TRACER STUDY AND USER SATISFACTION SURVEY RESULTS REPORT

FOOD TECHNOLOGY STUDY PROGRAM

Graduates of 2017/2018 Academic Year

FOOD TECHNOLOGY STUDY PROGRAM FACULTY

OF ENGINEERING

NATIONAL DEVELOPMENT UNIVERSITY "VETERAN' EAST JAVA

2020

FOREWORD

Praise be to Allah SWT, thanks to the power and will of Allah who always bestows His blessings on all His beloved people so that we can complete the alumni *tracer study*. *Tracer study* is an activity carried out to track the whereabouts and activities of alumni after graduating from college, with the aim of assessing the results of their education, such as the transition to the world of work, the condition of the last job, and the extent to which the competencies they have can be applied in work. The results of the *tracer study* are very important to evaluate the effectiveness of higher education, improve the quality and relevance of higher education institutions, provide information for stakeholders, and fulfill higher education accreditation requirements.

We would like to thank the various parties who have contributed to the preparation, implementation and completion of this *tracer study* report.

Surabaya, March 2, 2020

Tracer Study Team
Food Technology Study Program

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1. INTRODUCTION

1.1. Background

The Food Technology Study Program (PS-TP) is one of seven study programs under the Faculty of Engineering (FT), National Development University "Veteran" East Java (UPNVJT) which was established in 1993 with a private equalized status based on a Joint Decree (SKB) between the Minister of Defense and Security and the Minister of Education and Culture No. Kep. Kep/0373/U/1994-Kep/10/XI/1994 on November 29, 1994 concerning the status of UPNVJT as a private university with all study programs established with the status of "Equalized" and strengthened by the Decree (SK) of the Director General of Higher Education No. 023/Dikti/Kep/1995 dated April 11, 1995. Then in 2014 based on Presidential Decree No. 122 dated October 6, 2014, UPNVJT turned into a State University.

As part of the Faculty of Engineering at UPNVJT, PS-TP is expected to improve the quality of education followed by efforts to increase its relevance in facing global competition. Several actions have been taken to improve academic quality and infrastructure to ensure graduates are able to master science and technology in accordance with the times, so that they can compete in the global market and have a good personality to lead the government in the international world. One of the activities carried out to measure the extent of graduate competence with the needs of its users is through a *tracer study*. *Tracer study* is a trace study of alumni / graduates conducted with the aim of knowing the *outcome of* education in the form of transition from the world of education to the world of work. The existence of this *tracer study* activity is expected to find out the strengths and weaknesses of the study program so that it can be used as a basis for future curriculum improvement actions. Therefore, information about the waiting time of graduates, the suitability of the work field, the level/size of the workplace, and the satisfaction of graduate users.

1.2. Purpose of *Tracer Study*

The purpose of this *tracer study* is to obtain information about the performance of PS-TP graduates in their first job. This information is needed for the teaching and learning evaluation process at PS-TP.

1.3. Benefits

The benefits of the *tracer study* conducted by PS-TP are as follows:
1. As an evaluation material for curriculum improvement at PS-TP

2. As a recommendation to improve the performance of the study program

1.4. *Tracer Study* Policy

1. *Tracer study* activities for PS-TP graduates are carried out centrally and annually by the *tracer study* team based on a letter of assignment from the dean.
2. *Tracer study* searches are carried out through the page https://tracerstudy.upnjatim.ac.id/login
3. *Tracer stduy* is conducted for all PS-TP UPNVJT graduates, but in the networking process it is prioritized for graduates at certain times and batches.
4. The implementation of the *tracer study* is prioritized for graduates who have graduated 2 years.

2. *TRACER STUDY* METHODOLOGY

2.1. *Tracer Study* Design

This *tracer study is* a qualitative study that aims to determine the competence of PS-TP UPNVJT graduates based on vertical alignment, competence and graduate waiting period. The population of this *tracer study* is all PS-TP alumni / graduates who graduated in the last 2 years and graduate users. Graduate users consist of industry, government, or agencies where graduates work. The data used is primary data, which is data obtained directly from respondents using a questionnaire.

2.2. Data Collection Technique

Data collection is carried out by communicating via telephone / WA and email to each graduate address and asking for help from graduates to connect to graduate users. User tracking of graduates was also carried out by contacting users directly so that they were willing to provide an assessment of user satisfaction. In addition, data collection was also taken from informal information from graduates.

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To ensure that the data collected was accurate enough, communication to graduates and graduate users was randomized to verify some respondents. This verification was intended to validate the data. The sample for data verification was determined randomly.
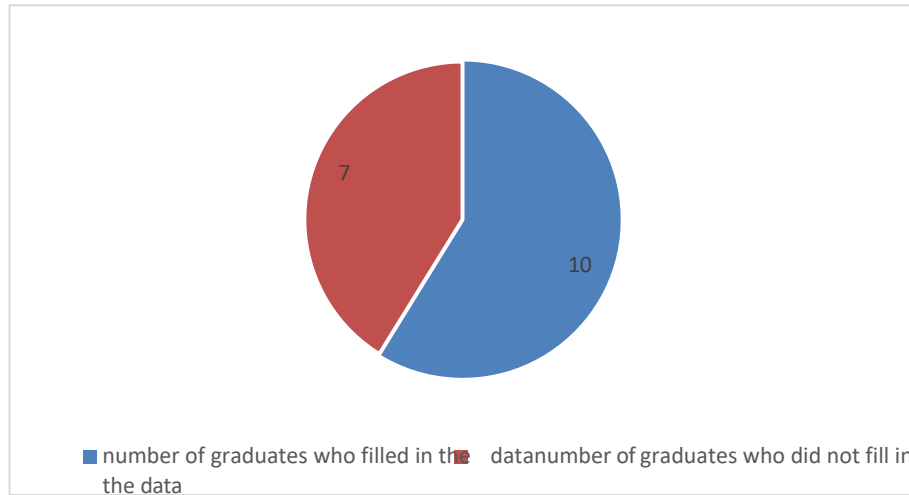
2.4. *Tracer Study* Data Analysis

After the search was conducted, data obtained from graduates and users of graduates were tabulated based on the year of graduation. The data is then recapitulated, made into graphs/tables, and analyzed descriptively. Data analysis is carried out to evaluate the achievements of graduates and user satisfaction and is related to the current curriculum.

