



SULTAN IDRIS EDUCATION UNIVERSITY

CENTER OF ACADEMIC DEVELOPMENT

**SURVEY RESULTS OF STUDY COMPLETION
BACHELOR DEGREE
SEMESTER 2 SESSION 2022/2023 (A222)**

1.0 PURPOSE

This paper is prepared to inform the Academic Planning Committee regarding the Findings of the Exit Survey of the Bachelor Degree Program for Semester 2 Session 2022/2023 (A222).

2.0 INTRODUCTION

A survey study was conducted during Semester 2 Session 2022/2023 for Bachelor's degree students in semester 8 and with Study Completed status to obtain feedback on aspects of satisfaction with the Study Program, Facilities and Services of each faculty received throughout their studies at UPSI. The total number of respondents is 2087 students. The findings are as follows.

2.1 Number respondent

Table 1 is number respondent student follow faculty. Findings show that **79.7%** of students filled out the Exit Survey.

Table 1: Number of student respondent

FACULTY	FBK	FMSP	FPE	FPM	FSK	FSKIK	FSM*	FSSK	FTV	TOTAL
Total Respondents	394	25	219	225	288	348	373	104	111	2087
Number of Semester Students 8 with Study Completed status	664	35	236	269	398	354	441	107	115	2619

FBK: Faculty of Languages & Communications

FMSP: Faculty of Music & Performing Arts

FPE: Faculty of Management & Economics

FPM: Faculty of Human Development

FSK: Faculty of Human Sciences

FSKIK: Faculty of Art, Sustainability & Creative Industry

FSM: Faculty of Science and Mathematics

FSSK: Faculty of Sports Sciences & Coaching

FTV: Faculty of Technical & Vocational

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- 2.2 The studied aspect is satisfaction of student towards study program and facilities and services received from most faculties at UPSI. The study uses a questionnaire instrument that contains the following items:

Section	No.	Center Responsibility	Construct
A		Background Back	
B		Program studies, Convenience and Services	
	1.	Faculty	Academic Study Program Soft Skills Academic Advisory Services
	2.	Co-curriculum Center	
	3.	Division of Academic Affairs	
	4.	Department of Students and Alumni Affairs (JHEPA)	Comfort of Accommodation at Residential College
Section	No.	Center Responsibility	Construct
			Cafeteria Services
			JHEPA Services
			Bus Cycle Services
	5.	Library	Number Library Usage in 1 Month Services
	6.	Center of Technology Information and Communication	
	7.	Department of Development and Property Management (JPPHB)	Infrastructure Convenience Services
	8.	Department of Treasurer	
	9.	Security Division	
	10.	Health Center	
	11.	Sports Center	
	12.	Center of Teaching Practice and Industrial Training (PULAMI)	
C	13.	Information Additional	Planning After Study Completion
			Suggestion to Study at UPSI To Relatives / Contacts

- 2.3 Findings are presented according to respondent faculty.

- 2.4 The level of student satisfaction is based on a scale as shown in Table 2.

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Table 2: Scale Level Satisfaction

SCALE	SATISFACTION
3.50 – 4.00	Very Satisfied
2.50 – 3.49	Satisfied
1.50 – 2.49	Unsatisfied
1.00 – 1.49	Very Unsatisfied

3.0 MEAN ACHIEVEMENT BY CENTER OF RESPONSIBILITY

3.1 Table 3 shows the mean results of student satisfaction levels according to center of responsibility.

Table 3: Mean achievement of students' satisfaction level by center of responsibility.

No	Center of Responsibility	Mean value	Achievement below mean value
1	Faculty		
	• Academic Study Program	3.56	
	• Soft Skills	3.58	
	• Academic Advisory	3.53	
	• Services	3.39	✓
2	Co-curriculum Center		
	• Services	4.12	
	• Offered course	3.66	
3	Division of Academic Affairs	3.50	✓
4	Department of Students and Alumni Affairs (JHEPA)		
	• Comfort Level of Accommodation at Residential College	3.39	✓
	• Cafeteria Services	3.35	✓
	• JHEPA Services	3.42	✓
	• Bus Cycle Services	3.29	✓
5	Library Services	3.66	
6	Center of Technology Information and Communication	3.38	✓
7	Department Development and Property Management		
	• Convenience Infrastructure	3.55	
	• Services	3.44	✓
8	Department of Treasurer	3.43	✓
9	Security Division	3.55	
10	Health Center	3.55	
11	Sports Center	3.54	
12	Center of Teaching Practice and Industrial Training (PULAMI)	3.55	
Overall Mean		3.53	

* Sign ✓ show value below the overall mean score which is 3.53

Based on Table 3, it shows that there are 9 items that get below the overall mean score. However, all items are still at the mean level of **SATISFIED** and **VERY SATISFIED**.

