

## **Alumni Satisfaction on Curriculum Structure And Learning Process in Indonesian Islamic University**

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### **ABSTRACT**

*This study aimed to determine the acceptance of the workforce to the alumni and examine the satisfaction level of alumni to the curriculum and learning process in Indonesian Islamic University. Data were obtained through a questionnaire distributed to the alumni via email, telephone, and a variety of social media. Data were analyzed with quantitative approach. Results showed that acceptance of market or workforce to the alumni of Indonesian Islamic University of Education Management Program is high and the alumni waiting period before getting a job is less than one year and 94% of graduates working in the field in accordance with the program of study, especially in education. The highest level of alumni satisfaction of the curriculum and learning process as the capability of lecturer and the structure or content of the curriculum, while the lowest satisfaction levels in the absence of a balance between theory and practice.*

**Keywords-** *Alumni, student satisfaction, curriculum structure, learning process, job market.*

### **1. INTRODUCTION**

Education institutions have customers (Evans, 1995; 6) that known as stakeholders (Annamdevula, 2012). In this case Edward Sallis (2012: 412-416) mentioned in more detail that customer of educational institutions consist of internal and external customers. Internal customers are teachers and administrators, and external customers are such as industrial, corporate, parents, government, alumni and society commonly (Kitchroen, 2004).

In the concept of stakeholder or customer-oriented quality, the services of education institution are qualified if those services has been in accordance with the expectations of students and alumni as part therein. If services of education institution in accordance with the alumni hopes, it's mean that those services are satisfactory (Zeithaml, 2000: 70). In other words, students and alumni satisfaction is one of indicators in education institution including at higher education service quality. That is why, in the services marketing literature, the concept of quality of service is always equated with customer satisfaction (Al-Alak, 2000: 74). One way to evaluate the performance of the higher education institution is to conduct a study of alumni that

is known as tracer study, which is a mechanism that is held by the various education institution to explore the alumni in order to measure the relevance of educational purposes with the current condition of the alumni. As mentioned by Ramirez (2014) that tracer studies can be performed in order to determine whether academic skills and competencies acquired during college graduates in harmony with their current job. Wibisono (2012) explains that the tracer study has many other meanings such as graduate research, follow-up study, the alumni surveys, and follow-up surveys, and implemented in different ways such as by spreading questionnaire via telephone, email and other online surveys . The parties who use this kind of study include educational institutions (such as schools, universities, institutes, and colleges); scholarship providers (eg, government, corporations and foundations), or also national ministries (eg. Ministry of Education).

Renny (2013) states that the quality of workers who do not fit the criteria of the market and productivity; lack of communication between the labor market and education; changes in socio-economic structures and global politics that affect the market; as well as the rapid development of science and technology that lead to fundamental changes in qualification requirements and competency in submitting the world of work, are the reasons for conducting such this kind of search.

This study aims to determine the absorption of the workforce to the alumni of graduate master student of State Islamic University and examine the satisfaction level of alumni to the curriculum and learning process in higher education.

## 2. RESEARCH METHOD

The study was conducted at the State Islamic University of Malang on Islamic Education Management Master majors. The study was conducted in descriptive quantitative approach, that explains the existence of an independent variable by examining the population or a particular sample. Data were collected using research instruments, and analysis of statistical nature (Sugiyono: 2012). This tracer study will include three steps; (1) developing instrument of research; (2) data collection and (3) data analysis and reporting. Questionnaires were distributed to 70 alumnie, but the alumnie are willing to answer the question in good performance and decent analyzed only 50 people.

The data were analyzed in descriptive statistics. The questionnaire was made in the Likert scale with 5 scales. In this research, the answer began from numbers 1 till 5 to produce a range of 4 which is divided into five sections that produce a range of 0.8. The division is to be used as a basis for the interpretation of the value of the index. The resulting category index values are as follows:

1.00 - 1.80 = Verylow

1.81 - 2.6 = Low

2.61 - 3.4 = Enough

3.41 - 4.2 = High

4.21 - 5 = Veryhigh

Data Analysis will begin with tabulation of data that scatter questionnaire results obtained. Furthermore, the results of the tabulation of statistical data be processed using the Microsoft Excel and SPSS program. Data are presented in a report, in the form of tables, graphs and images.

### 3. FINDING

#### 3.1. Alumni absorption in the Workforce

Research conducted on the alumni of Master Program on Management of Islamic Education at Malang Islamic University on academic year 2012 and 2013. Of the 50 respondents showed that after graduating from university, most of students could soon get a job with varies waiting period as illustrated in the following table.

