

REPORT

SATISFACTION SURVEY RESULTS

COOPERATION PARTNERS 2024



WALISONGO STATE ISLAMIC UNIVERSITY
SEMARANG

**REPORT ON THE RESULTS OF THE SURVEY
ON SATISFACTION WITH SERVICES AND
IMPLEMENTATION OF COOPERATION**



**Collaboration, Institutional Affairs, and Public
Relations at the State Islamic University of
Walisongo, Semarang, 2024**

FOREWORD

Praise and gratitude to Allah SWT for giving us all strength, health and time so that this Survey on Service Satisfaction and Implementation of Cooperation at Walisongo State Islamic University Semarang could be carried out from start to finish. This survey is an important part of the internal quality assurance process in the field of cooperation carried out by UIN Walisongo Semarang through the Cooperation, Institutional and Public Relations Division.

The implementation of this survey is a tangible form of commitment to the importance of continuous improvement and enhancement of services to cooperation partners. Through this survey, it is hoped that various information about the quality of services and implementation of UIN Walisongo Semarang to cooperation partners can be obtained. Based on this information, it will be easier for UIN Walisongo Semarang through the Cooperation, Institutional and Public Relations Division to formulate appropriate policies to improve the quality of services to partners in the future.

It is acknowledged that the implementation of this survey was not without various obstacles, especially during the data collection process. Thanks to the hard work of the survey team and the support of all cooperation partners, this survey was successfully implemented and completed. We would like to express our gratitude for the assistance and cooperation of various parties who have supported this survey.

Semarang, 24 January 2025
Ketua LPM,



Tolkah,

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CHAPTER I INTRODUCTION

1. BACKGROUND

UIN Walisongo Semarang is one of the best Islamic State Universities in Indonesia, with human resources from various educational backgrounds and well-equipped facilities to carry out the three pillars of higher education (education and teaching, research, and community service), thereby contributing to the development of cadres and the nation.

As an educational institution, human resource development is not only carried out internally but also externally. Through inter-institutional cooperation, existing and future collaborations are not limited to academic fields but also non-academic fields.

In recent years, UIN Walisongo Semarang has managed institutional cooperation activities carried out by study programmes, faculties, and even the university. This collaboration is carried out in order to realise the University's commitment to developing the institution into a leading university based on *Unity of Science*. In addition, in order to achieve campus internationalisation, UIN Walisongo Semarang will continue to collaborate with various domestic and foreign institutions, capitalising on the strengths and advantages possessed by UIN Walisongo Semarang.

The cooperation referred to in the service satisfaction survey and implementation of cooperation encompasses all activities carried out, starting from the cooperation agreement, implementation of cooperation to the continuation of cooperation explored between UIN Walisongo Semarang and its cooperation partners, both at the national and international levels, as outlined in a joint agreement or cooperation agreement signed by the parties involved in the cooperation activities. Therefore, it is deemed necessary to conduct a survey on service satisfaction and the implementation of cooperation that has been carried out with UIN Walisongo Semarang through the Cooperation, Institutional Affairs, and Public Relations Department. This is done to ensure that the services on in the field of cooperation can continue to be improved and perfected towards a better direction.

2. OBJECTIVE

The purpose of conducting a service satisfaction and cooperation implementation survey is to determine the level of satisfaction of cooperation partners with the quality of service and implementation provided by UIN Walisongo Semarang through the Cooperation, Institutional and Public Relations Division in the field of cooperation. In addition, this survey also aims to assess the quality of cooperation partners and the quality of cooperation produced.

3. BENEFITS

The results of this survey are expected to provide information for leaders in implementing all planned work programmes to support the achievement of UIN Walisongo Semarang's vision, mission and objectives related to cooperation.

4. SCOPE OF THE SURVEY

This survey examines and evaluates the satisfaction of UIN Walisongo Semarang's cooperation partners with the services provided during the MOU signing process, the implementation of the MOA, and the evaluation of the final report on the cooperation activities carried out.

5. SURVEY METHOD

The survey on the satisfaction of cooperation partners with the services and implementation of UIN Walisongo Semarang through the Cooperation, Institutional and Public Relations Division was conducted on organisations and agencies that have collaborated and are currently collaborating with the University, Faculties and Study Programmes. The survey was conducted in 2024 using an explanatory descriptive approach. The data collection method used a quantitative approach.

The number of cooperation partners in 2024 was 297 active cooperation partners. Considering their ability to be respondents to represent the data, there were 140 cooperation partners to fill out the questionnaire. The data collection technique used an online questionnaire for 140 cooperation partners who had been in contact with UIN Walisongo Semarang for the last three years. The online questionnaire survey on cooperation will be conducted in December 2024.

The satisfaction with service and cooperation implementation to be measured is as follows.

- (1) Information provision
- (2) Cooperation procedures
- (3) Human resource quality
- (4) Service quality
- (5) Reporting
- (6) Location or place
- (7) Implementation of Cooperation

CHAPTER II T INSTRUMENT AND QUESTIONNAIRE RESULTS

1. QUESTIONNAIRE INSTRUMENT

The process of surveying service satisfaction and the implementation of cooperation between UIN Walisongo Semarang and its cooperation partners was carried out using a questionnaire. The questionnaire used Google Forms. The questions in the questionnaire are as follows.

1) PART 1: QUESTIONNAIRE ON PARTNERS' SATISFACTION WITH THE QUALITY OF SERVICES AND IMPLEMENTATION OF THE COOPERATION BETWEEN UIN WALISONGO SEMARANG IN 2024

Dear Partners of UIN Walisongo Semarang

The Cooperation, Institutional and Public Relations Division of UIN Walisongo Semarang is conducting a partner satisfaction survey on service quality and cooperation implementation. This questionnaire has been created in order to improve the quality of service and cooperation implementation at UIN Walisongo in the future. Therefore, we kindly request your participation in completing this questionnaire based on your experience working with us. The information obtained from this survey will be kept confidential. We extend our gratitude for your cooperation.

Yours sincerely,

Cooperation, Institutional Affairs, and Public Relations
Department UIN Walisongo Semarang Jl. Prof. Hamka Km. 3
Ngaliyan Semarang
Campus 3 UIN Walisongo
Semarang Contact Person: +62
895-6067-91616 Email: kerja_sama@walisongo.ac.id

2) SECTION 2: RESPONDENT IDENTITY

- 1) Name
- 2) Position
- 3) Category
 - a. Ministry/Agency
 - b. City/Regional/Provincial Government
 - c. State-Owned Enterprise
 - d. Private Companies
 - e. Foundations/Associations/NGOs

- f. Others: ...
- 4) Name of Institution/Company
 - 5) Address of Institution/Company
 - 6) Office Telephone/Fax Number
 - 7) Mobile Number
 - 8) Email (Institution preferred)
 - 9) Length of experience working with UIN Walisongo
 - a. < 1 Year
 - b. 1-5 years
 - c. > 5 years
 - 10) In what field is your organisation/company involved in collaboration with UIN Walisongo?
 - ▮ Education and Teaching (Field Practice, Internships, Scholarships, and others)
 - ▮ Research (Collaborative research with lecturers, Research as part of students' final projects)
 - ▮ Community Service To Community (Community Service Program, Social Service Student Affairs, Faculty Service)
 - ▮ Consulting Services or Laboratory Services
 - ▮ Training, Workshops, and Human Resource Development
 - ▮ Business
 - ▮ Asset Utilisation
 - ▮ CSR Distribution
 - ▮ Others: ...
 - 11) What Institution/Company Sir/Madam already entered into a Memorandum of Understanding/Joint Agreement (MoU) with UIN Walisongo?
 - Yes
 - Not yet
 - 12) If so, will the MoU be followed up with a cooperation agreement or work plan?
 - Yes
 - Not
 - 13) Has the Memorandum of Understanding (MoU) been implemented in the form of cooperative activities?
 - Yes
 - Not yet
 - 14) If yes, in what form has the cooperation been implemented?
 - ▮ Seminars, training and workshops
 - ▮ Practical training, field trips, course practicals and student internships
 - ▮ Faculty/student research

2024 Service Satisfaction and Cooperation Implementation

- ▮ Community service (use of experts or KKN)
- ▮ Business cooperation
- ▮ Others: ...

15) With which parties, institutions/companies does your organisation collaborate with UIN Walisongo?

