

**PEDOMAN PENGISIAN SURVEY KEPUASAN DAN KOMPLAIN
MAHASISWA**

(Student Satisfactory and Complaint Survey Guide)

Oleh:

Ketua Jurusan Teknologi Informasi

(Head of Information Technology Department)



POLITEKNIK NEGERI MALANG

(Head of Information Technology Department)

JUNI 2020

(June 2020)

I. Pendahuluan (*Introduction*)

Dalam rangka meningkatkan mutu dan kualitas pelayanan Jurusan Teknologi Informasi, maka pihak manajemen Jurusan memandang perlu untuk dilakukan survey secara berkala. Pada survey tersebut semua mahasiswa di program studi D3 Manajemen Informatika dan D4 Teknik Informatika dapat mengisi kuesioner yang telah disediakan untuk dapat menyampaikan aspirasi mereka. Kuesioner dapat diisi sewaktu-waktu selama mahasiswa masih berstatus aktif di masing-masing prodi, dan hasil dari pengisian kuesioner tersebut akan dimonitor secara berkala untuk ditindaklanjuti berdasarkan tingkatan prioritas yang disepakati oleh pihak jurusan.

In order to improve the quality and service quality of the Information Technology Department, the Department's management deems it necessary to conduct periodic surveys. In the survey all students in the D3 Informatics Management and D4 Informatics Engineering study programs can fill out the questionnaire provided to be able to convey their aspirations. The questionnaire can be filled out at any time as long as the student is still active in each study program, and the results of filling out the questionnaire will be monitored periodically to be followed up based on the priority levels agreed upon by the department.

II. Prosedur (*Procedure*)

1. Pergilah ke website jurusan dengan mengklik tautan berikut: <https://s.id/Survey-JTI>. Go to JTI's Web Portal and click this link: <https://s.id/Survey-JTI>.

The screenshot shows a web browser window for the JTI Polinema website. The header includes the university logo, navigation links like Home, JTI, Manajemen Informatika, Teknik Informatika, Sarana & Prasarana, Kerjasama, Akademik, Kemahasiswaan, Publikasi, and Galeri Foto, and a search bar. A top banner mentions 'Information Technology Student Satisfactory Survey'. The main content area describes the purpose of the survey and provides two links: 'Regular Student Questionnaire' (http://s.id/DDM-Reguler-2020) and 'International Student Questionnaire' (http://s.id/DDM-International-2020). To the right, a sidebar titled 'BERITA TERBARU' lists recent news items with their dates.

BERITA TERBARU
Information Technology Student Satisfactory Survey Tuesday, 16 June 2020
Rapat Koordinasi Perencanaan Proposal PPPTV JTI Polinema Tuesday, 09 June 2020
Workshop Amazon Web Services (AWS) Untuk Para Dosen Jurusan Teknologi Informatika Politeknik Negeri Malang Friday, 24 January 2020
Pelaksanaan Rapat Hasil Akhir Yudisium Semester Ganjil 2019/2020 Thursday, 23 January 2020
Kemeriahannya Penutupan Digital Talent Scholarship VSGA 2019 Batch 2 di Politeknik

2. Pada halaman tersebut klik-lah tautan sesuai dengan kondisi Anda (mahasiswa internasional atau reguler). *On the page, click the corresponding link that suits your current state (international or regular student)*

of this study is to get an overview of the services given by our department. As feed Management as well as D4 Informatics Engineering to improve the curriculum to the off-campus venue. For that, we request willingness to spend time filling out the ques

Regular Student Questionnaire

<http://s.id/DDM-Reguler-2020>

International Student Questionnaire

<http://s.id/ DDM-International-2020>

Posted in BeritaEdit "Information Technology Student Satisfactory Survey"

3. Akan muncul halaman kuesioner. Isikan data diri dan kelas Anda dengan benar, lalu jawablah semua pertanyaan sesuai keadaan di jurusan yang Anda rasakan saat ini. *A questionnaire page will be shown. Fill the data about yourself including class and student id, then answer all the questions based on what you've experienced within the timespan you study in this programme.*

The screenshot shows a Google Forms survey titled "Kuisisioner DDM 2020". The survey consists of four required fields: "Email address *", "NIM *", and "Kelas *". The "Email address *" field has a placeholder "Your email". The "NIM *" field has a placeholder "Your answer". The "Kelas *" field is a dropdown menu currently set to "TI-1A". There is also a red edit icon in the bottom right corner of the form area.

4. Jika sudah selesai, klik tombol submit. *Whenever you've done, click the submit button.*

The screenshot shows a Google Forms survey titled "Pelayanan Program Studi/Jurusan sudah maksimal selama pandemi *". The survey contains a single question with five response options: Sangat Baik, Baik, Cukup, Kurang, and Sangat Kurang. Below the question is a text area with the placeholder "Could you provide us more trip to local interes". A red "Submit" button is at the bottom. The page footer includes a note about never submitting passwords, a link to Google's terms of service and privacy policy, and a "Google Forms" logo with an edit icon.

Pelayanan Program Studi/Jurusan sudah maksimal selama pandemi *

Sangat Baik
 Baik
 Cukup
 Kurang
 Sangat Kurang

--Saran dan Pendapat Anda demi kemajuan Jurusan Teknologi Informatika--

Could you provide us more trip to local interes

Submit

Never submit passwords through Google Forms.
This content is neither created nor endorsed by Google. Report Abuse - Terms of Service - Privacy Policy

Google Forms

III. Penutup (*Closing*)

Demi kebaikan kita bersama, kami mohon kerjasama Anda semuanya untuk mengisi kuesioner tersebut dengan seobjektif mungkin. Jika ada hal-hal yang belum diatur saat ini, akan diatur kemudian.

For the good of us together, we ask for your cooperation all to fill out the questionnaire as objectively as possible. If there are things that are not set at this time, they will be arranged later.