3. RESULTS AND DISCUSSION

3.1. Respondent Overview

The number of graduates in the 2017/2018 period was 17 people, while the percentage of graduate users tracked through the *tracer study* was 58.8% (10 out of 17 graduates). Figure 1. shows the number of graduates in 2017/2018 who were tracked to fill in the data and who did not fill in the data through the *tracer study*.

- number of graduates who filled in the data
- number of graduates who did not fill in the data

Number of graduates in 2017/2018

3.2. Waiting Time to Get a Job

Data tracked from the *tracer study* shows that 90% (9 out of 10) of Food Technology graduates in 2017/2018 found jobs in less than 6 months. This proves that Food Technology graduates of UPN Veteran East Java have quality with ready-to-work practices and high absorption capacity. Figure 2. shows the waiting time for UPN Veteran Food Technology graduates to get a job in 2017/2018.
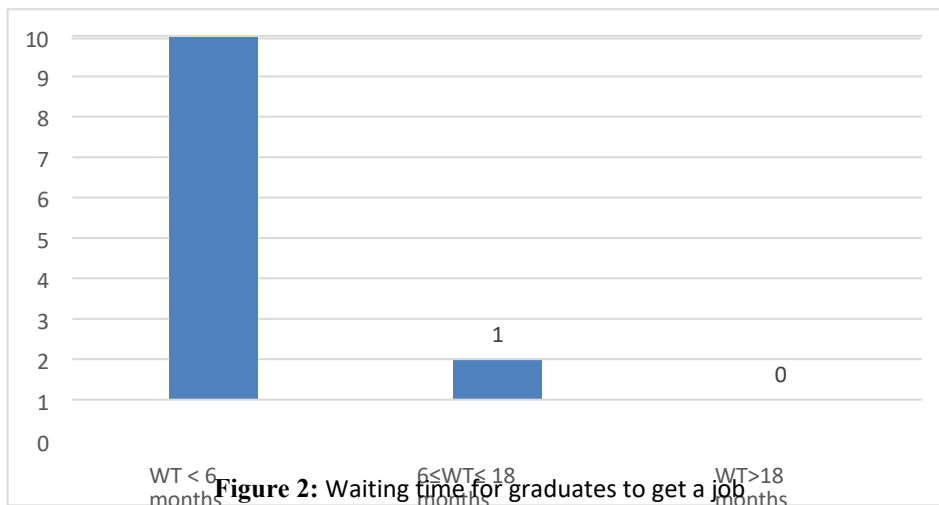

Figure 2: Waiting time for graduates to get a job

3.3. Level of Suitability of Work Field

Tracer study data on the suitability of graduates' fields of work shows that most of the Food Technology graduates in 2017/2018 have a field of work with a high suitability level of 70% (7 out of 10 graduates). The field of work of the majority of Food Technology graduates is in the food industry sector. Figure 3. shows the suitability of the field of work of UPN Veteran Food Technology graduates 2017/2018.
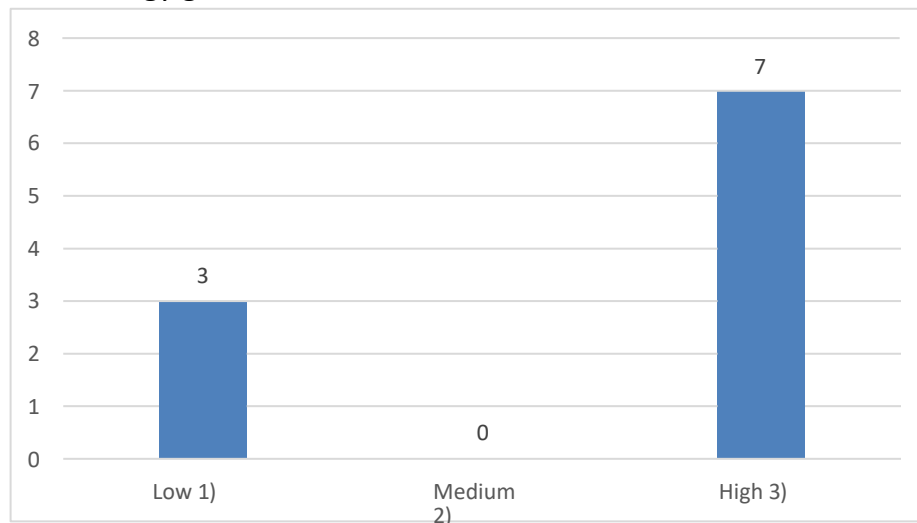

Figure 3: Number of graduates with the level of work field suitability

3.4. Workplace Level/Category

Based on *tracer study* data, 100% of Food Technology graduates in 2017/2018 are employed or entrepreneurial in licensed national companies. National companies are companies based in Indonesia and have branches in several regions of Indonesia. While multinational companies are companies based in one country and have branches in various other countries, while local companies are companies based only in the area/region. Figure 4. shows the level or status of the workplace of UPN Veteran Food Technology graduates in 2017/2018.
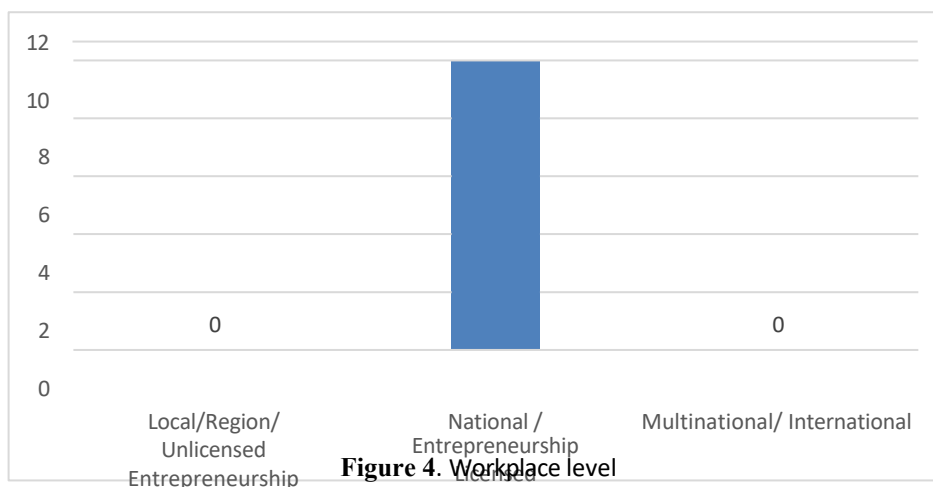

