

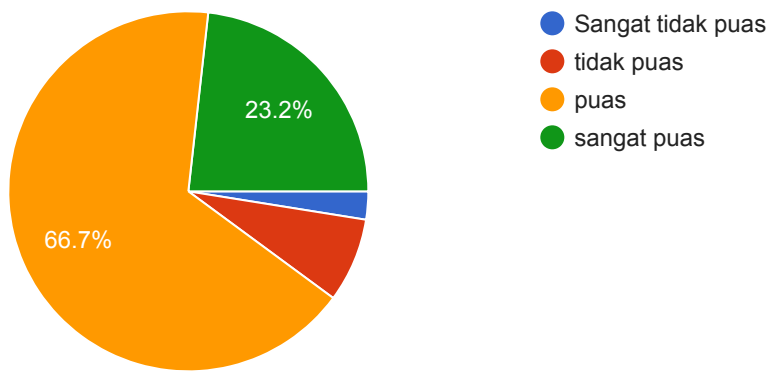


KUESIONER PENILAIAN LAYANAN KEMAHASISWAAN DI AKADEMI KEPERAWATAN BETHESDA TOMOHON SEMESTER GENAP T.A. 2016/2017

200 responses

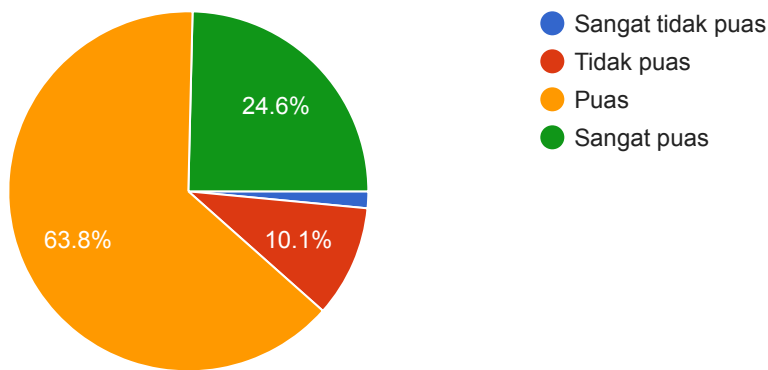
Keadaan ruang perkuliahan memenuhi kebutuhan belajar mengajar.

198 responses



Keadaan fasilitas pendukung belajar mengajar memadai

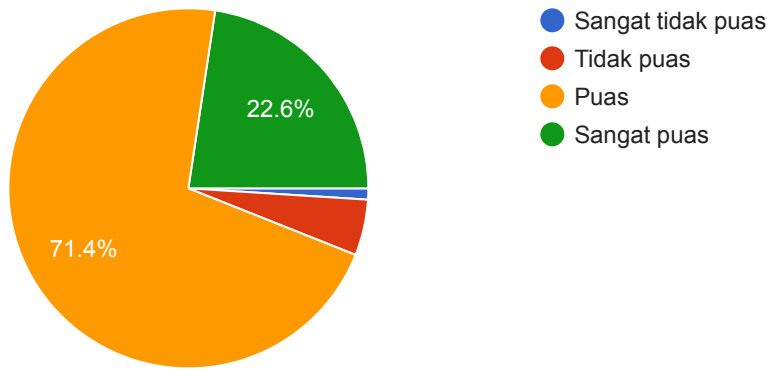
199 responses



Sarana Fisik

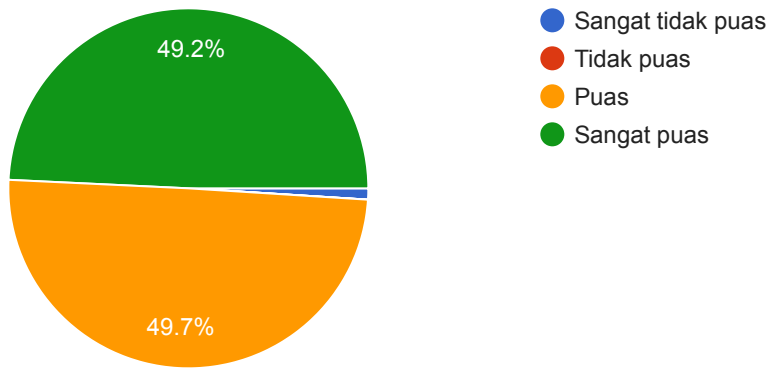
Kondisi kantor bagian akademik

199 responses



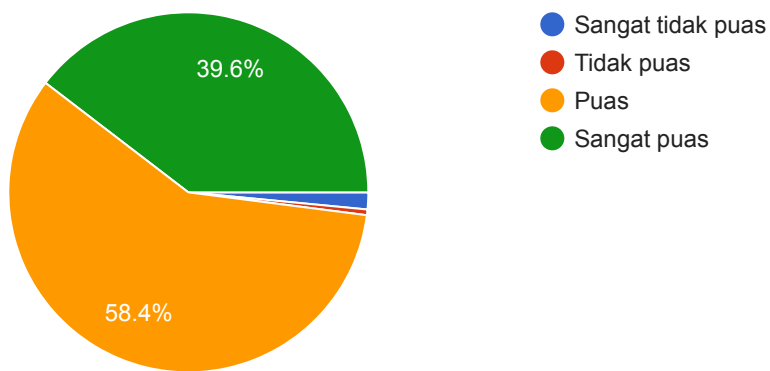
Dosen berpenampilan rapi.

199 responses



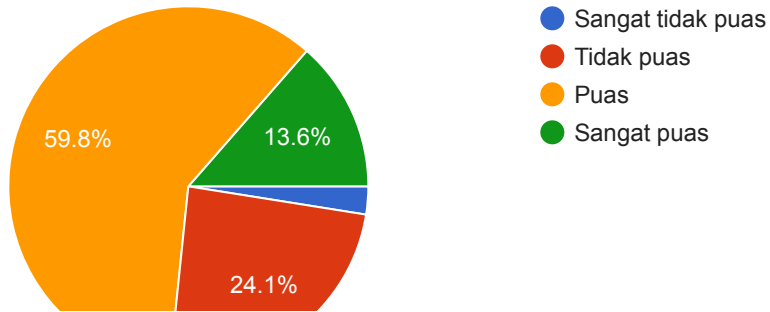
Pegawai berpenampilan rapi.

197 responses



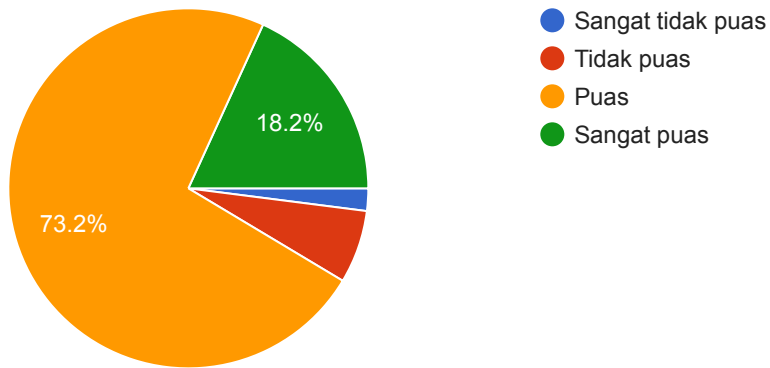
Keadaan parkir kendaraan memadai.

199 responses



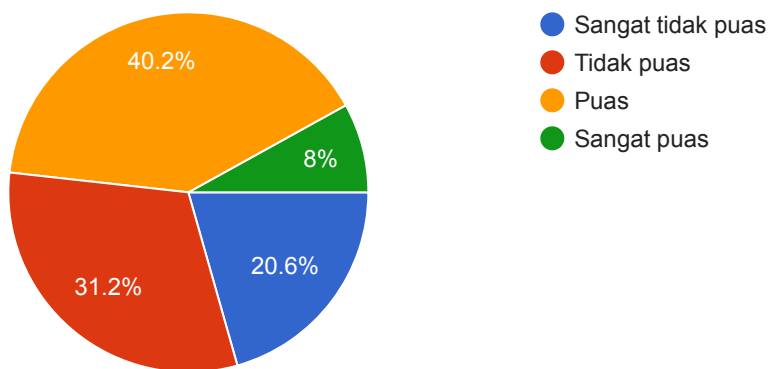
Keadaan ruang tata usaha teratur.

198 responses



Keadaan kamar mandi/WC di dalam kampus bersih.

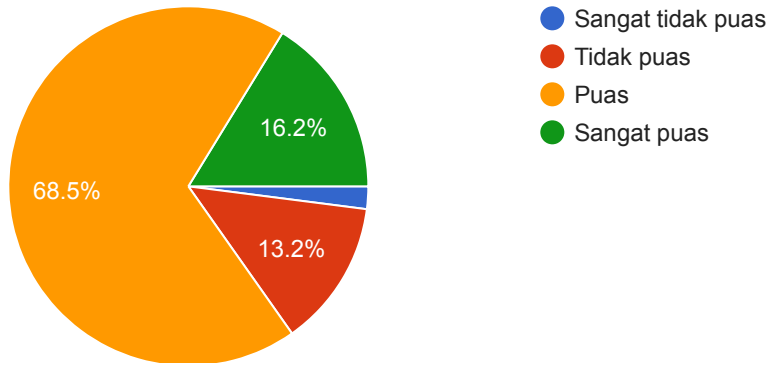
199 responses



KEANDALAN PELAYANAN

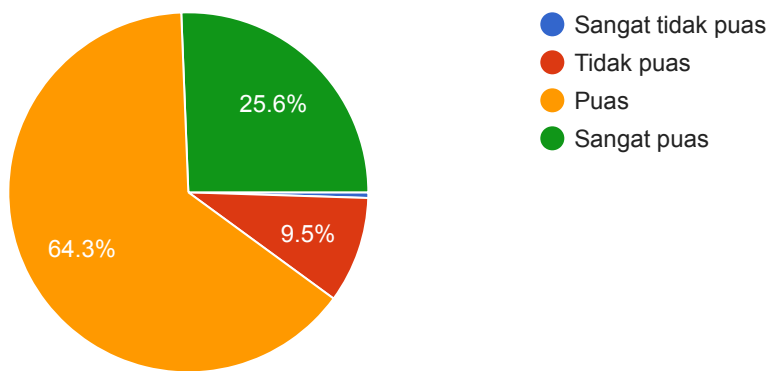
Pegawai melayani Anda tepat waktu sesuai yang dijanjikan

197 responses



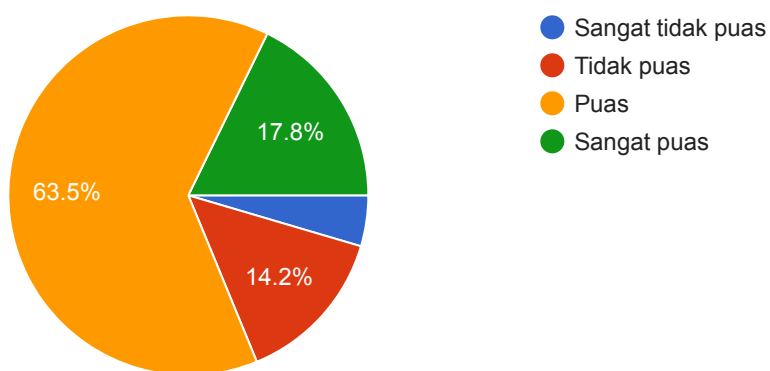
Dosen masuk kelas tepat waktu

199 responses



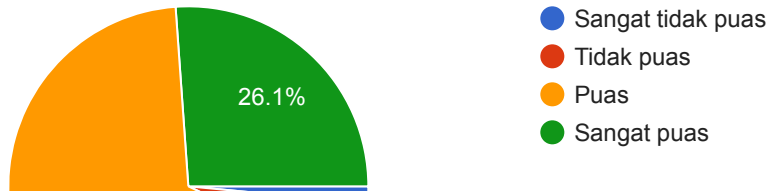
Pegawai dapat diandalkan dalam menangani masalah administrasi

