

REPORT RESULTS:

USER STUDY 2020

Master of Public Administration



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OVERVIEW OF USER STUDY

In a renewed effort, the Faculty of Social and Political Sciences at Universitas Gadjah Mada (Fisipol UGM) conducted a User Study Survey targeting alumni superiors to gather information regarding the capacity and suitability of alumni competencies in their workplaces. The results of the User Study are expected to provide adequate input for the development of the quality of education and graduates produced by Fisipol UGM.

The User Study questionnaire consists of 5 sections:

1. Respondent's Identity
2. Company/Institution Identity
3. Identity of the Assessed Alumni
4. Assessment of Alumni Competencies
(7 competency aspects according to accreditation forms)
5. Development Suggestions by Alumni Superiors

The target respondents for the 2020 User Study at Fisipol UGM are alumni superiors who participated in the 2020 Tracer Study and are currently employed (excluding entrepreneurs), totaling 372 respondents.

During the data collection process of the User Study, it was discovered that 4 respondents were no longer employed, reducing the total number of respondents to **368**. Thus, the total target respondents for the Bachelor's User Study are 196 alumni superiors, while the total target for the Graduate User Study is 172 alumni superiors. Details of the total target respondents for the User Study at the program study level for each department are provided in the [Data Collection Process](#) section.

DATA COLLECTION PROCESS

The data collection for the User Study 2020 at the Faculty of Social and Political Sciences, Universitas Gadjah Mada, spanned four months, from July to October 2020, conducted via the website <https://alumni.fisipol.ugm.ac.id/userstudy>.

Enumerators sent reminders to respondents to complete the questionnaire by contacting alumni superiors via email or requesting assistance from alumni to forward the questionnaire link to their superiors via WhatsApp and email. Reminder messages were sent a maximum of twice a month.

The data collection results revealed a response rate of 23.47%, or 46 respondents, for the Bachelor's User Study, and a response rate of 45.35%, or 78 respondents, for the Graduate User Study. Thus, the total response rate for the User Study 2020 was 33.70%, or 124 respondents.

The attainment details at the program study level for each department are as follows:

Response Rate of Bachelor's and Master's User Study at Fisipol UGM 2020				
	Department	Target	Attainment	Response Rate
1.	Public Management and Policy	35	7	20%
2.	International Relations	35	8	22.86%
3.	Communication Science	44	9	20.45%
4.	Politics and Governance	28	5	17.86%
5.	Sociology	19	5	26.32%
6.	Social Development and Welfare	35	12	34.29%
7.	Master of Public Management and Policy	20	12	60%
8.	Master of International Relations	18	7	38.89%
9.	Master of Communication Science	40	19	47.5%
10.	Master of Politics and Governance	28	14	50%
11.	Master of Sociology	16	4	25%
12.	Master of Social Development and Welfare	11	4	36.36%
13.	Master of Public Administration	39	18	46.15%

Source: User Study Results

TEAM OF USER STUDY AT FISIPOL UGM 2020

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EXECUTIVE SUMMARY

The data collection for the User Study of the Master of Public Administration successfully obtained responses from 18 alumni superiors (46.15% of the target respondents). The majority of the alumni superiors are male and reside in Yogyakarta. Nearly all respondents (94.4% or 17 respondents) work in government agencies, with only 1 respondent employed in a private company. Most alumni superiors hold positions as top-level managers and low-level managers (7 respondents each), followed by middle managers (4 respondents).

The assessment results by alumni superiors indicate that all alumni received favorable evaluations. This is evident from the assessments dominated by Very Good and Good ratings. Areas for improvement are identified in aspects such as foreign language proficiency, cooperation, self-development, ethics, and the use of information and communication technology.

