

## **Analysis of user satisfaction graduate in education for Islamic elementary school teachers program UIN Sunan Kalijaga Yogyakarta**

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### **ABSTRACT**

The aims of this research are 1) to find out the satisfaction of users of Education for Islamic Elementary School Teachers Programme (EIESTP) UIN Sunan Kalijaga Yogyakarta graduates, and 2) to know the analysis of the needs of graduate users to face the transformation of 21st Century Education. The population of this research is users of graduates from EIESTP UIN Sunan Kalijaga Yogyakarta alumni/graduates in 2019, 2020, and 2021. The number of samples is determined by the Slavin formula. Based on the calculation results, the number of samples is 152 graduate users. Data collection instruments are closed questionnaires and documentation. The response results from graduate users are then analyzed using the Customer Satisfaction Index (CSI) method. The research findings show that 1) Satisfaction of users of EIESTP UIN Sunan Kalijaga Yogyakarta graduates with the CSI method was obtained at 94.96% in the very satisfied category, and 2) EIESTP Study Program UIN Sunan Kalijaga Yogyakarta needs to make improvements and increase expertise in the fields of knowledge, collaboration, and integrity ability of its graduates. Satisfaction with the use of EIESTP graduates is in the very satisfied category due to several factors: 1) EIESTP annually conducts FGDs with alumni and graduate users, 2) there is an alumni group to monitor alumni development, 3) there is training and soft skill development workshops for students. This research contributes to the study program in improving and developing the quality of its alumni. Apart from that, the study program also obtains information on market needs from alumni users.

#### **Abstrak**

Tujuan dari penelitian ini adalah 1) untuk mengetahui kepuasan pengguna lulusan Program Pendidikan Guru Sekolah Dasar Islam (EIESTP) UIN Sunan Kalijaga Yogyakarta, dan 2) untuk mengetahui analisis kebutuhan pengguna lulusan dalam menghadapi transformasi pendidikan. Pendidikan Abad 21. Populasi penelitian ini adalah pengguna lulusan alumni/lulusan EIESTP UIN Sunan Kalijaga Yogyakarta tahun 2019, 2020, dan 2021. Jumlah sampel ditentukan dengan rumus Slavin. Berdasarkan hasil perhitungan, jumlah sampel sebanyak 152 pengguna lulusan. Instrumen pengumpulan data berupa angket tertutup dan dokumentasi. Hasil respon dari pengguna lulusan kemudian dianalisis menggunakan metode Customer Satisfaction Index (CSI). Hasil penelitian menunjukkan bahwa 1) Kepuasan pengguna lulusan EIESTP UIN Sunan Kalijaga Yogyakarta dengan metode CSI diperoleh sebesar 94,96% dengan kategori sangat puas, dan 2) Prodi EIESTP UIN Sunan Kalijaga Yogyakarta perlu melakukan perbaikan dan peningkatan keahlian dalam bidangnya. bidang ilmu,

kerjasama, dan kemampuan integritas lulusannya. Kepuasan terhadap penggunaan lulusan EIESTP berada pada kategori sangat puas karena beberapa faktor: 1) EIESTP setiap tahunnya mengadakan FGD dengan alumni dan pengguna lulusan, 2) adanya kelompok alumni yang memantau perkembangan alumni, 3) adanya pelatihan dan soft skill lokakarya pengembangan untuk siswa. Penelitian ini memberikan kontribusi bagi program studi dalam meningkatkan dan mengembangkan kualitas alumninya. Selain itu prodi juga memperoleh informasi kebutuhan pasar dari pengguna alumni.

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## INTRODUCTION

Education for Islamic Elementary School Teachers Programme (EIESTP) at UIN Sunan Kalijaga has the goal of developing a strong network with graduates and similar institutions both at home and abroad. The EIESTP Study Program has succeeded in graduating students starting from the 2008 – 2018 Batch with a variety of different student characteristics. In line with the times and technology that occurred in the Industrial Revolution 4.0 era, the EIESTP study program is required to keep up with the changes that are taking place. The efforts made by the EIESTP study program are to evaluate the ability of graduates in the world of work to produce quality alumni. The measure of the success of a study program can be seen, one of which is the quality of graduates accepted in the world of work. As stated by <sup>1</sup>, that in society the existence of graduates is an aspect of community evaluation of the quality of study programs and universities of origin.

