

**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)

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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.

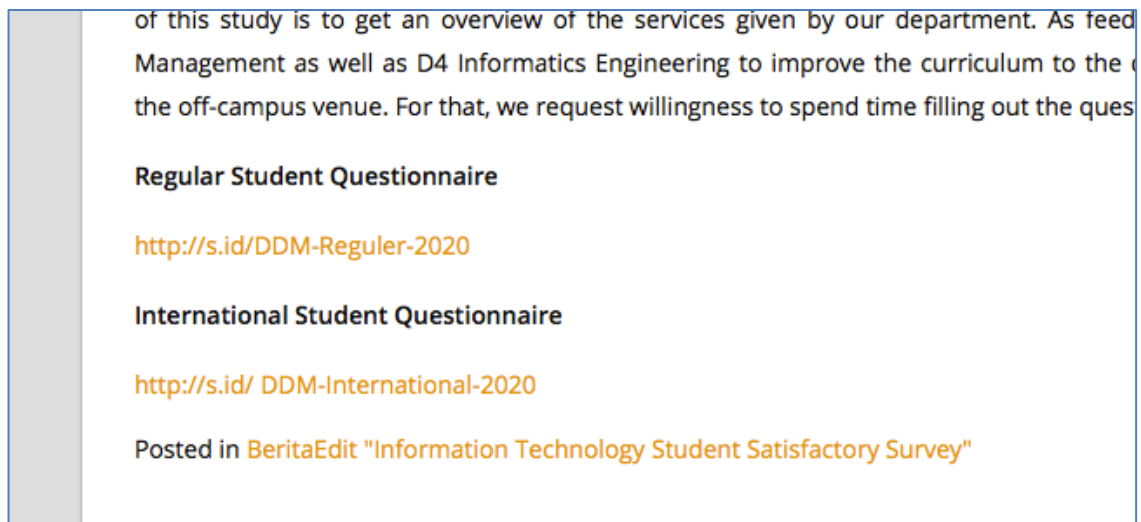
In order to improve the quality and service quality of the Information Technology Department, the Department's management deems it necessary to conduct periodic surveys. In the survey all students in the D3 Informatics Management and D4 Informatics Engineering study programs can fill out the questionnaire 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>.



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



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.*

A screenshot of a Google Forms questionnaire titled "Kuisisioner DDM 2020". The form is displayed in a browser window with a light pink background. The title "Kuisisioner DDM 2020" is at the top in bold black text, with a red asterisk and the word "Required" below it. There are three main input fields: "Email address *" with a text input field containing "Your email"; "NIM *" with a text input field containing "Your answer"; and "Kelas *" with a dropdown menu showing "TI-1A". A red asterisk and the word "Required" are also present next to the "Kelas" label. A red pencil icon is visible in the bottom right corner of the form area.

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

Pelayanan Program Studi/Jurusan sudah maksimal selama pandemi *

Sangat Baik

Baik

Cukup

Kurang

Sangat Kurang

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

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Google Forms

III. Penutup (*Closing*)

Demi kebaikan kita bersama, kami mohon kerjasama Anda semuanya untuk mengisikan 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.