Furthermore, alumni superiors also provided feedback on the competencies needed in the current industry. These competencies include integrity, problem-solving, critical thinking, decision-making, teamwork, IT literacy, communication skills, statistics, and policy & media analysis. Additionally, alumni superiors provided input for improving the quality of Fisipol UGM graduates, such as offering internship programs and focusing on alumni career development, enhancing interaction with society and the industrial world, developing innovation to achieve performance targets, fostering character education, foreign language proficiency, and information technology skills, as well as directing and motivating newly graduated alumni to embrace entrepreneurial and independent spirits.

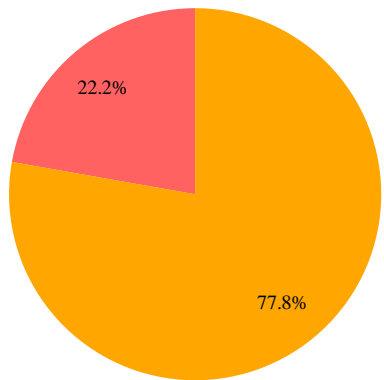
DEMOGRAPHICS OF RESPONDENTS

MASTER OF PUBLIC
ADMINISTRATION

Response Rate
46.15%

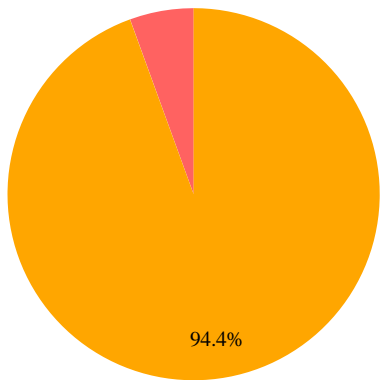
n Respondents
18

The majority of respondents in the User Study of the Master of Public Administration are male and reside in Yogyakarta. Nearly all respondents (94.4% or 17 respondents) work in government agencies, with most holding positions as top-level managers and low-level managers (7 respondents each).