197 responses



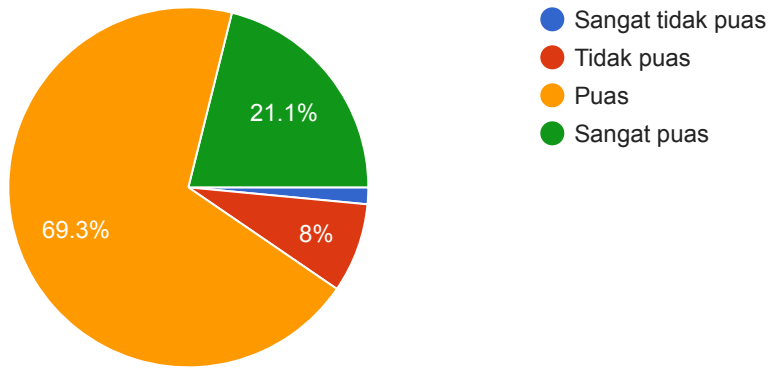
Dosen dapat diandalkan dalam menangani masalah akademis.

199 responses



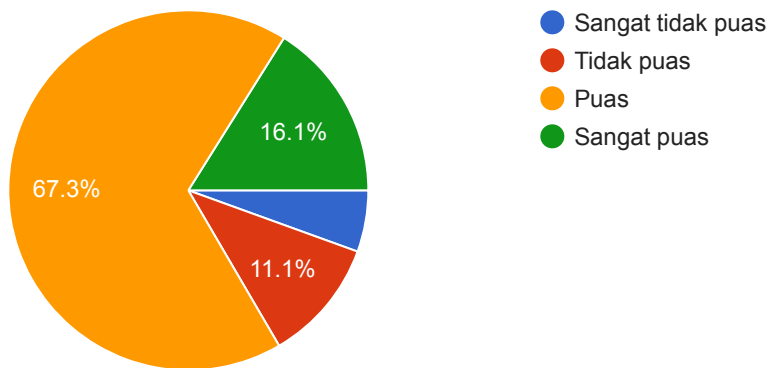
Pegawai memberikan informasi yang jelas kepada Anda.

199 responses



Respon pegawai terhadap kebutuhan mahasiswa

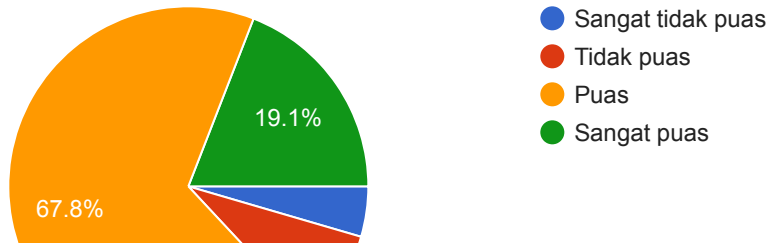
199 responses



KETANGGAPAN PELAYANAN

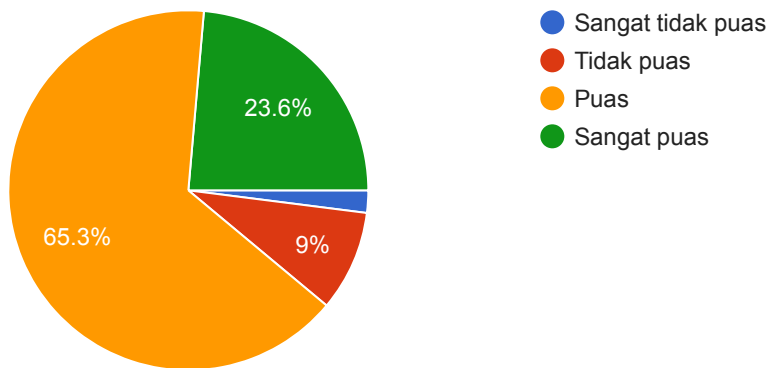
Pengurusan administrasi akademik

199 responses



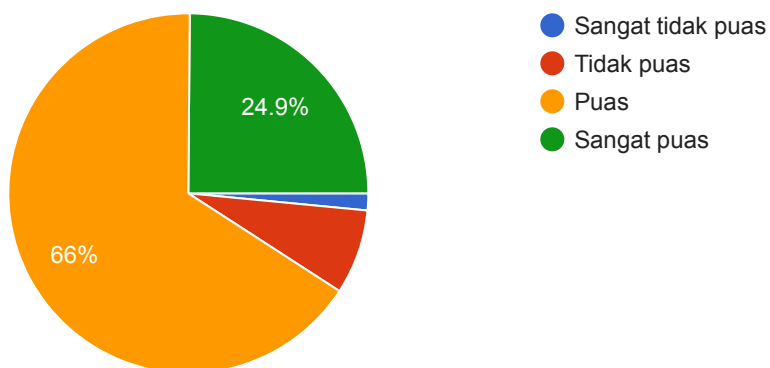
Pengurusan pembayaran uang SPP

199 responses



Pengurusan registrasi

197 responses



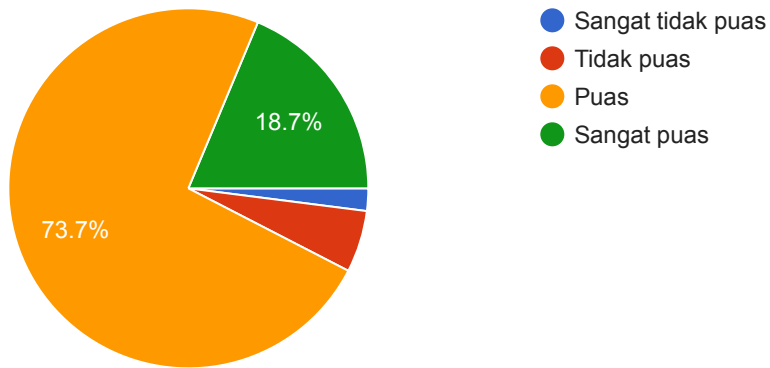
Pengurusan surat keterangan akademik (keterangan aktif kuliah, surat keterangan sakit/cuti, dll.)

198 responses



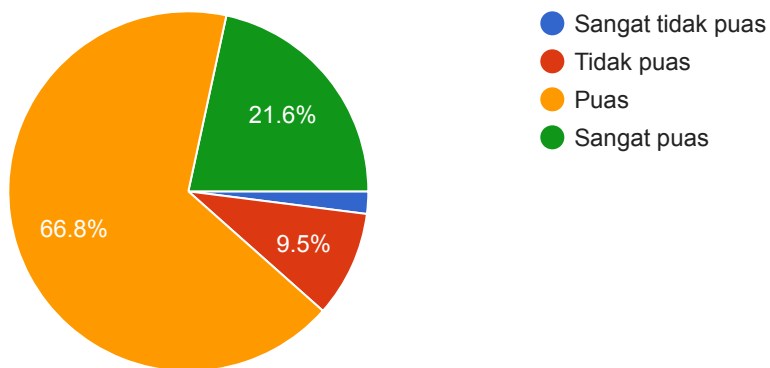
Sikap dan kejelasan pelayanan staf akademik

198 responses



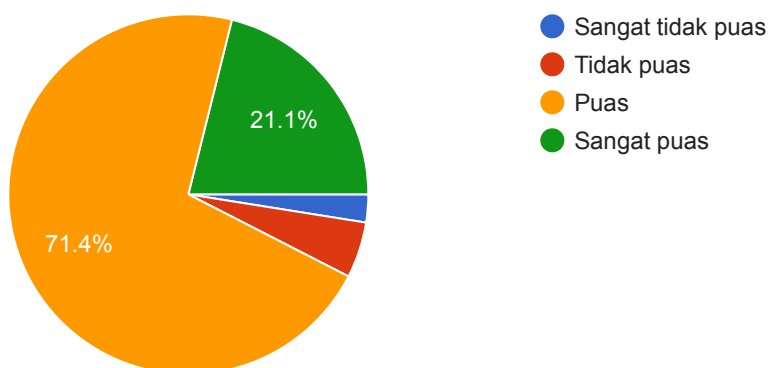
Proses dan akses pelayanan di kampus

199 responses



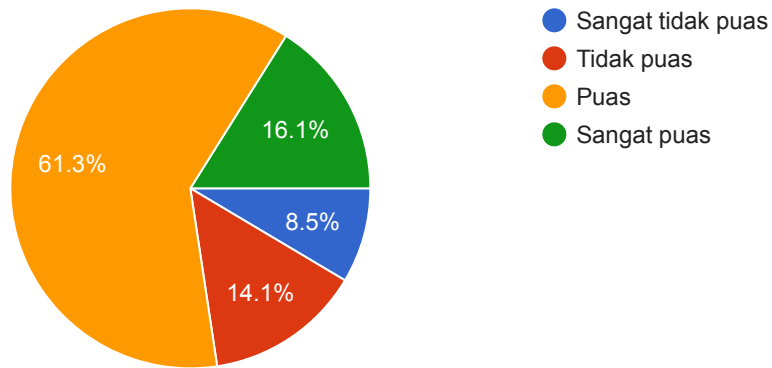
Komunikasi staf dengan mahasiswa sebagai pengguna layanan

199 responses



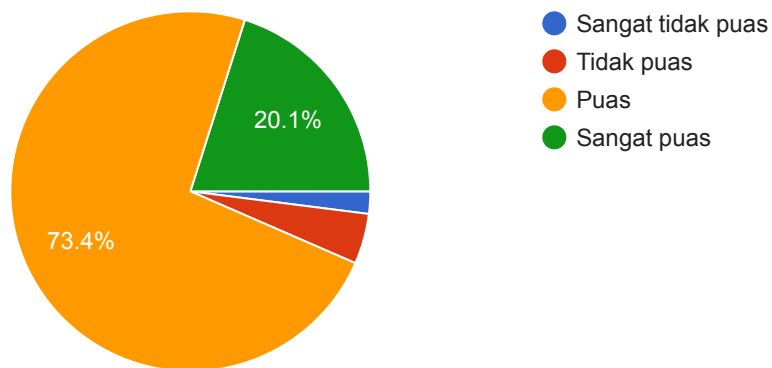
Pengurusan beasiswa

199 responses



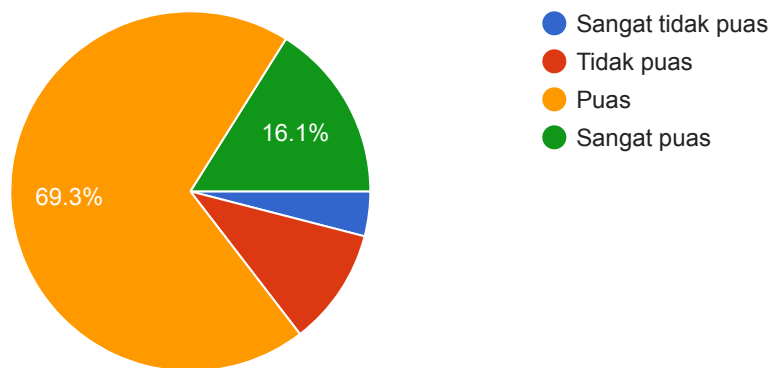
Kemampuan petugas menggunakan alat bantu proses pelayanan