Revolution 4.0 requires EIESTP study programs to change the education curriculum which aims to produce quality graduate competencies. Currently EIESTP is applying for FIBAA international accreditation and preparing to implement the MBKM curriculum <sup>2</sup>, in which the study program collaborates with various partners as graduate users to find out needs analysis in the field. Therefore, to collect information, analyze the needs of graduates, and evaluate graduate competencies, it is necessary to carry out tracer studies and

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<sup>1</sup> N Sulvinajayanti, Iskandar, & Hayat, "Analisis Kepuasan Pengguna Lulusan Terhadap Alumni Komunikasi Dan Penyiaran Islam IAIN Parepare," *Jurnal Penelitian* Vol 13, no. No 2 (2019): 279–304.

<sup>2</sup> Maemonah, "PROGRAM MBKM PGMI S1 UIN SUNAN KALIJAGA DENGAN UNY Dan UAD," 2022, <https://pgmi.uin-suka.ac.id/id/berita/detail/5352/program-mbkm-pgmi-s1-uin-sunan-kalijaga-dengan-uny-dan-uad>.

measure customer satisfaction with EIESTP graduates. A tracer study is a study that can provide useful information for evaluating higher education outcomes and can then be used to improve and ensure the quality of higher education institutions<sup>3</sup>. Tracer studies and customer satisfaction can provide information in order to evaluate the results of higher education to be used as improvement and quality assurance of study programs and universities.

Publication of research conducted by <sup>4</sup>, with the title "Analysis of Graduate User Satisfaction with Alumni of Islamic Communication and Broadcasting IAIN Parepare." This research was conducted using descriptive evaluative method. The research was conducted using seven indicators, namely "integrity ability, teamwork ability, information technology ability, self-development ability, communication ability, professionalism ability, ability to speak English." The results of the study provide information if KPI alumni users have high satisfaction.

Research publication by <sup>5</sup>, with the title "Analysis of Graduate User Satisfaction Levels Using the Importance Performance Analysis Method for Alumni of the APP Jakarta Polytechnic in the Greater Jakarta Area." The research was conducted using a quantitative approach to the Importance Performance Analysis (IPA) method. The research subjects were alumni users who graduated in 2018, 2019 and 2020, namely 56 companies. The results of the research on the seven indicators used show that graduate users have a satisfaction level of 78.36%.

Research publication by <sup>6</sup>, with the title "Analysis of User Satisfaction with Graduates in Statistical Study Program Open University." The findings show that the value of the concordance level between user satisfaction and the importance of graduate ability is very good at 92.87% and the aCSI value is 78.25% which means that overall user satisfaction with graduates is good, besides that based on the results of the Fishbein multi-attribute model, the Ao value of 158.20 which means that graduate users have a positive attitude towards the ability of graduates of the UT Statistics program.

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<sup>3</sup> Windasari & Rifqi Andari, S., Setiawan, A. C., "Educational Management Graduates: A Tracer Study from Universitas Negeri Surabaya, Indonesia," *IJORER: International Journal of Recent Educational Research* Vol 2, no. No 6 (2021): 671–81.

<sup>4</sup> N Jayanti, S., Iskandar, I., & Hayat, "Analisis Kepuasan Pengguna Lulusan Terhadap Alumni Komunikasi Dan Penyiaran Islam IAIN Parepare," *JURNAL PENELITIAN* Vol 13, no. No 12 (2019): 279–304.

<sup>5</sup> A Wicaksono, A. R. A., Ray, E. L., Saberan, F., & Rapi, "Analisis Tingkat Kepuasan Pengguna Lulusan Dengan Menggunakan Metode Importance Performance Analysis Pada Alumni Politeknik APP Jakarta Di Wilayah Jabodetabek," *Prosiding Seminar Nasional Manajemen Industri Dan Rantai Pasok* Vol 2, no. No 1 (2021): 191-198.

<sup>6</sup> D. J Hasanah, S. H., & Ratnaningsih, "Analysis of User Satisfaction with Graduates in Statistical Study Program Universitas Terbuka.," *Jurnal Varian* Vol 5, no. No 1 (2021): 29-38.