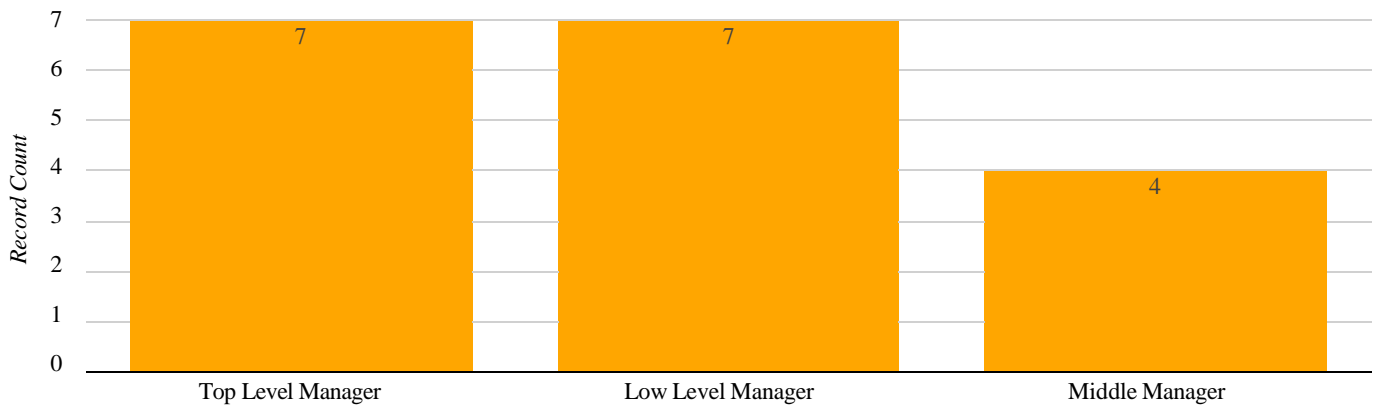
Male Female

Respondents by Gender

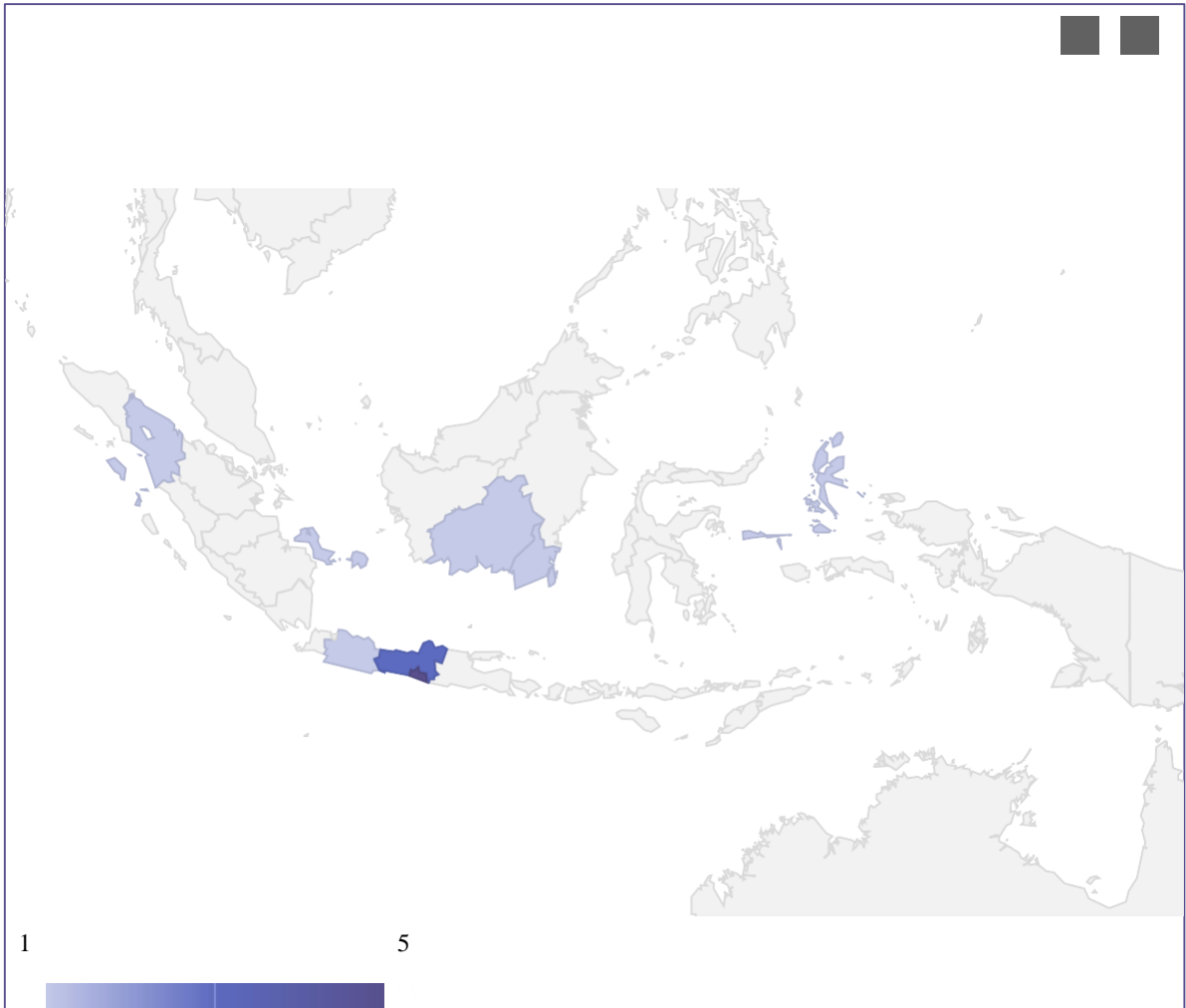


Government Agency Private Company

Respondents by Type of Company



Respondents by Position



Respondents by Province of Employment

COMPETENCY ASSESSMENT

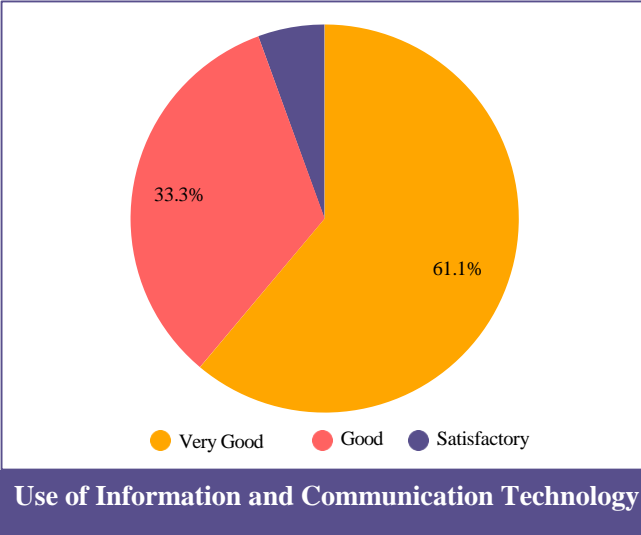
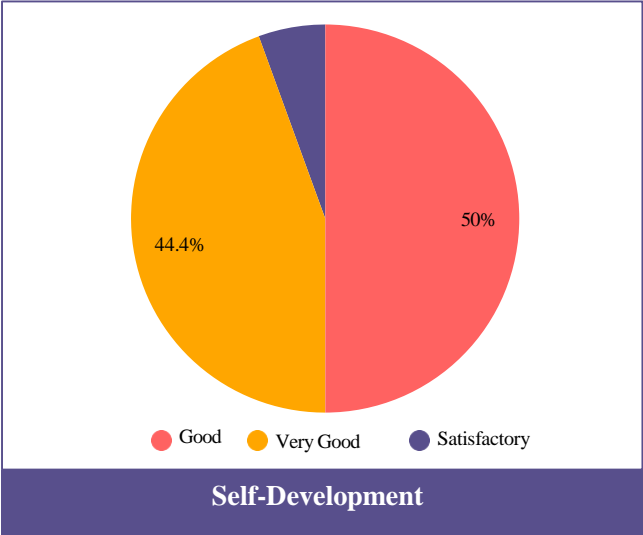
