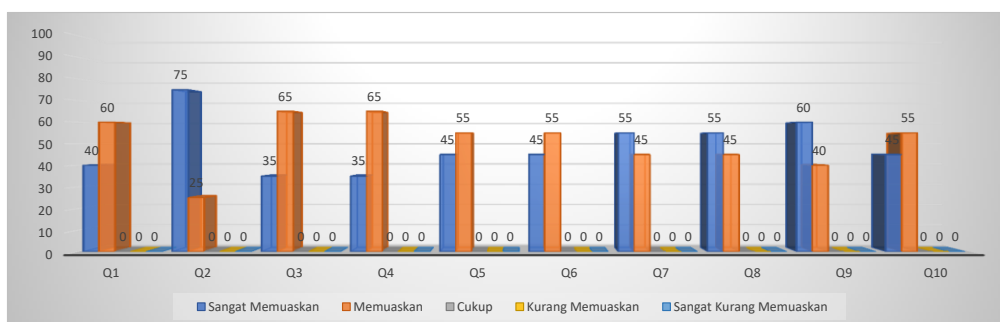


Instrumen Kepuasan Mutu Layanan Periode Tahun 2020

| No. Responden | Pembelajaran (Suasana Belajar) | | | | | | | | | |
|---------------|--------------------------------|----|----|----|----|----|----|----|----|-----|
| | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | Q10 |
| 1 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 |
| 2 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 |
| 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 |
| 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 |
| 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 |
| 6 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 |
| 7 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 |
| 8 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 9 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 10 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 |
| 11 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 12 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 13 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 14 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 |
| 15 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 |
| 16 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 |
| 17 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 |
| 18 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 19 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 |
| 20 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 |

| | 5 | 4 | 3 | 2 | 1 |
|-----|----|----|---|---|---|
| Q1 | 8 | 12 | | | |
| Q2 | 15 | 5 | | | |
| Q3 | 7 | 13 | | | |
| Q4 | 7 | 13 | | | |
| Q5 | 9 | 11 | | | |
| Q6 | 9 | 11 | | | |
| Q7 | 11 | 9 | | | |
| Q8 | 11 | 9 | | | |
| Q9 | 12 | 8 | | | |
| Q10 | 9 | 11 | | | |

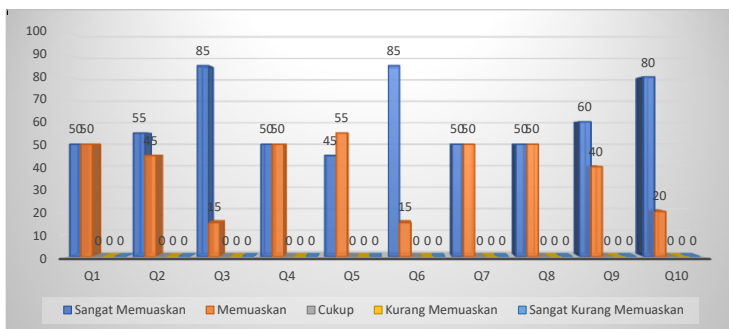
| | Sangat Memuaskan | Memuaskan | Cukup | Kurang Memuaskan | Sangat Kurang Memuaskan |
|-----|------------------|-----------|-------|------------------|-------------------------|
| Q1 | 40 | 60 | 0 | 0 | 0 |
| Q2 | 75 | 25 | 0 | 0 | 0 |
| Q3 | 35 | 65 | 0 | 0 | 0 |
| Q4 | 35 | 65 | 0 | 0 | 0 |
| Q5 | 45 | 55 | 0 | 0 | 0 |
| Q6 | 45 | 55 | 0 | 0 | 0 |
| Q7 | 55 | 45 | 0 | 0 | 0 |
| Q8 | 55 | 45 | 0 | 0 | 0 |
| Q9 | 60 | 40 | 0 | 0 | 0 |
| Q10 | 45 | 55 | 0 | 0 | 0 |



| No. | Sarana dan Prasarana | | | | | | | | | |
|-----|----------------------|----|----|----|----|----|----|----|----|-----|
| | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | Q10 |
| 1 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 |
| 2 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 |
| 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 |
| 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 |
| 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 6 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 7 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 |
| 8 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 |
| 9 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 10 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 11 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 |
| 12 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 |
| 13 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 |
| 14 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 |
| 15 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 |
| 16 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 |
| 17 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 |
| 18 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 |
| 19 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 |
| 20 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |

| | | | | | |
|-----|----|----|---|---|---|
| | 5 | 4 | 3 | 2 | 1 |
| Q1 | 10 | 10 | | | |
| Q2 | 11 | 9 | | | |
| Q3 | 17 | 3 | | | |
| Q4 | 10 | 10 | | | |
| Q5 | 9 | 11 | | | |
| Q6 | 17 | 3 | | | |
| Q7 | 10 | 10 | | | |
| Q8 | 10 | 10 | | | |
| Q9 | 12 | 8 | | | |
| Q10 | 16 | 4 | | | |

