
Alumnus User Satisfaction of Fakultas Keguruan Dan Ilmu Pendidikan Universitas Sebelas Maret

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Abstract: Educational management is the management of educational resources in accordance with management functions to achieve educational goals effectively and efficiently. Educational resource consists of men, money, materials, methods, machine, market, minute, and information. Management functions such as planning, organizing, actuating, and controlling are performed sequentially. Controlling function is to monitor and evaluate the results of actuating function in comparison with the goals to be achieved. One effort in the controlling of FKIP UNS is the alumnus user satisfaction survey. Information survey results are used for policy-making considerations in the improvement and development of quality improvement of students so that alumnus users obtain qualified labor. Informations are obtained from the 39 agencies both formal educational institutions (primary schools, junior high schools, senior high schools, and vocational schools) or non-formal educational institutions in 2012. The research instrument is a questionnaire to determine the ten alumnus abilities. From the questionnaires showed that alumnus FKIP UNS including in the category of very capable in leadership skills, science, the use of information technology, active in school organization. Alumnus FKIP UNS including in the category of capable in communication skills, teamwork, motivation and self-development, integrity, and entrepreneurship. Alumnus FKIP UNS including in the category of less capable in mastery of the English.

Keywords: management, education, controlling, satisfaction, alumnus

1. INTRODUCTION

Fakultas Keguruan dan Ilmu Pendidikan (FKIP) Universitas Sebelas Maret (UNS) Surakarta has a vision and mission to be achieved. FKIP UNS vision is to be a reliable educational staff that must have the key competencies that should be attached to the educators that the values of honesty, trustworthy, exemplary and capable of doing pedagogical approach and be able to think and act intelligently. The first mission FKIP UNS of four missions is to provide education, learning, and guidance effectively to produce a superior education personnel, highly competitive, independent, and personality. To achieve the vision and mission, leaders and activists of academic staff and all work together to make it happen. In accordance with the first mission, the need for supervision or

monitoring of the quality of business graduates. The monitoring results will be taken into consideration for the leadership of UNS FKIP to determine the corrective measures for the things that hinder the achievement of the vision and mission of FKIP UNS.

2. LITERATURE REVIEWS

a. Education Management

Management is the management of organizational resources by using management functions in order to achieve organizational goals. Management functions proposed by George R. Terry (1970) is the planning, organizing, actuating, and controlling.

Management is a form of work that involves coordinating an organization's resources-land, labor, and capital- to accomplish organizational objectives (Rue & Byars, 2000).

Management is a distinct process consisting of planning, organizing, actuating, and controlling, performed to determine and accomplish stated objectives by the use of human beings and the other resources (George R. Terry disitasi dalam Villanueva, 2013).

Educational management is the management of resource use management functions for the purpose of education can be achieved effectively and efficiently. Educational planning is an effort to design education so that educational goals can be achieved effectively and efficiently. Educational organizing is an effort to prepare all things according to plan. Actuating of education is an effort to implement the education plan using all the things that have been organized. Educational controlling is an attempt to evaluate the results of the implementation of education for the purpose of education and efforts to monitor the implementation process management functions.

Educational management is a field of study and practice concerned with the operation of educational organization (Sharma, 2009).

Manajemen pendidikan adalah suatu kegiatan atau rangkaian yang berupa proses pengelolaan usaha kerja sama sekelompok manusia yang tergabung dalam organisasi pendidikan, untuk mencapai tujuan pendidikan yang telah ditetapkan sebelumnya, agar efektif dan efisien (Badrudin, 2014).

One effort to evaluate the results of the implementation of education of an educational institution for the purpose of education is to find information about customer satisfaction with alumni of the institution. Institutions of teacher training education is an institution that aims to produce graduates who have the competence to become educators in school. The school is a social system that takes human and financial resources of their environment and put it into a process of transformation for the well-educated graduates produced.

For example, school are social system that take resources such as labor,

student, and money from the environment and subject these inputs to an educational transformation process to produce literate and educated students and graduates (Hoy & Miskel, 2013).

