

SURVEY
USER SATISFACTION
2022



MEDICAL DOCTOR PROFESSION EDUCATION PROGRAMME

FACULTY OF MEDICINE SYIAH KUALA UNIVERSITY

2023

VALIDITY SHEET

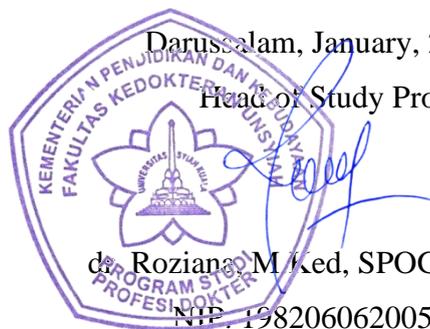
REPORT

USER SATISFACTION SURVEY

2022

Darussalam, January, 21th, 2023

Head of Study Program



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I. INTRODUCTION

1.1. Background

The mission of the Medical Education Study Program (PSPD) and Medical Professional Education Study Program (PSPPD) of the Faculty of Medicine, University of Syiah Kuala (FK USK) is to become a national medical study program with global standards that is innovative and superior, and serves the nation and humanity with the support of human resources. Professional and integrity people imbued with national cultural values based on Pancasila. Graduates of PSPD and PSPPD FK USK are expected to be able to act as doctors, researchers, educators/teachers, as well as agents of change in society. One of the local content and USK FK's flagship programs is Disaster Management, therefore graduates of the Study Program (PS) are also expected to be able to act as disaster managers.

In order to ensure good quality graduates, the PSPD and PSPPD FK USK in their implementation continue to strive to achieve the Main Performance Indicators (IKU) and Additional Performance Indicators (IKT) that have been set by the University. Regarding graduate performance, USK targets $\geq 85\%$ of users (employers) have a very good opinion of graduate performance. To achieve this target, the PSPD and PSPPD FK USK develop a curriculum based on the expected Graduate Learning Outcomes (CPL). In addition, the PSPD and PSPPD FK USK also continue to strive to increase the capacity of teaching staff, as well as supporting facilities and infrastructure to improve the quality of their students.

The PSPD CPL and FK USK PSPPD were prepared by referring to the Framework The 2012 Indonesian National Qualifications (KKNI) and Indonesian Doctor Competency Standards (SKDI) are divided into 4 main components, namely:

- 1). Attitude Component (S),
- 2). Knowledge Component (P),
- 3). General Skills Component (KU), and
- 4). Special Skills Component (KK).

1.2. Objective

The purpose of conducting this survey is to evaluate the satisfaction of users (employers) of PSPD and PSPPD FK USK graduates. The opinions of graduate users are expected to be input in improving existing weaknesses and improving services and facilities for the better.

1.3. Benefit

The results of this evaluation monitoring activity are expected to be used by faculty/university leaders as policy makers to implement improvements to the quality of learning in general. In addition, the description of the results of data analysis can also be used for improvement and study program development plans. It is also hoped that the monitoring and evaluation data can motivate lecturers and students to apply learning, so that the increase in lecturer professionalism and teaching quality can be implemented in a sustainable manner. Monev data can also be an inspiration for students.

II. MONEV METHOD

2.1. Instruments Used

Data collection was carried out online by distributing questionnaires to service users which were traced through alumni data. Answers for each question are presented on a Likert scale, starting from Strongly Disagree (STS), Disagree (TS), Neutral (N), Agree (S) and Strongly Agree (SS). The percentage of respondents' answers is then presented in graphical form. Here we attach the appearance of the online questionnaire that was distributed.

2.2. Respondents (minimum 30%) of the number of existing respondents

Respondents were users of USK FK alumni graduates from various agencies, including Heads of Agencies, Hospital Directors, and Heads of Non-Governmental Organizations. To control the respondents who took part in the survey, the survey link was only sent to the respondents so that no other party filled out the questionnaire. Respondents were also asked to fill in their respective positions as well as email addresses or telephone numbers that could be contacted so that the questionnaire fillers could be traced.