Research publications from <sup>7</sup>, with the title "Analysis of Satisfaction to The User of The Elementary Teacher Study Program Graduates Faculty of Teacher Training and Education, Pakuan University." Measurements were made on seven indicators, specifically, professionalism (specialization based on field), English, computer skills, communication, cooperation, and self-improvement. The study's findings show that strong scores in six areas—integrity, professionalism, communication, use of technology, teamwork, and self-development—are generated by customer satisfaction (85.7%). The results are quite good even though only one aspect (14.3%) was considered. Literacy in English is the area that needs improvement. This shows that the study plan must be very serious about helping PGSD students become more proficient in the English language so they can learn it more effectively. excellent grammar, writing, speaking, and listening.

In the tracer study there is information about the relationship between tertiary institutions and the world of work/partners, assessing the relevance of study programs, information for stakeholders, and higher education accreditation requirements. Currently a tracer is one of the requirements in preparing BAN-PT, Lamdik, and FIBAA accreditation<sup>8</sup>. With this information, the study program can redesign the curriculum according to the needs of alumni users. So far, the process of carrying out a tracer study conducted by UIN Sunan Kalijaga with the devaluation system by CENDI has been going well, but there are obstacles, namely the number of respondents from graduates being traced is less than 70% and there has been no measurement of graduate users.

The purpose of this study is to find out how graduate users' satisfaction with the quality of graduates of the EIESTP study program is based on measuring graduate user satisfaction and recommendations on the needs of alumni users in order to improve the quality of graduates. This research on graduate users can be used as input material for the development of EIESTP study programs, both aspects of the learning process, service, and curriculum improvement. The satisfaction level of graduate users is very much needed in efforts to improve the quality of the curriculum, therefore it is necessary to measure the level of satisfaction on a regular basis

Analysis is an activity of thinking to break down a whole into components, their relationship to one another and their respective functions in an integrated whole. data analysis is an effort made to systematically search for and organize

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<sup>7</sup> F. S Sukmanasa, E., Novita, L., & Sundari, "Analysis of Satisfaction to The User of The Elementary Teacher Study Program Graduates Faculty of Teacher Training and Education, Pakuan University.," *JHSS (JOURNAL OF HUMANITIES AND SOCIAL STUDIES)*, Vol 1, no. No 1 (2017): 35–40.

<sup>8</sup> BAN-PT, *Buku II Standar Dan Prosedur Akreditasi Program Studi Sarjana* (Depdiknas, 2008).

records of observations, interviews, and others to increase the researcher's understanding of the case being researched and presented as findings to others<sup>9</sup>.

According to <sup>10</sup> The definition of analysis is the activity of thinking to break down a whole into components so that it can recognize the signs of the components, their relationship to each other and the function of each in an integrated whole. According to Harahap in <sup>11</sup> The definition of analysis is breaking or breaking down a unit into the smallest units.

Based on some of these opinions, it can be concluded that analysis is an activity to solve a problem by breaking down a unit into its components to conclude results.

Graduates act as agents of added value in academic implementation activities who benefit from research, education and community service<sup>12</sup>. Graduates play a role in the attractiveness of study programs <sup>13</sup>.

Graduate users are an institution where alumni work<sup>14</sup>. Meanwhile, according to<sup>15</sup> graduate users are consumers who need to know their level of satisfaction to provide self-evaluations in advancing the institution. Hafiz believes that graduate users are partners for universities in the aspect of developing graduate competencies <sup>16</sup>. The satisfaction of graduate users is assessed on the basis of the wishes, needs and expectations of graduate users<sup>17</sup>.

Customer satisfaction is a user response before and after using a product/service<sup>18</sup>. Goranda said customer satisfaction is a feeling of pleasure to disappointment from comparing services, products or performance<sup>19</sup>. Higher

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<sup>9</sup> Noeng Muhadjir, *Metodologi Penelitian Kualitatif Pendekatan Positivistik, Rasionalistik, Phenomologik, Dan Realisme Metaphisik Telaah Studi Teks Dan Penelitian Agama* (Yogyakarta: Bayu Indra Grafika, 1998).

<sup>10</sup> Komaruddin, *Ensilopedia Manajemen, Edisi Ke 5* (Jakarta: Bumi Aksara, 2001).

<sup>11</sup> Azwar, *Analisis Kualitas Layanan Sistem Manajemen Apartur Responsif Terpadu Menggunakan Metode Servqual* (Universitas Muhammadiyah Riau, 2019).

<sup>12</sup> BAN-PT, *Buku II Standar Dan Prosedur Akreditasi Program Studi Sarjana*.

