



2022

**GRADUATE USERS'
SATISFICATION SURVEY**

**BACHELOR OF
FRENCH LANGUAGE EDUCATION**

REPORT ON GRADUATE USERS' SATISFACTION SURVEY RESULT

I. Background

Higher education has an important role in shaping individuals to become qualified professionals. Bachelor of French language education in the Faculty of Language Arts and Cultures (FLAC) Universitas Negeri Yogyakarta (UNY) aims to provide quality education in the field of French. As part of efforts to improve the quality of education, UNY regularly conducts user satisfaction surveys, including graduates of French language education study programmes.

User satisfaction surveys are an important instrument for measuring the quality of education provided by a higher education institution. Through this survey, UNY can understand to what extent the French language education study programme meets the needs and expectations of its graduates. In this context, Universitas Negeri Yogyakarta Academic Regulation Number 13 of 2015 is the legal basis that regulates the educational process, including the evaluation and monitoring of the quality of education provided by UNY.

It is important to note that to ensure that graduates of the French language education study programme receive a good quality of education, UNY has implemented various policies and regulations, including continuous assessment of the curriculum, lecturer qualifications, learning facilities, and mentoring processes. Apart from that, UNY is also committed to listening to input and feedback from graduates through user satisfaction surveys, which is an integral part of the higher education quality management system at UNY.

In this context, the user satisfaction survey report on graduates of the Bachelor of French language education study programme in FLAC UNY will provide an in-depth picture of the extent to which the policies and regulations that have been implemented by UNY influence the educational experience of graduates. The data and findings from this survey will provide valuable insight for UNY in its continuous efforts to improve the quality of education and ensure that Bachelor of French-language education graduates have the skills and knowledge that match the demands of the job market and societal expectations.

II. Survey Results

The results of the graduate user satisfaction survey can be obtained via survey.uny.ac.id page. By using Faculty filters/choices, the responses of FLAC UNY students are captured to excel data format which creates responses to 13 indicators, including the following.

Question item	Indicator
1.	Integrity (ethics, morals, work ethic)
2.	Expertise in the field of science (professionalism)
3.	Foreign language skills
4.	Ability to use information technology
5.	Communication skills
6.	Teamwork
7.	Self-development
8.	Leadership
9.	Innovation
10.	Creativity
11.	Problem solving skill
12.	Critical thinking skills
13.	Scientific insight into the field of expertise

III. Satisfaction Level

From the results of the graduate user satisfaction survey which can be accessed via the survey.uny.ac.id page, graduate user satisfaction survey data was obtained from 21 respondents. Based on these data, the following results were obtained:

No	Ability Type	User Satisfaction Rate (%)				Follow-up Plan by PS and/or UPPS
		Excellent	Good	Enough	Not enough	
1	2	3	4	5	6	7
1	Ethical behavior	85.7	14.3	0	0	Providing ethical examples to students, posting social messages in easily visible places and holding soft skills training for students regularly every year
2	Performance related to key competencies	90.47	9.53	0	0	Implementing learning based on research results, involving students in research and service activities to improve prospective graduates' scientific expertise and strengthen French Language learning skills

3	Ability to work in a team	80.95	19.05	0	0	Using foreign language books in classroom learning to improve foreign language skills, intensify Pro-TEFL/TOEFL training and tests, involving students in international seminars
4	Communication skills	95.23	4.76	0	0	Optimizing the use of information technology to design, implement and evaluate learning
5	English ability	90.47	9.53	0	0	Increase the intensity of discussions, public speaking skills, presentations, and familiarize students with writing journals as a means of communication to the academic community
6	Ability to use of information technology	95.23	4.76	0	0	Involving students in academic activities, research, and community service, implementing cooperative learning in lectures
7	Self-development efforts	85.7	14.3	0	0	Get used to and develop a culture of literacy as capital for students' self-development

1. Ethics

Based on the results of a user satisfaction survey of graduates of Bachelor of French Language Education, related to aspects of integrity which include ethics, morals, and work ethic, 85.7% of 21 respondents stated that graduates of Bachelor French Language Education were considered to have very good ethics, while 12.2 The other % said it was good. These results indicate that graduates of the Bachelor of French Language Education are considered to have adequate professional ethics, morals, and work ethic.

2. Performance related to key competencies

Based on the results of a user satisfaction survey of graduates of Bachelor of French Language Education regarding performance aspects related to main competencies, 90.47% of respondents stated that graduates of the Study Programme were considered to have excellent performance, while 9.53% of respondents stated that they were good.

3. Ability to work in a team

Based on the results of a user satisfaction survey of graduates of the French Language Education Study Programme, related to the aspect of ability to work in a team, 80.95% of 21 respondents stated that graduates of the Bachelor of French Language Education were considered to have the ability to work in a team very well, while another 19.05% said it was good. These results indicate that graduates of the study programme are considered to have excellent collaborative abilities.

4. Communication skills

Based on the results of a user satisfaction survey of graduates of the Bachelor of French Language Education, regarding the aspect of communication skills, 95.23% of 21 respondents stated that graduates of the Bachelor of French Language Education were considered to have very good communication skills, while another 4.76% said they were good. These results indicate that graduates of the study programme are considered to have excellent communication skills.

5. English ability

Having an English proficiency certificate (TOEFL, IBT, IELTS etc.) is one of the graduation requirements for students. Based on the results of a user satisfaction survey of graduates of the Programme, related to the aspect of English language skills, 90.47% of the 21 respondents stated that graduates of the study programme were considered to have very good English language skills, while the other 9.53% said they were good.

6. Ability to use information technology

Based on the results of a user satisfaction survey of graduates of the Bachelor of French Language Education, related to aspects of ability to use information technology 95.23% of 21 respondents stated that graduates of the study programme were considered to have very good ICT skills, while another 4.76% said they were good. These results indicate that graduates of the study programme are considered to have excellent digital literacy skills.

7. Self-development efforts

Based on the results of a user satisfaction survey of graduates of the Bachelor of French Language Education, related to aspects of self-development, 85.7% of respondents stated that graduates of the study programme were considered capable of developing themselves very well, while another 14.3% were considered capable of developing themselves well.

Follow-up Survey

As a reflection and follow-up to the results of a survey of user satisfaction levels of graduates of the Bachelor of French Language Education as well as an effort to achieve quality graduate standards, the French Language Education Department, Faculty of Languages, Arts, and Cultures, UNY, is trying to carry out several follow-up programs, including:

- a. Providing ethical examples to students, posting social messages in easily visible places, and holding soft skills training for students regularly every year.
- b. Implementing learning based on research results, involving students in research and service activities to improve prospective graduates' scientific expertise and strengthen their learning of French language skills.
- c. Using foreign language books in classroom learning to improve foreign language skills, intensify Pro-TEFL/TOEFL training and tests, and involve students in international seminars.
- d. Optimizing the use of information technology to design, implement, and evaluate learning.
- e. Increase the intensity of discussions, public speaking skills, and presentations, and familiarize students with writing journals as a means of communication with the academic community.
- f. Involving students in academic activities, research, and community service, implementing cooperative learning in lectures.
- g. Get used to and develop a culture of literacy as a base for students' self-development.