

## The Satisfaction Level Of Postgraduate Students With Services Of Universitas Hindu Negeri I Gusti Bagus Sugriwa Denpasar

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### Abstract

Student satisfaction with the services provided by universities is one of the determining factors for success in achieving the vision and mission of the university. The quality of university services to students is seen as one of the tools to achieve a competitive advantage. Universities must take anticipatory steps in facing increasingly competitive competition and are responsible for exploring and improving all aspects of the services offered by universities. This study aimed to analyze the satisfaction level of postgraduate students with the services of Universitas Hindu Negeri (UHN) I Gusti Bagus Sugriwa Denpasar. This study was survey research. The subject was an active postgraduate student at UHN I Gusti Bagus Sugriwa Denpasar in the even semester of the 2021/2022 academic year. The research results showed that the total of instruments in each field number of respondents in each field, namely 1140 respondents was in governance, management, and cooperation. Furthermore, 570 respondents were in the student affairs field, and 1482 were in the finance and infrastructure field. Last, 5130 respondents were in the education field, and the total number of respondents in each field was 8322 respondents from 144 correspondences. Furthermore, the researchers converted the overall results of the respondents in percentages with a total of 41.85% very satisfied, 53.83% satisfied, 3.50% doubtful, 0.70% dissatisfied, and 0.12 very dissatisfied. Overall, the total instrument results of the satisfaction level of postgraduate students with the services of the UHN I Gusti Bagus Sugriwa Denpasar were in the very high category. In terms of service, they have produced a very satisfactory level of satisfaction. The analysis of the Hindu religious education concept on the postgraduate student satisfaction was studied based on the implementation of activities and routines in daily life based on the *Sarasamuccaya* scripture. It explains the relationship between the concepts of leadership and decency, *Geguritan Niti Raja Sasana*, *Dharma Sevanam*, and *Bhagawad Gita* as well as the teachings of *Dharma Sabda* and *Panca Satya*. It was outlined in the governance, management, and cooperation, the field of student affairs, finance, and infrastructure, and education of a postgraduate student at UHN I Gusti Bagus Sugriwa Denpasar.

**Keywords: Satisfaction Level; Postgraduate Student; Service**

### Introduction

The public's need for information and educational media is significant in today's rapidly developing information era. It becomes challenging for information and education service providers in Indonesia. Universities and other educational institutions that provide education and information cannot be separated from the rapid progress of information technology and the direction taken to improve education services. Based on this, public institutions are required to improve their services to be better in providing technology-based and manual information services needed by the community. The globalization era requires higher education institutions to tighten competition between institutions, which is a challenge for universities as a strategic sector that aspires to produce superior human resources (HR). It is because the existence of low-quality tertiary institutions will be increasingly threatened. Universities compete fiercely with each other. Therefore, educational institutions need to pay attention to the quality of their programs and infrastructure to succeed (Bhakti & Rahmawati, 2018; Hamid, 2014).

According to Djoko Santoso (2018), campus managers, personnel involved in teaching, information systems on campus, lecturers, and education staff are the majority of administration in campus implementation. The presence of students and the function of lecturers or teaching staff greatly determines the continuity of education in higher education institutions to provide services to students, lecturers, staff, alumni, stakeholders, or the environment around the campus. It aims to continue higher education, and managerial or campus management is also very much needed. Conventional service provision will not maximize service to the community. Therefore, it requires an information system that helps better services and has the potential for a wider reach (Muhardini, 2020; Murtiningsih, 2018; Mediawati, 2010). University is an educational institution engaged in services that should be able to provide good service. It will impact generating and creating a good image and quality students as customers or service users. Service needs excellent attention from the university because low service quality will place understanding in a disadvantageous position, so students as service users will feel dissatisfied. Satisfied or dissatisfied depends on the perceived performance of employees in serving students. If the employee's performance is below expectations, the student is not satisfied. But if the employee's performance meets expectations, the student is satisfied. In addition, if the employee's performance exceeds expectations, the student will be very satisfied.

Student satisfaction with the services provided by universities is one of the critical success factors in achieving the vision and mission of the university (Nurjannah, 2020). In addition to acting as input, students are also stakeholders who take advantage of the university's services. Based on this, student satisfaction becomes important in the concept of service. At this time, the university service quality to students is seen as one of the tools to achieve the university's competitive advantage. If the quality of service is poor and student satisfaction with the university's services is unsatisfactory. In this case, the university's competitiveness will weaken, and it will be challenging to develop in the long term (Shahbana, 2021). Universities that fail to provide service satisfaction will face complex problems. Generally, students who are dissatisfied with the service will convey their bad experiences to others, and prospective students may be potentially affected. It can be imagined how significant the losses are due to the failure to provide satisfaction to students and lead to a lack of interest in these universities. To avoid this, every university must plan, organize, implement, and control a quality system so that the services provided can satisfy students.

Students are consumers or clients of higher education institutions. Institutions must ensure that students are satisfied with the academic services they receive and the teaching and learning process. Universities are required to take anticipatory steps in facing increasingly competitive competition and are responsible for exploring and improving all aspects of their services. Satisfaction is a condition where desires and expectations can be fulfilled (Dwirahayu, 2018). In general, student satisfaction is satisfaction and a sense of close relationship; when someone compares performance or results that appear with their expectations, the level of student satisfaction can be determined (Ramdhani & Kholik, 2022). In context, quality service by the university is not easy because it involves many aspects, such as a clear pattern of administration (management), human resource support, and institutions (Dwirahayu, 2018; Ilyas, 2014).