<sup>13</sup> D Jackson, "The Changing Nature of Graduate Roles and the Value of the Degree," *JOURNAL OF HIGHER EDUCATION POLICY AND MANAGEMENT*, 2020.

<sup>14</sup> Y Kisworo, B., Utsman, Ilyas, & Siswanto, "Kepuasan Mahasiswa Dan Pengguna Lulusan Program Studi Pendidikan Luar Sekolah Universitas Negeri Semarang," *Journal of Nonformal Education and Community Empowerment* Vol 2, no. No 2 (2018).

<sup>15</sup> M Setyaningsih, I., & Abrori, "Analisis Kualitas Lulusan Berdasarkan Tingkat Kepuasan Pengguna Lulusan," *Jurnal Ilmiah Teknik Industri*, Vol 12, no. No 1 (2013): 73-82.

<sup>16</sup> A Hafiz, "KEPUASAN PENGGUNA LULUSAN ALUMNI PRODI PENDIDIKAN ISLAM ANAK USIA DINI STAIN GAJAH PUTIH TAKENGON," *Jurnal As-Salam* Vol 5, no. No 1 (2021): 43-52.

<sup>17</sup> D. J Hasanah, S. H., & Ratnaningsih, "Analysis of User Satisfaction with Graduates in Statistical Study Program Universitas Terbuka," *Jurnal Varian* Vol 5, no. No 1 (2021): 29-38.

<sup>18</sup> Kisworo, B., Utsman, Ilyas, & Siswanto, "Kepuasan Mahasiswa Dan Pengguna Lulusan Program Studi Pendidikan Luar Sekolah Universitas Negeri Semarang."

<sup>19</sup> M Goranda, I. R., Nurhayati, P., & Simanjuntak, "Analysis of Consumer Satisfaction and Loyalty Factors with CRM Approach in Agribusiness E-Commerce Company.," *Journal of Consumer Sciences*, Vol 6, no. No 2 (2021): 111-28.

education customers are users of college alumni, for example foundation heads, school principals, company directors, and so on. User satisfaction is something that universities must achieve so that universities continue to exist so that they have attractiveness<sup>20</sup>.

Indicators of graduate user satisfaction used are Ethics, skill areas of expertise, Communication Skills, Organizational Skills, Leadership, Logic, Business, and Cooperation Skills<sup>21</sup>. Meanwhile, according to Elmeida, an indicator of user satisfaction is physical appearance. Empathy, assurance, responsiveness, and reliability<sup>22</sup>. Indicators of user satisfaction used in this study are ethics, expertise in the field of science, foreign language skills, use of IT, communication skills, collaboration skills, self-development, leadership and integrity<sup>23</sup>.

## Methods

The study is quantitative and descriptive. According to <sup>24</sup>, descriptive research is research done to ascertain the value of the independent variable, either one variable or multiple (independent), without drawing comparisons or relating the independent variable to other factors. Defining descriptive research as "research that seeks to describe a symptom, event, or event that is happening at the present time" is <sup>25</sup>. On the basis of this comprehension, it may be said that quantitative descriptive research is research that uses numbers to describe a phenomenon.

Sources of data from this study consisted of primary data and secondary data, Primary Data is respondents from this study were users of EIESTP UIN Sunan Kalijaga Yogyakarta alumni and Secondary data is in the form of various literature from journal articles and books.

The population is a generalized area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn. The population in this study were alumni/graduates and users of EIESTP study program UIN Sunan Kalijaga Yogyakarta

Samples are some members of the population who provide information or data needed in research. The sample for this research is alumni/graduates and users of EIESTP study program UIN Sunan Kalijaga Yogyakarta graduates in 2019, 2020

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<sup>20</sup> Tjiptono, *Manajemen Jasa*. (Andi, 2006).

<sup>21</sup> Setyaningsih, I., & Abrori, "Analisis Kualitas Lulusan Berdasarkan Tingkat Kepuasan Pengguna Lulusan."

<sup>22</sup> I. F Elmeida, "Analisis Kepuasan Pengguna Lulusan Diploma III Kebidanan Poltekkes Kemenkes Tanjungkarang." *Jurnal Kesehatan Metro Sai Wawai*, Vol 5, no. No 2 (2012): 54-60.