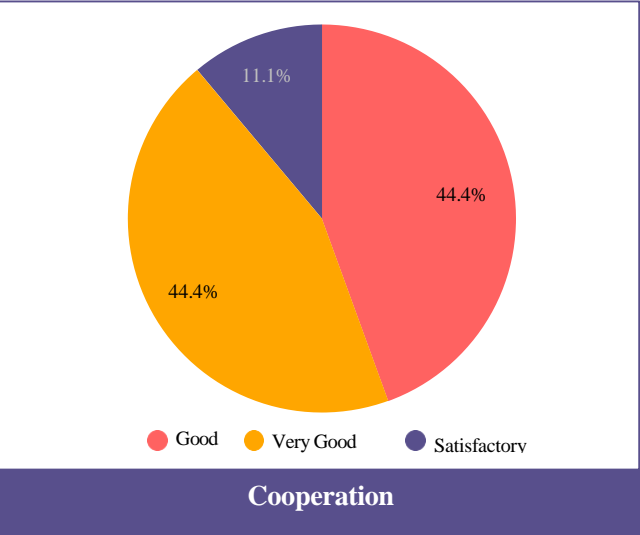
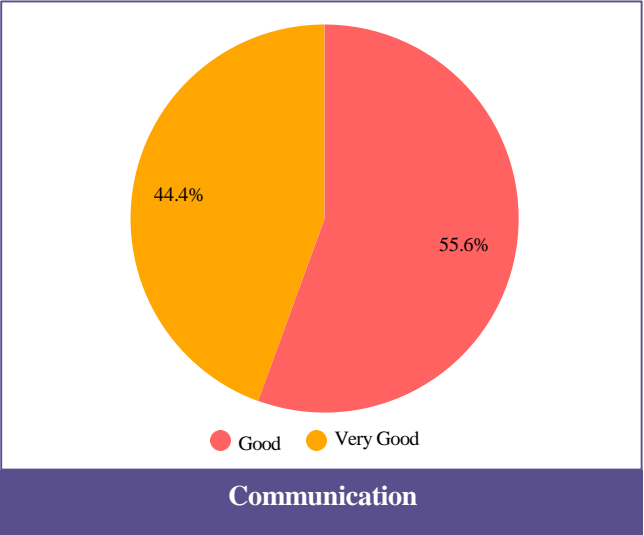
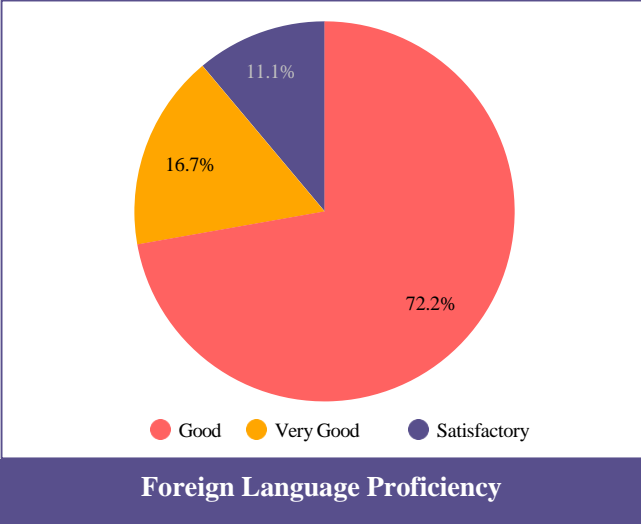
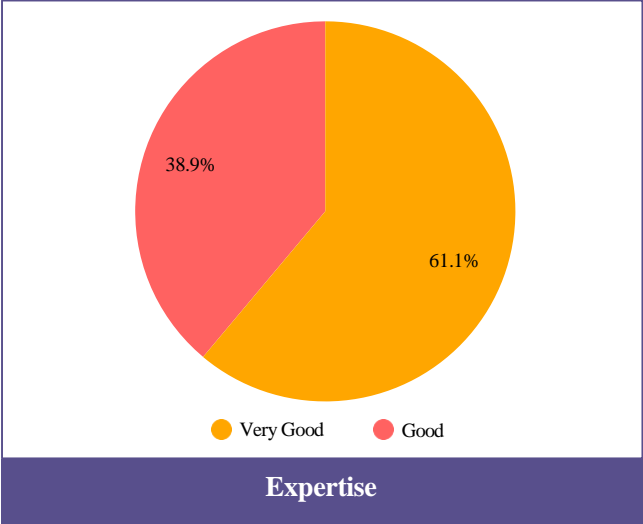
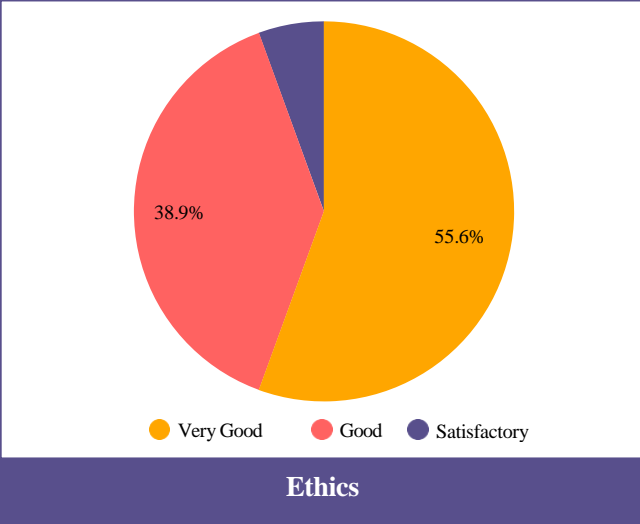
MASTER OF PUBLIC ADMINISTRATION

Response Rate
46.15%

n Respondents
18

The assessment results by alumni superiors show that all alumni received favorable evaluations. This is evident from the assessments dominated by ratings of Very Good and Good. However, there are still Satisfactory ratings from alumni superiors in aspects such as foreign language proficiency (11.1%), cooperation (11.1%), self-development (5.6%), ethics (5.6%), and Information and Communication Technology (5.6%).