- ▮ Faculty of Education and Teacher Training
- ▮ Faculty of Islamic Studies and Humanities
- ▮ Faculty of Sharia and Law
- ▮ Faculty of Da'wah and Communication
- ▮ Faculty of Islamic Economics and Business
- ▮ Faculty of Social Sciences and Political Science
- ▮ Faculty of Psychology and Health
- ▮ Faculty of Science and Technology
- ▮ Postgraduate

- ▮ International Office
- ▮ Research and Community Service Institute
- ▮ Quality Assurance Institute
- ▮ Centre for Information Technology and Data Base
- ▮ Language Development Centre
- ▮ Business Centre
- ▮ Others

3) SECTION 3: LEVEL OF SATISFACTION WITH SERVICE QUALITY

In providing services to partners, how do you perceive the level of satisfaction with the following aspects? Please select from the following options.

Service Quality:

[1] Not satisfied [2] Somewhat dissatisfied [3] Somewhat satisfied [4] Satisfied [5] Very satisfied

Provision of Information

- 1) Access to information on requirements and procedures for collaborating with UIN is easily obtained

Collaboration Procedures

- 1) The cooperation procedures have been provided in a straightforward manner
- 2) The process of drafting cooperation documents (MoU and PKS) is carried out quickly and accurately

Human Resource Quality

- 3) Staff at the Cooperation Unit are friendly in serving partners
- 4) Staff at the Cooperation Unit respond to partners' needs quickly and accurately
- 5) The quality of UIN human resources who work together competently and in accordance with the required expertise
- 6) UIN human resources who are able to provide the expected solutions

Service Quality

- 7) UIN is able to ensure that the collaborative services provided are in line with the partner's expectations
- 8) Implementation of cooperation is in accordance with what has been mutually agreed upon

Reporting

- 9) The reporting mechanism in the form of monitoring and evaluation for collaborative activities with UIN is not cumbersome
- 10) The final cooperation report is prepared and communicated effectively and on time by UIN

Location/Venue

- 11) The cooperation office is easily accessible
- 12) The atmosphere in the cooperation office is pleasant

4) SECTION 4: LEVEL OF SATISFACTION WITH COOPERATION IMPLEMENTATION

In providing services to partners, what is your perception of the level of satisfaction with the following aspects? Please select from the following options.

Cooperation Implementation:

[1] Not Satisfied [2] Somewhat Dissatisfied [3] Somewhat Satisfied [4] Satisfied [5] Very Satisfied

- 1) Are you satisfied with the follow-up on the implementation of the collaboration between both parties?
- 2) Are you satisfied with the results achieved from the implementation of cooperation between both parties?
- 3) Are you satisfied with the monitoring of the cooperation between the two parties?

Suggestions and Feedback

In your opinion, what needs to be improved in relation to cooperation services at UIN Walisongo?

2. MONEV RESULTS REPORT

Based on the questionnaire distributed in the survey on service satisfaction and the implementation of cooperation at UIN Walisongo, the following data was obtained.

1) Data on Cooperation Partners who completed the Questionnaire by Category

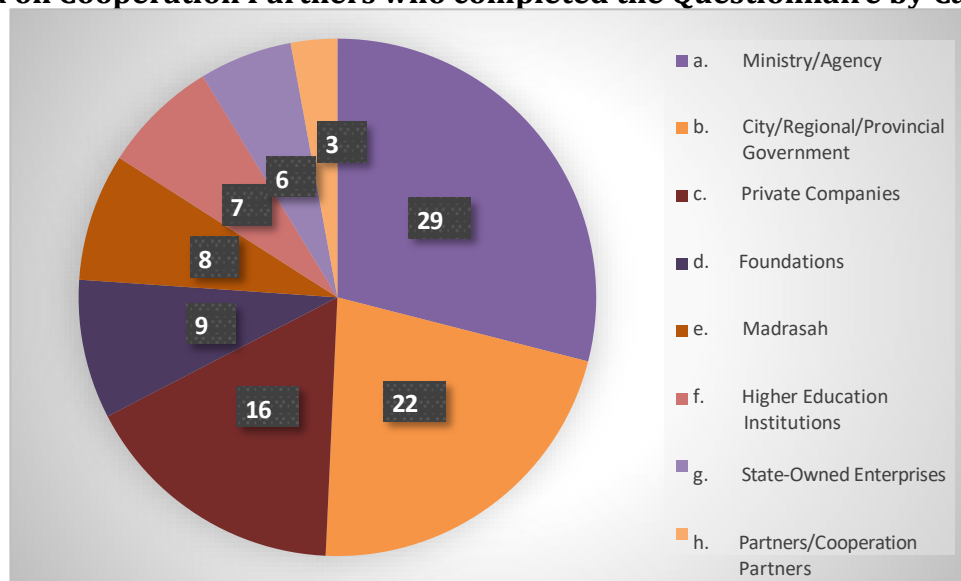


Figure 1. Graph of Cooperation Partners as Questionnaire Respondents

The data on partners who completed the questionnaire based on category amounted to 140 respondents.

The partners included in the survey data are as follows.

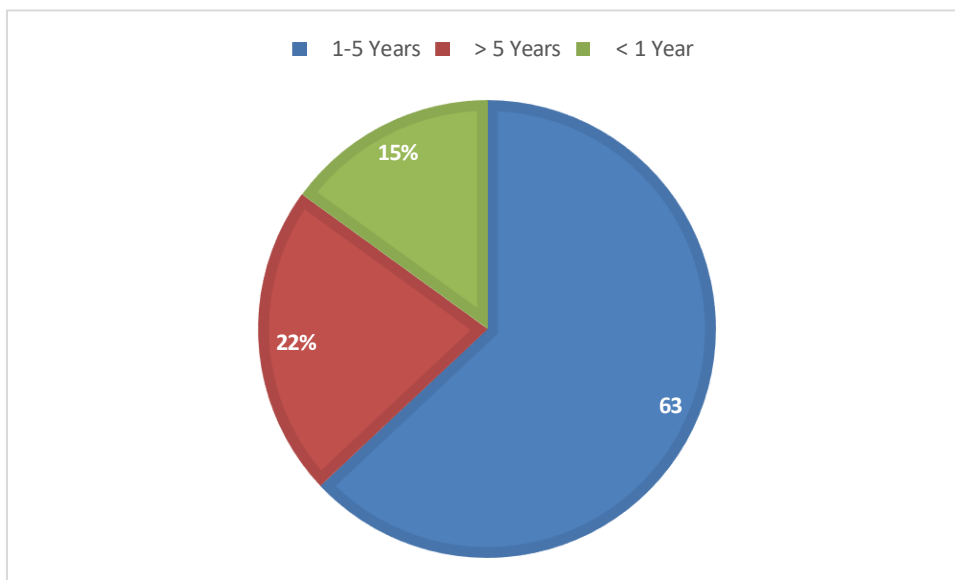
| | |
|--|------------------------|
| a. Ministry/Agency | 40 (28.6%) Respondents |
| b. City/Regional/Provincial Government | 30 (21.4%) Respondents |
| c. Private Companies | 23 (16.0%) Respondents |
| d. Foundations | 12 (8.5%) Respondents |
| e. Madrasah | 11 (7.8%) Respondents |
| f. Higher education | 10 (7.1%) Respondents |
| g. State-Owned Enterprises | 8 (5.7%) Respondents |
| h. Partners/Collaborative Partners | 4 (2.8%) Respondents |
| i. Law Firm | 2 (1.4%) Respondents |

Based on the above data, the majority of respondents in this survey were dominated by ministries/institutions, government agencies, and private companies in various fields. Meanwhile, other partners did not show much involvement in this survey. The duration of the cooperation is interpreted in the data in the next section.

2) Length of Cooperation Between UIN Walisongo and Partners

A survey of the duration of cooperation between UIN Walisongo and its partners was classified into three time ranges: less than one year, one to five years, and more than five years. Based on the survey results, the following diagram shows the proportion of the duration of cooperation between UIN Walisongo and its partners.

Figure 2. Diagram of Cooperation Experience based on Duration



The diagram above illustrates that the proportion of the longest cooperation between UIN Walisongo and its partners is mostly in the range of 1-5 years. Nearly half of the cooperation partners (63%) have been cooperating with UIN Walisongo for 1-5 years. Meanwhile, 22% of other partners have been cooperating with UIN Walisongo for more than five years. The remaining 15% have been cooperating for less than one year.