**Table 1. Waiting period of alumni for getting job**

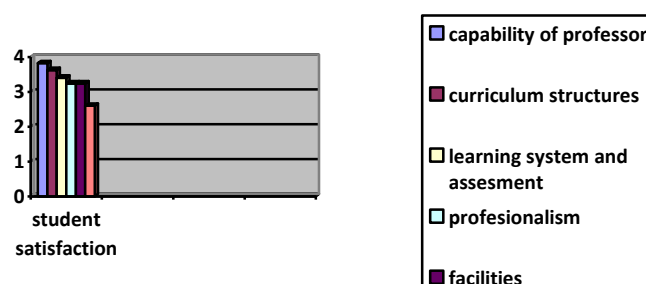
Wait Periode	Amount	Percentage
< 1 year	17	65.4%
1-2 year	7	26.9%
>2 year	2	7.7%

Source: Primary data are processed

The table above shows that respondents (alumni) who do not have jobs when studying has the waiting period less than a year as many as 17 people (65.4%). While students with a waiting period of between 1-2 years of work is 7 people (26.9%) and a waiting period of over two years of work by 2 persons (7.7%). It can be understood, that the competitiveness of master graduates for getting jobs is high, making them faster to get a job. This is shown in Table above that of the 50 respondents were 17 (65.4%) of people before 1 year of graduation has been getting the job. Rest of them (14 students) are have jobs already when submitting as student in the univeristy.

#### 3.2. Alumni Satisfaction of the Curriculum and Learning Process

Satisfaction level of alumni to the curriculum and learning process in The State Islamic university of Malang is varies. Item of curriculum includes curriculum structure and the balance between theory and practice. Item of the faculty includes professional lecturers and teaching capabilities, completeness of infrastructure, academic learning, assessment and learning system.



**Figure 1. Level of alumni Satisfaction of the Curriculum and Learning**

(Source: Primary data are processed)

Figure shows that the highest level of satisfaction is on the capabilities of lecturers with an average value of 3.82. This value is high category. Followed by the average value of curriculum structure is 3.62. This value is high category too. Learning assessment system and professionalism (such as timeliness of learning and a comprehensive syllabus) have the same average is 3.4. This value is enough category. While the completeness of teaching and learning facilities or academic facilities have an average of 3.24. This value is enough category. So it can be understood that completeness of teaching and learning facilities or academic facilities such as libraries, internet networking, and completeness of classroom teaching and learning facilities deemed satisfactory by the respondent.

The last item is a balance between theory and practice in the curriculum with an average rating of 2.6. This value is low category. So it can be understood that the balance between theory and practice in the portion of the curriculum deemed unsatisfactory by the respondents. This is supported by a variety of suggestions and complaints of respondents such as respondent number 2, number 3, number 4, number 5, number 16, number, number 33, number 24, number 26, number 20, and number 7 for example who suggest to balance between theory and practice and suggest to conduct a job training in practice for student.

#### **4. CONCLUSION**

Market absorption for alumni of master student at The State Islamic University Malang, Indonesia is still quite high. Waiting period of alumni before getting a job is less than one year as many as 65.4% and 94% of graduates working in the field in accordance with the program of study, especially in education. Alumni satisfaction level of the curriculum and learning varied. Highest to lowest level of satisfaction is the capability of lecturers (high category), curriculum structure (high category), learning and assessment (fair category), Professionalism of lecturer (fair category), Completeness academic facilities and learning (enough category)

#### **5. SUGGESTION**

State Islamic University of Malang is to be aware of and respond to the competencies required to the workforce to make graduates produced can be absorbed by world of work and are competitive among other graduates. The results of this study can also be used as input and consideration in improvements to the structure and curriculum of Management Program future to be more responsive to the world of work that focuses on the skills and touch the practical level. Items that are undervalued by the student must be considered by the college for improvement of services quality of university.

#### **6. ACKNOWLEDGMENT**

Most difficult obstacle facing researcher is the tracking of alumni, because they has spread out to other cities, so it is difficult to access. Social media greatly assist researcher in collecting the data, so even though they are far away and inaccessible to researchers, they can give a response to the researcher, through social group of college. In addition, only successful graduates who are willing to respond to a search studies. Another reason is the possibility of no time or they do not want to reveal a number of things for them is confidential, such as salary issues. It is recommended to further researchers to conduct more extensive tracer studies so that the media are more varied, so they can get more data and better.

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