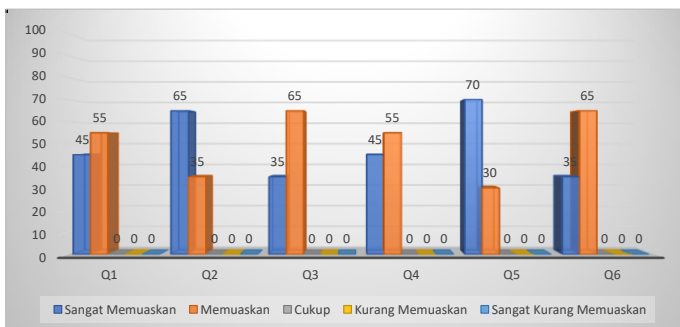
| | Sangat Memuaskan | Memuaskan | Cukup | Kurang Memuaskan | Sangat Kurang Memuaskan |
|-----|------------------|-----------|-------|------------------|-------------------------|
| Q1 | 50 | 50 | 0 | 0 | 0 |
| Q2 | 55 | 45 | 0 | 0 | 0 |
| Q3 | 85 | 15 | 0 | 0 | 0 |
| Q4 | 50 | 50 | 0 | 0 | 0 |
| Q5 | 45 | 55 | 0 | 0 | 0 |
| Q6 | 85 | 15 | 0 | 0 | 0 |
| Q7 | 50 | 50 | 0 | 0 | 0 |
| Q8 | 50 | 50 | 0 | 0 | 0 |
| Q9 | 60 | 40 | 0 | 0 | 0 |
| Q10 | 80 | 20 | 0 | 0 | 0 |



| No. Responden | Dosen dan Staff | | | | | |
|------------------|-----------------|----|----|----|----|----|
| | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 |
| 1 | 5 | 5 | 5 | 4 | 4 | 4 |
| 2 | 5 | 5 | 5 | 4 | 5 | 4 |
| 3 | 5 | 5 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 4 | 5 | 5 | 4 |
| 5 | 5 | 4 | 4 | 5 | 5 | 4 |
| 6 | 4 | 4 | 4 | 5 | 5 | 4 |
| 7 | 4 | 4 | 4 | 5 | 5 | 4 |
| 8 | 4 | 4 | 4 | 4 | 5 | 4 |
| 9 | 5 | 4 | 4 | 5 | 5 | 5 |
| 10 | 5 | 4 | 4 | 4 | 5 | 5 |
| 11 | 5 | 5 | 4 | 5 | 5 | 5 |
| 12 | 5 | 5 | 4 | 4 | 5 | 5 |
| 13 | 5 | 5 | 5 | 5 | 4 | 5 |
| 14 | 4 | 5 | 5 | 4 | 4 | 5 |
| 15 | 4 | 5 | 5 | 4 | 4 | 4 |
| 16 | 4 | 5 | 4 | 5 | 4 | 4 |
| 17 | 4 | 5 | 4 | 4 | 5 | 4 |
| 18 | 4 | 5 | 4 | 5 | 4 | 4 |
| 19 | 4 | 5 | 5 | 4 | 5 | 5 |
| 20 | 4 | 5 | 5 | 4 | 5 | 4 |

| | 5 | 4 | 3 | 2 | 1 |
|----|----|----|---|---|---|
| Q1 | 9 | 11 | | | |
| Q2 | 13 | 7 | | | |
| Q3 | 7 | 13 | | | |
| Q4 | 9 | 11 | | | |
| Q5 | 14 | 6 | | | |
| Q6 | 7 | 13 | | | |

| | Sangat Memuaskan | Memuaskan | Cukup | Kurang Memuaskan | Sangat Kurang Memuaskan |
|----|------------------|-----------|-------|------------------|-------------------------|
| Q1 | 45 | 55 | 0 | 0 | 0 |
| Q2 | 65 | 35 | 0 | 0 | 0 |
| Q3 | 35 | 65 | 0 | 0 | 0 |
| Q4 | 45 | 55 | 0 | 0 | 0 |
| Q5 | 70 | 30 | 0 | 0 | 0 |
| Q6 | 35 | 65 | 0 | 0 | 0 |



Dari data tersebut dapat disimpulkan bahwa rata-rata Mahasiswa merasa sangat puas terhadap mutu layanan di Fakultas Pertanian UM Palembang. Mulai dari penilaian terhadap sarana dan prasarana dan juga terhadap dosen dan staff.