3. RESEARCH METHODS

The data collection began in 2012 in 39 institutions, namely nine vocational high school (SMK), nine high schools (SMA), nine junior high school (SMP) and ten primary school (SD) and two of the other institutions. The research instrument used was a questionnaire. The questionnaire used to assess the ten abilities of alumni FKIP UNS as human resources by the alumni of these institutions. Tenth such capabilities is the ability of leadership, active in school organizations, science, the use of information technology, communication, mastery of English, teamwork, motivation and self-development, integrity, and entrepreneurship

4. RESEARCH RESULT

Leadership associated with a person's ability to carry out functions of education management, namely planning, organizing, implementing, and monitoring. Based on the questionnaire results in Table 1, can be obtained information that 27 or 69% of organizations stated that the alumni FKIP UNS into the category of very capable of leading. Category highly capable of leading indicators is expressed in the capable to plan, organize, conduct guidance, and conducting evaluations.

Table 1. Leadership of Alumni FKIP UNS

No	Indicators	Amount	%
1	Capable to plan, organize, conduct guidance, and conducting evaluations (in learning or non-learning).	27	69%
2	Capable to plan, organize, and conduct guidance (in learning or non-learning).	10	26%
3	Capable to plan	2	5%

	and organize (in learning or non-learning).		
4	Capable to organize (in learning or non-learning).	0	0%
5	Capable to plan and organize (in learning or non-learning).	0	0%
	Total	39	100%

Table 2 below support the previous statement, that the alumnus FKIP UNS has the leadership. Those ability is actualized in an active role in school organization both as chairman, secretary, treasurer, or as a member.

Table. 2. Activeness in School Organization of Alumnus FKIP UNS

No	Indicators	Amount	%
1	Active as a core board (chairman, secretary and treasurer) and members	22	57%
2	Active as a non-core board and members	11	28%
3	Active as a members	6	15%
4	Less active as a members	0	0%
5	Not active as a members	0	0%
	Total	39	100%

The ability of science related to the ability of a person as an educational resource, namely as an educator (teacher) in mastering the science that will be delivered to learners (students). One sign that professional teachers are mastering the field of science both in theory and practice. Based on the results of questionnaires in Table 3, can be obtained information that 34 or 88% of organizations stated that the alumnus FKIP UNS into the category of very capable of mastering the field of science or very professional.

Table 3. Ability of Science (Professionalism) of Alumnus FKIP UNS

No	Indicators	Amount	%
1	Mastering the field of science both in theory and practice	34	88%
2	Mastering the field of science only in theory	3	8%
3	Mastering the field of science only in practice	0	0
4	Less mastering the field of science in theory	1	2%
5	Less mastering the field of science in practice	1	2%
	Total	39	100%

The ability to use information technology related to the ability of a person as an educational resource, namely as an educator (teacher) in the utilization of information technology to support learning. Teachers are expected to have basic skills, ie mastering Microsoft Word, Excel and Powerpoint, and advanced capabilities, namely control of Internet usage. Based on the results of questionnaires in Table 4, can be obtained information that 22 or 58% of organizations stated that the alumnus FKIP UNS into the category of very capable master information technology.

Table 4. Ability to Use of Information Technology of Alumnus FKIP UNS

No	Indicators	Amount	%
1	Master the basic skills of using information technology (Microsoft Word, Excel and Powerpoint) and advanced capabilities (internet).	22	58%
2	Master the basic skills of using information technology (Microsoft Word,	11	28%

	Excel and Powerpoint).		
3	Master the basic skills of using information technology (Microsoft Word and Excel).	4	10%
4	Master the basic skills of using information technology (Microsoft Word and Powerpoint).	1	2%
5	Have no ability the basic skills of using information technology and advanced capabilities.	1	2%
	Total	39	100%

Communication skills associated with a person's ability as an educational resource, ie either as a leader or as an educator (teacher) in the Indonesian language to communicate with others. Based on the results of questionnaires in Table 5, can be obtained information that 28 or 72% of organizations stated that the alumnus FKIP UNS in the category able to communicate both in oral and written language. Communication in English, based on Table 6, the alumnus FKIP UNS otherwise severely incapacitated with passive indicator in oral and passive written.

Table 5. Communication skills of Alumnus FKIP UNS

No	Indicators	Amount	%
1	Excellent in the use of oral and written language	4	10%
2	Good in the use of oral and written language	28	72%
3	Sufficient in the use of oral and written language	7	18%
4	Good in the use of spoken language, but written language skills lacking	0	0%

5	Good in the use of written language, but spoken language skills lacking	0	0%
	Total	39	100%

Table 6. Ability Mastery of English of Alumni FKIP UNS

No	Indicators	Amount	%
1	Active in both oral and written	5	13%
2	Active oral	2	5%
3	Active written	7	18%
4	Passive oral	9	23%
5	Passive oral and written	14	36%
	Not argue	2	5%
	Total	39	100%

Team work capabilities associated with a person's ability as an educational resource, namely as a leader or as an educator (teacher) in cooperation with the leadership, colleagues or peers, and students in the school environment. Based on the results of questionnaires in Table 7, can be obtained information that 27 or 69% of organizations stated that the alumnus FKIP UNS in the category capable of working with leaders, colleagues, and students in the school environment.