199 responses



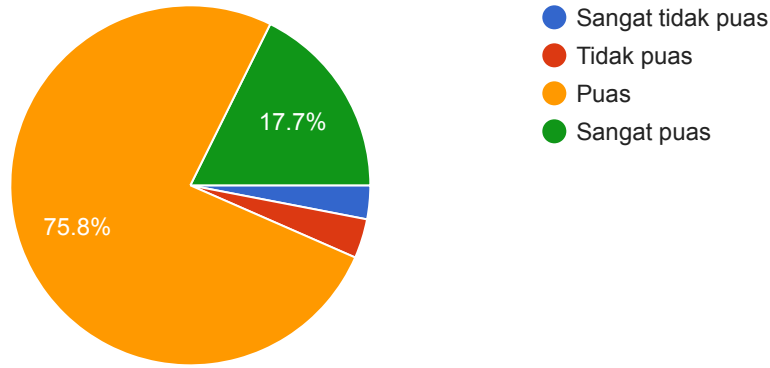
Waktu penyelesaian segala administrasi

199 responses



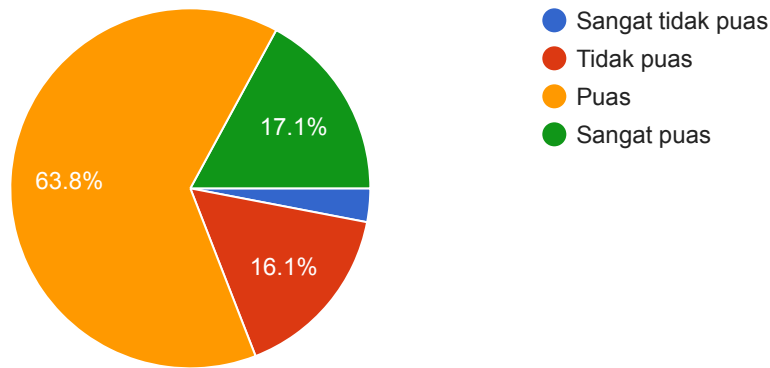
Kemudahan prosedur persuratan

198 responses



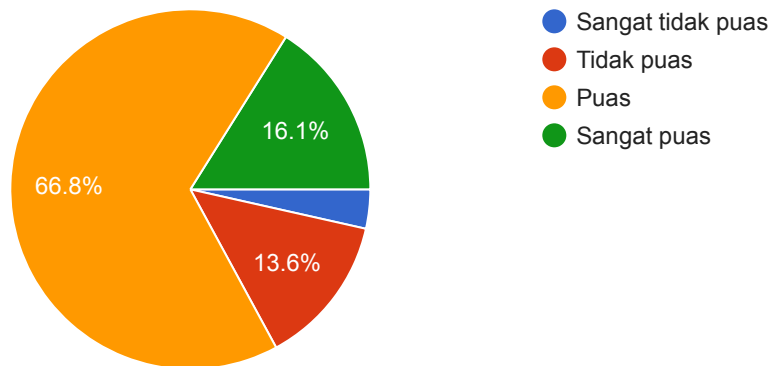
Pegawai melayani Anda dengan cepat.

199 responses



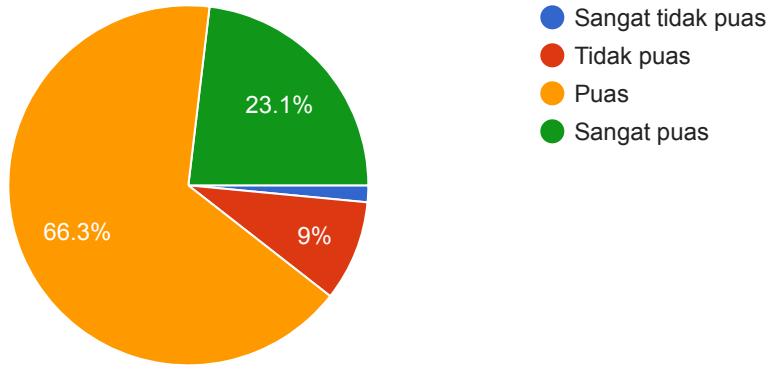
Pegawai tanggap membantu Anda

199 responses



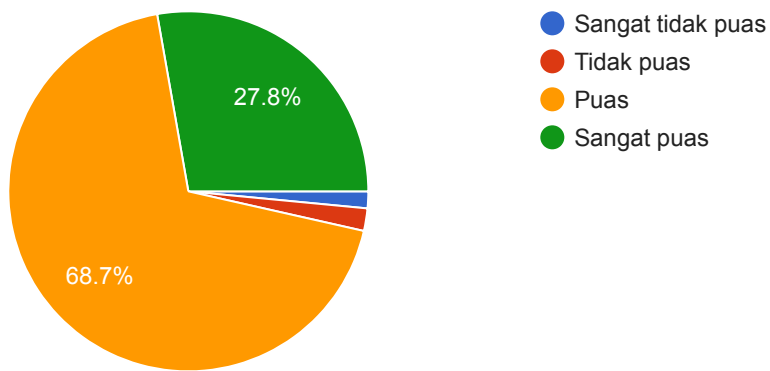
Dosen mudah untuk dihubungi.

199 responses



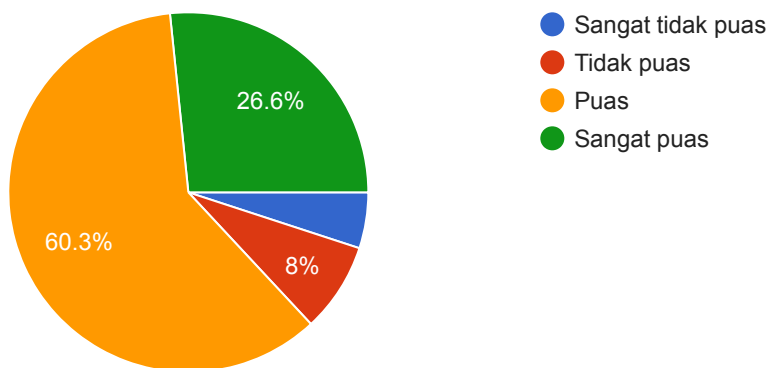
Dosen tanggap membantu Anda memahami perkuliahan

198 responses



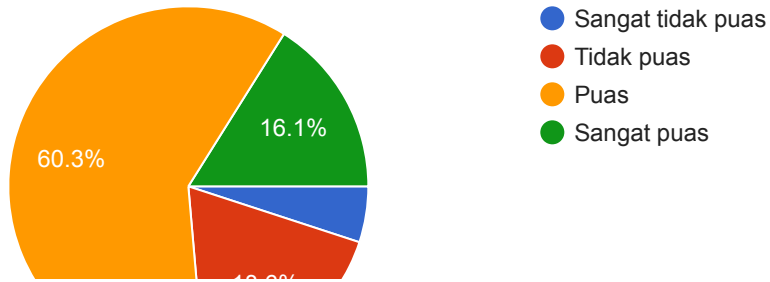
Kemudahan mendapatkan informasi waktu dan jumlah pembayaran biaya kuliah (papan informasi)

199 responses



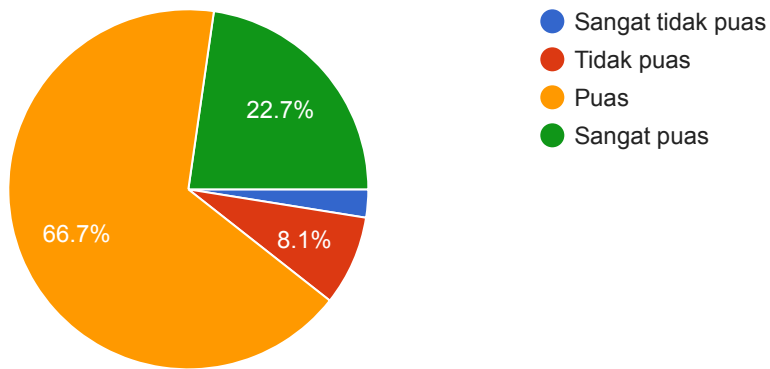
Kualitas layanan petugas keuangan

199 responses



Jumlah pegawai

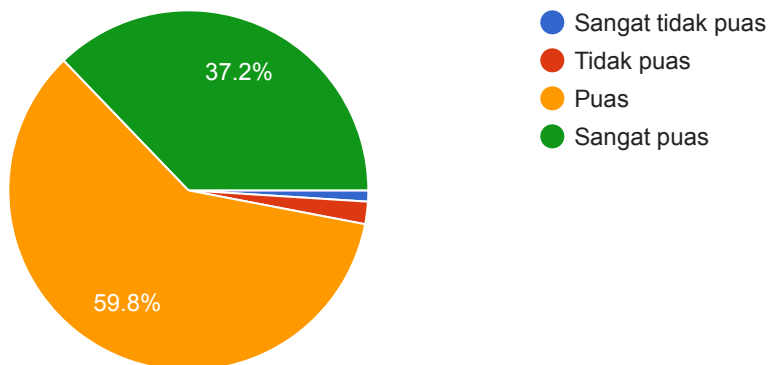
198 responses



KEYAKINAN/JAMINAN (Assurance)

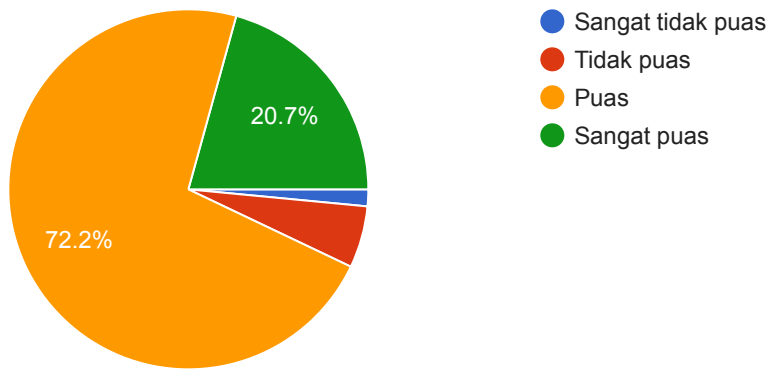
Pengetahuan yang Anda dapatkan membuat Anda percaya diri menghadapi masa depan.