Figure 4. Workplace level

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3.5. User Satisfaction

The scores of graduate users on the aspects of ethics, expertise, English language, use of information and computer technology (ICT), communication, teamwork, and development obtained through the *tracer study* can be seen in Figure 5. The data shows that the majority of graduate users have good to very good or very high scores in all aspects, namely on ethical aspects, aspects of expertise in the field of science, aspects of ICT use, communication aspects, teamwork aspects, and aspects of self-development.

There is one aspect that has a lower percentage compared to other aspects, namely the English language aspect which has a 10% moderate assessment (sufficient). This is due to the lack of utilization of the use of English in everyday life so that it has an impact on the ability of graduates to speak English. This shortcoming can certainly be an evaluation in the development of the learning system in Food Technology UPN Veteran East Java in order to improve the provision and utilization of English language skills for students and graduates.
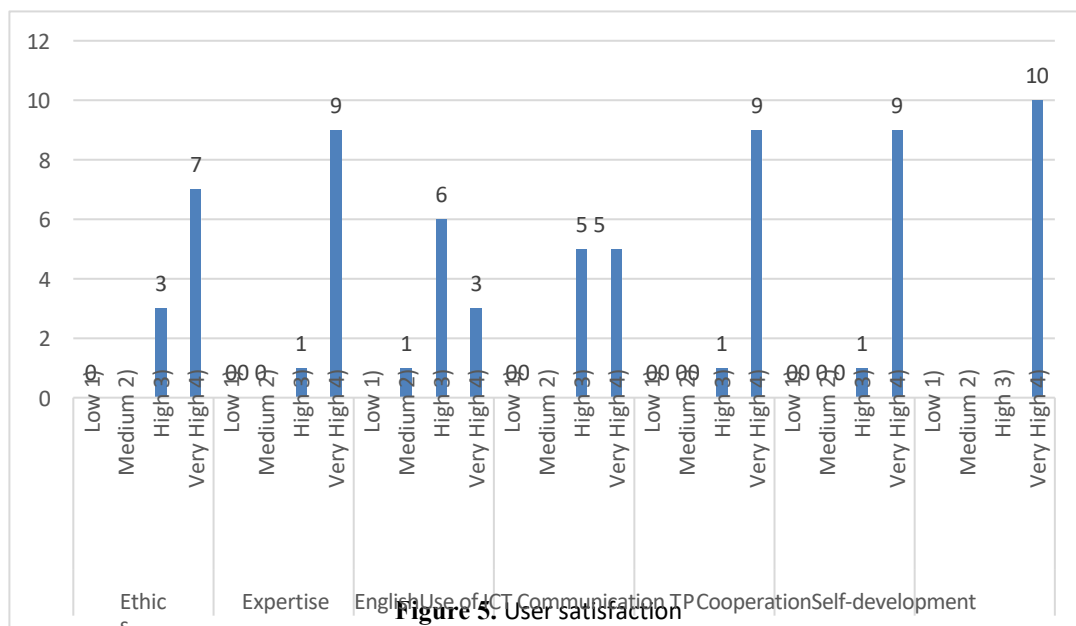

Figure 5. User satisfaction

4.   CLOSING

4.1. Conclusion

Based on the results of the implementation of the *tracer study*, it can be concluded as follows:

1. TP UPN Veteran East Java graduates in 2017/2018 have quality with ready-to-work practices and high absorption, as evidenced by 90% of graduates getting jobs in less than 6 months and the majority of graduates (70%) working in fields that are in accordance with their educational background.
2. The majority of graduate users have good to excellent scores in the aspects of ethics, expertise in the field of knowledge, use of ICT, communication, teamwork, and self-development. However, the assessment on the aspect of English language skills is fair.

4.2. Advice

Suggestions for the implementation of this *tracer study* are the need to develop a learning system in Food Technology UPN Veteran East Java in order to improve the provision and utilization of English language skills for students and graduates.

TRACER STUDY AND USER SATISFACTION SURVEY RESULTS
REPORT
FOOD TECHNOLOGY STUDY PROGRAM
2018/2019 Academic Year Graduates

FOOD TECHNOLOGY STUDY PROGRAM FACULTY
OF ENGINEERING
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Surabaya, March 2021

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3. RESULTS AND DISCUSSION

3.1. Respondent Overview

The number of graduates in the 2018/2019 period was 48 people, while the percentage of graduate users who were tracked through the *tracer study* was 50% (24 out of 48 graduates). Figure 1. shows the number of graduates in 2018/2019 who were tracked to fill in the data and who did not fill in the data through the *tracer study*.
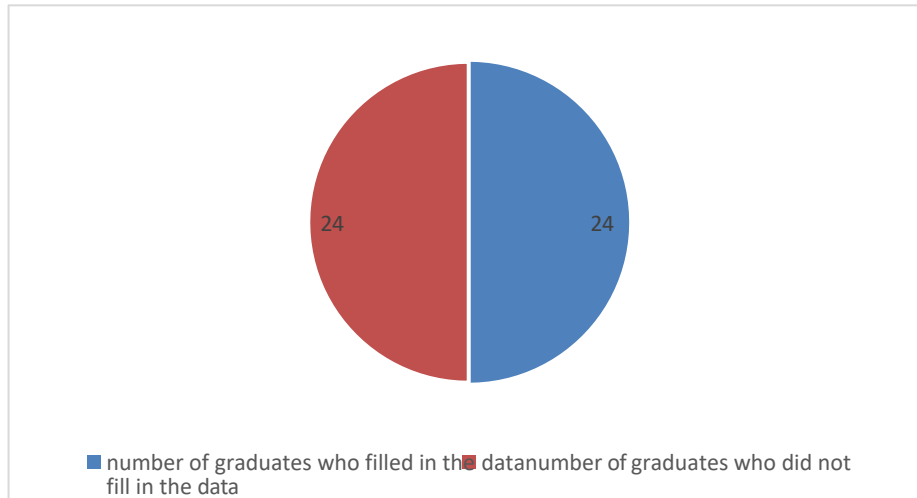

