MMPT GRADUATE USER SATISFACTION SURVEY REPORT (2023)

In 2023, the MMPT Study Program conducted a user satisfaction survey involving 15 organizations employing its graduates. The survey evaluated seven key competencies: ethics, expertise, foreign language proficiency, IT skills, communication, teamwork, and self-development. Overall, users expressed high satisfaction, particularly in ethics and subject-matter expertise. While most aspects received "very good" ratings, some users suggested enhancing foreign language skills, leadership confidence, and soft skills development. This feedback supports MMPT's continuous improvement efforts in preparing graduates for professional excellence.

Universitas Gadjah Mada
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SURVEY REPORT
USER SATISFACTION OF MMPT GRADUATES

The MMPT study program MMPT user satisfaction survey was completed by 15 users in 2023. There are 7 aspects that are assessed from graduates who work in user agencies including ethics / attitudes, expertise, foreign language skills, use of information technology, communication, teamwork, and graduate self-development.

In Figure 1, it can be seen that most   users rated the

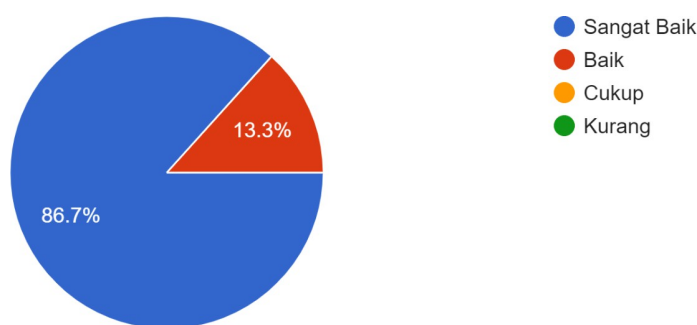**The attitude/ethics of** graduates was very good (86.7%) and good (13.3%).

Figure 1: User satisfaction with graduate ethics

The **expertise of** our graduates working in user agencies based on their scientific fields is rated as excellent (93.3%) and good (6.7%) as shown in Figure 2.
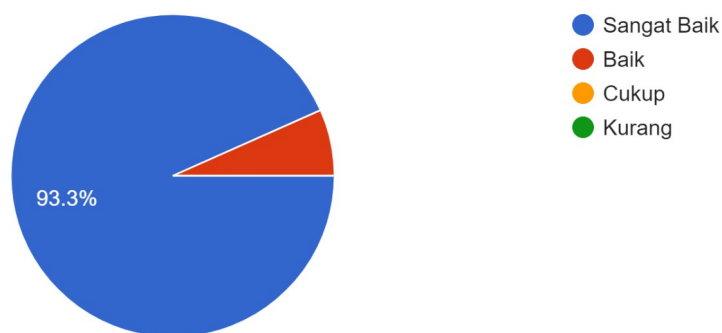

Figure 2: User satisfaction with graduate skills

Based on the **foreign language skills of** graduates who are employed. Users rated 60% as very good. 33.3% good, and 6.7% fair as shown in Figure 3.
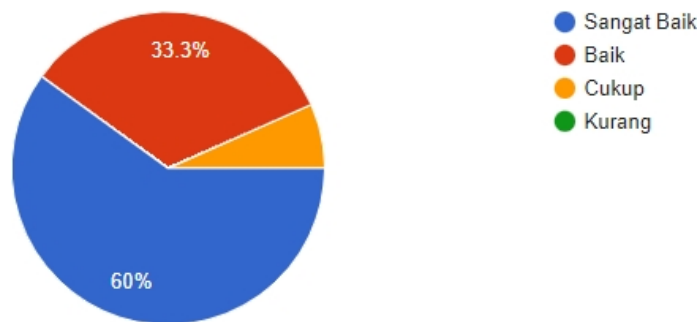

Figure 3: User satisfaction with graduates' foreign language skills.