3) Collaborations Conducted by UIN Walisongo with Other Partners

The forms of cooperation carried out by UIN Walisongo with partners are very diverse. This diversity is an implementation of the broad umbrella of the three pillars of higher education. Therefore, the three highest-ranked forms of cooperation carried out by UIN Walisongo are in the fields of education and teaching, collaborative research, and community service. This can be seen in the following graph.

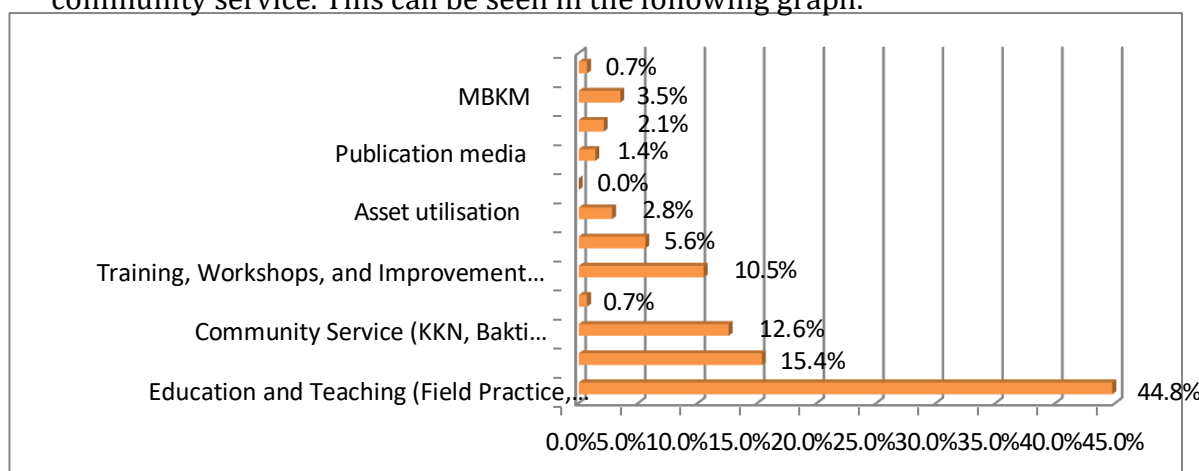


Figure 3. Diagram of Areas of Cooperation

The graph above shows that education and teaching are the most crucial areas of cooperation at UIN Walisongo, as evidenced by an annual percentage of 44.8%. This is followed by research, community service, and academic activities such as training, workshops, and so on, which are more dominant than other areas. Thus, the three pillars of higher education remain an important issue in UIN Walisongo's cooperation.

4) Availability of Memoranda of Understanding (MoUs) with UIN Walisongo

The availability of a Memorandum of Understanding (MoU) serves as a legal marker of the cooperation between UIN Walisongo and its partners. The majority of cooperation agreements have been officially recorded in MoUs. The following graph describes the percentage of MoU availability in each cooperation established by UIN Walisongo.

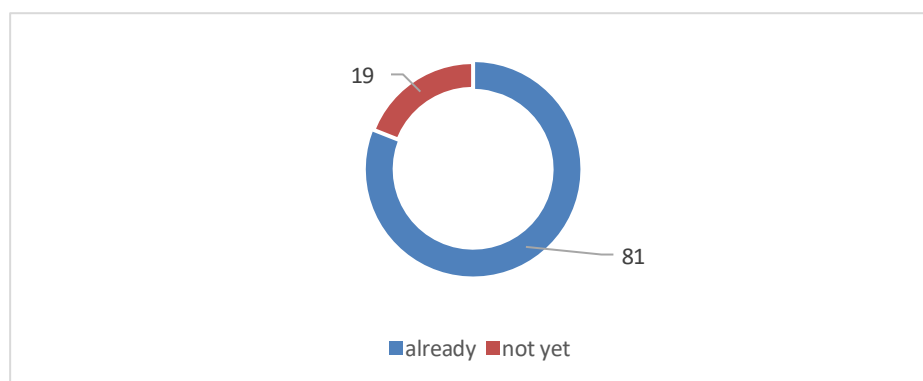


Figure 4. MoU Percentage Diagram

Based on the data above, the majority of collaborations have been recorded in a Memorandum of Understanding (MoU). 86% of collaborations have an MoU, while 14% of collaborations have not been recorded in an MoU. This can be used as a follow-up, both for those that already have an MoU and those that do not. The availability of an MoU can also be followed up with a cooperation agreement (PKS). The percentage of PKS as a follow-up to MoUs can be seen in the following graph.

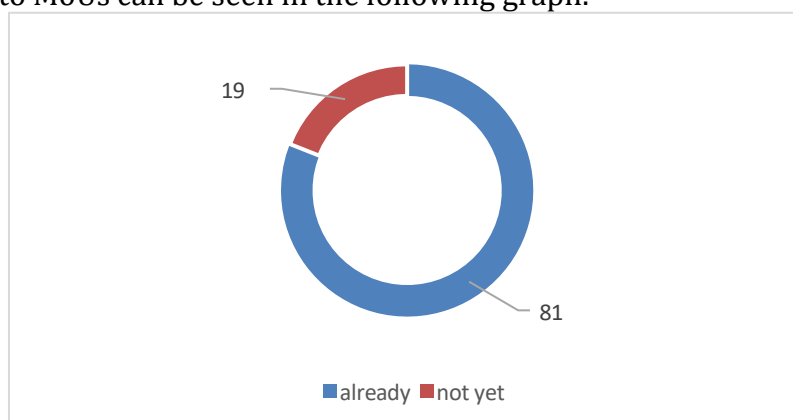


Figure 5. PKS Percentage Diagram

The percentage of PKS as a follow-up to the MoU is also very high. More than 81% or $\frac{3}{4}$ of the MoU has been translated into cooperation agreements. These cooperation agreements are then implemented into concrete technical activities. The percentage of implementation of activities from the PKS results can be seen in the following diagram.

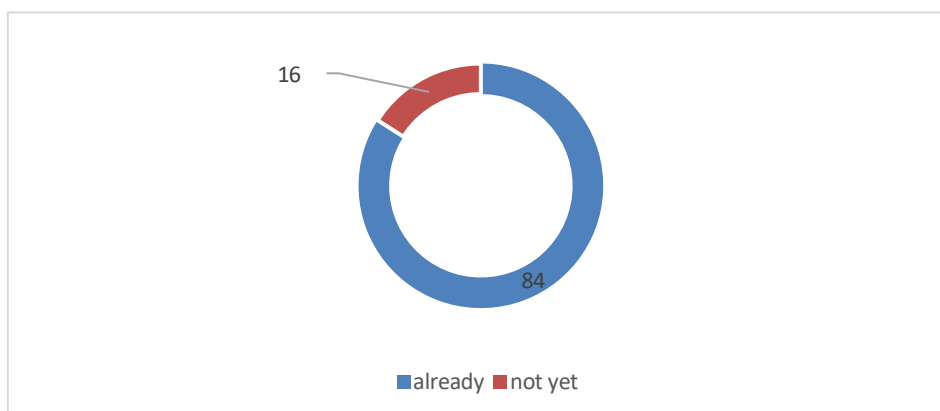


Figure 6. Diagram of PKS Implementation Percentage in Activities

Referring to the diagram above, the percentage of PKS that has been realised in activities is very high. It is evident that 85.9% of PKS has been implemented in activities. There are various activities that have been carried out as a form of PKS implementation. These activities or programmes can be seen in the following graph.