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- 3.2 Table 4 shows the mean scores of each center of responsibility. There are faculties with scores below the mean value. Nevertheless, all scores are still at the mean level of **SATISFIED** and **VERY SATISFIED**.

Table 4: Mean value of faculty compared to center of responsibility.

No	Center of Responsibility	Overall Mean Score	FSM	FBK	FSSKJ	FSK	FPE
1	Faculty						
	• Academic Study Program	3.56	3.48	3.62	3.29	3.66	3.11
	• Soft Skills	3.58	3.54	3.63	3.71	3.63	3.57
	• Academic Advisory	3.53	3.44	3.61	3.78	3.57	3.56
	• Services	3.39	3.34	3.38	3.74	3.49	3.41
2	Co-curriculum Center						
	• Services	3.43	3.47	3.42	3.57	3.48	3.45
	• Offered course	3.66	3.62	3.70	3.88	3.74	3.64
3	Division of Academic Affairs	3.50	3.44	3.52	3.80	3.60	3.55
4	Department of Students and Alumni Affairs (JHEPA)						
	• Comfort Level of Accommodation at Residential College	3.39	3.31	3.40	3.55	3.46	3.35
	• Cafeteria Services	3.35	3.34	3.33	3.61	3.42	3.28
	• JHEPA Services	3.42	3.37	3.44	3.62	3.50	3.47
	• Bus Cycle Services	3.29	3.29	3.27	3.66	3.32	3.28
5	Library Services	3.66	3.63	3.72	3.78	3.73	3.63
6	Center of Technology Information and Communication	3.38	3.26	3.42	3.76	3.47	3.42
7	Department Development and Property Management						
	• Convenience of Infrastructure	3.55	3.52	3.57	3.76	3.60	3.52
	• Services	3.44	3.40	3.49	3.61	3.45	3.35
8	Department of Treasurer	3.43	3.39	3.54	3.78	3.54	3.25
9	Security Division	3.55	3.50	3.67	3.77	3.55	3.56
10	Health Center	3.55	3.49	3.66	3.81	3.59	3.51
11	Sports Center	3.54	3.53	3.66	3.82	3.54	3.48
12	Center of Teaching Practice and Industrial Training (PULAMI)	3.17	3.02	3.07	3.46	3.22	3.36

4.0 SATISFACTION LEVEL BY CENTER OF RESPONSIBILITY

4.1 Faculty

a) Academic Study Program

Table 5 shows the mean level of student satisfaction level towards the Academic Study Program. From Table 5, the overall student satisfaction level towards the Academic Study Program is **VERY SATISFIED**.

Table 5: Mean students' satisfaction level towards academic study program

Aspect		Mean Satisfaction Level
i.	Explanation about study program structure	3.56
ii.	Program complies desired career	3.58
iii.	Relevance of major course	3.64
iv.	Relevance of core professional education course	3.60
v.	Relevance of university course	3.47
vi.	Competency level to run research	3.53
vii.	Readiness level to work	3.54
Overall mean score of satisfaction level		3.56

b) Soft Skills

Table 6 shows the student satisfaction level towards the Soft Skills that they acquire throughout their studies at UPSI. From Table 6, the overall student satisfaction level towards the Soft Skills that they acquire throughout their studies at UPSI is **VERY SATISFIED**.