199 responses



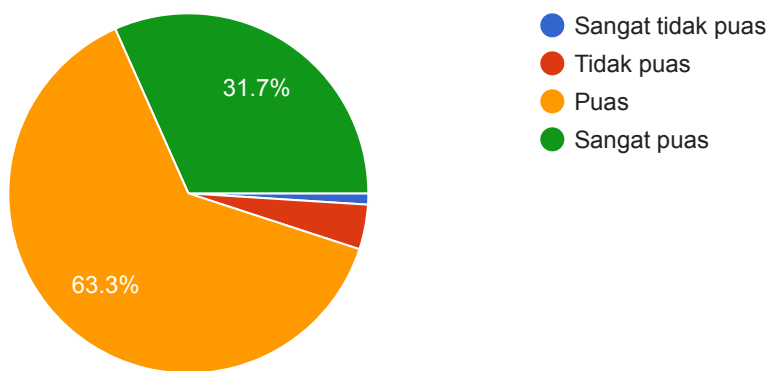
Jaminan kerahasiaan informasi akademik

198 responses



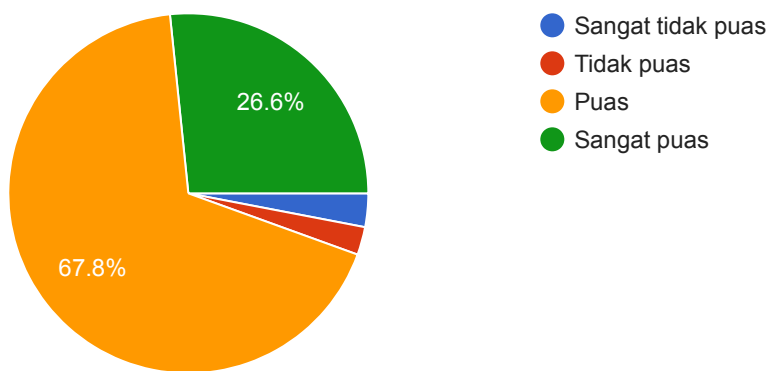
Kurikulum yang Anda dapatkan sesuai dengan kebutuhan kerja.

199 responses



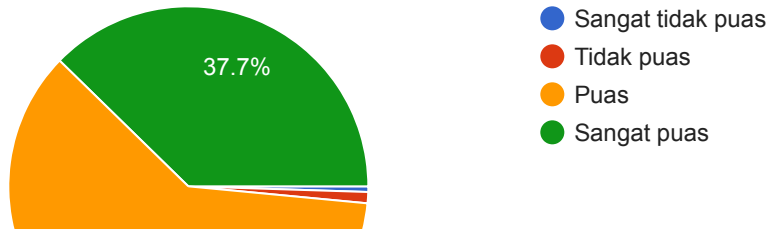
Pegawai berkompentensi baik.

199 responses



Dosen memiliki kompetensi di bidangnya.

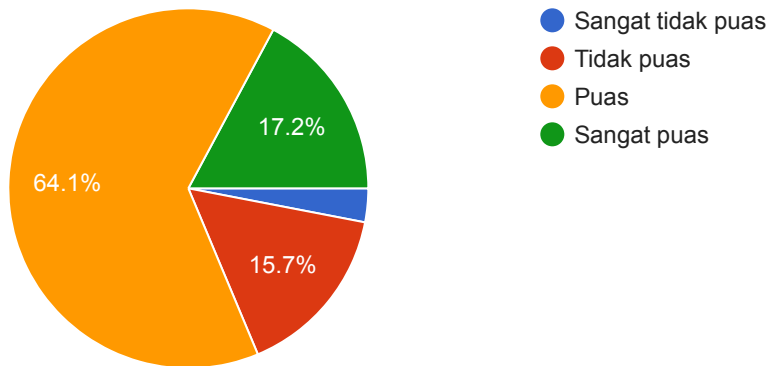
199 responses



KEPEDULIAN (Empathy)

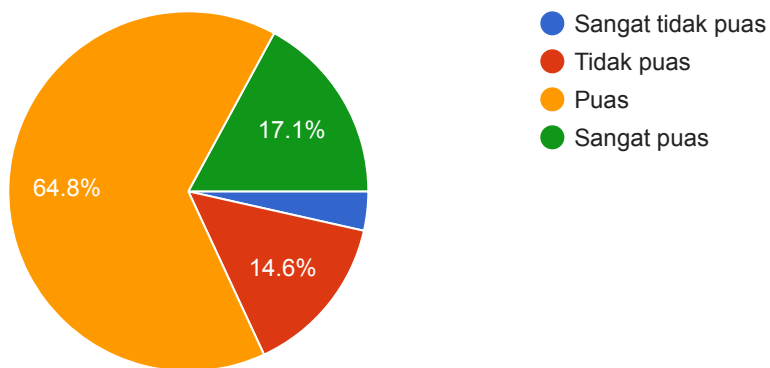
Pegawai memberikan perhatian kepada Anda.

198 responses



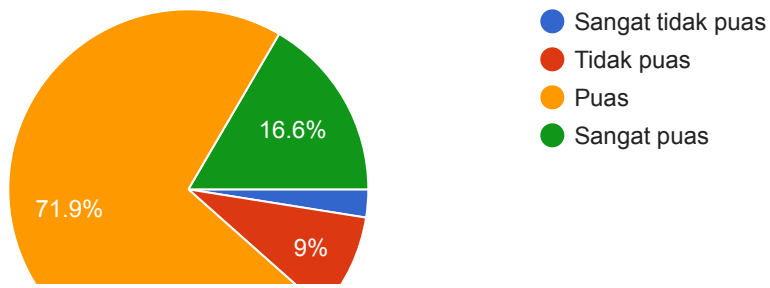
Pegawai memahami keinginan dan kebutuhan Anda.

199 responses



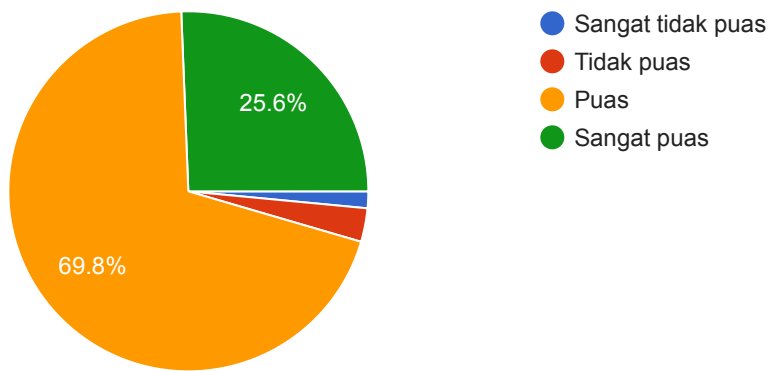
Dosen memahami keinginan dan kebutuhan Anda.

199 responses



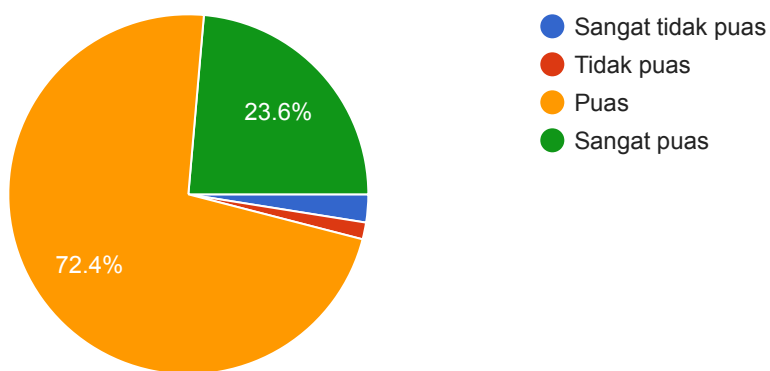
Dosen memberi ruang untuk diskusi.

199 responses



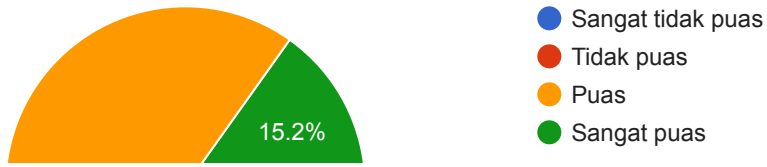
Dosen memberikan perhatian kepada Anda.

199 responses



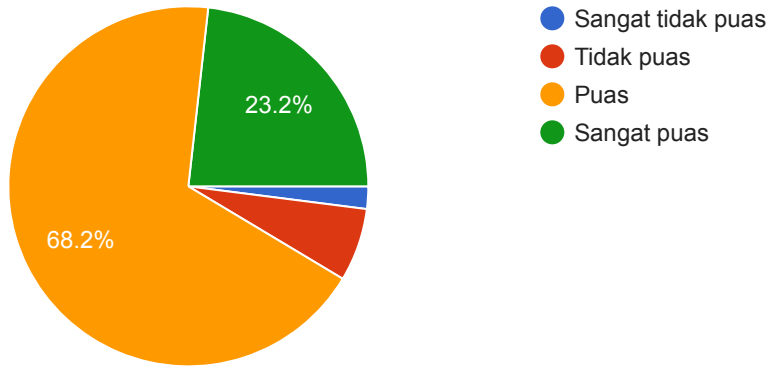
Pegawai memberikan pelayanan yang dijanjikan sesuai dengan harapan Anda.

198 responses



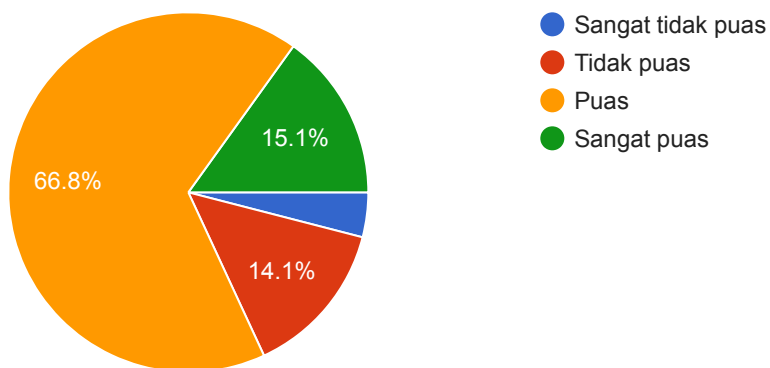
Dosen bersedia membantu kesulitan atau permasalahan yang Anda hadapi.

198 responses



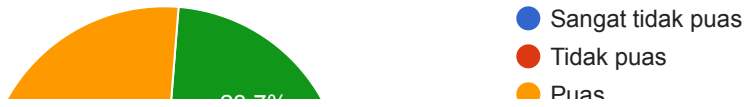
Pegawai bersedia membantu mengatasi kesulitan atau permasalahan yang Anda hadapi.

199 responses



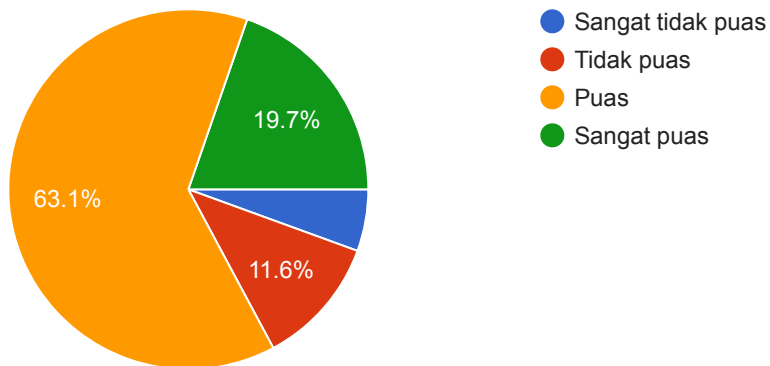
Ada respon terhadap pengisian Evaluasi Dosen untuk Mahasiswa (EDOM).