<sup>23</sup> Heri Retnawati dan Muhammad Ikhsan Ghozali, "Competency Characteristics of Graduates Viewed from User Satisfaction Using Nonhierarchical Clusters," *Al Ta'lim Journal* Vol 28, no. No 3 (2021).

<sup>24</sup> Sugiyono, "Metode Penelitian Pendidikan (Pendekatan Kuantitatif , Kualitatif Dan r & d)," 2015, 456.

<sup>25</sup> Nana dan Ibrahim Sudjana, *Penelitian Dan Penilaian Pendidikan* (Bandung: Sinar Baru Algesindo, 2004).



and 2021. Apart from being limited to 3 years of graduates, the number of samples is also limited by using the Slovin formula. The Slovin formula used is as follows.

$$\text{Slovin formula}(n) = \frac{N}{(1+(Nxe^2))}$$

Where n is the sample, N is the population, e is the level of error, which is 5%. The sampling technique used was proportionate stratified random sampling. In this technique, the sample is selected from members of the population randomly and proportionally stratified. The condition of this technique is that members of the population must be heterogeneous<sup>26</sup>

### Data Collection Techniques and Instruments

Data collection techniques are techniques or methods that can be used by researchers to collect data. While data collection instruments are tools that are selected and used by researchers in their activities to collect data so that these activities become systematic and easier. Data collection techniques used in this study include questionnaires and documentation. The explanation is as follows.

#### 1. Questionnaire

According to <sup>27</sup> a questionnaire or questionnaire is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer. The respondents of this study were alumni/graduates of EIRSTP UIN Sunan Kalijaga Yogyakarta. The questionnaire in this study was conducted to obtain data on user satisfaction from EIRSTP graduates. User satisfaction data is obtained by distributing closed questionnaires to respondents via the web. The grid of the questionnaire used can be seen in Table 1.

No	Indicator	Sub Indicator
1	Ethics	Honest
2		Friendly
3		Manners
4		Fair in attitude
5		Comply with all rules
6	Expertise in the field of science	The suitability of the field of expertise with the job
7		Mastering his field of work
8		Able to implement the field of knowledge in college to the world of work
9	English ability	Ability to use foreign languages to support work
10	IT use	Mastery of information technology
11		IT operational prowess
12		Good verbal communication skills
13	Communication	The ability to accept the opinions of others
14		Easily adapts to other colleagues
15		Willingness to work with a team
16	Cooperation	Able to express opinions

<sup>26</sup> Sugiyono, *Metode Penelitian Kualitatif, Kuantitatif, Dan R & D*. (Bandung: Alfabeta, 2008).

<sup>27</sup> Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, Dan R&D*.

17	Self-development	Able to think integrally
18		Able to be responsible in completing tasks and obligations
19		Quick and responsive in solving work problems
20		Independent at work
21		Creating innovation
22	Leadership	Have a clear vision for the future
23		Be an example
24		Act decisively in solving problems
25		Coordinating colleagues at work
26	Integrity ability	Have goals in your career
27		Able to work under pressure
28		Able to accept criticism and suggestions

The questionnaire used was a closed questionnaire with the following four criteria.

SP = very satisfied                      P = satisfied  
C = enough                                K = less

## 2. Documentation

The documentation method is a method of collecting qualitative data by viewing or analyzing documents made by the subject himself or by others by the subject. Documentation in this study is in the form of image documentation on the research activities carried out.

Data analysis uses the Customer Satisfaction Index (CSI) method. The Customer Satisfaction Index (CSI) is a measurement scale that describes the level of customer satisfaction with a product. The Customer Satisfaction Index (CSI) is used to determine the overall level of hasanahcustomer satisfaction by looking at the level of importance of product attributes<sup>28</sup>. The steps of the CSI calculation are as follows.

1. Input the respondent's satisfaction data into excel with a score of 1 to 4. The scoring criteria are as follows.

SB score 4                                B score 3  
C score 2                                K score 1

2. Determine the mean of each assessment attribute/sub-indicator.

3. Determining Weight Factors (WF)

- The total mean of the 28 indicators is calculated first
- $WF = \text{mean of each indicator} / \text{mean total} \times 100$

4. Determine the Weight Score (WS) for each indicator = Mean X WF

5. Determine the total WS of all indicators

6.  $CSI = \text{Total WS} / \text{maximum score from the respondent's assessment}$

7. Convert the CSI score with the following criteria.

**Table 2. Conversion of CSI Criteria**

CSI Criteria	CSI Score
Very Satisfied	0,81 - 1.00

<sup>28</sup> Hasanah, S. H., & Ratnaningsih, "Analysis of User Satisfaction with Graduates in Statistical Study Program Universitas Terbuka."