User assessment of the **ability to use information technology of** working graduates is mostly very good (93.3%) and good 6.7%.
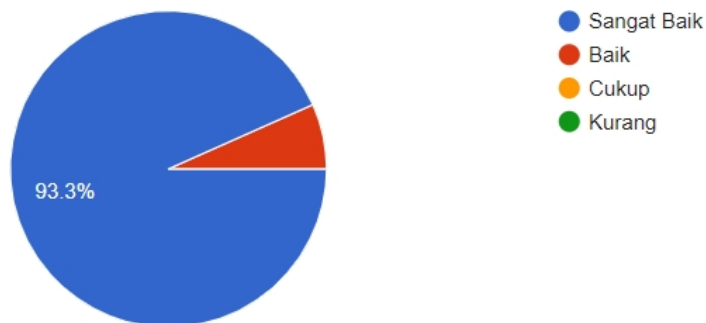

Figure 4: Graduates' ability to use information technology

Based on the **ability to communicate** graduates, users rated 80% very good and 20% good as shown in Figure 5.
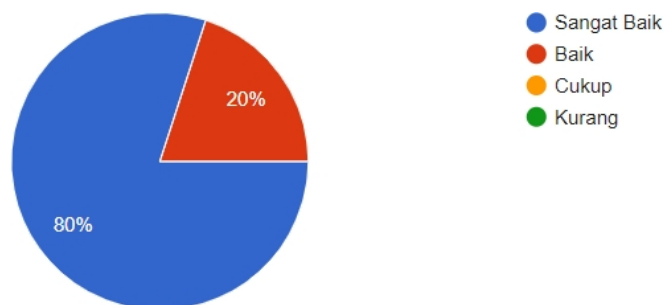

Figure 5: User satisfaction with communication skills

Graduates' ability in **teamwork** in the workplace, users rated very good (73.3%) good (20%), and fair (6.7%).
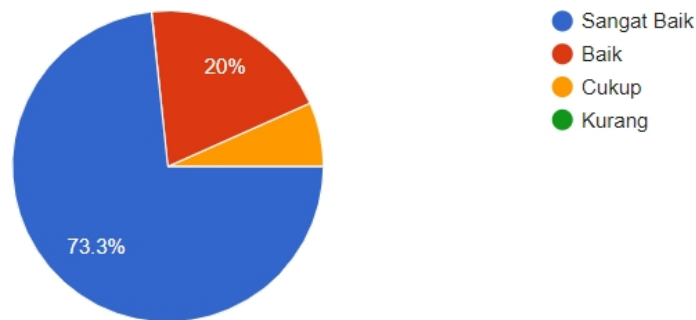

Figure 6: User satisfaction with graduate cooperation in the workplace

Finally, the ability of graduates in terms of **self-development** in the workplace. Users rated 86.7% very good and 13.3% good as shown in Figure 7.
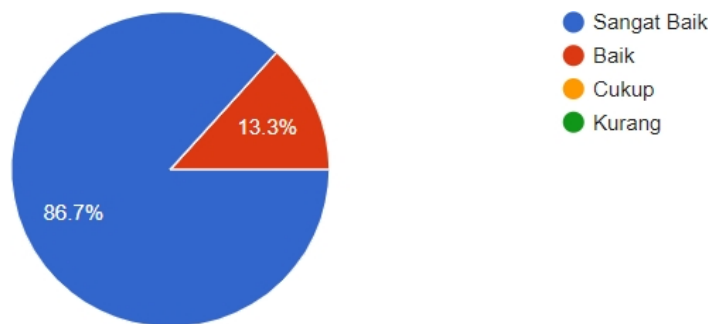

Figure 7: Graduates' self-development skills in the workplace

In addition to the above assessment, there are suggestions given by users to improve the quality of PS MMPT graduates. Users feel that so far the quality of graduates has been very good but this can also be influenced by previous educational *backgrounds* and the character of each individual. The suggestions given include foreign language skills that need to be improved again, maintain the ability for self-development, the need to practice to be more confident as a leader, and the need for soft *skills coaching*.