Figure 1: Number of graduates tracked

3.2. Waiting Time to Get a Job

Data tracked from the *tracer study* shows that 83.3% (20 out of 24) of Food Technology graduates in 2018/2019 found jobs in less than 6 months. This proves that UPN Veteran East Java Food Technology graduates have quality with ready-to-work practices and high absorption capacity. Figure 2. shows the waiting time for UPN Veteran Food Technology graduates to get a job 2018/2019.
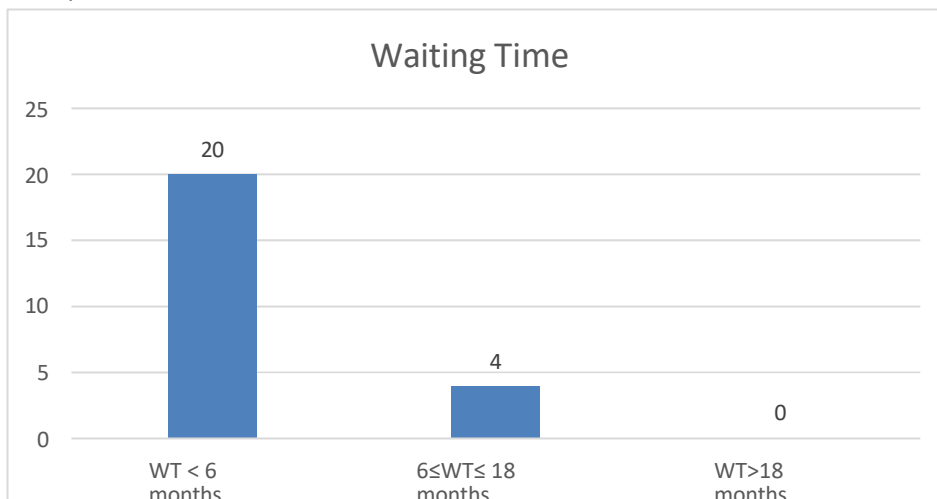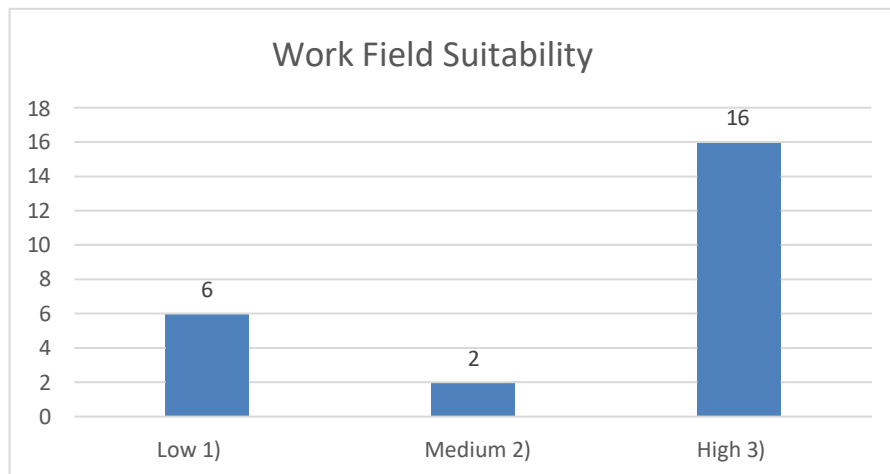

Figure 2: Waiting time for graduates to get a job

3.3. Level of Suitability of Work Field

Tracer study data on the level of suitability of graduates' fields of work shows that most Food Technology graduates in 2018/2019 have a field of work with a high level of suitability 66.6% (16 out of 24 graduates). The field of work of the majority of Food Technology graduates is in the food industry sector. Figure 3. shows the suitability of the field of work of Food Technology graduates of UPN Veteran East Java 2018/2019.

Number of graduates with the level of suitability for the field of work

3.4. Workplace Level/Category

Based on *tracer study* data, 66.6% or the majority of Food Technology graduates in 2018/2019 work or are entrepreneurs in licensed national companies. The remaining 20.9% work in local companies and 12.5% work in multinational companies. National companies are companies based in Indonesia and have branches in several regions of Indonesia. While multinational companies are companies based in one country and have branches in various other countries, local companies are companies based only in the area/region. Figure 4. shows the level or status of the workplace of UPN Veteran Food Technology graduates in 2018/2019.
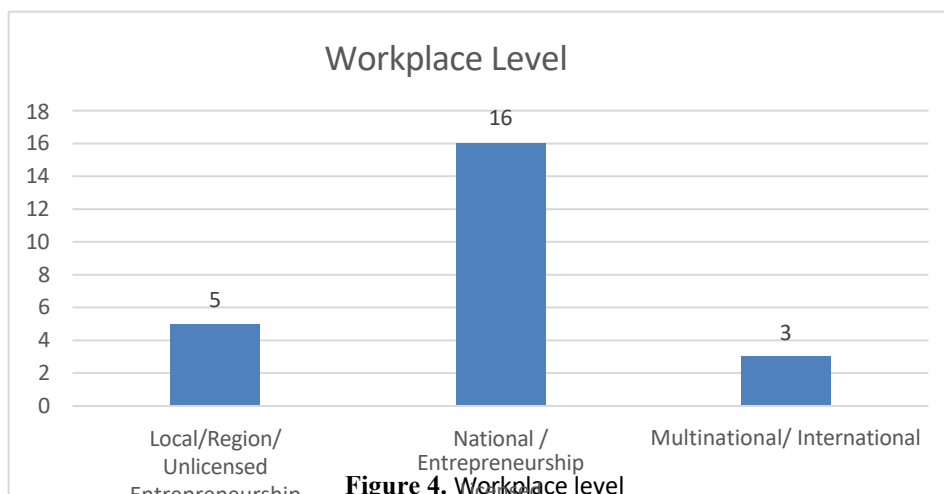