Satisfied	0,66 - 0,80
Enough Satisfied	0,51 - 0,65
Less Satisfied	0,35 - 0,50
Very Dissatisfied	0,00 - 0,34

## RESULT AND DISCUSSION

### A. Research Results

The first stage carried out by researchers is research preparation. This preparation was carried out by tracking alumni or tracer studies based on graduates in 2019 - 2021 to identify the presence of working alumni, as well as conducting Stage 1 Forum Group Discussion (FGD) regarding data needs in research for the preparation of research questionnaires.

#### 1. Tracking alumni

Alumni tracking is done by looking for a list of alumni/graduates of the EIESTP study program from the study program. After tracking, it was found that there were 239 graduates of EIESTP UIN Sunan Kalijaga from the 2019 to 2021 batch. The number of research samples was determined using the Slovin formula. From calculations using the Slovin formula, the number of samples is 152 alumni.

#### 2. Phase I FGD

This phase I FGD was conducted to strengthen the instruments that were prepared as well as to determine the method used in capturing responses from alumni users.

#### 3. Determine the Method

Measurement of graduate user satisfaction is carried out using the Customer Satisfaction Index (CSI) method. The Customer Satisfaction Index (CSI) is a measurement scale that describes the level of consumer satisfaction with a product. In this study, CSI was used to determine the level of graduate user satisfaction with EIESTP UIN Sunan Kalijaga Yogyakarta graduates.

#### 4. Distributing Questionnaires

The questionnaire was prepared with reference to nine indicators, namely ethics, expertise in the field of science, foreign language skills, use of IT, communication skills, collaboration skills, self-development, leadership and integrity. This indicator is different from the BAN-PT and Lamdik indicators which are only seven indicators. This difference lies in the added indicators of leadership and integrity. The researcher added these two indicators because they felt they were important. Leadership is really needed by alumni when they become chairmen or when leading both small scale, for example discussions and large, for example organizations. Integrity is also very important. Where now honesty is something that is expensive. So it is very important to instill an attitude of integrity. The nine indicators were then developed into 28 statement items. This questionnaire instrument was made in the form of a closed questionnaire with four answer choices, namely very satisfied, satisfied, sufficient, and lacking.

After the questionnaire instrument was compiled, it was then validated by two experts. Input and revisions from experts are used to make improvements to the anget prepared. After obtaining the final questionnaire, the statements in the questionnaire are inputted into the web. The link from this website will then be disseminated to alumni of EIESTP UIN Sunan Kalijaga Yogyakarta to then be forwarded to their superiors.

**Table 3. Graduate User Satisfaction Score**

No	Indicator	Sub Indicator	Skor			
			4	3	2	1
1	Ethics	Honest	52	0	0	0
2		Friendly	52	0	0	0
3		Manners	52	0	0	0
4		Fair in attitude	52	0	0	0
5		Comply with all rules	52	0	0	0
6	Expertise in the field of science	The suitability of the field of expertise with the job				
7		Mastering his field of work	41	4	0	7
8		Able to implement the field of knowledge in college to the world of work	34	16	2	0
9	English ability	Ability to use foreign languages to support work	45	7	0	0
10	IT use	Mastery of information technology				
11		IT operational prowess	34	17	1	0
12	Communication	Good verbal communication skills				
13		The ability to accept the opinions of others	46	6	0	0
14	Cooperation	Easily adapts to other colleagues	46	6	0	0
15		Willingness to work with a team				
16		Able to express opinions	39	11	2	0
17	Self-development	Able to think integrally	45	7	0	0
18		Able to be responsible in completing tasks and obligations				
19		Quick and responsive in solving work problems	34	10	8	0
20		Independent at work	48	4	0	0
21		Creating innovation	48	4	0	0
22	Leadership	Have a clear vision for the future				
23		Be an example	38	14	0	0
24		Act decisively in solving problems	38	14	0	0
25		Coordinating colleagues at work	42	8	2	0
26	Integrity ability	Have goals in your career	43	5	4	0

27	Able to work under pressure	32	16	4	0
28	Able to accept criticism and suggestions	30	19	3	0

The satisfaction results of 52 graduate users showed varying results from a score of 4 to 2. Most graduate users gave scores of 4 and 3 and very few scored 2, not even a score of 1 on all research indicators.

