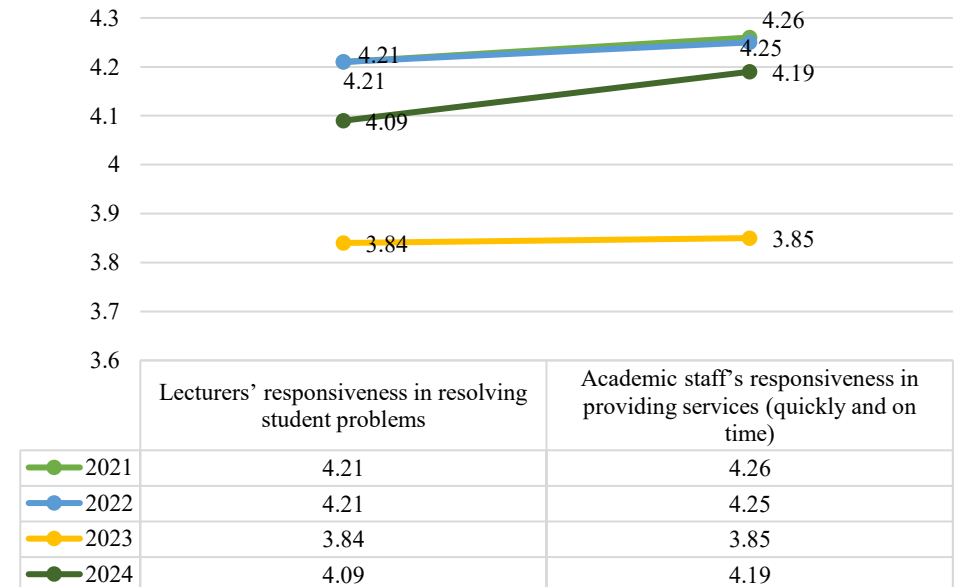
The Responsiveness dimension assesses alertness of lecturers and staff education in response need as well as finish problem student in a way fast and on time.

During period 2021–2024, this dimension records average value of 4.11, which is included in the "Satisfied" category. This achievement shows that student feel existence commitment and attention real from party faculty in providing service responsive academic.

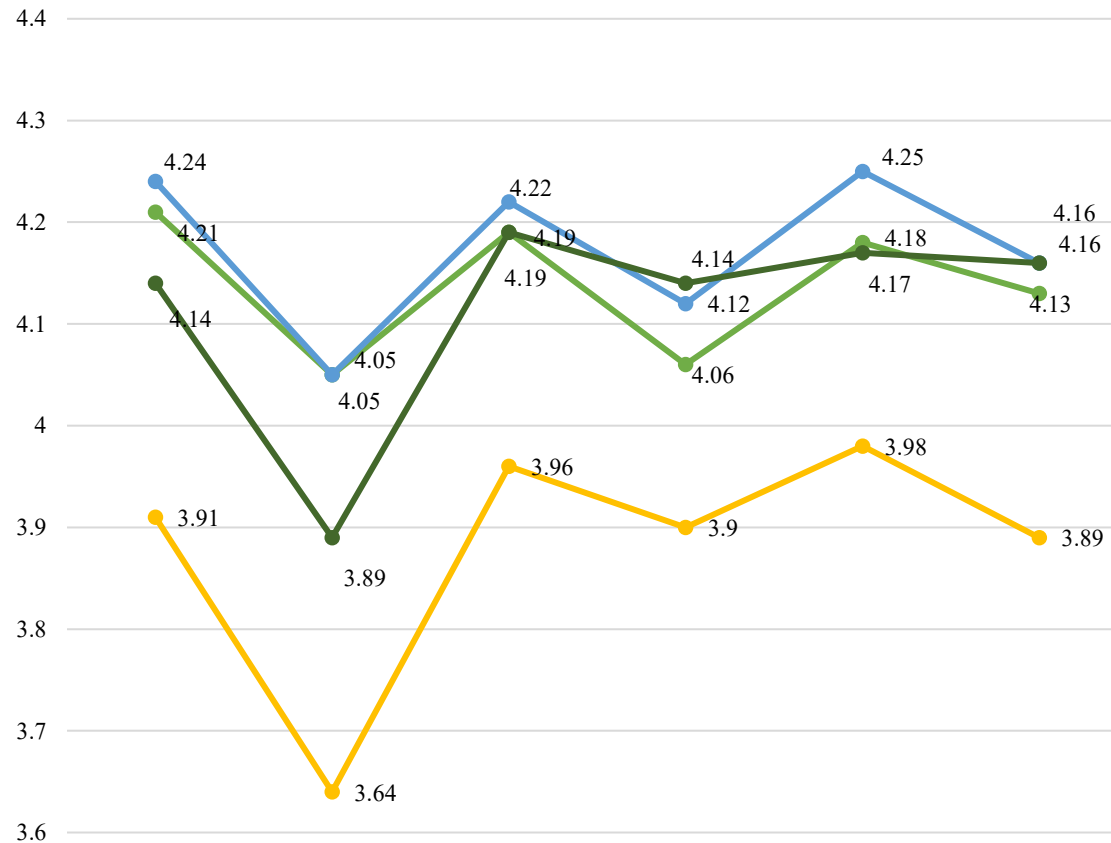
Indicator highest lies in alertness staff academic in service students, who are consistent take notes value above 4.0, indicates the important role of staff in supporting smoothness of the academic process. Meanwhile, the alertness of lecturers in completing problem students also get appreciation positive, although it declined in 2023.