Figure 4. Workplace level

3.5. Graduate Employment Status

The employment status of UPN Veteran Food Technology graduates in 2018/2019 is grouped into 5, namely working (*full time, part time*), not yet possible to work, self-employed, continuing education, and not working but looking for work. Based on data from the *tracer study*, the majority of graduates work *full time* or *part time* with a percentage of 79% (19 out of 24 graduates).
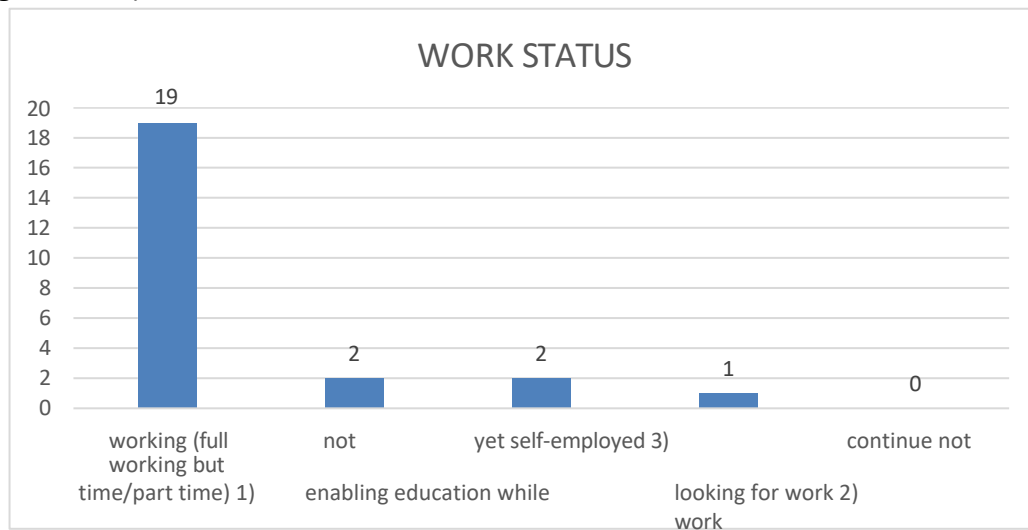

Figure 5: Employment status of graduates

3.6. List of Graduate Companies

The majority of graduates who have found jobs are in the food industry sector, there are 8.3% of graduates who decide to become entrepreneurs, and 4.2% continue their education to a higher level. The following is a list of companies and places where UPN Veteran East Java graduates in 2018/2019 continue their studies.

Table 1. List of Companies/Institutions where Graduates Work

No.	Company/Institution Name
1	Bank Central Asia
2	Junior Consultant PT CRI Management Consulting
3	Salon
4	Surabaya pharmacy academy
5	SPS Corporate Inspector
6	PT Agung Bumi Agro
7	PT. Mallesso Investama Abadi
8	Unit Head Quality Control PT Mayora Indah Tbk
9	PT Biochem Technology
10	PT Hayumi Agro Indonesia
11	Gopek tea
12	Kokola Group
13	Cv raissa beauty
14	Ottimmo International Culinary and Patisserie Academy

15	PT Indofood CBP Sukses Makmur Tbk Noodles
16	PT.INDONESIA MULTI COLOR PRINTING
17	PT Indraco Global Indonesia
18	PT Indraco Global Indonesia
19	CV Surya Pangan Lestari
20	PT Batara elok semesta terpadu

3.7. User Satisfaction

Graduate users' scores on the aspects of ethics, skills, English, use of information and computer technology (ICT), communication, teamwork, and development obtained through the *tracer study* can be seen in Figure 6. The data shows that the majority of graduate users have excellent and good scores (very high and high) in the aspect of communication.

There are six aspects that have a moderate percentage, namely the ethical aspect with a percentage of 8.3%, the expertise aspect which has an assessment of 12.5%, the English language aspect which has a percentage of 33.3%, the aspect of using ICT with a percentage of 8.3%, the teamwork aspect with a percentage of 16.6%, and the self-development aspect with a percentage of 12.5%. This shortcoming will certainly be an evaluation in the development of the learning system in Food Technology UPN Veteran East Java in order to further improve the provision in every aspect for students and graduates.
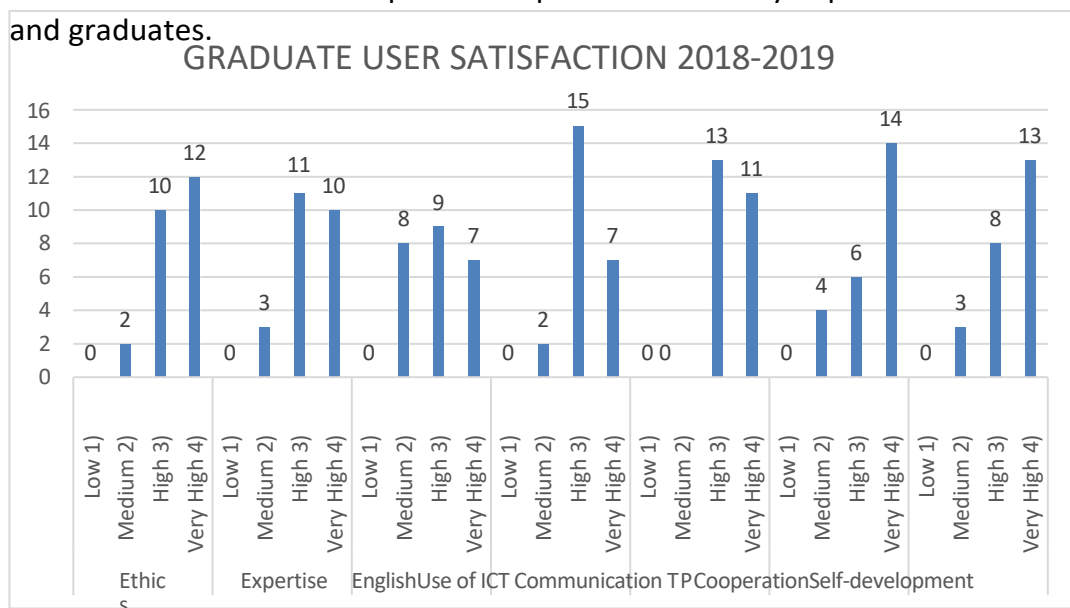

