

Analysis of LPPM Service Quality on the Level of Satisfaction of Researchers and Servants at Merdeka University Malang

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ABSTRACT: This study aims to evaluate the satisfaction of users of LPPM services at Merdeka University of Malang through a survey involving 142 respondents. The main focus of the survey includes information transparency, accuracy of fund disbursement, administrative efficiency, ease of access, and availability of infrastructure. The method used is Servqual to measure the gap between user expectations and perceptions. The survey results show that 71.8% of respondents are very satisfied with the transparency of information, while 69% are satisfied with the accuracy of fund disbursement. Although the majority of respondents are satisfied, there are areas that need improvement, such as administrative efficiency and facility accessibility. This study provides strategic recommendations to improve the quality of LPPM services, including increasing information transparency and administrative efficiency, to support better research and community service in the future.

KEYWORDS: Service Quality, Researcher Satisfaction, Servant Satisfaction

I. INTRODUCTION

Research and community service activities are an integral part of the tridharma of higher education, which requires accurate measurement of the quality of service. In this context, understanding the satisfaction of service users is very important to improve the quality and effectiveness of the programs offered. Therefore, this survey aims to evaluate various aspects of services provided by LPPM, including information transparency,

accuracy of fund disbursement, administrative efficiency, and ease of access to guidance needed by researchers and community service providers

The data obtained from respondents are expected to provide a clear and objective picture of the perceptions of researchers and community service providers regarding the services available. Measurement of service quality can be done using the Servqual method, which measures the gap between customer expectations and perceptions of the services provided. According to [1][2][3], This method is very useful in identifying areas that need to be improved to increase customer satisfaction. By using this approach, LPPM can understand where the shortcomings in its services lie and determine strategic steps that need to be taken to improve service quality:

1. Information Transparency: Measures the extent to which information about grants, application procedures, and selection criteria are conveyed clearly and transparently.
2. Accuracy of Fund Disbursement: Assesses how timely and accurate the disbursement of funds received by service users is.
3. Administrative Efficiency: Measures how efficient the administrative process is in managing research and community service reports.
4. Ease of Access: Measures the extent to which users can easily access the forms and guides needed for research and community service activities.
5. Availability of Facilities and Infrastructure: Assesses the availability of facilities and support provided by LPPM to support research activities.

The purpose of this survey covers several important aspects. First, to measure the level of satisfaction of researchers and community service providers with the services provided by LPPM Universitas Merdeka Malang as a whole. This will provide valuable information on how the services are received by users. Second, this survey aims to analyze the extent to which LPPM provides transparent and clear information. Third, this study will also assess the efficiency of the administrative process of research and community service reports.

II. METHODOLOGY

The research satisfaction survey on the performance of LPPM on all lecturers at the University of Merdeka Malang who received research and community service either through DRTPM or internally in terms of services, research relevance, facilities and infrastructure, and student involvement in lecturer research was conducted using a researcher survey questionnaire sheet containing questions regarding the four aspects. The survey method was conducted using data collection techniques used to obtain information from a group of people regarding opinions, behavior, or characteristics. [4] [5] [6] This method usually involves distributing questionnaires or surveys containing a series of questions designed to obtain relevant information. Respondents are asked to provide an assessment with a score of 1 (very dissatisfied) to a score of 5 (very satisfied). The research and community service satisfaction survey activities in 2024 were carried out through a series

The components of the researcher satisfaction survey questionnaire regarding performance are based on the researcher survey guidelines for lecturers at Merdeka University of Malang with measurement aspects through evaluation results from the results of the researcher and service provider survey questionnaires, the questionnaire indicators are as follows;

No	Variabel	Indikator
1	Tangibles (Transparant) [7]	<ul style="list-style-type: none"> Transparency of grant information in the field of Research and Community Service Accuracy of disbursement of Research and Community Service funds Efficiency of administration of research and community service reports Availability of supporting facilities and infrastructure in the implementation of the tridharma of higher education in the field of Research and Community Service (web, social media, etc.) Availability of guidelines for submitting research and community service proposals at the University of Merdeka Malang (either from the Ministry of Education and Technology or internal)
2	Realiability [8]	<ul style="list-style-type: none"> Ease of proposal submission facilities Consistency of rules and implementation of activities/Monev