198 responses



Keramahan pegawai

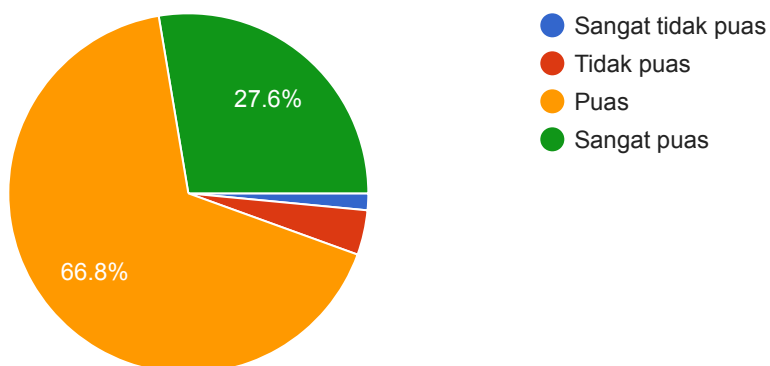
198 responses



Program Studi

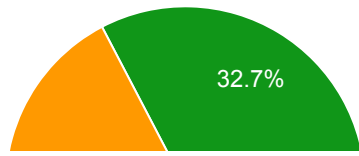
Kemudahan mendapatkan informasi perkuliahan

199 responses



Penjadwalan perkuliahan tiap semester

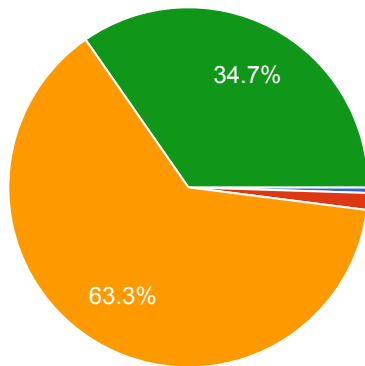
199 responses



- Sangat tidak puas
- Tidak puas
- Puas
- Sangat puas

Penjadwalan ujian (UTS dan UAS) sesuai kalender akademik

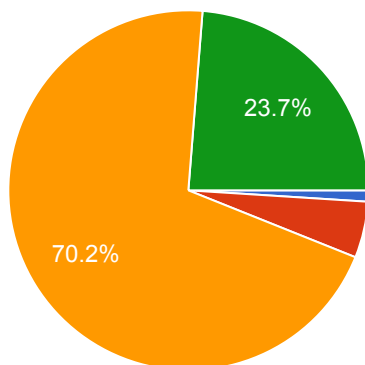
199 responses



- Sangat tidak puas
- Tidak puas
- Puas
- Sangat puas

Kemudahan dalam mengurus transkrip nilai

198 responses



- Sangat tidak puas
- Tidak puas
- Puas
- Sangat puas

Penyelesaian keluhan atas ketidak sesuaian seperti tidak tercantumnya nama mahasiswa dalam daftar hadir dan lain-lain

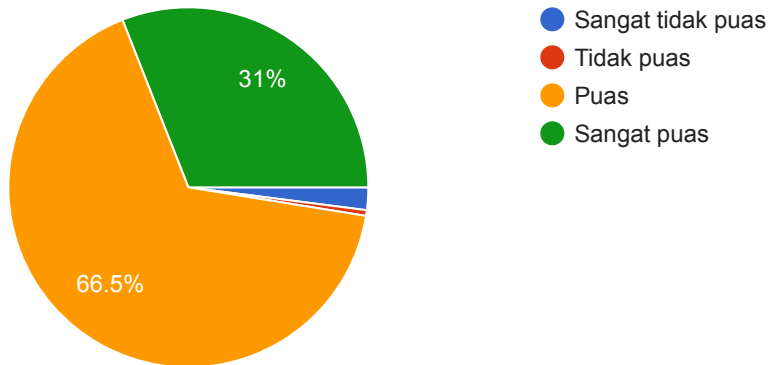
199 responses



● Sangat tidak puas

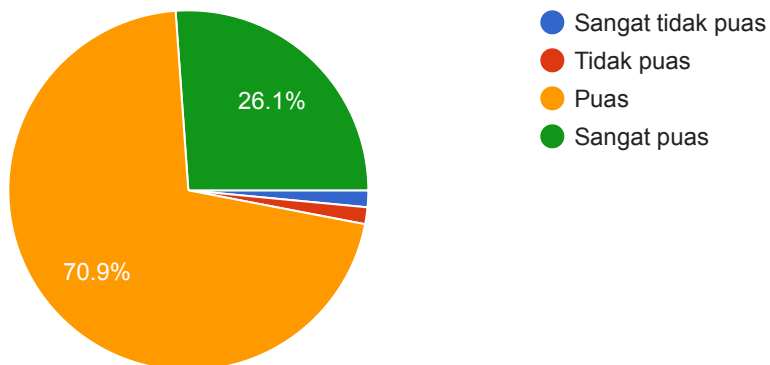
Kualitas layanan jurusan/prodi

197 responses



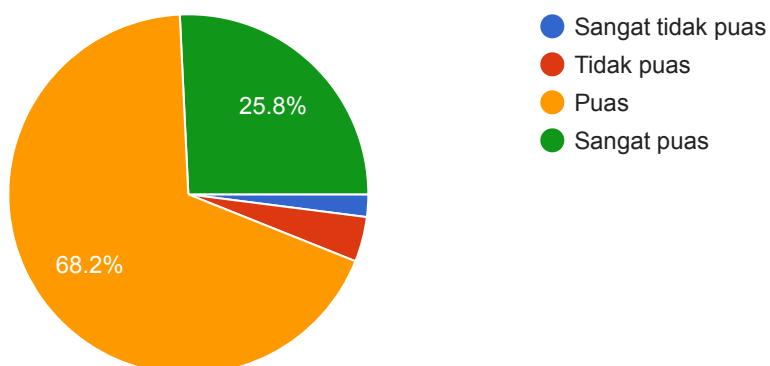
Penetapan Dosen pengampu mata kuliah

199 responses



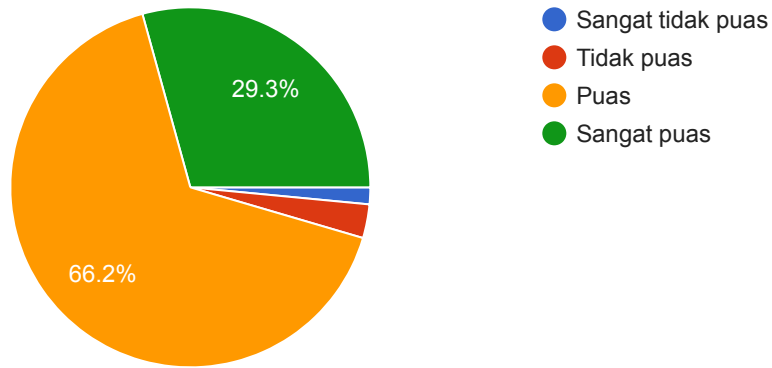
Dukungan jurusan/prodi terhadap kegiatan (organisasi) kemahasiswaan

198 responses



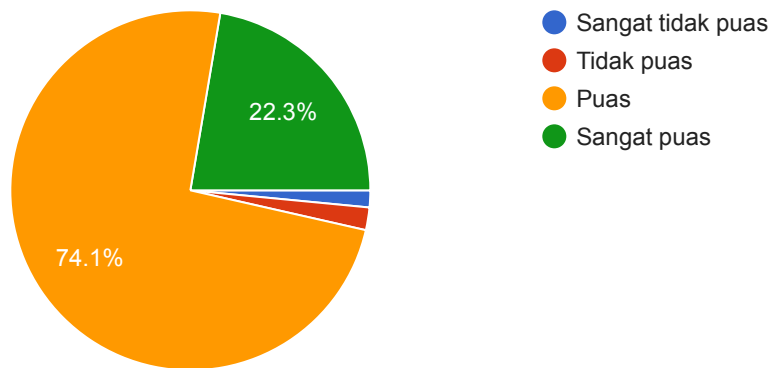
Kualitas layanan perkuliahan oleh dosen

198 responses



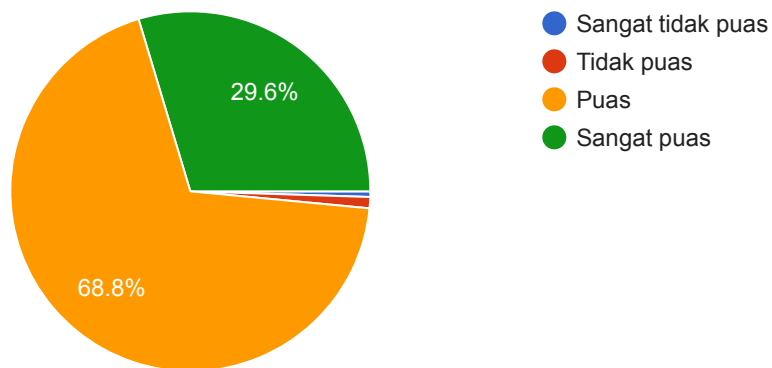
Dukungan jurusan/prodi terhadap penyelesaian studi

197 responses



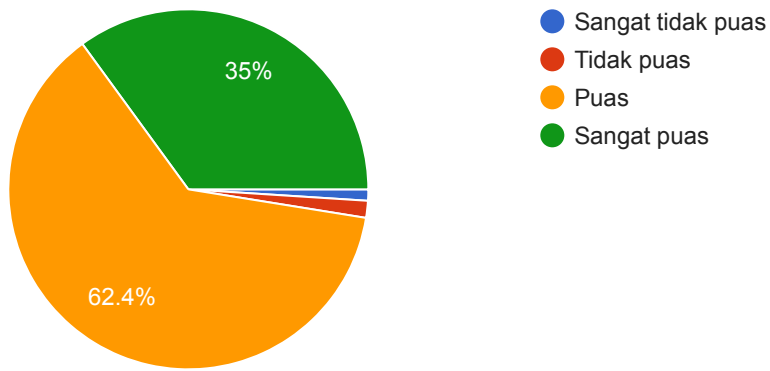
Informasi mata kuliah untuk semester selanjutnya

