

INDEKS KEPUASAN PELAJAR SISWAZAH TERHADAP PRASARANA PENYELIDIKAN DI UNIVERSITI KEBANGSAAN MALAYSIA

(Satisfaction Index of Graduate Students towards Research Infrastructure at
Universiti Kebangsaan Malaysia)

HAIRULLIZA MOHAMAD JUDI*, HAZURA MOHAMED &
NORAIDAH SAHARI @ ASHAARI

ABSTRAK

Revolusi Perindustrian Keempat membawa cabaran baharu kepada institusi pengajian tinggi bagi menarik peluang untuk aktiviti penyelidikan berkualiti tinggi. Bagi memastikan institusi dapat menyokong secara tekal penyelidikan berimpak tinggi, prasarana bersesuaian disediakan sebagai pemangkin aktiviti penyelidikan cemerlang. Kajian ini bertujuan mengenal pasti tahap kepuasan pelajar siswazah terhadap prasarana penyelidikan di Universiti Kebangsaan Malaysia (UKM), dan mengukur indeks kepuasan terhadap prasarana penyelidikan. Kajian dilaksanakan terhadap sampel 992 orang pelajar siswazah UKM melalui kaedah tinjauan dengan menggunakan borang soal selidik. Enam faktor prasarana penyelidikan telah dikenal pasti dan dianalisis, iaitu perpustakaan, perkhidmatan pelajar, kemudahan fizikal, kemudahan keselamatan, kemudahan awam, dan kafeteria. Hasil kajian menunjukkan lebih 60% daripada item dikaji berada dalam kategori tahap kepuasan yang tinggi. Bagi Indeks Kepuasan Pelajar, UKM memperlihatkan pencapaian cemerlang bagi faktor perpustakaan, pencapaian baik bagi empat faktor berkaitan penyediaan kemudahan dan pencapaian sederhana bagi faktor kafeteria. Pengukuran kualiti prasarana berasaskan persepsi pelajar adalah penting bagi membantu menambah baik sektor penyelidikan dan menjadi tanda aras perkhidmatan penyelidikan.

Kata kunci: indeks kepuasan; kualiti perkhidmatan; prasarana penyelidikan; institusi pengajian tinggi

ABSTRACT

The Fourth Industrial Revolution brings a new challenge to higher education institutions to attract more opportunities for high quality research. To ensure institutional consistent support of high impact research, necessary infrastructure is provided as a catalyst for outstanding research activities. This study aims to identify graduate students' satisfaction level towards research infrastructure at Universiti Kebangsaan Malaysia (UKM), and to measure satisfaction index regarding research infrastructure. The study gathered data from 992 UKM graduate students using survey method and questionnaire. Six research infrastructure factors were analysed, i.e. library, student services, physical, security and public facilities, and cafeteria. The results show that over 60% of the surveyed items fall into high level of satisfaction category. For student satisfaction index, the institution has shown excellent achievement for library factor, good achievement for four factors relating to student facilities and moderate achievement for cafeteria factor. The measurement of research infrastructure quality based on student perceptions is essential to help improving the research sector and be a benchmark for research services.

Keywords: satisfaction index; service quality; research infrastructure; higher education institutions

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Pusat Kajian Teknologi dan Pengurusan Perisian
Fakulti Teknologi dan Sains Maklumat
Universiti Kebangsaan Malaysia
43600 UKM Bangi
Selangor DE, MALAYSIA
Mel-e: hmj@ukm.edu.my, hazura.mohamed@ukm.edu.my, nsa@ukm.edu.my*

Diserahkan: 15 Julai 2020
Diterima: 11 September 2020

*Pengarang penghubung