Table 6: Mean students' satisfaction level towards soft skills acquired

Aspect		Mean Satisfaction Level
i.	Skills in looking for information	3.64
ii.	Skills in communication for interview	3.47
iii.	Skills in social interaction in various situation	3.57
iv.	Skills in Malay language	3.74
v.	Skills in English language	3.39
vi.	Skills in analyzing problem critically	3.51
vii.	Skills in creative thinking	3.56
viii.	Skills in effective time management	3.56
ix.	Skills in working independently	3.64
x.	Skills in working under pressure	3.56
xi.	Skills in multi-tasking	3.62
xii.	Skills in working in group	3.67
xiii.	Skills in using word processing software	3.54
xiv.	Skills in analyzing data	3.52

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xv.	Skills in using technology for performing presentations	3.58
xvi.	Consciousness on current social issues	3.57
xvii.	Ethics and positive work attitude	3.68
xviii.	Skills and entrepreneurship	3.48
xix.	Skills and leadership	3.58
	Overall mean score of satisfaction level	3.58

c) Academic Advisory

Table 7 shows the mean level of student satisfaction towards Academic Advisory that they obtained throughout study at UPSI. From Table 7, the overall mean level of student satisfaction with the Academic Advisory obtained throughout their studies at UPSI is **VERY SATISFIED**.

Table 7: Mean students' satisfaction level towards academic advisory

Aspect		Mean Satisfaction Level
i.	Academic relationship with academic advisor	3.49
i.	Knowledge of academic advisor on major course	3.59
iii.	Knowledge of academic advisor on study program structure	3.59
iv.	Assistance by academic advisor in the course selection	3.49
v.	Academic performance monitoring by academic advisor	3.48
	Overall mean score of satisfaction level	3.53

d) Services

Table 8 shows the mean level of student satisfaction level towards the services obtained at the faculty. From Table 8, the overall level of student satisfaction towards the Services at the Faculty is **SATISFIED**.

Table 8: Mean students' satisfaction level towards services at faculty

Aspect		Mean Satisfaction Level
i.	Services of service counter	3.35
i.	Service of the faculty's top management staff	3.41
iii.	The efficiency of faculty administration staff in finding and conveying the desired information	3.35
iv.	Response to telephone call	3.28
v.	Interactive and informative level of faculty website	3.36

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i.	Customer feedback and complaint channels	3.28
vii.	Facilities provided by the faculty (eg: laboratories, studio, workshop others	3.54
viii.	Facilities for disabled students	3.43
ix.	Information dissemination	3.39
x.	Office operation time	3.47
	Overall mean score of satisfaction level	3.39

4.3 Co-curriculum Center

a) Services

Table 9 shows the mean level of student satisfaction towards the Co-curriculum Center services. Based on Table 9, the overall mean level of student satisfaction towards the services of the Co-curriculum Center is **ATISFIED**.

Table 9: Mean students' satisfaction level towards Co-curriculum Center Services

Aspect		Mean Satisfaction Level
i.	Sufficiency of equipment to implement activity	3.46
i.	Procedure of equipment loan	3.37
iii.	Equipment aids in the development of knowledge	3.44
iv.	Service quality of Co-curriculum Center staff	3.43
Overall mean score of satisfaction level		3.43

b) Offered Course

Table 10: Mean students' satisfaction level towards Courses offered by Co-curriculum Center

Aspect		Mean Satisfaction Level
i.	Increase skills communication	3.65
i.	Competency of instructors	3.64
iii.	Knowledge of instructors	3.68
Overall mean score of satisfaction level		3.66

Based on Table 10, the overall mean level of student satisfaction towards the courses offered by the Co-curriculum Center is **VERY SATISFIED**.

4.4 Division of Academic Affairs

Table 11 shows the mean level of student satisfaction towards the services provided by the Division of Academic Affairs (BHEA). Based on Table 11, the overall mean level of student satisfaction with the BHEA services is **VERY SATISFIED**.

Table 11: Mean students' satisfaction level towards Division of Academic Affairs services

Aspect		Mean Satisfaction Level
i.	Services of BHEA staff	3.41
i.	Operation time of BHEA office	3.43
iii.	Interactive and informative level of BHEA website	3.48

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iv.	Course registration process of each semester	3.47
v.	Class schedule arrangement	3.59
i.	Exam results are released at the set time	3.55
vii.	Method of disseminating information related to the academics	3.52
viii.	Enforcement of Academic Rules	3.55
	Overall mean score of satisfaction level	3.50

4.5 Department of Student Affairs and Alumni

JHEPA services were assessed based on the following aspects.

a) Comfort of Accommodation at UPSI Residential College

Table 12 shows the mean level of student satisfaction with the services of residential colleges. Based on **Table 12**, the overall mean of students' satisfaction level towards UPSI's residential college services is **SATISFIED**.