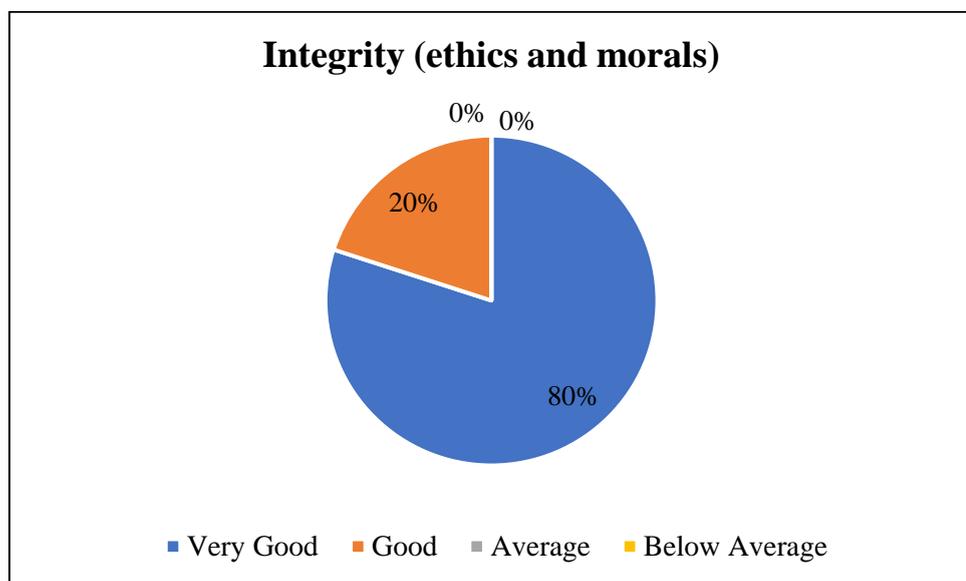
III. REPORT ON THE RESULTS OF MONEV IMPLEMENTATION

3.1. Survey/Monev results

The percentage of respondents' answers to each question asked is presented as follows:

1. In your opinion, what is the ethical & moral integrity of Alumni in their actions and responsibilities?

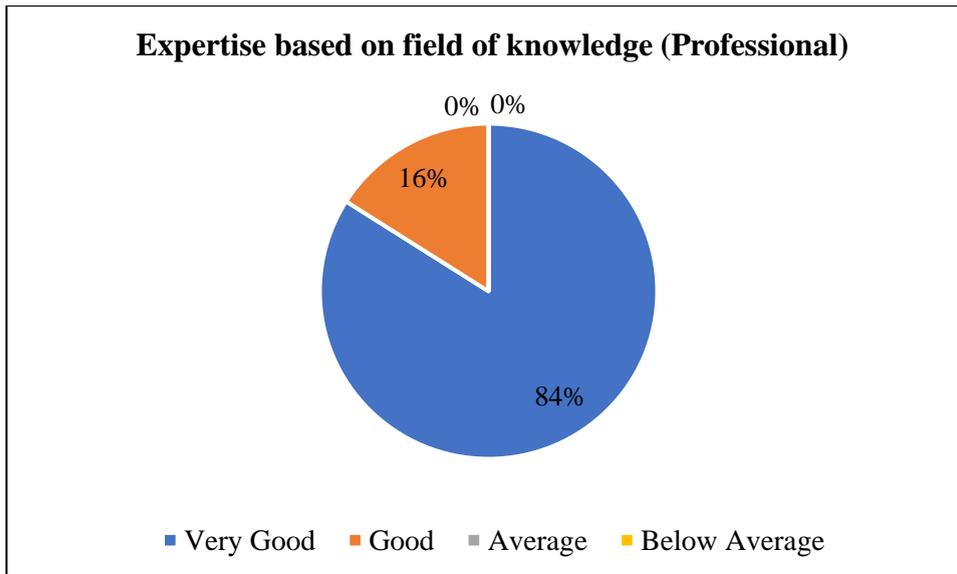
The majority (> 80%) of respondents felt that PSPD and PSPPD FK USK graduates had very good integrity. No respondents reported poor or very poor graduate integrity, as shown in Graph 1.



Grafik 1. The response of graduate users to the ethical and moral integrity of alumni