### 5. Analysis of Results

The number of samples is determined using the Slovin formula. Based on the calculation results, the number of samples is 152 graduate users. However, until this report was compiled, the number of alumni users who filled out the questionnaire was 52 users. The dissemination process will continue and be carried out continuously. Based on the results of calculations using the CSI method of the 52 users, it is known that the average CSI value is 94.96% in the very satisfied category.

The researcher also conducted Phase II of the FGD, which was related to the results of the research. The purpose of this FGD is to convey the results of the research as well as to get input from the FGD participants.

## B. Discussion

In data processing to determine the level of user satisfaction for graduates of the EIESTP UIN Sunan Kalijaga Yogyakarta study program, the researcher measured nine indicators, namely ethics, expertise in the field of science, foreign language skills, use of IT, communication skills, cooperation skills, self-development, leadership and integrity . The nine indicators were then translated into 28 attribute questions in a closed questionnaire with four possible answers: very satisfied, satisfied, sufficient, and lacking. The finished instrument was then validated by two experts. The results of the validation state that the instrument is feasible to use with several revisions. After being revised, the final instrument was put on the web. The web link is then disseminated to EIESTP alumni of UIN Sunan Kalijaga Yogyakarta to then be forwarded to their superiors as alumni users.

After obtaining data from 52 respondents, the satisfaction level of graduate users was analyzed using the customer satisfaction index (CSI) and the result was a graduate user satisfaction index value of 94.96%. This value is included in the interval of 81% -100%, thus it can be stated that the satisfaction level of users of EIESTP Study Program UIN Sunan Kalijaga Yogyakarta is in the very satisfied category.

As with research that was conducted in the study "Analysis of Graduate User Satisfaction Levels Using the Importance Performance Analysis Method for Alumni of the APP Jakarta Polytechnic in Jabodetabek", which stated that they were quite satisfied with a percentage of 78.36%, so did the research "Analysis of User Satisfaction with the Graduate Program The Open University Statistics Study, which means that graduate users have a positive attitude towards the abilities of graduates of the UT Statistics program, the results of the research show

that the level of compatibility between user satisfaction and the importance of graduate ability is very good at 92.87%, as well as research conducted on "Satisfaction Analysis Users of Graduates of the Elementary School Teacher Study Program, Faculty of Teacher Training and Education, Pakuan University, with a satisfaction level of 85.7%. the results of the proportion of research with CSI analysis get higher results.

The results of the analysis show that almost all of the question attributes show very satisfied results from alumni users. There are only five attributes out of a total of 28 attributes that are in the satisfied category. The five attributes are number 6 (suitability of the work field), 14 (adaptive ability), 21 (innovation), 27 (work under pressure), 28 (acceptance of criticism suggestions) which are included in the indicators of expertise in the fields of science, cooperation, and integrity capabilities. EIESTP Study Program UIN Sunan Kalijaga needs to make efforts to improve some of these aspects that have not been maximized.

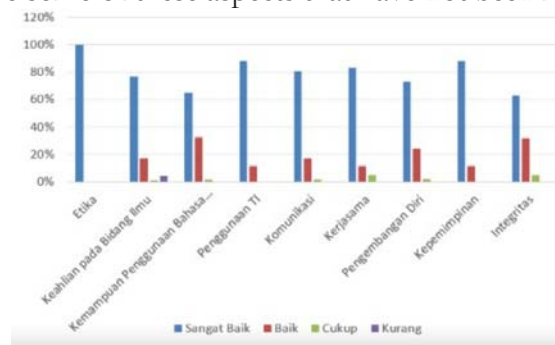


Figure 1. Alumni User Survey Results

## CONCLUSION

The research findings show that: 1) User satisfaction for EIESTP UIN Sunan Kalijaga Yogyakarta graduates with the CSI method was obtained at 94.96% in the very satisfied category, 2) The EIESTP Study Program of UIN Sunan Kalijaga Yogyakarta needs to optimize the expertise in the fields of knowledge, collaboration, and integrity capabilities of its graduates. For further research, it is necessary to carry out a more precise strategy in tracing alumni and alumni users and obtaining data from them. the more data collected, the more valid the research results will be.

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