Table 12: Mean students' satisfaction level towards UPSI residential college service

Aspect		Mean Satisfaction Level
i.	Accommodation Comfort at UPSI Residential College	3.39
	Overall mean score of satisfaction level	3.39

b) Cafeteria Services under JHEPA Operation

Table 13 shows the mean level of student satisfaction towards cafeteria services under the management of JHEPA. Based on Table 13, the overall student satisfaction level towards the cafeteria service under the management of JHEPA is **SATISFIED**.

Table 13: Mean students' satisfaction level towards services of cafeteria under JHEPA operation

Aspect		Mean Satisfaction Level
i.	Cleanliness of Za'ba College Cafe	3.31
i.	Food Price at Main Entrance Cafe, Za'ba	3.40
iii.	Cleanliness of Naan Lounge, Za'ba Cafeteria College Cafe	3.31
iv.	Food Price at Za'ba College Cafe	3.26
v.	Services of Cafeteria Staff at Za'ba College Cafe	3.31
i.	Cleanliness of Aminuddin Baki College College Cafe	3.33
vii.	Food Price at Aminuddin Baki College College Cafe	3.33

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viii.	Services of Cafeteria Staff at Aminuddin Baki College College Cafe	3.37
ix.	Cleanliness of Lecture Hall Center Cafe	3.34
x.	Food Price at Lecture Hall Center Cafe	3.35
xi.	Services of Cafeteria Staff at Lecture Hall Center Cafe	3.38
xi.	Cleanliness of Islamic Center Cafe	3.38

xiii.	Food Price at Islamic Center Cafe	3.40
xiv.	Services of Cafeteria Staff at Islamic Center Cafe	3.39
xv.	Cleanliness of Sports Center Cafe	3.36
xvi.	Food Price at Sports Center Cafe	3.31
xvii.	Services of Cafeteria Staff at Sports Center Cafe	3.35
xviii.	Cleanliness of Music Complex Cafe	3.33
xix.	Food Price at Music Complex Cafe	3.36
xx.	Services of Cafeteria Staff at Music Complex Cafe	3.36
	Overall mean of satisfaction level	3.35

c) Services

Table 14 shows the mean level of student satisfaction with JHEPA services. Based on Table 14, it was found the overall mean level of students' satisfaction towards JHEPA services is **SATISFIED**.

Table 14: Mean students' satisfaction level towards JHEPA services

Aspect		Mean Satisfaction Level
i.	Laundry facility: ease of using the machine	3.39
i.	Laundry facility: Price	3.30
iii.	Advisory of Student Activities	3.39
iv.	Services of JHEPA staff	3.37
v.	Dissemination of information through websites and media	3.43
i.	Student financial aid	3.40
vii.	Instant money loan	3.34
viii.	Courses and leadership training provided to students by JHEPA	3.41
ix.	Activities organized by JHEPA (Community Services, Skills Soft skills, Spirituality, Entrepreneurship, Volunteering)	3.44
x.	JHEPA infrastructure facilities: Sports Complex	3.50
xi.	JHEPA infrastructure facilities: UPSI Adventure Park	3.44
xi.	JHEPA infrastructure facilities: Students Lounge	3.53
	Overall mean score of satisfaction level	3.42

4.3 Tuanku Bainun Library, UPSI

The library is evaluated based on several aspects as follows:

a) Library Usage

Table 16 shows the frequency of students (in %) using library in 1 month.

Table 16: Library usage in 1 month

1 – 5 times	6 – 10 times	11 – 20 times	>= 21 times
9.0%	18.6%	18.1%	54.3%

b) Library Services

Table 17 shows the mean level of student satisfaction with library services. Overall, students' satisfaction level towards library services is **VERY SATISFIED**.

Table 17: Mean students' satisfaction level towards library services

Aspect	Mean Satisfaction Level
i. Library service time	3.62
i. Reading space comfort	3.75
iii. Services of library staff	3.67
iv. Library collections support learning	3.64
v. Computing facilities and services (terminals, computer and printing)	3.71
i. Room facilities and services (24-hour reading room, karek room, discussion room, auditorium, multipurpose room)	3.65
vii. Total book loan eligibility	3.60
viii. Quality of online library service	3.61
ix. Interactive and informative library website	3.61
Overall mean score of satisfaction level	3.66

4.3 for Information and Communication Technology (ICT)

The Center for Information and Communication Technology (ICT) is evaluated according to the several aspects as below:

a) Do you have computer alone?