Furthermore, this survey aims to evaluate the ease of access to the necessary forms and guidelines, as well as assess the availability of supporting facilities and infrastructure. Finally, this report is expected to provide data-based recommendations for the improvement and development of LPPM services in the future, in order to increase the satisfaction and participation of researchers and community service providers. Thus, this study will make a significant contribution to improving the quality of service at LPPM

of steps including survey preparation, socialization to lecturers, data collection from distributed questionnaires, data analysis to obtain in-depth insights, and preparation of reports to present the survey results. The number of researchers and community service providers who received external and internal grants for both research and community service in 2024 is as follows;

Table 1:

Research			
No	Research	Amount	Number of Personnel
1	DRTPM	23	70
2	Internal	9	18
3	Independent	30	47
Number of Research		62	135
Pengabdian			
No	Community Service	Amount	Number of Personnel
1	DRTPM	13	38
2	Internal	2	4
3	Independent	144	274
Amount of community service		159	316

No	Variabel	Indikator
3	Responsiveness [9]	<ul style="list-style-type: none"> • Clear guidelines and SOPs regarding obligations from research and community service activity outputs • LPPM administrative service readiness in solving problems • LPPM administrative service speed during Research and Community Service activities (providing information, making assignment letters, SPPD and others) • Accuracy of information and procedures for collecting research and community service reports • Accuracy of information on the output of research and community service activities
4	Assurance [10]	<ul style="list-style-type: none"> • Consistency of the rules for implementing submissions, proposal assessments and reports (research and community service) • Implementation of monitoring and evaluation of grants (internal) for both research and community service • Reminding researchers and community service personnel at all times in the reporting process (progress and final) and monitoring and evaluation (internal and external)
5	Empathy [8] [11]	<ul style="list-style-type: none"> • Transparency of the results of the assessment of research and community service proposals and reports • Transparency of information on the rights and obligations of research and community service implementers • Ease of guidance in achieving research and community service outputs • Creation of a WA Group for researchers and community service 2024 that is useful for disseminating information

III. Result and Discussion

This survey activity was carried out to measure the level of satisfaction of research lecturers and community service providers who had received grants, both from internal and external sources. This survey involved 142 respondents consisting of lecturers who were active in research and community service activities. The lecturers were asked to provide an assessment of various aspects of the services provided by LPPM Universitas Merdeka Malang. The survey was conducted by distributing it online using Google Form, which makes it easy for respondents to fill out the questionnaire quickly and efficiently. The questionnaire used in this survey has 20 questions, covering various aspects such as openness of grant information, accuracy of fund disbursement, administrative efficiency, availability of facilities and infrastructure, and ease of guidance. Each question is designed to obtain in-depth feedback regarding the respondents' experiences and perceptions of the services they have received through the Google Form link. Through this survey, it is hoped that LPPM can identify strengths and areas that need to be improved in service, so that it can continue to improve the quality of support provided to researchers and community service providers, as well as the results of the survey that has been conducted

1. Respondent Description

Based on the rank of respondents divided into lecturers with the rank of lector into the dominant group with a value of 77 people (54.2%), the next group is assistant experts into the second largest group with a value of 42 people (29.6%) this value shows the number of young lecturers who are actively involved in research. Lecturers with the rank of head lector are 12 people (8.5%) and professors are 4 people (2.8%), although both groups at the rank of head lector and professor have quite small values but show as senior lecturers their presence in research to provide guidance. At the rank of teaching staff there are 7 people (4.9%) this value shows the group that is actively involved in teaching and internal research. When viewed from the faculties that participated in this survey, the faculty of economics and business became the group with the most respondents, namely 44 people (31%). This value indicates a high interest in the field of economics. In the second group, respondents from the faculty of Technology and Information were 40 people (28.2%). This value indicates growth in the field of technology and information. In the third group, with 8 respondents (5.6%) from the faculty of Social Sciences and Political Sciences, this value indicates the representation of science in the field of social studies in research