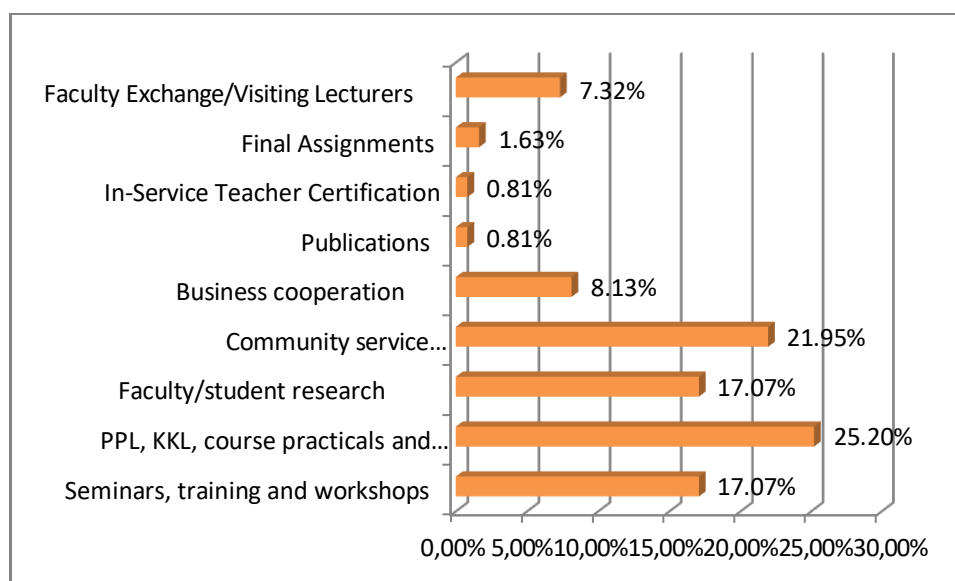


Figure 7. Graph of PKS Implementation in Activities or Programmes

The graph above represents the types of activities or programmes that constitute the implementation of cooperation between UIN Walisongo and its partners. Scientific activities remain the highest-ranked programme compared to others. Programme implementation and

These activities are carried out by faculties, institutions, and centres at UIN

Walisongo. The following graph illustrates the distribution of PKS implementation into programmes and activities by unit.

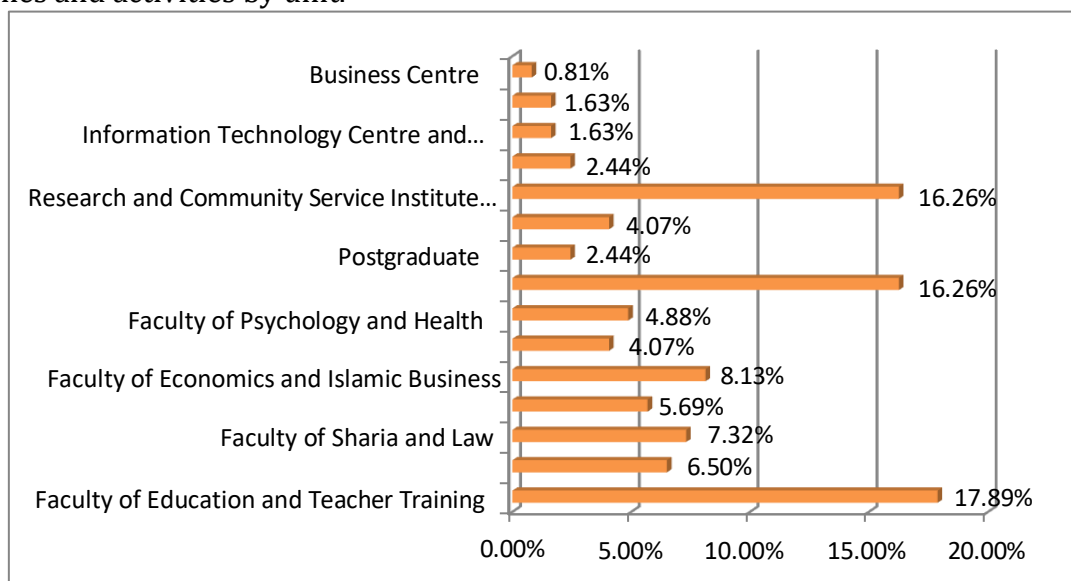


Figure 8. Graph of PKS Implementation in Each Unit at UIN Walisongo

The graph above indicates that faculties play a significant role in the implementation of cooperation. It is evident that the Faculty of Tarbiyah and Teacher Training is the highest contributor to the implementation of cooperation between UIN Walisongo and its partners. This is followed by the Faculty of Science and Technology and LP2M, which each achieved a percentage of 16%. However, units within UIN Walisongo still need to enhance their activities in realising strategic programmes as follow-up to cooperation.

5) Partner Responses

The survey conducted yielded responses from cooperation partners. These responses were then used as a measure of partner satisfaction with the cooperation with UIN Walisongo. The satisfaction level measures are listed below.

Table 1. Satisfaction Benchmark for Partner Responses

| Category | Scale |
|------------------|-----------|
| Not Satisfied | 1-1.8 |
| Not Satisfied | 1.81-2.60 |
| Fairly satisfied | 2.61-3.40 |
| Satisfied | 3.41-4.20 |
| Very Satisfied | 4.21-5.00 |

(1) Level of Satisfaction with Cooperation Services

Based on the above benchmarks, the level of satisfaction obtained from partners' responses to the survey can be described as follows.

a) Provision of Information

Based on the survey results, it can be interpreted that the aspect of information provision received a rating of very satisfied. The following graph shows the level of satisfaction with regard to access to information and cooperation procedure requirements.

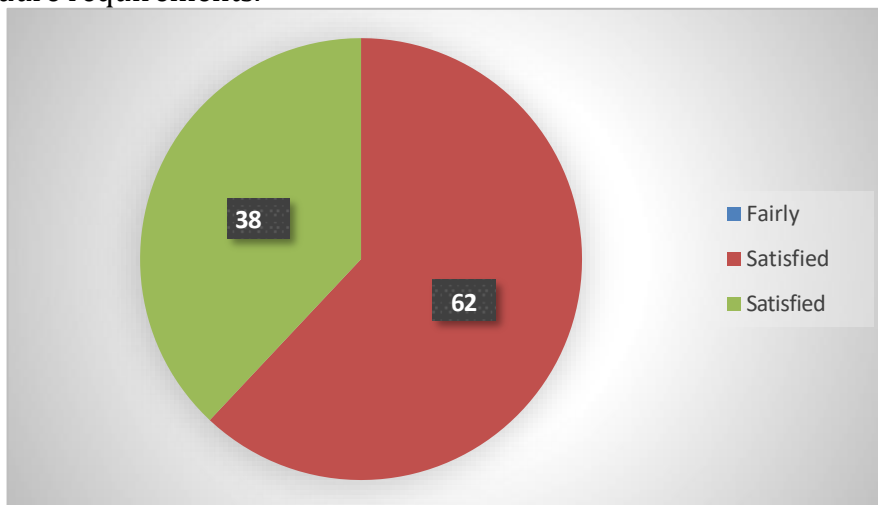


Figure 9. Satisfaction Graph Regarding Access to Information on Requirements and Cooperation Procedures

b) Cooperation Procedures

Specifically, the survey results on the aspect of cooperation procedures were on a scale of 4 and 5 (95.12%). Therefore, it can be concluded that the cooperation procedures provided by UIN Walisongo were easily accessible to partners. The percentage of satisfaction with this aspect can be seen in the following graph.

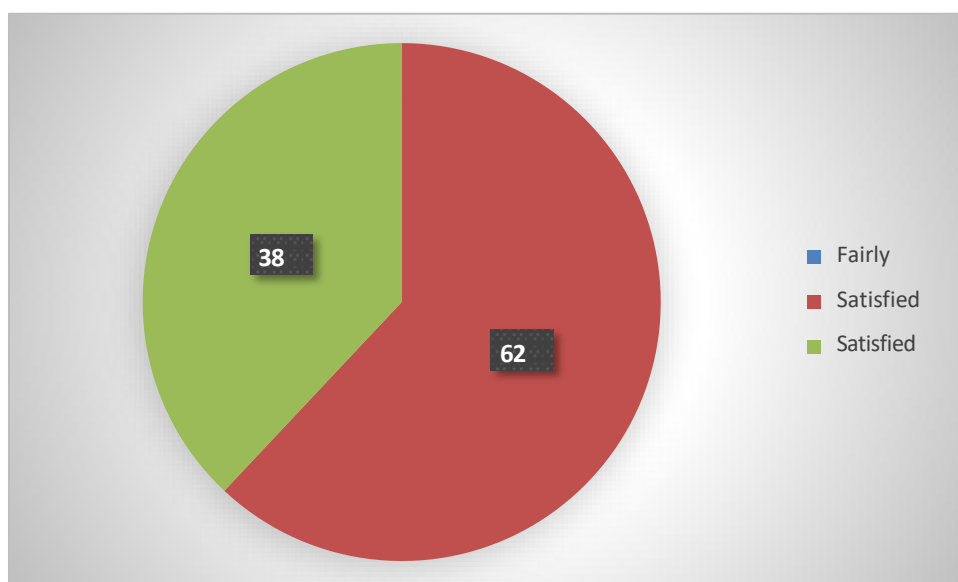


Figure 10. Satisfaction Graph on the Aspect of Cooperation

c) Memorandum of Understanding Drafting Process

Based on the survey results, respondents assessed that the MoU drafting process with UIN Walisongo was carried out quickly, precisely, and accurately. This can be seen in the following graph, which shows that the satisfaction level of partners is at a scale of 4 (satisfied) and 5 (very satisfied).