Table 7. Team work capabilities of Alumnus FKIP UNS

No	Indicators	Amount	%
1	Alumnus can cooperate very well with the leaders and colleagues and students (if in school)	12	31%
2	Alumnus can cooperate well with the leaders and colleagues and students (if in school)	27	69%
3	Alumnus can work well only with the leaders and colleagues (if in school).	0	0%

4	Alumnus can work well only with colleagues and students (if in school).	0	0%
5	Alumnus can not work together with the leaders and colleagues and students (if in school).	0	0%
Total		39	100%

Motivation and ability of self-development related to one's ability as an educational resource, namely as a leader or as an educator (teacher) to motivate him sendiri and develop themselves according to their positions (leader or teacher). Based on the results of questionnaires in Table 8, can be obtained information that 23 or 59% of organizations stated that the alumnus FKIP UNS motivation and the ability to develop themselves well.

Table 8. Motivation and ability of self-development of Alumnus FKIP UNS

No	Indicators	Amount	%
1	Excellent	9	23%
2	Good	23	59%
3	Sufficient	7	18%
4	Less	0	0%
5	Do not do self-development	0	0%
Total		39	100%

Integrity relates to ethics and morals of a person as an educational resource, namely as a leader or as an educator (teacher) to think, speak and act. Based on the results of questionnaires in Table 9, can be obtained information that 33 or 85% of organizations stated that the alumnus FKIP UNS has good integrity

Table 9. Integrity (Ethics and Moral) of Alumnus FKIP UNS

No	Indicators	Amount	%
1	Excellent	6	15%
2	Good	33	85%

3	Sufficient	0	0%
4	Less	0	0%
5	Have no integrity	0	0%
Total		39	100%

Insights entrepreneurship is associated with an independent entrepreneurial spirit of a person as an educational resource, namely as a leader or as an educator (teacher) in optimizing other educational resources optimally. Based on the results of questionnaires on the table 10, can be obtained information that 25 or 65% of organizations stated that the alumnus FKIP UNS have a good entrepreneurship.

Table 10. Entrepreneurship of Alumnus of FKIP UNS

No	Indicators	Amount	%
1	Excellent	1	2%
2	Good	25	65%
3	Sufficient	11	28%
4	Less	2	5%
5	Have no entrepreneurship	0	0%
Jumlah		39	100%

Based on the description above, can be summarized in tables 11 and 12 below. In Table 11, the number 1 represents have no ability, 2 represents less ability, 3 represent sufficient ability, 4 representing capable, and 5 representing very capable. In Table 12, the number 1 represents have no ability, 2 represents less good, 3 represents sufficient good, 4 represents good, and 5 representing excellent.

Table 11. Summary 1 of questionnaire results

No	Kemampuan	1	2	3	4	5
1.	Leadership	0%	0%	5%	26%	69%
2.	Activeness in School Organization.	0%	0%	15%	28%	57%
3.	Ability of Science (Professionalism)	2%	2%	0	8%	88%
4.	Ability to	2%	2%	10%	28%	58%

	Use of Information Technology					
5.	Communication skills.	0%	0%	18%	72%	10%
6.	Ability Mastery of English.	5%	36%	18%	5%	13%
7.	Team work capabilities.	0%	0%	0%	69%	31%
8.	Motivation and ability of self-development	0%	0%	18%	59%	23%

Table 12. Summary 2 of questionnaire results

No	Kemampuan	1	2	3	4	5
1.	Integrity (Ethics and Moral)	0%	0%	0%	85%	15%
2.	Entrepreneurship	0%	5%	28%	65%	2%

5. CONCLUSION

From the questionnaires showed that the alumnus FKIP UNS into the category of very capable or excellent in leadership, activeness in school organization, ability of science (professionalism), the use of information technology. Alumnus FKIP UNS in the category capable or good in communication skills, teamwork, motivation and ability of

self-development, integrity and entrepreneurship. Alumnus FKIP UNS in the category less capable in terms of mastery of the English language. Based on these results, we can conclude that users of alumnus FKIP UNS are generally satisfied with the capabilities of the alumni FKIP UNS.

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