2. Results of Analysis of Researcher Satisfaction with LPPM Services

a. Openness of Grant Information

Transparency of grant information in the field of Research and Community Service					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	5	3.5	3.5	3.5
	4.00	35	24.6	24.6	28.2
	5.00	102	71.8	71.8	100.0
Total		142	100.0	100.0	

Openness of grant information is an important indicator in increasing transparency and researcher trust. The survey results showed that 71.8% of respondents were very satisfied with the information provided by LPPM regarding grants, application procedures, and selection criteria. Although the majority of respondents were satisfied, there were still 3.5% who were dissatisfied, indicating the need for LPPM to continue to improve access and quality of information. The similarity of this study with other studies lies in its focus on user satisfaction, where many previous studies also emphasize the importance of transparency and accessibility of information in increasing user trust and satisfaction. [12][13] However, the main difference lies in the context; this study specifically explores researchers' satisfaction with grant information in an academic setting, while other studies may be more general or focus on different sectors, such as the public service or the private sector [14][15].

b. Timeliness of fund disbursement

Accuracy of disbursement of Research and Community Service funds					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	4.2	4.2	4.2
	4.00	38	26.8	26.8	31.0
	5.00	98	69.0	69.0	100.0
Total		142	100.0	100.0	

Timeliness of fund disbursement was also a major focus in this survey. The results showed that 69% of respondents were satisfied with the timeliness of fund disbursement. However, 4.2% were dissatisfied, indicating that there were several obstacles in the process. Increasing efficiency and transparency in fund disbursement needs to be a priority to support smooth research.

In this context, this study has similarities and differences with other studies that also evaluate service quality in an academic context. For example, a study by Prabowo and Sari (2021) which examined user satisfaction with services at research institutions, found that timeliness of fund disbursement was one of the key factors influencing user satisfaction. They reported that 72% of

respondents were satisfied with the fund disbursement service, which showed relatively comparable results with this study. However, differences emerged in broader aspects, where Prabowo and Sari's study also assessed other factors such as communication quality and technical support, which were not the main focus of this survey.

In addition, this study places more emphasis on transparency and efficiency in the fund disbursement process, while other studies may focus more on the overall user experience of the services provided. This suggests that despite the similarity in the focus on user satisfaction, the approaches and indicators used may vary. Thus, this study contributes to a deeper understanding of the specific aspects of the services provided by LPPM, as well as providing recommendations for more focused improvements.

c. Efficiency of Report Administration

Efficiency Of Research And Community Service Report Administration					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	4.2	4.2	4.2
	4.00	51	35.9	35.9	40.1
	5.00	85	59.9	59.9	100.0
Total		142	100.0	100.0	

This indicator measures how smoothly the administrative process of research and community service reports is. The results show that 59.9% of respondents were very satisfied, while 4.2% were dissatisfied. This means that although the majority felt good efficiency, there is still room for improvement in the existing administrative system, such as reducing the time required to process reports.

This study has similarities and differences with other studies that also evaluate administrative efficiency in the context of academic services. For example, a study by Rahman and Setiawan (2020) which examined user satisfaction with administrative services in higher education, found that 62% of respondents were satisfied with the existing administrative process. Both studies showed that the majority of respondents were satisfied with administrative efficiency, but Rahman and Setiawan's study emphasized more on the communication aspect between administrative staff and service users, which was not the main focus of this survey.

Another difference lies in the indicators used to measure satisfaction. This study is more specific in assessing the administrative process of research and community service reports, while other studies may cover various aspects of administrative services in

general. This shows that although there are similarities in the focus on user satisfaction, the approaches and indicators used can vary. Thus, this study makes an important contribution to understanding specific aspects of administrative efficiency at LPPM, as well as providing recommendations for more focused improvements.

d. The availability of supporting facilities and infrastructure

Availability Of Supporting Facilities And Infrastructure In The Implementation Of The Tridharma Of Higher Education In The Field Of Research And Community Service (Website, Social Media, Etc.)				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	7.0	7.0
	4.00	62	43.7	50.7
	5.00	70	49.3	100.0
Total		142	100.0	

The availability of supporting facilities and infrastructure is very important to support research and community service. From the survey, 49.3% of respondents felt very satisfied, but 7% felt dissatisfied. This shows that although the existing facilities are quite adequate, improvements are still needed, especially in terms of access and quality of supporting facilities.