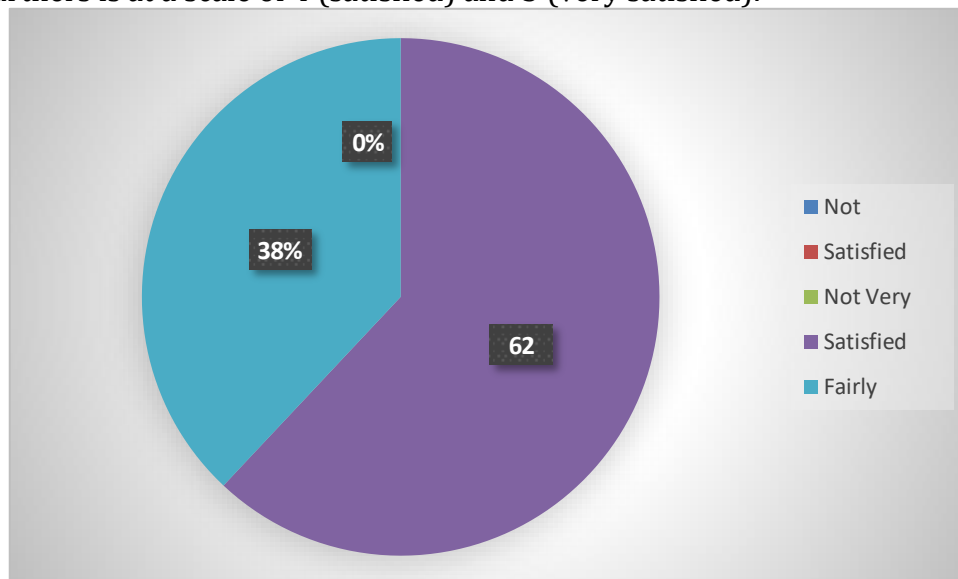


Figure 11. Satisfaction Graph in the MoU Creation Process

d) Staff Service at the Cooperation Unit

The service of the Cooperation Unit staff was also rated positively. The survey results indicate that the staff at the UIN Walisongo Cooperation Unit have been friendly and professional in serving partners. This is evident from the percentage in this aspect, which is categorised on a scale of 4 to 5 (very good). The following graph shows the percentage of service provided by the Cooperation Unit staff.

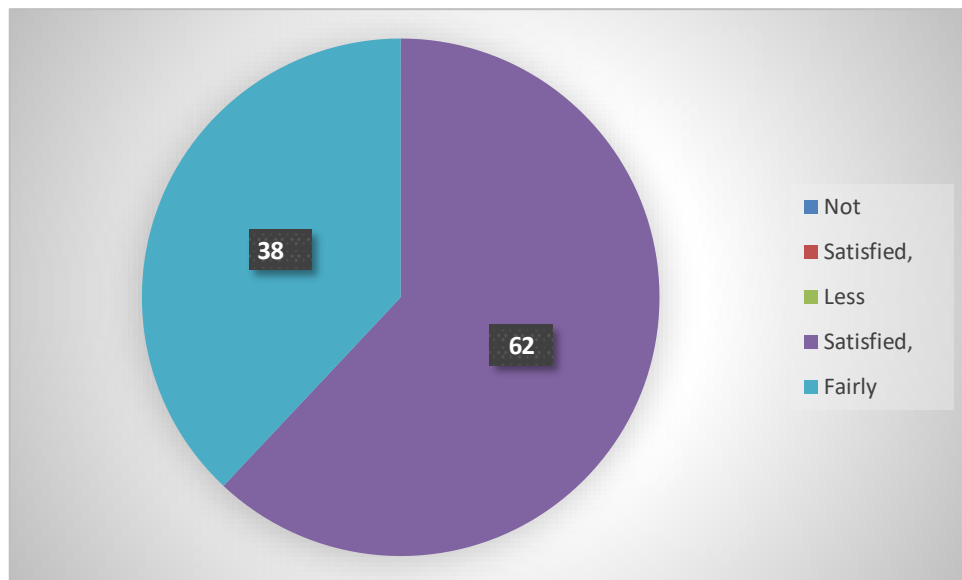


Figure 12. Staff Friendliness Graph for the Cooperation Unit

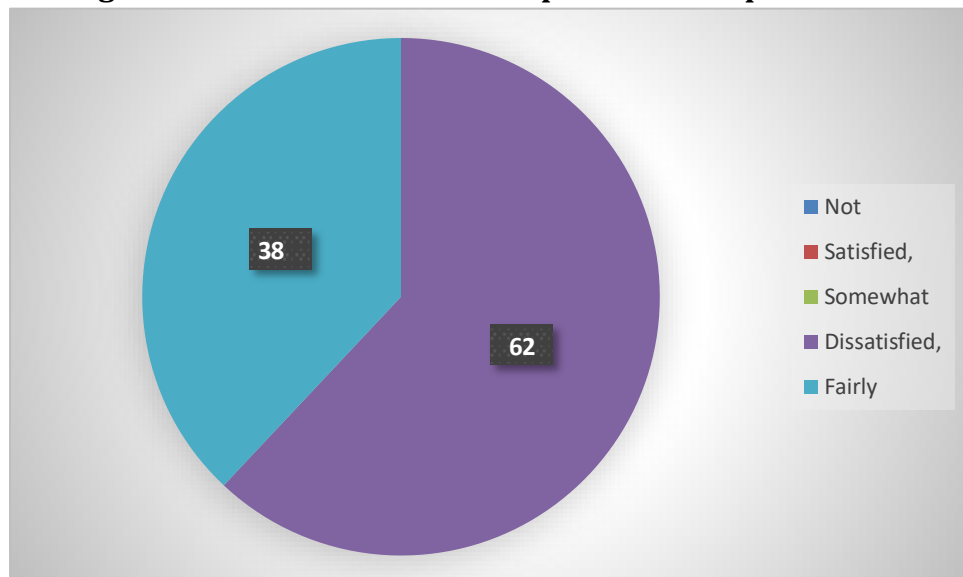


Figure 13. Graph of Partner Satisfaction with the Responsive Staff of the Cooperation Unit who are Responsive

e) Human Resource Quality

Based on the survey results, the quality of human resources at UIN Walisongo is considered to have the expertise and professionalism required by partners. This aspect received a satisfaction rating of 42.28% in the very satisfied category and 51.22% in the satisfied category. This can be seen in the following graph.

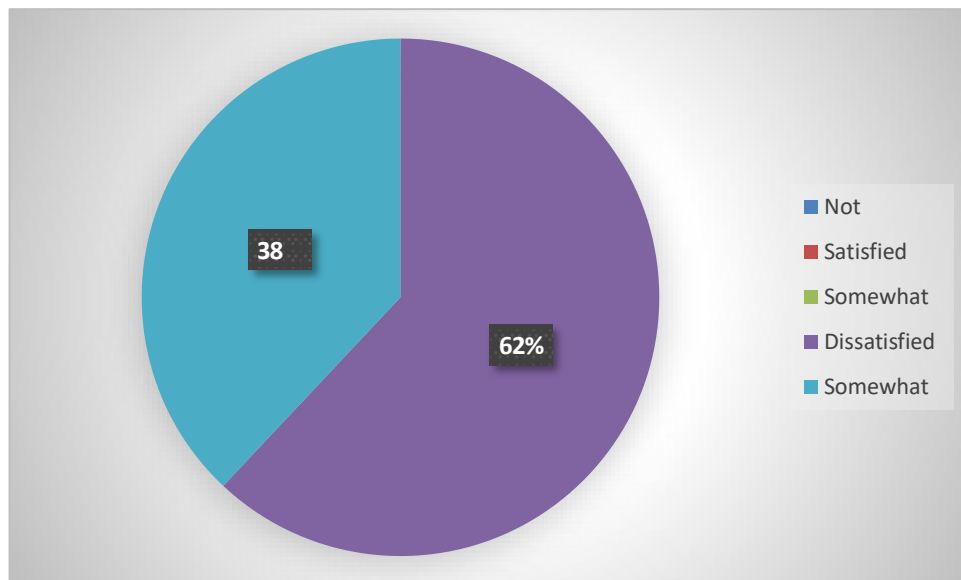


Figure 14. Graph of Partners' Responses to the Quality of Human Resources at UIN Walisongo