No	5.7%
Desktop	47.9%
Notebook	46.4%

b) Type of device owned besides from computer?

Telephone smart	65.2%
Tablets	32.3%
Others	2.5 %

c) Your purpose of using computer

Learning and research	44.6%
Access SMBU	12.3%
Media Social	25.4%
Others	17.7 %

Based on data above (a to c), it was found that almost all students have a computer. The main purpose of computer use is for learning and research as well as to reach SMBU (UPSI Integrated Information System).

b) ICT Center Services

Table 18 shows the mean level of student satisfaction with ICT Center services. Overall student evaluation of ICT Center services is **SATISFIED**.

Table 18: Mean students' satisfaction level towards ICT Center services

Aspect		Mean Satisfaction Level
i.	Internet accessibility at the Sultan Abdul Jalil Shah campus	3.31
i.	Internet accessibility at the Sultan Azlan Shah campus	3.34
iii.	Use of Learning Management System (LMS-MyGuru) in studies	3.34
iv.	Use of the MyUPSI Portal during the study period	3.38
v.	Student matric card management	3.42
i.	ICT Center counter service.	3.43
vii.	Customer feedback and complaint channels.	3.35
viii.	The ICT Center website is interactive and informative.	3.42
Overall mean score of satisfaction level		3.38

4.4 Department of Development and Property Management Department (JPPHB)

a) Convenience of Infrastructure

Table 19 shows the mean level of student satisfaction with facilities infrastructure provided at UPSI. The overall student satisfaction level towards facilities infrastructure is **VERY SATISFIED**.

Table 19: Mean students' satisfaction level towards facility infrastructure

Aspect		Mean Satisfaction Level
i.	Hall lectures/ Room lectures/ Laboratory	3.58
i.	Cafeteria	3.50
iii.	Parking (Sultan Abdul Jalil Shah Campus)	3.38
iv.	Parking (Sultan Azlan Shah Campus)	3.50
v.	Places for sports and recreation	3.61
i.	Places for activity extracurricular	3.59
vii.	Student center (Sultan Abdul Jalil Shah Campus)	3.58
viii.	Student center (Sultan Azlan Shah Campus)	3.59
ix.	Health Center	3.54
x.	Facilities for Persons with Disabilities (OKU)	3.54
xi.	An-Nur Mini Mosque, Sultan Abdul Jalil Shah Campus	3.57
xi.	Mosque at Sultan Azlan Shah Campus	3.68
xiii.	Al-Falah Mini Mosque, Aminuddin Baki College	3.56
xiv.	Road system in the campus	3.57
xv.	Toilet facilities	3.52
xvi.	Signage	3.52
xvii.	Building directory facility	3.52
xviii.	Pedestrian facilities	3.51
xix.	Bus stop (Sultan Abdul Jalil Shah Campus)	3.49
xx.	Bus stop (Sultan Azlan Shah Campus)	3.50
Overall mean score of satisfaction level		3.55

b) JPPHB Services

Table 20 shows the mean level of student satisfaction towards JPPHB services. The overall student satisfaction level towards JPPHB services is **SATISFIED**.

Table 20: Mean students' satisfaction level towards JPPHB services

Aspect		Mean Satisfaction Level
i.	JPPHB counter services	3.44
i.	Space reservation system	3.44
iii.	Customer feedback and complaint channels	3.42
Overall mean score of satisfaction level		3.44

4.3 Treasurer Services

Table 21 shows the mean level of student satisfaction towards the services provided by the Treasurer. Baes on Table 21, the overall students satisfaction level towards the Treasurer services is **SATISFIED**.

Table 21: Mean students' satisfaction level towards Treasurer services

Aspect		Mean Satisfaction Level
i.	Counter services	3.43
i.	Efficiency of treasurer's staff to find and deliver the desired information	3.42
iii.	Response to telephone call	3.39
iv.	The Treasurer's website is interactive and informative	3.43
v.	Customer feedback and complaint channels	3.40
i.	Financial guidelines and rules are clear (fines, fees etc.)	3.46
Overall mean score of satisfaction level		3.43

4.4 Security Division

Table 22 shows the mean level of student satisfaction with the Security Division's services. The overall student satisfaction level towards the Security Division's service is **VERY SATISFIED**.