Figure 6: User satisfaction

4. CLOSING

4.1. Conclusion

Based on the results of the implementation of the tracer study, it can be concluded as follows:

1. TP UPN Veteran East Java graduates in 2018/2019 have quality with ready-to-work practices and high absorption, as evidenced by 83.3% of graduates getting jobs in less than 6 months and the majority of graduates (66.6%) working in fields that are in accordance with their educational background.

2. The majority of graduate users have good to excellent scores in the communication aspect. However, there are still some users who give moderate scores on ethics, expertise in the field of knowledge, English language skills, use of ICT, teamwork, and self-development.

4.2. Advice

Suggestions for the implementation of this *tracer study* are the need to develop a learning system in Food Technology UPN Veteran East Java to further improve provision in every aspect for students and graduates. In addition, the study program can also explore tridharma cooperation with graduate users, especially in the field of education.

TRACER STUDY AND USER SATISFACTION SURVEY RESULTS REPORT

FOOD TECHNOLOGY STUDY PROGRAM

2019/2020 Academic Year Graduates

FOOD TECHNOLOGY STUDY PROGRAM FACULTY

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3. RESULTS AND DISCUSSION

3.1. Respondent Overview

The number of graduates in the 2019/2020 period was 63 people, while the percentage of graduate users who were tracked through the *tracer study* was 47% (30 out of 63 graduates). Figure 1. shows the number of graduates in 2019/2020 who were tracked to fill in the data and who did not fill in the data through the *tracer study*.
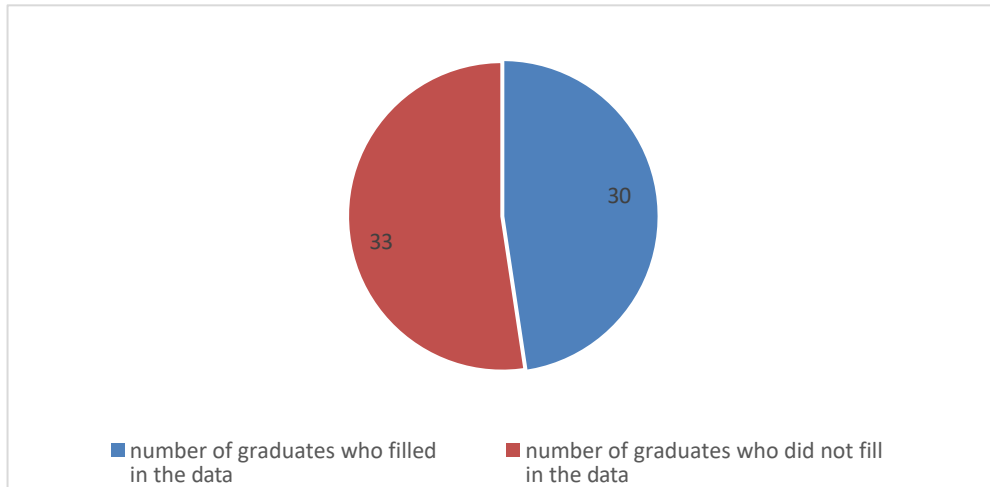

■ number of graduates who filled in the data   ■ number of graduates who did not fill in the data