ALUMNI
COMPETENCY
ASSESSMENT
BY ALUMNI
SUPERIORS



SUGGESTIONS FOR COMPETENCIES

MASTER OF PUBLIC
ADMINISTRATION

Response Rate
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n Respondents
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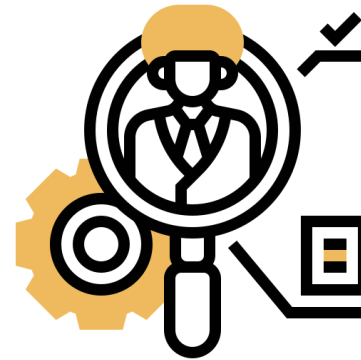
Competencies that need to be developed by graduates of the Master of Public Administration in order to meet industry or job market needs, according to the opinions of alumni superiors, are as follows:



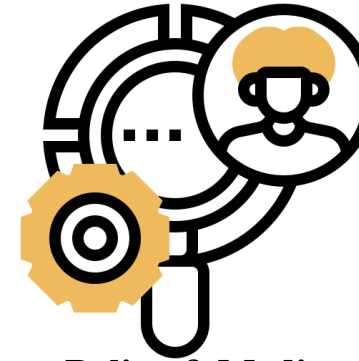
Problem Solving



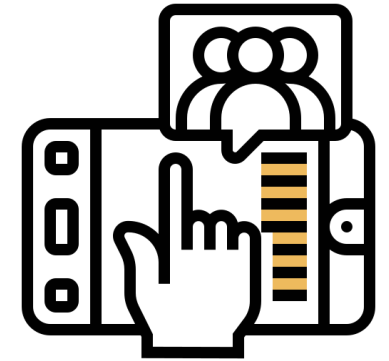
Critical Thinking



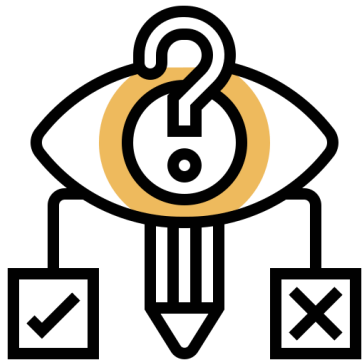
Integrity



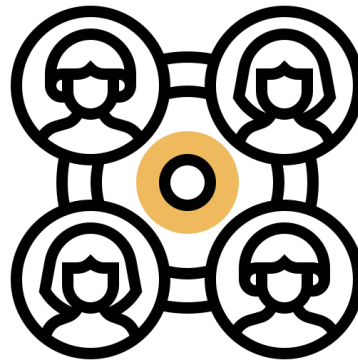
Policy & Media
Analysis



IT Literate



Decision Making



Teamwork



Statistics



Communication
Skills

SUGGESTIONS FOR DEVELOPMENT

MASTER OF PUBLIC
ADMINISTRATION

Response Rate
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Suggestions from alumni superiors of the Master of Public Administration for improving the quality of Fisipol UGM graduates are as follows:

1. Provide internship programs and focus on alumni career development.
2. Enhance alumni interaction with society and the industrial world.
3. Develop innovation to achieve performance targets.
4. Foster character education, foreign language proficiency, and information technology skills.
5. Direct and motivate newly graduated alumni to foster entrepreneurial and independent spirits.





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FAKULTAS ILMU SOSIAL DAN ILMU POLITIK