In general, these results reflect that response fast and responsive service is one of the quite a strong aspect of satisfaction students, although still required effort guard consistency and improve quality service in all lines.

RESPONSIVENESS



RELIABILITY



The Reliability dimension emphasizes consistency, accuracy, and responsibility. answer the lecturer and power education in running its role. Including in it is objectivity assessment, discipline teaching, and reliability service administration academic.

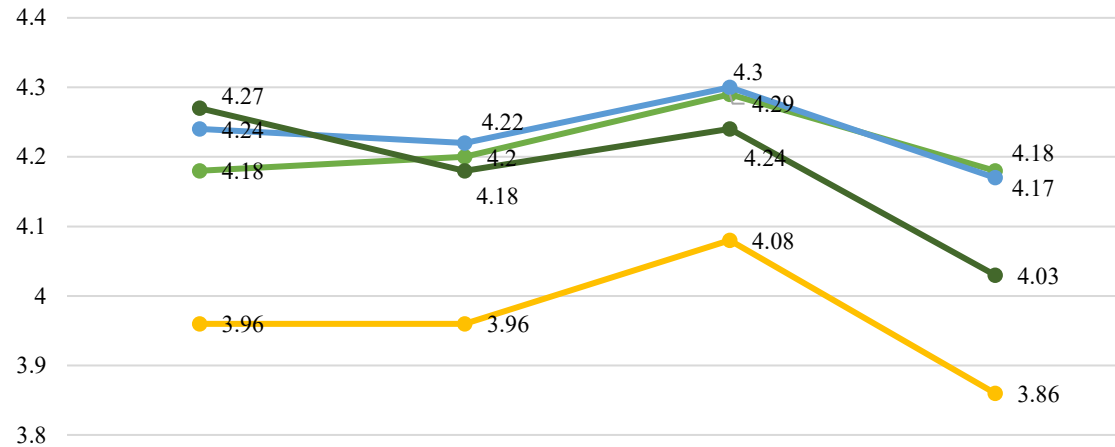
Based on data from 2021 to 2024, this dimension gained average value of 4.07, which is included in the " Satisfied " category. This achievement shows that in general students feel confident in the professionalism of lecturers and staff academic in supporting the educational process.

Evaluation highest in a way consistent obtained by the indicator "lecturer gives mark end in a way objective, fair and transparent" and "ability staff academic in service interest students " This reflects trust students towards integrity academic and quality service administration provided.

Meanwhile, the indicator of " lecturer discipline in giving lectures according to schedule" shows mark lowest compared to other indicators, especially in 2023. This finding is of important concern for faculty in improving compliance with academic schedules and lecture regulations.

In general, the Reliability dimension reflects stability quality service education provided to students. Although the results are quite satisfactory, they are still required effort improvement sustainable, especially in strengthening discipline implementation of lectures and maintain standard service reliable and accurate administration. Improvement communication between students, lecturers and staff Education is also the key to maintaining trust and strengthen reliability service in a way comprehensive.

ASSURANCE



The Assurance dimension focuses on the aspect guarantee and sense of security provided by the institution through polite service, accurate information, and certainty academically accepted student during the study process. This includes Credibility of lecturers and staff academic, handling complaint, clarity rules, and quality delivery of material.