199 responses



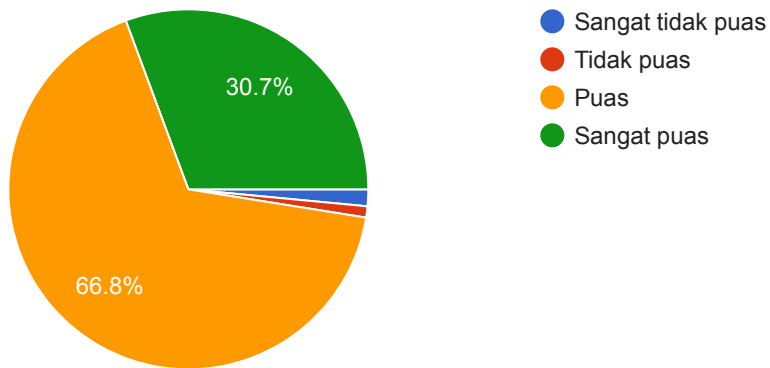
Pengisian dan penerbitan KRS online

197 responses



Penyampaian informasi program studi

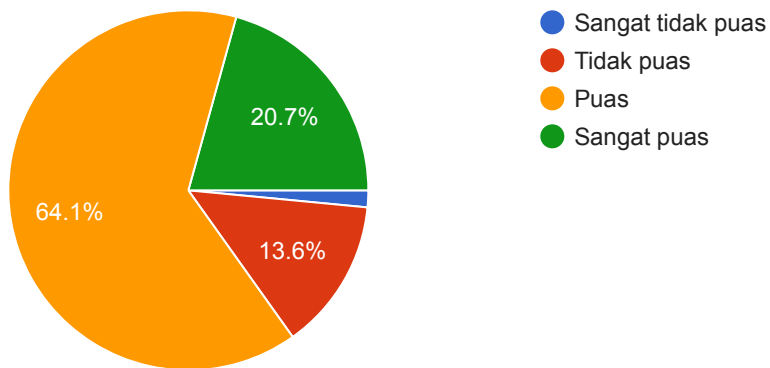
199 responses



Pusat kegiatan mahasiswa

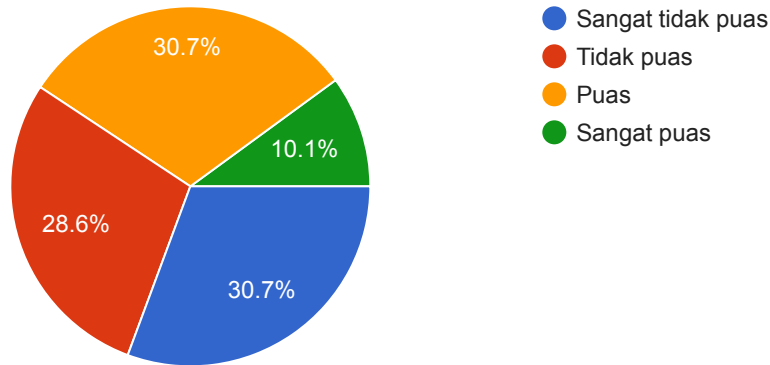
Kondisi sekretariat organisasi kemahasiswaan (IKMA)

198 responses



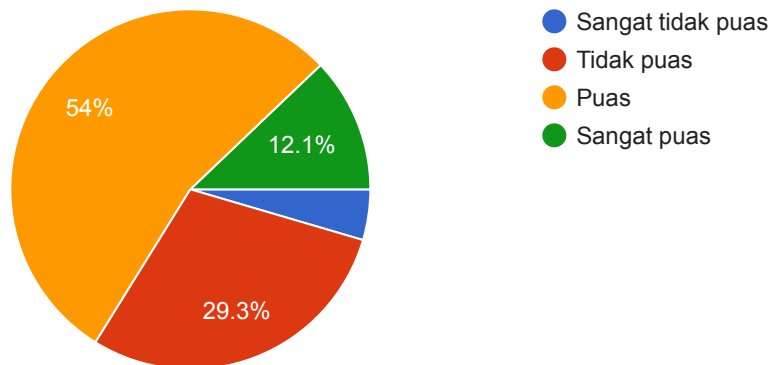
Kondisi kamar mandi/WC

199 responses



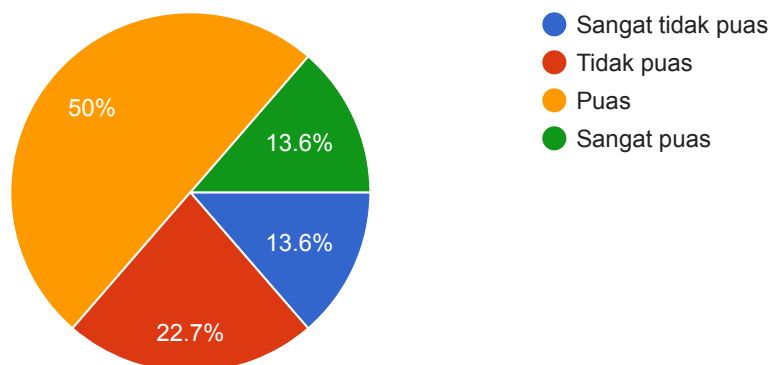
Tempat parkir

198 responses



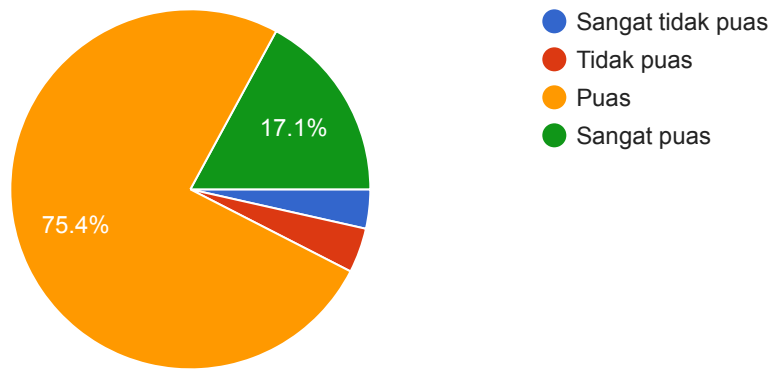
Fasilitas air

198 responses



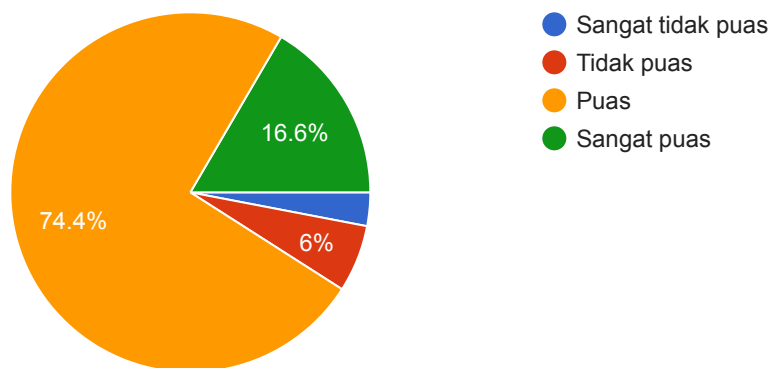
Jam operasional aula

199 responses



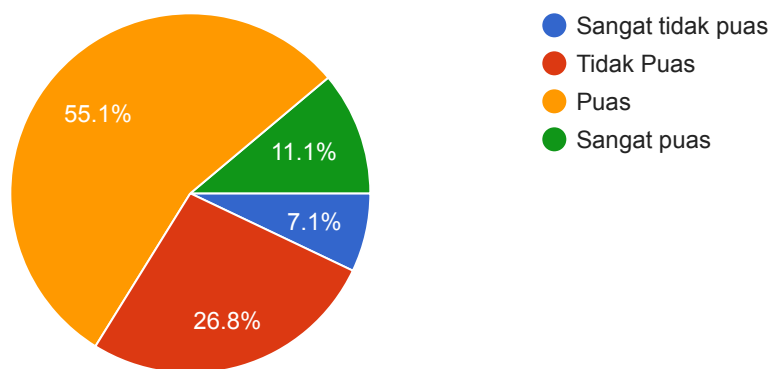
Pengaturan jadwal penggunaan aula pusat kegiatan mahasiswa dan ruang lainnya

199 responses



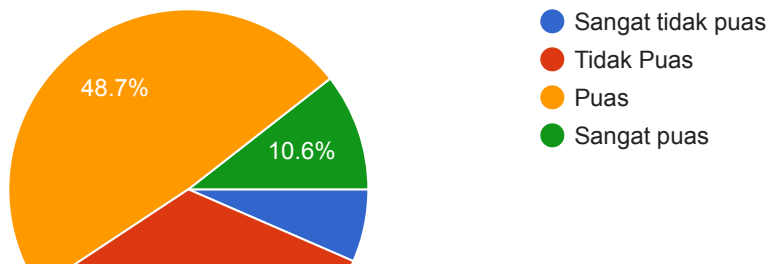
Kondisi lapangan

198 responses



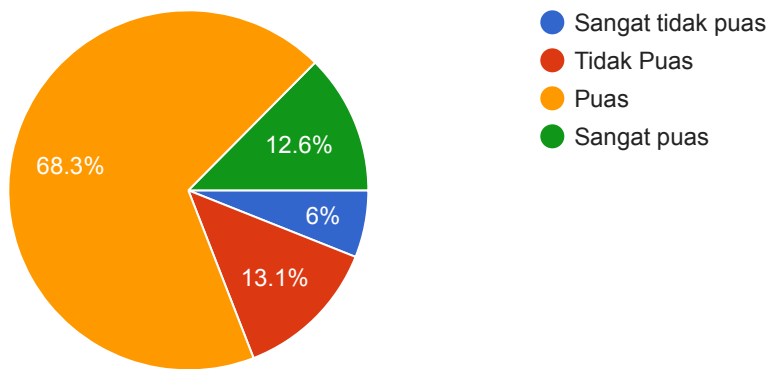
Kecukupan luas lapangan

199 responses



Prosedur peminjaman dan pengaturan pemakaian

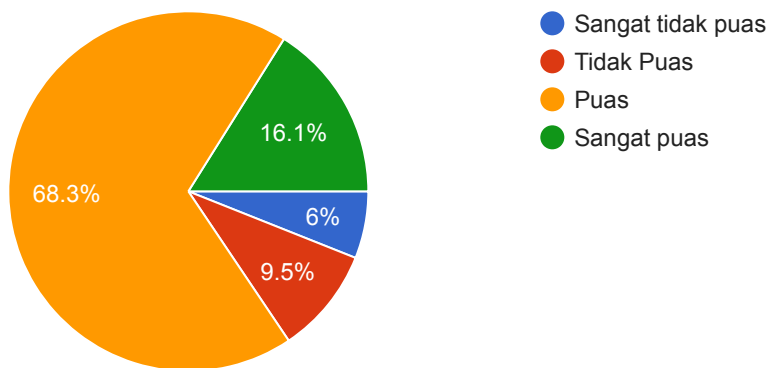
199 responses



Perpustakaan

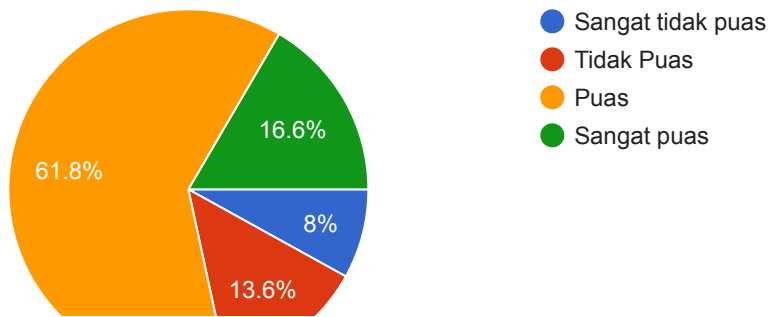
Kemudahan pencarian/akses koleksi perpustakaan