2. In your opinion, how do alumni use their knowledge and expertise (based on the field of knowledge)?

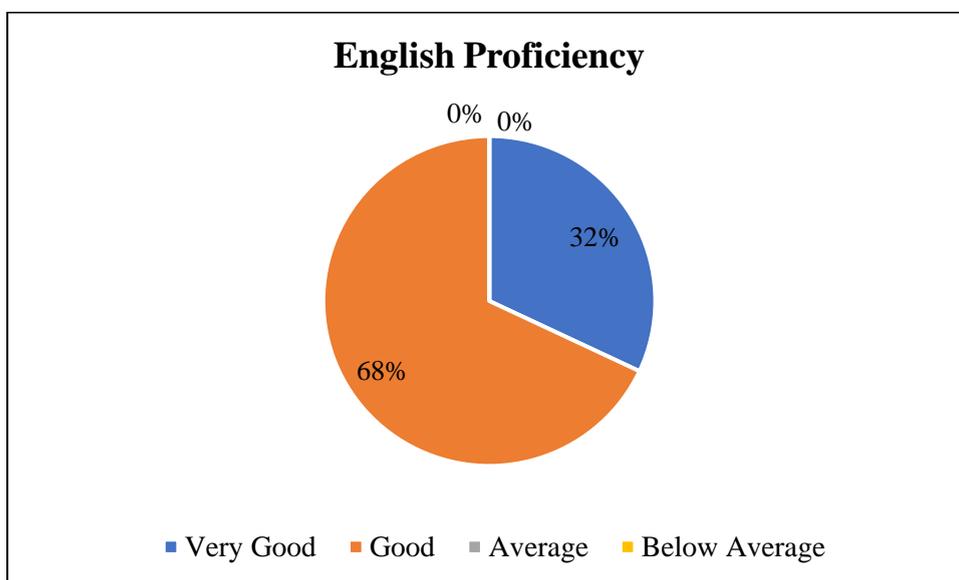
Regarding how alumni use their knowledge and skills at work, more than 4/5 respondents (84%) think that PSPD and PSPPD FK USK graduates have used their knowledge and skills very well at work, as shown in Graph 2.



Graph 2. User response to the question whether alumni use their knowledge and expertise at work

3. In your opinion, the Alumni's English proficiency?

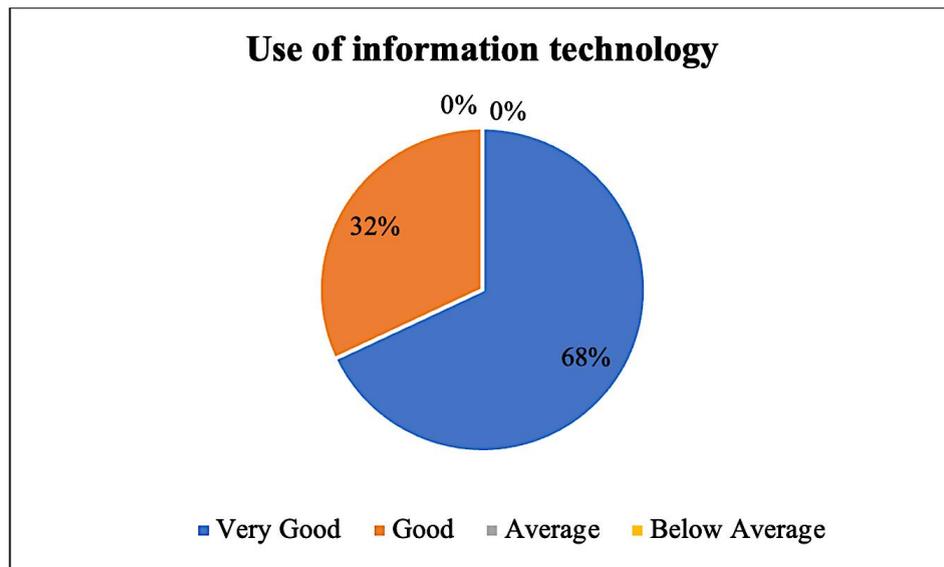
The ability to speak English is one of the skills that must be owned by PSPD and PSPPD FK USK alumni in an effort to achieve the vision to be able to compete at the global level. Graduate users who are respondents in this survey think that alumni's English proficiency is good (Graph 3).



Graph 3. Responses of graduate users to alumni's ability to speak English

4. In your opinion, what is the Alumni's ability to use information technology?

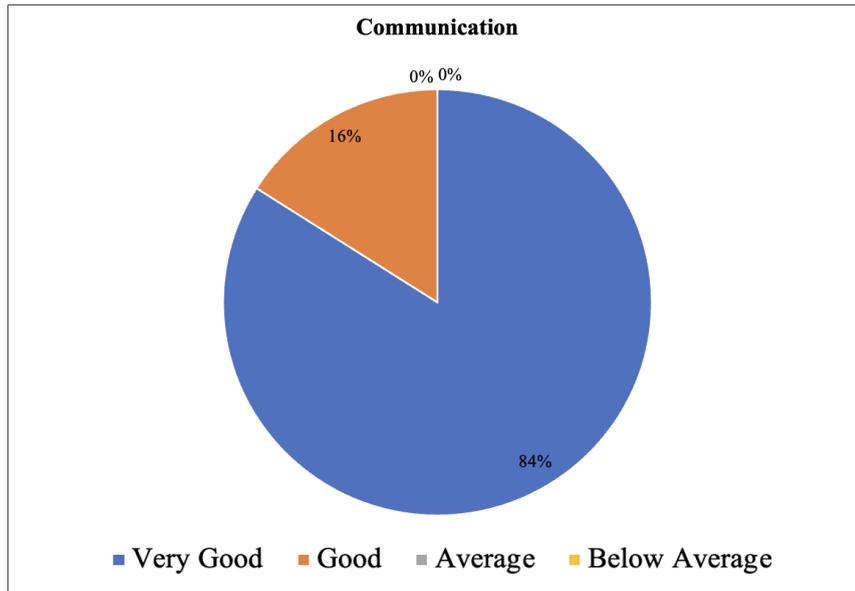
The use of information technology in the digital era as it is today is a must, especially in the field of medicine where disease development and treatment are very fast. Based on this survey, the majority of users (68%) feel that alumni's ability to use information technology is very good. Graduate user responses to this 4th question are shown in Graph 4.