During In the last four years, this dimension recorded an average score of 4.15 in the "Satisfied" category. Indicator The highest in this dimension is "the lecturer gives up to date knowledge student " signifies existence attention to the relevance of teaching materials to development industry and science. In addition, the assessment High is also given for "attitude polite staff academics in service," reflects quality humanistic and professional interaction in the environment academic.

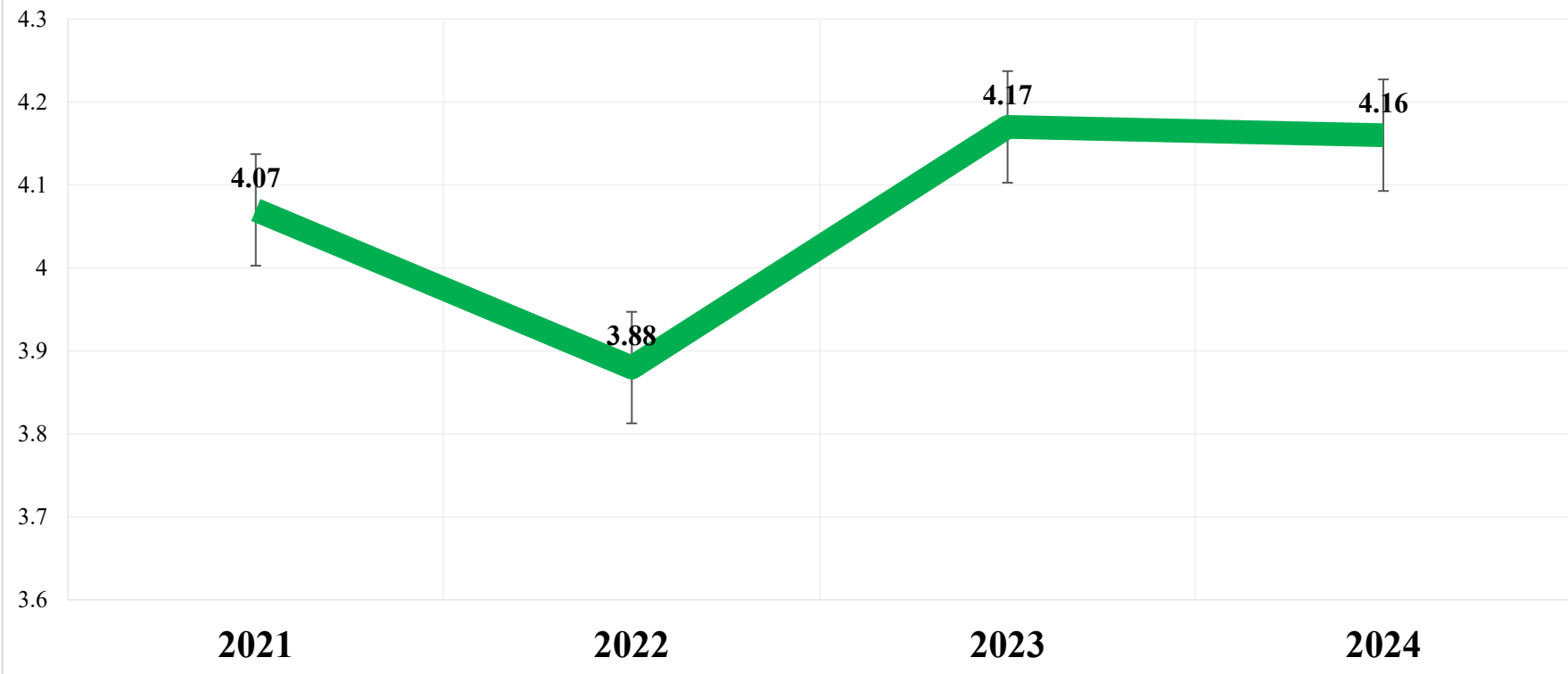
Even though Thus, the indicator of "enforcement" sanctions for students who violate regulation " obtain " score relatively lower, especially in 2023. This could be a concern in strengthening culture discipline as well as socialization rule more consistently and firmly.

In general, this achievement confirms that lecturers and staff education at the Faculty of Tourism has been running their important role in building trust and certainty service academic, which is an important foundation in creating atmosphere quality and integrity learning.

Satisfaction level students of the Faculty of Tourism during the period 2021 to 2024 shows consistent and positive results. The average value of the TERRA indicator is overall is in the "Satisfied" category which indicates that service academic and non- academic provided by the faculty capable fulfil expectation student in a way adequate and sustainable. This sustainability describes that effort faculty in maintaining and improving quality service Keep going walk well.