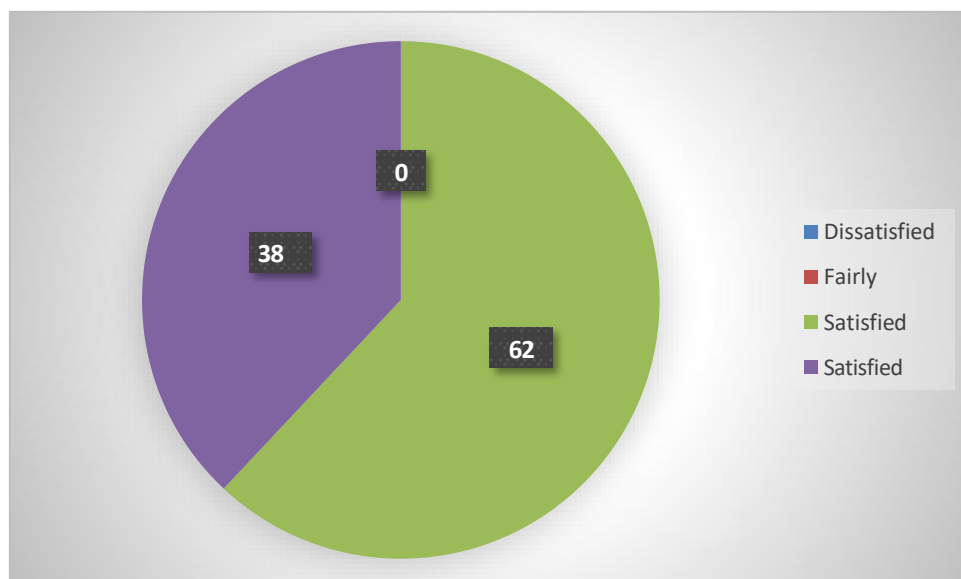


Figure 15. Graph of Partner Responses to Solutions Provided by UIN Walisongo Human Resources

f) Service Quality

The quality of services provided by UIN Walisongo in the cooperation was also considered very good. Based on the survey results, respondents were very satisfied with this aspect. The highest percentage was also on a scale of 4 and 5 (satisfied and very satisfied). This can be seen in the following graph.

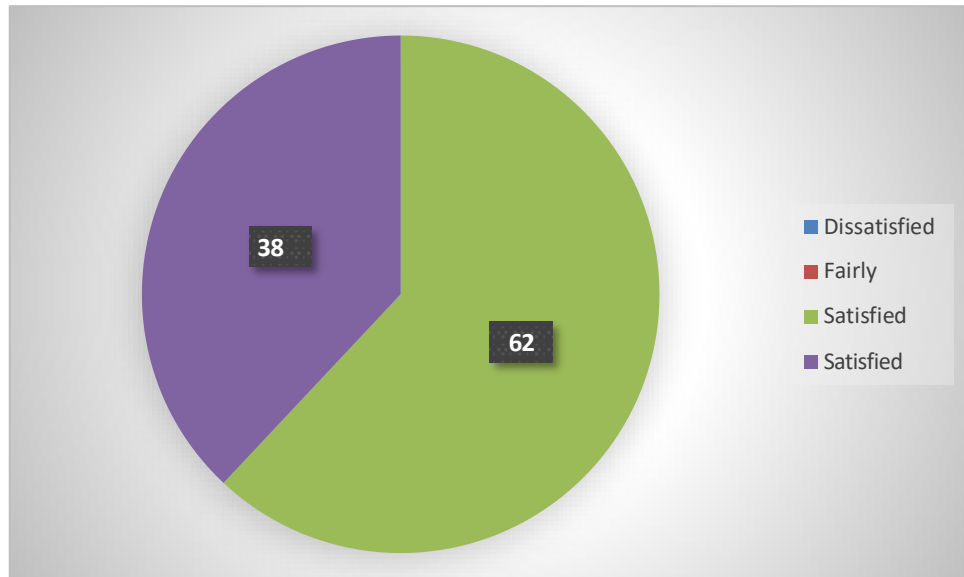


Figure 16. Graph of Partners' Responses to Cooperation Services

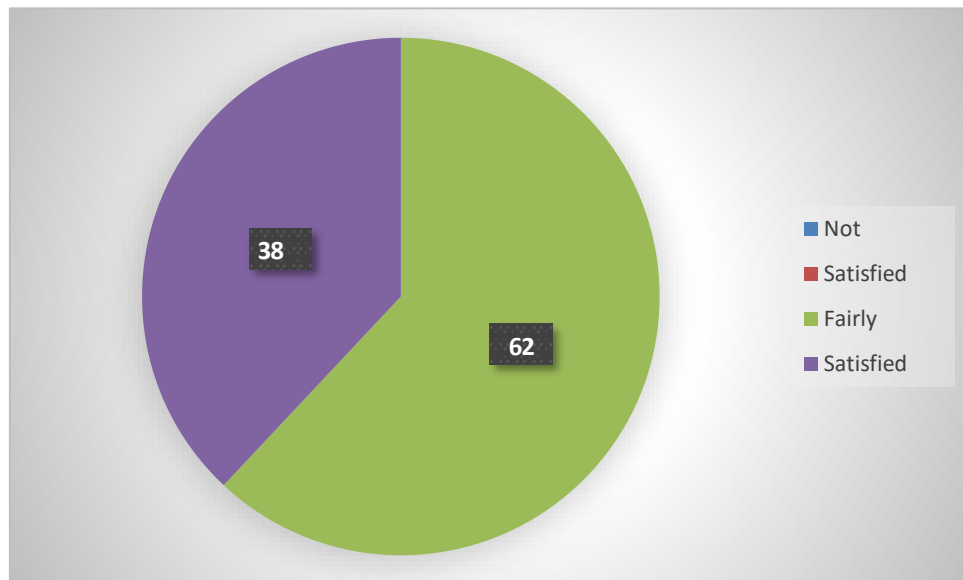


Figure 17. Graph of Partner Responses to the Implementation of Cooperation

g) Report

Respondents assessed that the reporting process in the form of monitoring and evaluation of cooperation activities with UIN Walisongo was very easy and not difficult. This can be seen from the fact that this aspect is in the satisfied category (scale value 4) with a percentage of 48.78% and very satisfied (scale value 5) with a percentage of 36.59%.

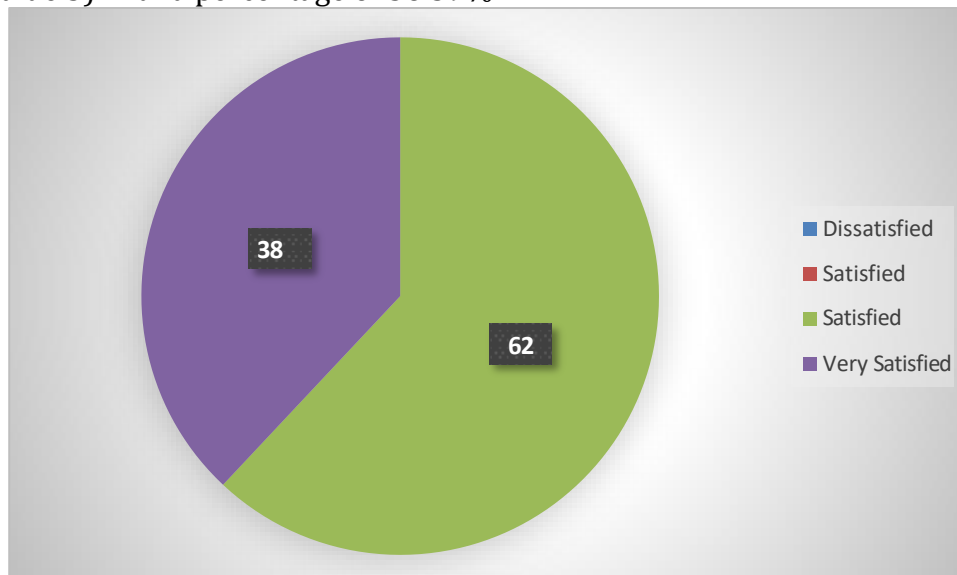


Figure 18. Graph of Partner Satisfaction with the Monitoring and Evaluation Process of the Collaboration

On the other hand, respondents assessed that the final report process for the collaboration with UIN Walisongo was well-prepared and timely, scoring at the satisfactory level (score of 4). This is evident from the dominance of this category, which reached 62.60%. Meanwhile, the very satisfied category only accounted for 25.20%. The remainder were in the fairly satisfied (10.7%) and dissatisfied (less than 1.63%) categories.