199 responses



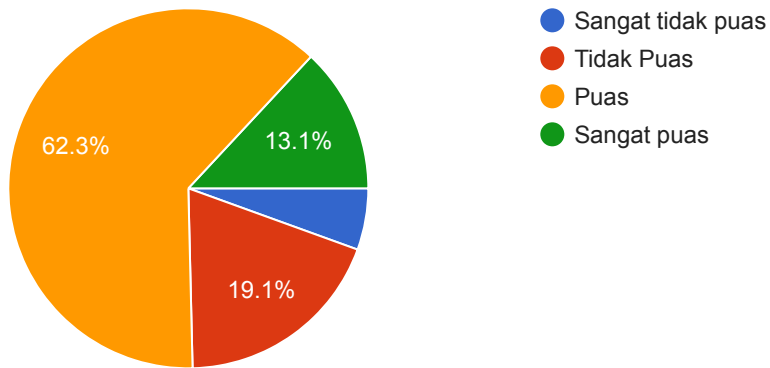
Kualitas pelayanan pustakawan dan staf perpustakaan

199 responses



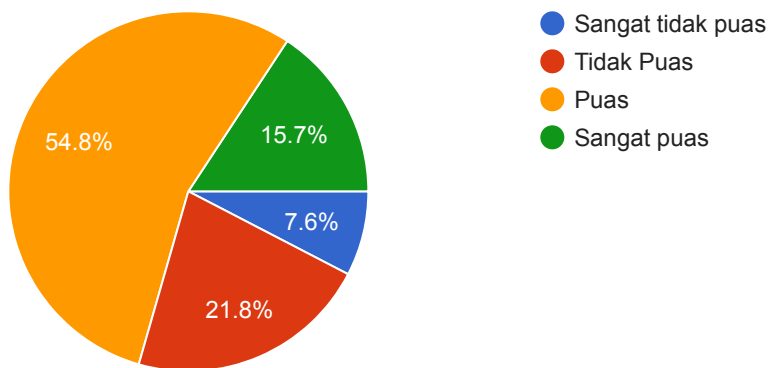
Kelengkapan koleksi perpustakaan

199 responses



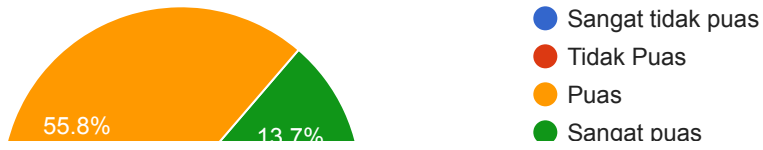
Kenyamanan ruang perpustakaan

197 responses



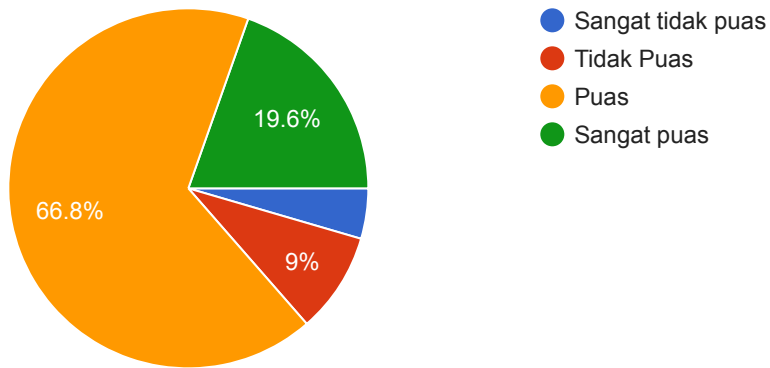
Kemudahan peminjaman koleksi perpustakaan

197 responses



Menyiapkan E-book

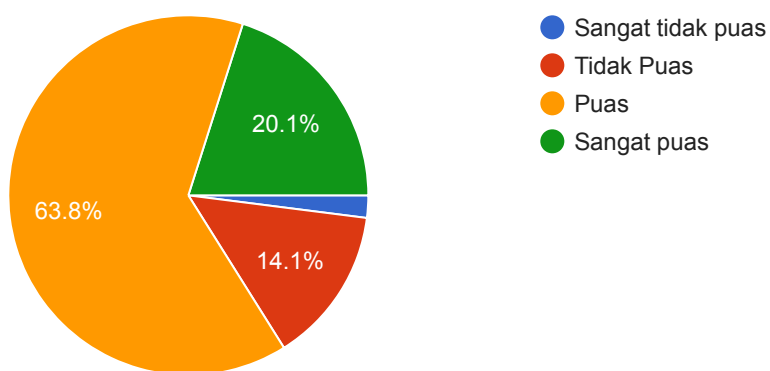
199 responses



Laboratorium

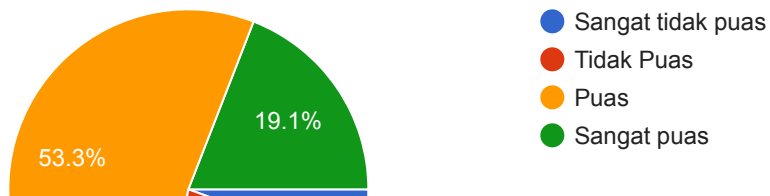
Kualitas layanan laboran

199 responses



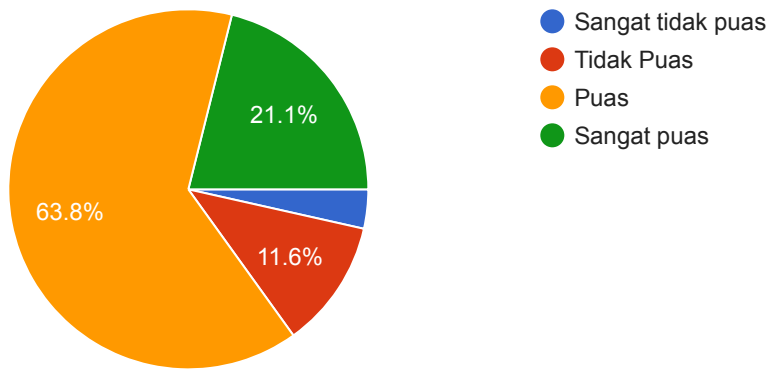
Kelengkapan fasilitas laboratorium

199 responses



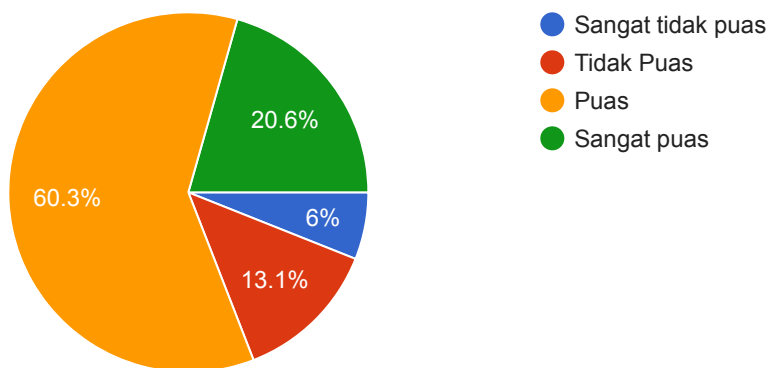
Keamanan laboratorium (terkait bahan kimia berbahaya)

199 responses



Keberfungsian alat-alat laboratorium

199 responses



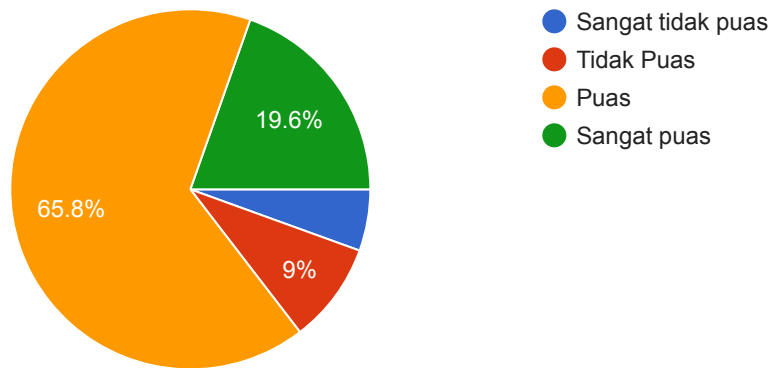
Kenyamanan laboratorium (Pencahayaan, Suhu ruangan, kebersihan)

199 responses

Sangat tidak puas

Prosedur penggunaan laboratorium untuk keperluan pendidikan, penelitian, dan pengabdian masyarakat