Although there are fluctuation values across several years, as can be seen in the Satisfaction Level Table Student During 2021-2024, the general trend remains show stable and satisfying satisfaction. This condition indicates that faculty responsive to input and committed to making necessary improvements in order to create a conducive and supportive learning environment achievement academic students. With on this basis, satisfaction data student from year to year it has become an important reference in the evaluation and development of quality service faculty.

STUDENT SATISFACTION LEVEL YEAR 2021 - 2024



Based on satisfaction data student during 2021–2024 period, Faculty of Tourism, Udayana University consistent carry out routine evaluation using the TERRA approach which measures five dimensions main: Tangibles, Empathy, Reliability, Responsiveness, and Assurance. The overall average value of 4.07 indicates that student generally feel satisfied with the services and facilities provided faculty, with category stable and positive satisfaction during the last four years.

Although there is a little fluctuation mark from year to year, decreasing in 2022 to 3.88, followed by an increase in 2023 and 2024 reaching 4.17 and 4.16 respectively, the trend overall shows positive and stable direction. A decline in 2022 could be material evaluation is important for faculty to identify factors that influence satisfaction students, but response fast and improvements made succeed return level satisfaction to a higher level in the following years.

Empathy Dimension gained highest average score namely 4.17 (satisfied), indicating high appreciation students towards attitudes friendly, caring and concerned lecturers, especially in helping students who face constraint studies and also condition health. Personal and warm response from lecturers to needs emotional and academic students become a force main faculty in creating supportive and humanistic learning environment. Lowest score is in the Tangibles dimension, namely 3.89 (satisfied), which assesses aspect physical and facilities Supporter learning facilities such as lecture rooms, toilets, internet parks, reading rooms, laboratories, and digital media such as Wi-Fi and academic information websites. These results show that although effort

repair Keep going done, still there is expectation students who are higher on quality, accessibility, and convenience facilities provided. Other dimensions include Assurance with category satisfied (4.15) indicates that student feel confident in the competence of lecturers and staff academic as well as mechanism services and enforcement rules that work well, provide a sense of security during the academic process. Responsiveness with category satisfied (4.11) shows speed and accuracy responses from lecturers and staff education in completing various problem students who are considered good and responsive. Reliability is also category satisfied (4.07) indicates trust students regarding lecturer discipline, clarity of information, and reliability service high administration, although some aspects technical still needs to be strengthened.

Consistency the value that is in the "Satisfied" category confirms that faculty capable maintain quality academic and non- academic activities that support students' learning experiences in a way comprehensive. Factors such as quality teaching, service administration, facilities supporters, as well as effective communication contribute significant in achieving these results. In the future, the faculty can continue monitor and improve aspects services received lower scores, especially on the Tangibles dimension, to ensure level satisfaction students are not only retained but also improved going to higher categories such as "Very Satisfied"

Conclusion :

During 2021–2024 period, Faculty of Tourism, Udayana University consistent carry out evaluation satisfaction student through TERRA approach which includes five dimensions main service education. Evaluation results show that trend satisfaction student generally in the " Satisfied " category with overall average value of 4.07 (scale 1–5). Although it had experienced decline in 2022, value increases again in a way significantly in subsequent years, reflecting success faculty in responding dynamics needs and expectations student in a way fast and measurable.

From the side dimensions, achievements highest is at Empathy (4.17), which highlights strong interpersonal relationships between lecturers and students, as well as high appreciation for attitudes caring and supportive lecturers. On the other hand, Tangibles noted mark lowest (3.89), reflecting that aspect facility physical and digital are still a concern main students, although still is in the category satisfactory. Meanwhile, the dimensions of Assurance (4.15), Responsiveness (4.11), and Reliability (4.07) show level high satisfaction with quality service, professionalism, and Power responsiveness of lecturers and staff academic.

All over This achievement is inseparable from effort repair sustainable that has been done faculties, starting from renovation facilities, additions lecture room equipment, reinforcement learning tools and digital access, up to digitalization service academic and non- academic. In addition, the faculty also continues increase quality of resources man through training of lecturers and staff education, certification competence, as well as evaluation sustainable performance. Activities such as meetings students, strengthening integrity zones, and maintenance facilities are also part from sustainable strategies to create environment superior, inclusive and empowered academics compete.

The consistency of the results in the "Satisfied" category confirms that the Faculty of Tourism, Udayana University has and will Keep going guard quality service education through commitment to improvement quality in a way comprehensive and sustainable.