Graph 4. Graduate users' responses to alumni's ability to use information technology

5. In your opinion, how are alumni's communication skills in their professional practice?

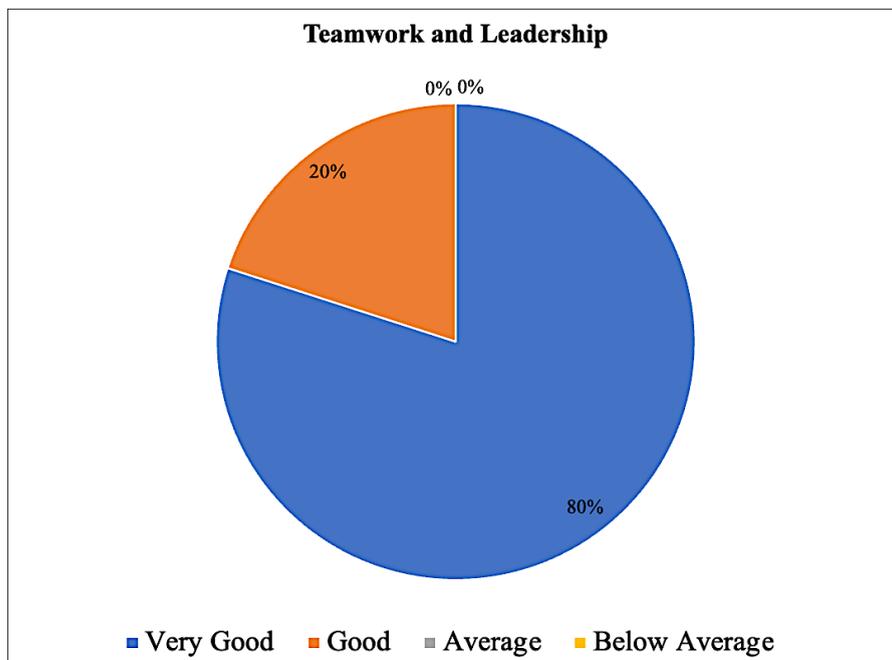
Communication is an important skill that a doctor must have. The science of effective communication is also one of the contents taught in the Unsyiah Medical Education Study Program curriculum. This survey shows that 84% of graduate users feel that alumni are able to communicate very well in their professional practice, as shown in Graph 5.



Graph 5. Graduate users' responses to alumni's ability to communicate in their professional practice

6. In your opinion, how are alumni able to work, both independently and in teams?

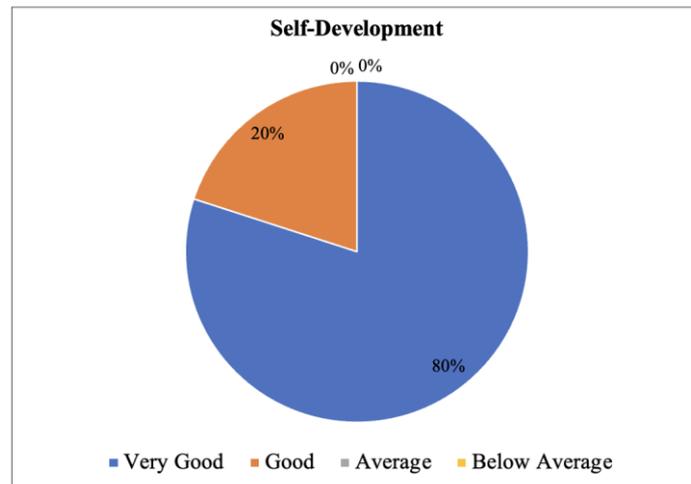
As a doctor, PSPD and PSPPD FK USK graduates are required to be able to work in a team and have the ability to become a leader, especially in carrying out their role as a doctor. Graph 6 shows 80% of respondents feel that alumni's abilities when working in teams are very good.