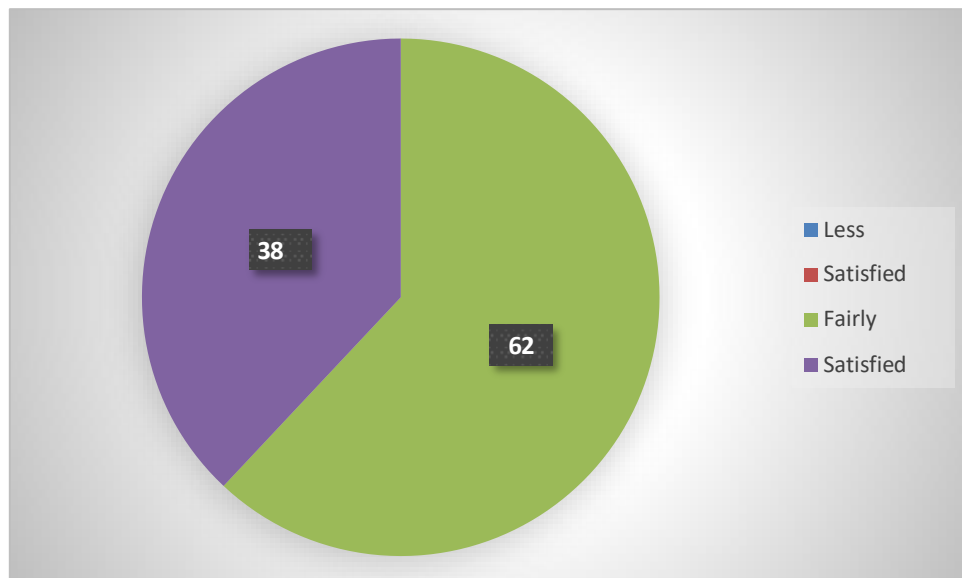


Figure 19. Graph of Partner Satisfaction with the Final Cooperation Report Process

h) Location/Place

Based on the survey results, the location of the cooperation office was rated very good by partners. The office is easily accessible to cooperation partners. This aspect received a rating of 4 and 5 (very satisfied) on the scale. This can be seen in the following graph.

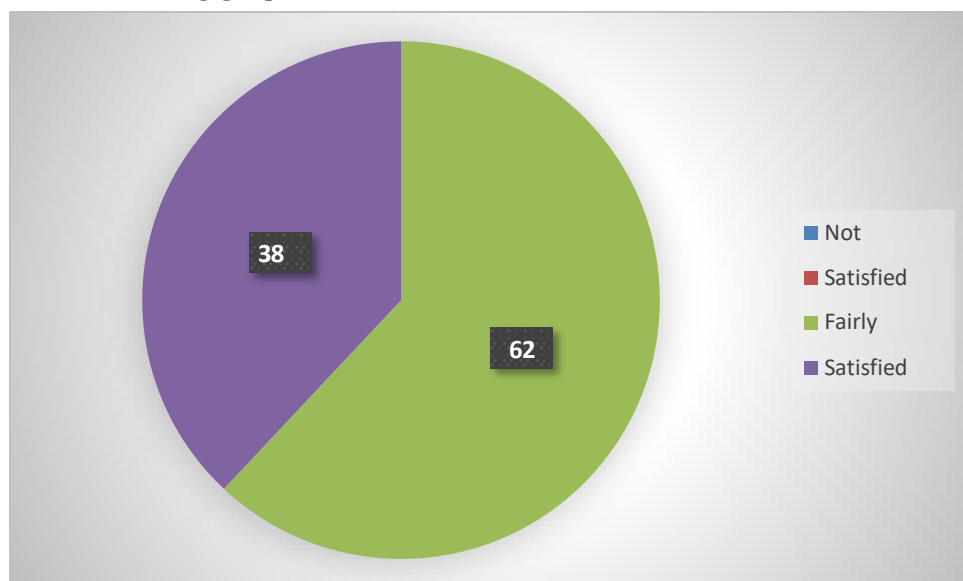


Figure 20. Graph of Partner Satisfaction with the Reach of the Cooperation Office

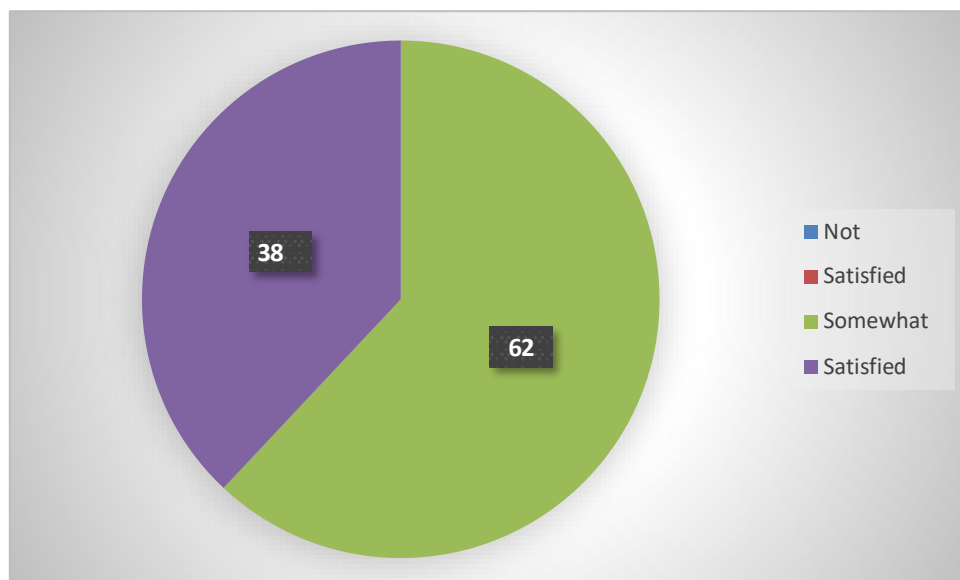


Figure 21. Graph of Partner Satisfaction with the Office Environment for Cooperation

Based on the overall survey results, the aspect of cooperation services for partners is rated at 4.3. This can be interpreted as meaning that the level of partner satisfaction with UIN Walisongo's cooperation services is in the very satisfactory category. Furthermore, the partners' responses to the implementation process of cooperation with UIN Walisongo Semarang are also described.

i) Level of Satisfaction with the Implementation of Cooperation

This section describes partners' responses to the follow-up process of cooperation, the achievements of cooperation implementation, and the monitoring and evaluation process of cooperation with UIN Walisongo Semarang. This can be seen in the three graphs below.