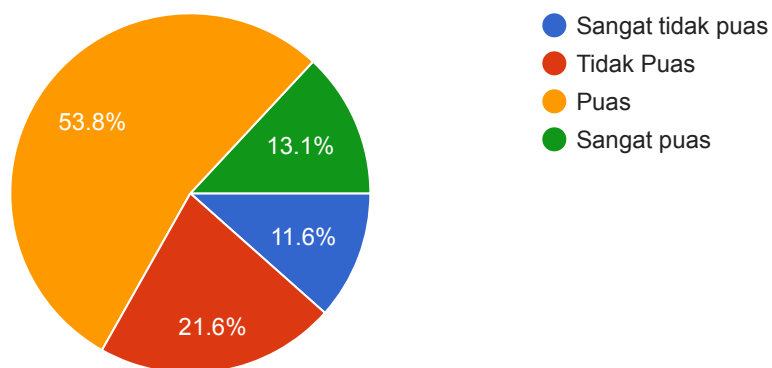
199 responses



Asrama

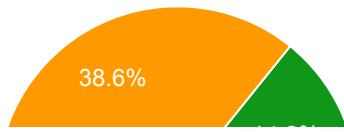
Kondisi Bangunan Asrama secara umum

199 responses



Kondisi Kamar

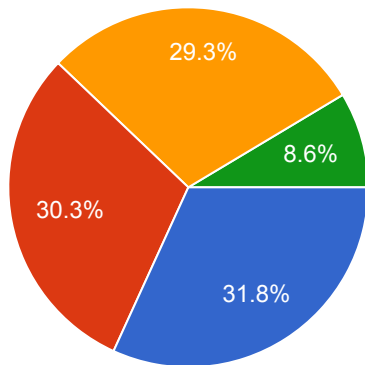
197 responses



- Sangat tidak puas
- Tidak Puas
- Puas
- Sangat puas

Kondisi Kamar Mandi

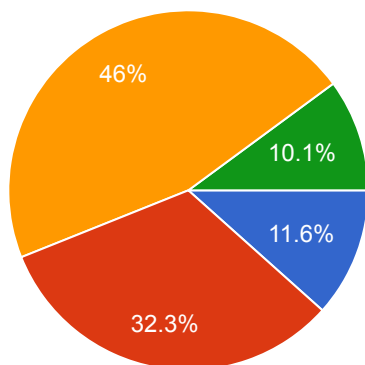
198 responses



- Sangat tidak puas
- Tidak Puas
- Puas
- Sangat puas

Ruang Makan Asrama

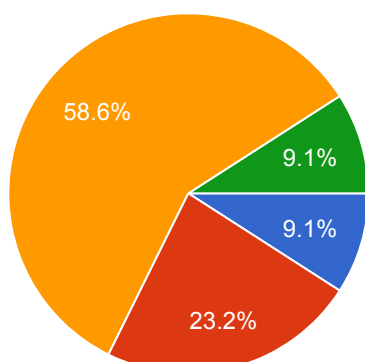
198 responses



- Sangat tidak puas
- Tidak Puas
- Puas
- Sangat puas

Tempat Parkir

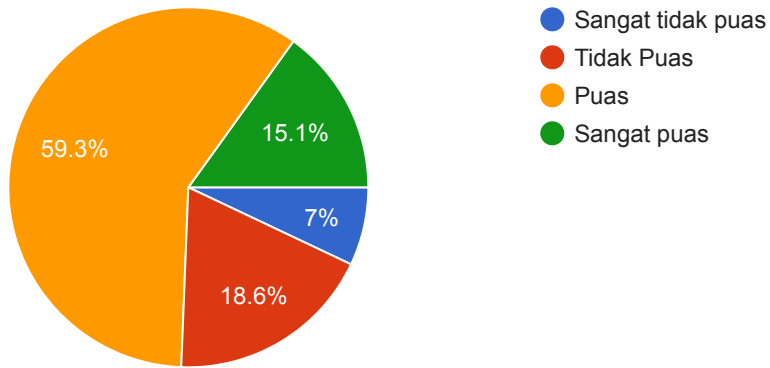
198 responses



- Sangat tidak puas
- Tidak Puas
- Puas
- Sangat puas

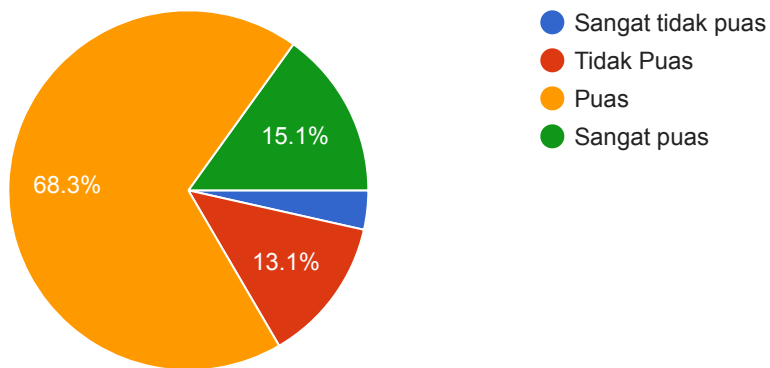
Akper Mart

199 responses



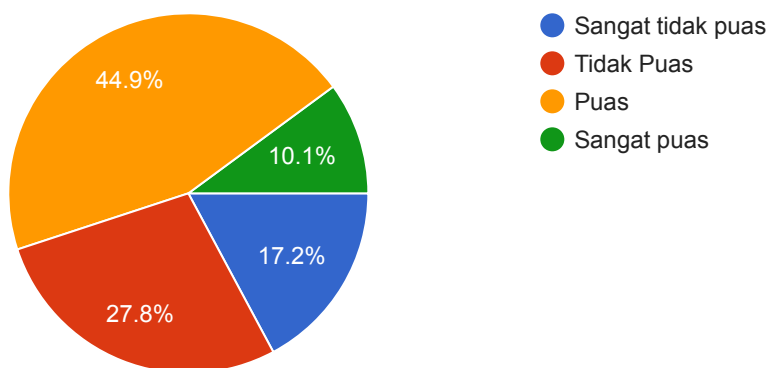
Layanan Pembayaran Biaya Asrama

199 responses



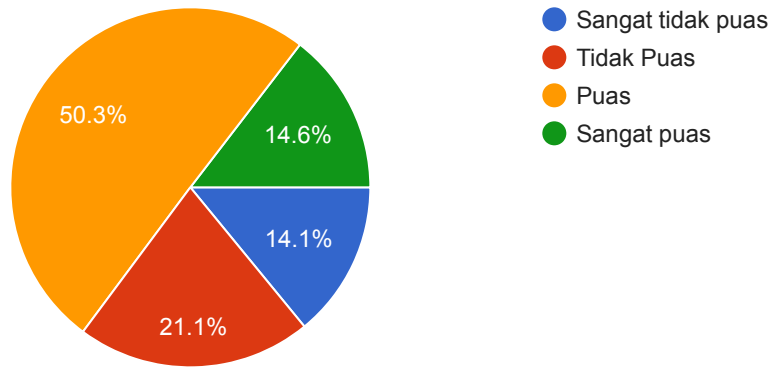
Kebersihan Asrama

198 responses



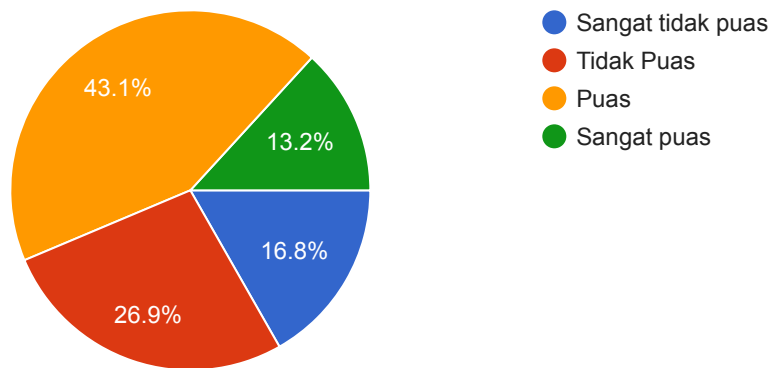
Fasilitas Air

199 responses



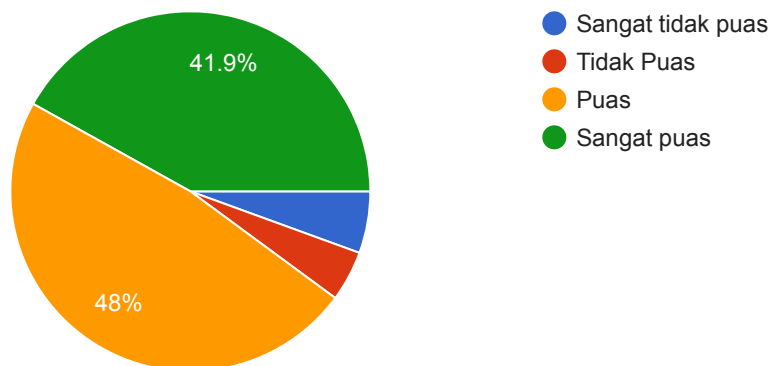
Fasilitas Listrik

197 responses



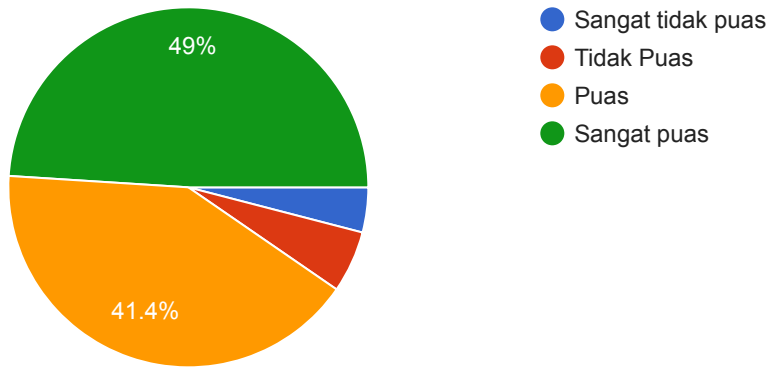
Petugas / penjaga asrama

198 responses



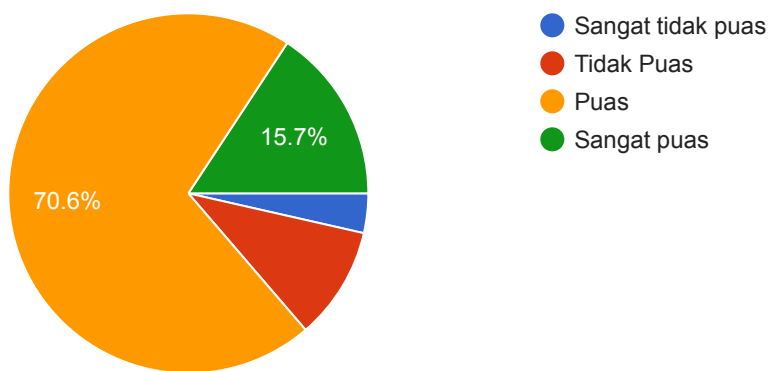
Respon Ibu Asrama melayani keluhan/pengaduan

198 responses



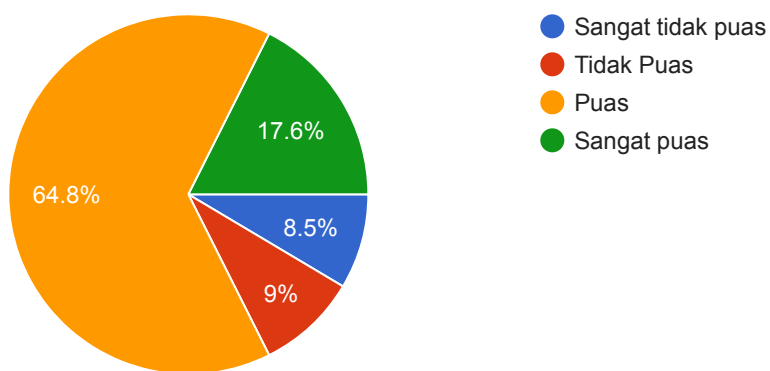
Besaran Biaya Sewa

197 responses



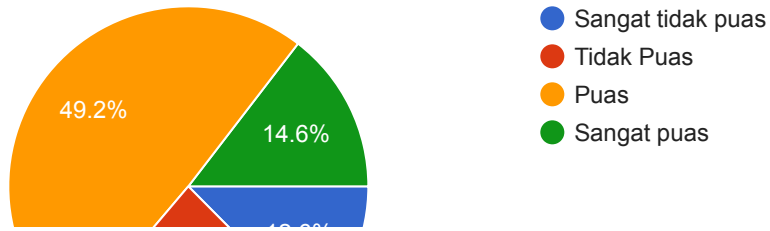
Informasi Mengenai Asrama

199 responses



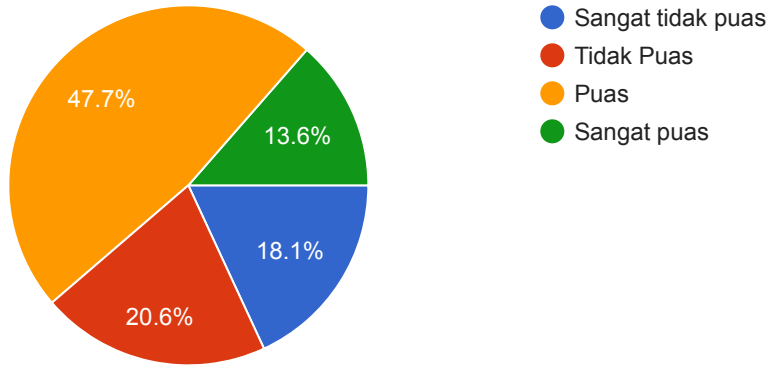
Suasana Asrama

199 responses



Jumlah Kamar Asrama

199 responses



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