Graph 6. User response to alumni's leadership and abilities when working in a team

7. In your opinion, how is the readiness of Alumni in trying to develop their abilities and potential at any time?

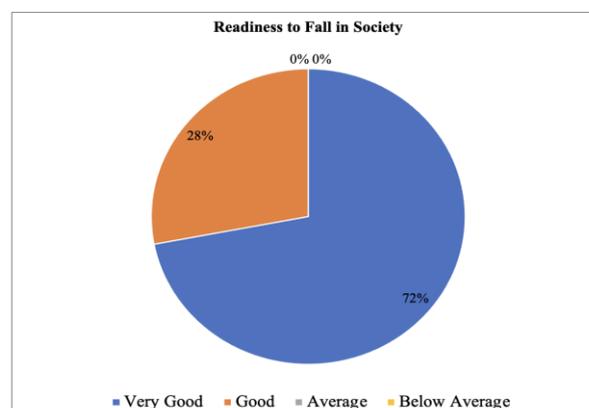
Becoming a doctor is a lifelong learning process, because doctors are required to continue develop their capabilities and potential, given the rapid development of medical science. Therefore, the efforts of alumni in developing their abilities and potential are included in one of the points assessed in this survey. Graduate user responses to this question are presented in Graph 7.



Graph 7. User response to alumni's efforts to develop their abilities and potential

8. In your opinion, how prepared are the Alumni to go directly into the community?

After completing the internship program, graduates of the PSPD and PSPPD FK USK are expected to be ready to work directly in the community and act as doctors, researchers, teachers, agents of change, or disaster managers.



Graph 8. User response to alumni's readiness to work directly in the community

IV. FOLLOW-UP

4.1. Problem

1. Alumni's English skills are good but need improvement
2. Alumni's mastery of information technology is good but needs improvement to be very good
3. Readiness to go into the community as a community activist is good but needs to be improved to be very good

4.2. Root Problems (Causes)

The condition of the Covid-19 pandemic in the last two years has hampered several extracurricular activities to hone student soft skills including speaking English, the use of information technology as well as organizational and community service activities.

4.3. Driving Factors

Limited space for movement and interaction due to the Covid-19 pandemic with regulations limiting activities in large numbers so that some activities are hampered.

4.4. Inhibiting Factors

1. Restrictions on face-to-face activities reduce interaction between students and patients
2. The area of the room intended for students is still limited, including the scientific room.

4.5. Control

Control Measures taken by the Medical Profession Study Program, Faculty of Medicine, University of Syiah Kuala:

1. Maximize by combining online and offline learning while still paying attention to the quality of students and lecturers.
2. Make efforts to arrange schedules and carry out station rotation according to schedule with participant restrictions.
3. Accelerate learning in normal situations while still paying attention to the health program.

4. Activate activities to hone soft skills through organizational activities, community service, as well as guest lectures with foreign instructors
5. Maximizing the use of English in the learning process, discussion and use of literature.

4.6. Follow up plan

1. Participate in the internationalization process of the faculty through ASIIN international accreditation
2. Procurement of international class
3. Activate student organization activities and community service in a sustainable manner
4. Provision of information technology facilities in the teaching and learning process through activating e-learning and accessing administrative services and libraries online by utilizing information technology

V. RECOMMENDATIONS

1. Emphasizing the importance of integrity, ethics and morals in the teaching content delivered to students.
2. Emphasizing the importance of life-long learning or lifelong learning for a doctor in order to increase the knowledge and expertise of graduates as well as develop their abilities and potential.
3. Improving students' ability to speak English by adding English subjects, with a focus on English for Medical Purposes and increasing the number of tutorial classes in English.
4. Carry out seminars and workshops to improve students' ability to use information technology.
5. Emphasizing the importance of communication and cooperation as a provision for graduates to work directly in the community, which is conveyed in the delivery of effective communication material.

VI. CONCLUSION

In general, graduate users are satisfied with the performance of PSPD and PSPPD FK USK graduates. This is reflected in the percentage of respondents' answers, which almost all (> 95%) consider graduates to have "good" and "very good" competencies. There were no respondents who answered "very less" on the mastery of the 8 competencies assessed. The tracer study results show that PSPD and PSPPD FK USK graduates work at almost all levels of health services. starting from private physician practices, Primary Health Centers/Clinics which are first-level health services, to tertiary-level referral hospitals.