Figure 1: Number of graduates tracked

3.2. Waiting Time to Get a Job

Data tracked from the *tracer study* shows that 93.3% (28 out of 30) of Food Technology graduates in 2019/2020 found jobs in less than 6 months. This proves that UPN Veteran East Java Food Technology graduates have quality with ready-to-work practices and high absorption capacity. Figure 2. shows the waiting time for UPN Veteran Food Technology graduates to get a job in 2019/2020.
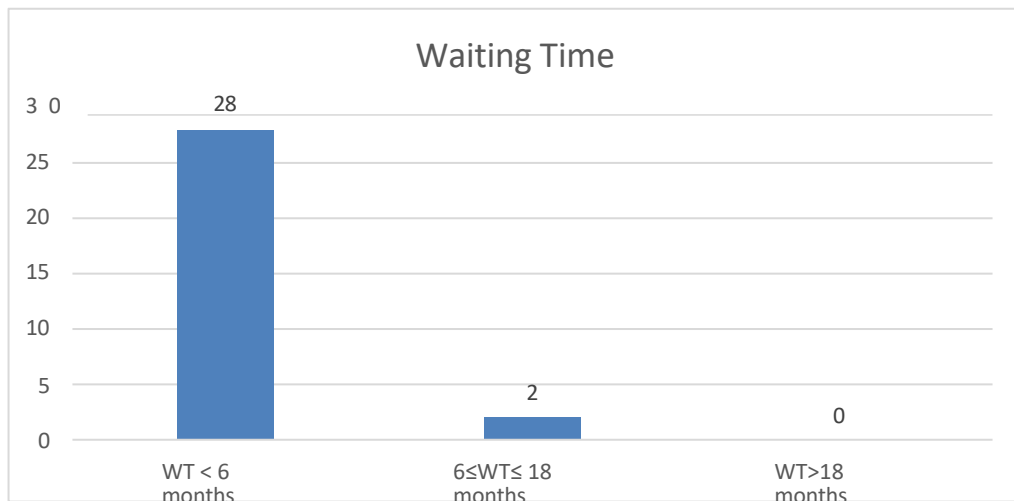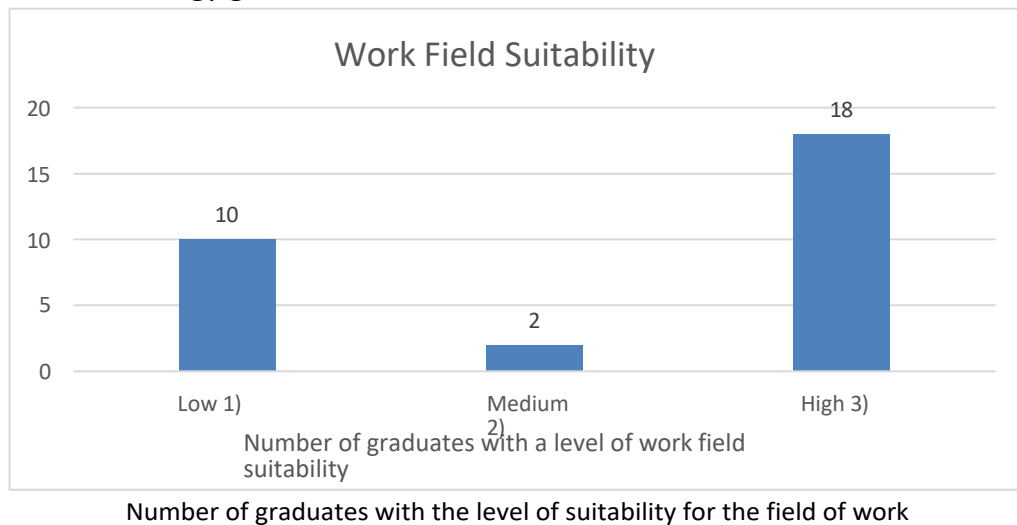

Figure 2: Waiting time for graduates to get a job

3.3. Suitability Level of Work Field

Tracer study data on the level of suitability of graduates' fields of work shows that most Food Technology graduates in 2019/2020 have a field of work with a high level of suitability 60% (18 out of 30 graduates). The field of work of the majority of Food Technology graduates is in the food industry sector. Figure 3. shows the suitability of the field of work of UPN Veteran Food Technology graduates 2019/2020.

Work Field Suitability

Number of graduates with the level of suitability for the field of work

3.4. Workplace Level/Category

Based on *tracer study* data, 60% or the majority of Food Technology graduates in 2019/2020 work or are entrepreneurs in licensed national companies. The remaining 20% work in local companies and 20% work in multinational companies. National companies are companies based in Indonesia and have branches in several regions of Indonesia. While multinational companies are companies based in one country and have branches in various other countries, local companies are companies based only in the area/region. Figure 4. shows the level or status of the workplace of UPN Veteran Food Technology graduates in 2019/2020.
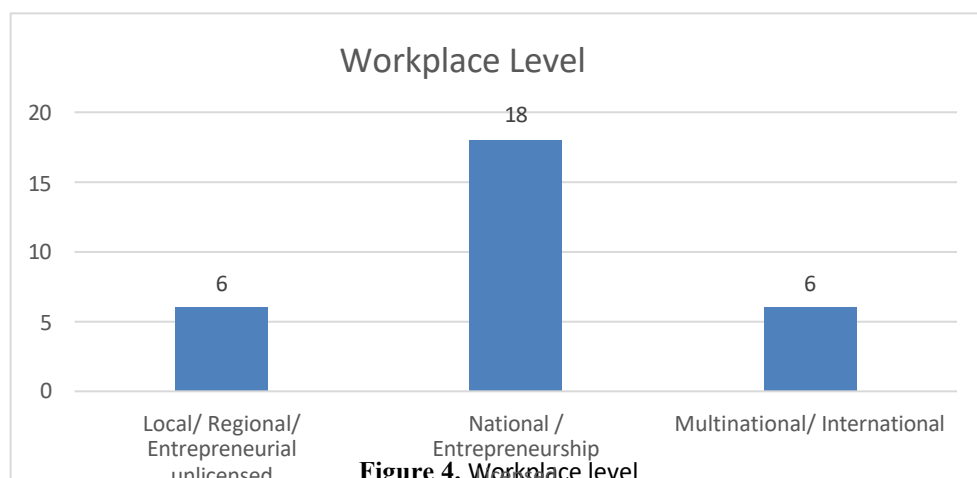

Workplace Level

Figure 4. Workplace level

3.5. Graduate Employment Status

The employment status of UPN Veteran Food Technology graduates in 2019/2020 is grouped into 5, namely working (*full time, part time*), not yet possible to work, self-employed, continuing education, and not working but looking for work. Based on data from the *tracer study*, the majority of graduates work *full time* or *part time* with a percentage of 76.6% (23 out of 30 graduates).
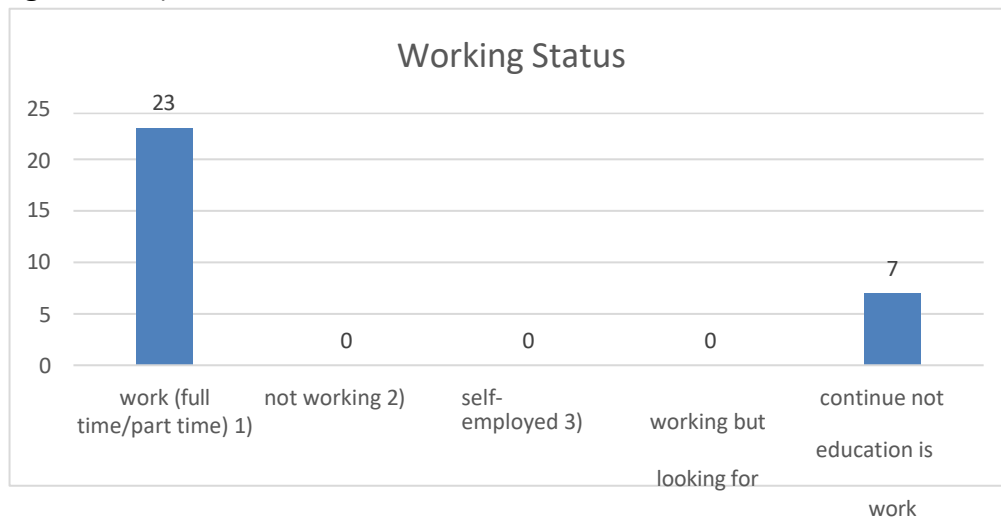