Table 22: Mean students' satisfaction level towards Section Safety

Aspect		Mean Satisfaction Level
i.	Security control at the entrance of KSAJS	3.59
i.	Security control at the entrance of KSAS	3.60
iii.	Security guard services when dealing with students	3.50
iv.	Enforcement of AUKU (ethics, vehicle, clothes)	3.56
v.	Enforcement of traffics	3.55
i.	Service to open and close lecture rooms in the campus	3.56
vii.	Safety while on campus	3.59
viii.	The amount of the fine imposed	3.46
ix.	Security patrols at residential colleges	3.51
Overall mean score of satisfaction level		3.55

4.5 Health Center

Table 23 shows the mean level of student satisfaction towards the Health Center services. The overall student satisfaction level towards the Health Center services is **VERY SATISFIED**.

Table 23: Mean students' satisfaction level towards Center Health service

Aspect		Mean Satisfaction Level
i.	Counter service	3.57
i.	Waiting time for medical consultation	3.50
iii.	Waiting time for dental consultation	3.44
iv.	Skills and professionalism of medical officers	3.59
v.	Attitude and professionalism of paramedics	3.61
i.	Facilities provided	3.59
Overall mean score of satisfaction level		3.55

4.6 Sports Center

Table 24 shows the mean level of student satisfaction towards the Sports Center services. The overall student satisfaction level towards the Sports Center services is **VERY SATISFIED**.

Table 24: Mean students' satisfaction level towards Center Sports services

Aspect		Mean Satisfaction Level
i.	Counter service	3.50
i.	Indoor court sports facilities	3.53
iii.	Outdoor court sports facilities	3.52
iv.	Swimming pool facilities	3.60
v.	Student Sports Club Management	3.51
i.	Dormitory facilities (marina)	3.53
Overall mean score of satisfaction level		3.54

4.7 Teaching and Industrial Training Center (PULAMI)

Table 25 shows the mean level of student satisfaction towards the services of Teaching and Industrial Training Center. Based on Table 25, the overall students satisfaction level towards the PULAMI services is **SATISFIED**.

Table 25: Mean students' satisfaction level towards Teaching and Industrial Training Center Services

Aspect		Mean Satisfaction Level
i.	Counter service	3.30
i.	PULAMI management staff services	3.26
iii.	Efficiency of PULAMI staff in searching and delivering desired information	2.96
iv.	Response to telephone call	3.11
v.	PULAMI website is interactive and informative	3.12
i.	PULAMI Facebook	3.19
vii.	Customer feedback and complaint channels	3.05
viii.	Trainee Teacher Placement	2.88
ix.	Information received during briefing	3.21
x.	Information received during the Teacher Apprentice Program	3.62
Overall mean score of satisfaction level		3.17

5.0 EXTRA INFORMATION

5.1 Planning After Study Completion

Table 26 shows the student's plans after graduation from UPSI.

Table 26: Planning after graduation

Work	82.3%
Continue study to level higher level in UPSI	12.9%
Continue study in other Higher Education Institution	4.8%

According to Table 26, it was found that after graduation, most students (82.3%) want to work, while 12.9% of students want to continue their studies to a higher level high in UPSI and 4.8% of students want to continue their studies in other universities.

5.2 Recommendation to Study in UPSI To Relatives/Acquaintances

Yes	-	91.9%
No	-	8.1%

From the findings above, the majority of students will recommend UPSI to relatives or acquaintances as a place to continue studies.

6.0 SUMMARY

Overall, the level of student satisfaction from any faculties towards the services and facilities that are provided by each center of responsibility is at the **SATISFIED** level and **VERY SATISFIED**. However, every center of responsibility needs to study the elements of satisfaction, especially the elements that get a low mean score so that improvements can be thought of and done.

7.0 RECOMMENDATION

The Academic Planning Committee is respectfully requested to take note regarding the Findings Report of the Exit Survey of the Bachelor's Program for Semester 2 Session 2022/2023 (A222) to be presented in the Senate.