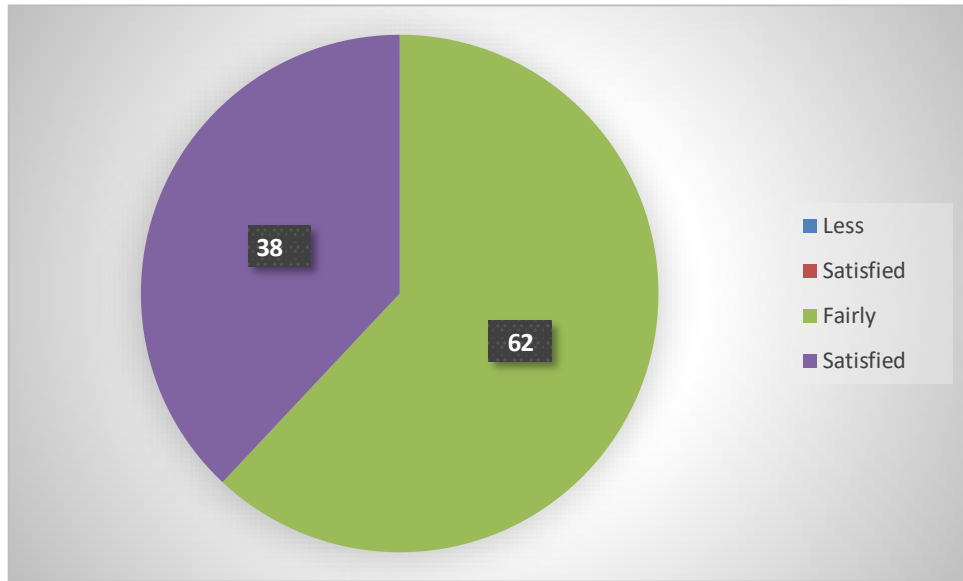


Figure 22. Graph of Partner Satisfaction with Follow-up Cooperation

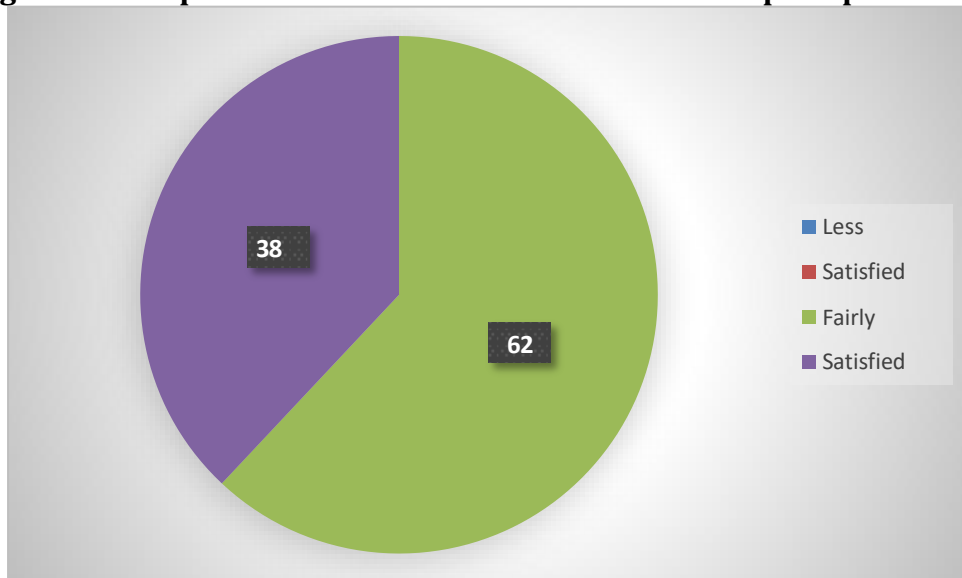


Figure 23. Graph of Partner Satisfaction with the Achievements of the Cooperation

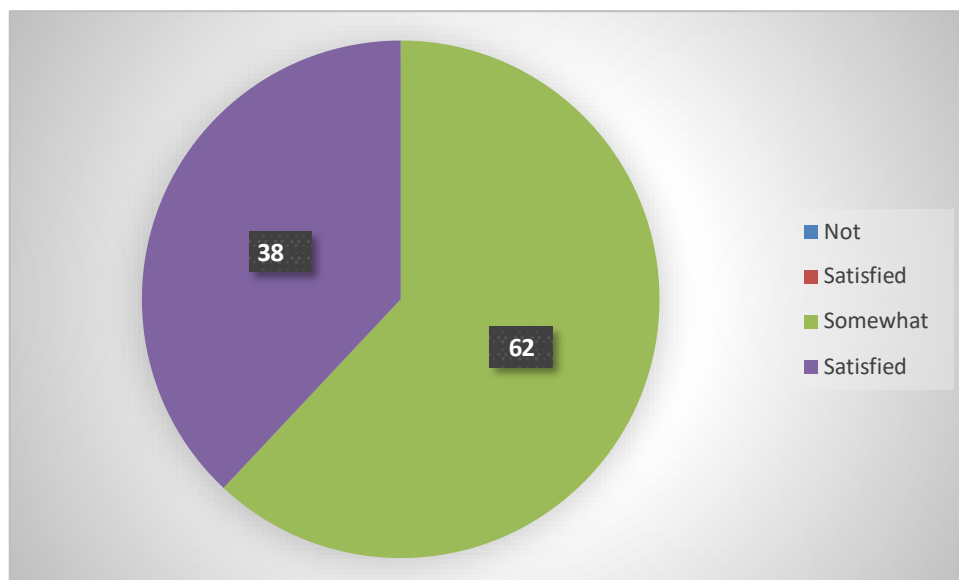


Figure 24. Graph of Partner Satisfaction with Cooperation Monitoring and Evaluation

Based on the graph presented, it can be described that partner satisfaction with the implementation of follow-up, achievements, and the monitoring and evaluation process is as follows.

(1) The follow-up on the implementation of the cooperation is on a scale of 4 and 5. This can be interpreted as meaning that the level of partner satisfaction with the follow-up on the cooperation is still in the satisfied (60.2%) and very satisfied (30.8%) categories. In addition, there are still respondents who rate it as fairly satisfied at 8%. This can be used as a note and evaluation for the implementation of cooperation in the future.

(2) The results of the cooperation with UIN Walisongo are considered satisfactory. Based on the survey data, this aspect received a satisfactory rating with 62.6% in the satisfactory category and 34.5% in the very satisfactory category. Meanwhile, 2.9% of respondents rated the achievements of the cooperation with UIN Walisongo as fairly satisfactory. Ironically, there is still a percentage of dissatisfaction with the results of the cooperation. This can be used as an evaluation for future cooperation.

(3) Implementation of Cooperation Monitoring

Based on the survey results, the aspect of monitoring and evaluation also received a relatively similar response to other aspects. This aspect received a satisfactory rating with a percentage of 55.04% in the satisfactory category and 39.06.46% in the very satisfactory category. Meanwhile, 5.9% of respondents rated the monitoring and evaluation process of the cooperation with UIN

Walisongo as fairly satisfactory. Ironically, there was still a percentage of respondents who were dissatisfied with the results of the cooperation. This can be used as an evaluation for the implementation of cooperation in the future.

Based on the overall survey results, the aspect of cooperation implementation with partners was mostly rated at a scale of 4 (satisfactory) and 5 (very satisfactory). Therefore, these results illustrate that the implementation of cooperation between UIN Walisongo and its partners is considered very satisfactory. However, there is still a percentage in the unsatisfactory category. Therefore, it is necessary to review and follow up on partner satisfaction in certain areas of cooperation. The following are some specific suggestions from cooperation partners.

j) Specific Suggestions from Cooperation Partners

- (1) There needs to be an increase in the intensity of cooperation in community service, especially in several faculties that can improve the capacity of students in madrasas/schools.
- (2) Communication and coordination between UIN Walisongo and partners can be established more intensively so that the cooperation process can produce significant and broader impacts.
- (3) Letters or cooperation documents should be sent and accessed digitally so that the communication process can be more efficient, especially for partners located far from UIN Walisongo.
- (4) The scope of cooperation can be expanded to various disciplines, especially in PPL activities that can be developed into more varied fields such as science, mathematics, and language.

CHAPTER III CONCLUSION

1. CONCLUSION

Based on the results of the survey that has been conducted, several important points can be concluded as follows.

- 1) The majority of cooperation programmes carried out by UIN Walisongo with its partners are dominated by the three pillars of higher education, namely education, research, and community service. Meanwhile, other aspects are relatively unexplored in 2024.
- 2) All units at UIN Walisongo Semarang have carried out collaborative activities through cooperation schemes, but only a few units are dominant in implementing cooperation, such as FITK, FST, and LP2M.
- 3) Collaborative activities at UIN Walisongo have been recorded in MoUs, which are then followed up with cooperation agreements and technical activities/programmes each year.
- 4) A survey of satisfaction with services and the implementation of cooperation between UIN Walisongo and its partners showed positive responses. In general, there were positive assessments in various aspects, from pre-MoU, programme implementation, to monitoring and evaluation.
- 5) In general, partner satisfaction responses fall into the satisfied category with a score of 4. Some responses are in the very satisfied category with a score of 5. Therefore, there is still room for improvement in cooperation services in the future to significantly increase the satisfaction percentage so that the majority of partner responses fall into the very satisfied category.

2. RECOMMENDATIONS

Based on the results of the survey that has been conducted, several important points can be concluded as follows.

- 2) There is a need to explore other fields outside the three pillars of higher education in future cooperation programmes, such as business partnerships, institutional development, and so on.
- 3) Each unit, especially faculties, can follow up on cooperation agreements that have been legally recorded by the Cooperation Unit so that each MoU can be implemented in real activities and have a positive impact on the development of UIN Walisongo.
- 4) There is a need to improve the quality of services, the implementation process of cooperation, the achievements of cooperation, and the monitoring and

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evaluation of cooperation in the future so that the level of partner satisfaction can also increase significantly.