Figure 5: Employment status of graduates

3.6. List of Graduate Companies

The majority of graduates who have found jobs are in the food industry sector, there are 8.3% of graduates who decide to become entrepreneurs, and 4.2% continue their education to a higher level. The following is a list of companies and places where UPN Veteran East Java graduates in 2018/2019 continue their studies.

Table 1. List of Companies/Institutions where Graduates Work

No.	Company/Institution Name
1	PT.INDONESIA MULTI COLOR PRINTING
2	PT Indraco Global Indonesia
3	PT.Indraco Global Indonesia
4	CV Surya Pangan Lestari
5	PT Batara elok semesta terpadu
6	Enumerator of Pacitan Health Office
7	PT Hutama Karya Infrastruktur
8	Copied from
9	PT Ambico Indonesia
10	CV Surya Pangan Lestari
11	PT Global Certification Indonesia
12	PT. Cita Rasa Sukses
13	PT OPMC Indonesia
14	PT Jembatan Akar Tekonologi (ULA)

15	PT. CORT INDONESIA
16	PT. Phalosari Unggul Jaya RPHU Division
17	PT. GALOEH HUSADA FARMA
18	Nom Nom Kitchen
19	Cookie Entrepreneurship
20	Dapoer Yas
21	PT. ECOPLUS MULTI TECHNOLOGY
22	Sarana Sejahtera Sukses UD.
23	PIM Pharmaceuticals (Helmigs Group)
24	PT. Pangan Nutrisi Sejahtera
25	Agriculture office
26	PT Bank BTPN
27	PT Aneka Coffee Industry
28	PT Smart Tbk.
29	PT Rekso National Food
30	PT Agung Bumi Agro

3.7. User Satisfaction

Graduate users' scores on ethics, expertise, English, use of information and computer technology (ICT), communication, teamwork, and development obtained through the *tracer study* can be seen in Figure 6. The data shows that the majority of graduate users have excellent, good, and fair scores (very high, high, and medium) in the aspects of ethics, expertise, use of ICT, communication, teamwork, and self-development.

However, there is one aspect that has a low or insufficient assessment, namely the English language aspect with a percentage of insufficient value of 3.3%. This shortcoming will certainly be an evaluation in the development of the learning system in Food Technology UPN Veteran East Java in order to further improve the provision in every aspect, especially the English language aspect, for students and graduates.
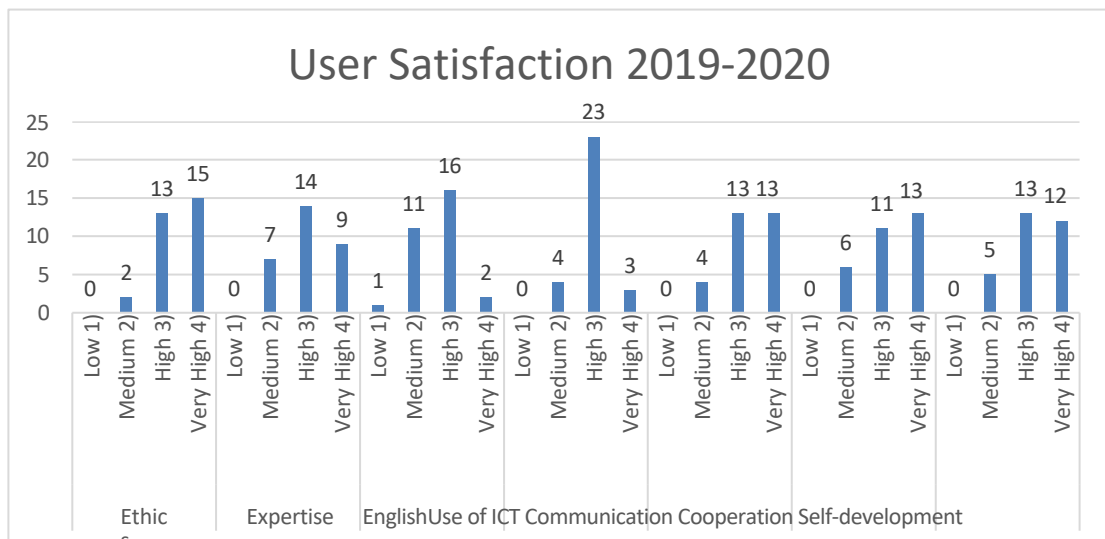

Figure 6: User satisfaction

4. CLOSING

4.1. Conclusion

Based on the results of the implementation of the tracer study, it can be concluded as follows:

1. TP UPN Veteran East Java graduates in 2019/2020 have quality with ready-to-work practices and high absorption, as evidenced by 93.3% of graduates getting jobs in less than 6 months and the majority of graduates (60%) working in fields that are in accordance with their educational background.

2. The majority of graduate users have fair to excellent scores in the aspects of ethics, expertise in the field of knowledge, use of ICT, communication, teamwork, and self-development. However, there are still some users who give low scores on the aspect of English language skills.

4.2. Advice

Suggestions for the implementation of this *tracer study* are the need to develop a learning system in Food Technology UPN Veteran East Java to further improve provision in every aspect, especially the English language aspect, for students and graduates. The study program can also explore cooperation with graduate users in the context of implementing the MBKM student industrial internship program.