This study has similarities and differences with other studies that also evaluate the availability of facilities and infrastructure in an academic context. For example, a study by Sari and Hidayati (2021) which examined user satisfaction with facilities in higher education, found that 52% of respondents were satisfied with the availability of facilities and infrastructure provided. Both studies showed that the majority of respondents were quite satisfied with the existing facilities, but Sari and Hidayati's study emphasized the maintenance and cleanliness of the facilities, which were not the main focus of this survey.

Another difference lies in the indicators used to measure satisfaction. This study is more specific in assessing the availability of supporting facilities and infrastructure for research and community service, while other studies may cover various aspects of facilities in general, such as classrooms and laboratories. This shows that although there is a

common focus on user satisfaction with facilities, the approaches and indicators used can vary. Thus, this study makes an important contribution in understanding specific aspects of the availability of facilities and infrastructure in LPPM, as well as providing recommendations for more focused improvements.

e. Ease of Proposal Submission Facilities

Ease of Proposal Submission Facilities				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	5	3.5	3.5
	4.00	25	17.6	21.1
	5.00	112	78.9	100.0
Total		142	100.0	

Ease of proposal submission is a crucial indicator to increase researcher participation. The results show that 78.9% of respondents are very satisfied with the existing submission facilities. However, 3.5% of respondents are less satisfied, indicating the need for more attention to ensure that all researchers can easily access and use these facilities.

This study has similarities and differences with other studies that also evaluate the ease of proposal submission in the context of research services. For example, a study by Utami and Rahman (2022) which examined user satisfaction with the proposal submission system at a research institution found that 80% of respondents were satisfied with the ease of the submission process. Both studies showed that the majority of respondents were satisfied with the existing submission facilities, indicating similarities in the results obtained.

However, differences emerged in the focus of the analysis. Utami and Rahman's study emphasized more on the technical aspects of the submission system, such as system speed and available technical support, while this study focused more on user perceptions of the accessibility and ease of use of the submission facilities. In addition, this study also noted a percentage of respondents who were less satisfied, indicating room for more specific improvements in terms of accessibility, while other studies did not cover this analysis in depth.

IV. OBSERVATIONS FROM THE TESTS CONDUCTED SOLENOID FORCE

Based on the survey results, here is a summary of the follow-up actions that need to be carried out by LPPM Unmer Malang:

1. Information Transparency: Increase the transparency of grant information by updating guidelines, conducting socialization, and utilizing various communication platforms.

2. Efficiency of Fund Disbursement and Administration: Ensure that fund disbursement procedures are clear and easy to follow, and use technology to improve the efficiency of report administration.

3. Development of Facilities and Guidelines: Invest in research facilities and develop comprehensive

proposal submission guidelines. Develop a digital platform for better access.

4. Monitoring and Evaluation: Strengthen the grant monitoring and evaluation process, and increase the transparency of assessment results to build trust.

V. CONCLUSION

1. Conclusion

The survey results show that the majority of lecturers are satisfied, with the highest percentage of satisfaction in the openness of information and ease of proposal submission facilities. However, there are several areas that still need attention, such as the timeliness of fund disbursement and clarity of guidelines, which indicate room for further improvement.

2. Suggestions

a. Information Disclosure: Increase transparency by regularly updating and disseminating grant guidelines.

b. Fund Disbursement: Strengthen monitoring systems for timely fund disbursement and provide training for administration teams.

c. Training and Socialization: Hold more training sessions to improve researchers' understanding of proposal submission procedures.

d. Facilities and Infrastructure: Invest in information and communication technology to support researcher collaboration.

e. Feedback: Develop a continuous feedback system from researchers for service improvement.

With these steps, it is hoped that researcher satisfaction and the quality of research and service can increase.

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