Higher Education (HE), in this case, UHN I Gusti Bagus Sugriwa Denpasar is a strategic institution that aims to produce quality human resources, which are currently facing the globalization of higher education. It creates competition in higher education. Naturally, less-quality higher education will gradually threaten their existence. This competitive competition requires UHN I Gusti Bagus Sugriwa Denpasar to pay attention to the quality of education and institutions. UHN I Gusti Bagus Sugriwa Denpasar must be able and excel in this competition. Service quality accountability is a form of higher education accountability to stakeholders, namely through implementing a quality assurance system (internal) by selecting and determining quality aspects or dimensions. One of them is the aspect or dimension of academic service quality to students (Sukrisno, 2012).

The competition that UHN I Gusti Bagus Sugriwa Denpasar must face is not only between religious universities but also with other public universities. It relates to the general study program developed within the environment of UHN I Gusti Bagus Sugriwa Denpasar. UHN I Gusti Bagus Sugriwa Denpasar will survive if it can create its appeal through quality study programs and services. The attractiveness of UHN I Gusti Bagus Sugriwa Denpasar can be seen from the number of new student registrations so far. At the same time, the comparison of the number of students can be seen from the number of interested people who have registered in the study program.

The number of students enrolling at UHN I Gusti Bagus Sugriwa Denpasar is a particular problem in improving the quality of study programs. Thus, whether like it or not, UHN I Gusti Bagus Sugriwa Denpasar must try so that the quality standards obtained are similar to national standards. The role of UHN I Gusti Bagus Sugriwa Denpasar as heir, preservation, and the cultural agent has a heavy responsibility. Especially in the current globalization era, the entry of technology and information without limits certainly has a negative side, which is a severe threat in the education world, especially in universities.

The demands of the user community for educational institutions to provide more advanced and satisfying services are getting stronger. It is possible because science and technology, which are the “main menu” in educational institutions, are also advancing rapidly. On the other hand, in presenting a menu in the form of pleasant administrative services, it is hoped that students as consumers can study well and get satisfaction. Customer satisfaction has become a central concept in business and management discourse (Tjiptono & Chandra, 2005).

The same opinion was also conveyed by Assauri (2003), who said that customers generally expect products in the form of goods or services that are consumed to be accepted and enjoyed with excellent or satisfying service. Customer satisfaction can form perceptions and position the company’s products in customers’ eyes. Quality is the core of the survival of an institution. If UHN I Gusti Bagus Sugriwa Denpasar does not provide quality services in time, the students may leave because they did not get what they expected. On the other hand, with the rise of religious higher institutions in Indonesia, which tend to provide academic and administrative services by pampering consumers (students), the demand to provide quality and enjoyable services is becoming stronger.

Reflecting on the importance of service and being aware of its impact, improving the service’s quality to students is carried out regularly by one of the State Universities in Bali, namely UHN I Gusti Bagus Sugriwa Denpasar which has a large number of students in each school year. Due to a large number of students, UHN I Gusti Bagus Sugriwa Denpasar is obliged to continue to improve its superior offerings to ensure that students get good service. UHN I Gusti Bagus Sugriwa Denpasar has a program to increase the level of educational status and to fulfill quality services, namely Postgraduate of UHN I Gusti Bagus Sugriwa Denpasar. It is part of the academic community, with Master and Doctoral programs. Postgraduate of UHN I Gusti Bagus Sugriwa strives to provide academic services to obtain student satisfaction. However, this is not something easy to do. There are often problems in service management and failure to satisfy students. In addition, programs to increase student satisfaction often require huge funds, whereas, with the limitations that exist, the Postgraduate of UHN I Gusti Bagus Sugriwa must be able to carry out programs to increase student satisfaction. There are several service fields at UHN I Gusti Bagus Sugriwa Denpasar, namely governance, management, and cooperation, student affairs, finance, and infrastructure, as well as the education field, which includes aspects of reliability, responsiveness, assurance, empathy, and tangible aspect. Each existing service must be evaluated periodically to determine whether or not the services offered or provided are well received and to identify whether service aspects are adequate or still need improvement.

UHN I Gusti Bagus Sugriwa Denpasar is determined to make a real contribution to the welfare of society through the implementation of life sciences education with international excellence and competitiveness. In addition, it is also through education, research, and

community service in science, technology, and art, as well as through the use of information and communication technology. The success indicator of UHN I Gusti Bagus Sugriwa Denpasar in improving the quality of education lies in the level of service satisfaction by students. The importance of special attention to student satisfaction is also based on UHN I Gusti Bagus Sugriwa Denpasar's awareness of the increasingly intense threat of competition from universities opening similar programs. Therefore, information is needed in the form of surveys measuring student satisfaction to develop continuous and sustainable service quality.

The results of measuring student satisfaction can contribute positively to UHN I Gusti Bagus Sugriwa Denpasar in creating credible and trusted institutions by the community. In achieving educational goals, UHN I Gusti Bagus Sugriwa Denpasar must carry out a good service process for all students. Information about student satisfaction must always be communicated to all parties/users of educational services at UHN I Gusti Bagus Sugriwa Denpasar. Furthermore, student satisfaction is used as feedback that can be monitored, and its success measured. The analysis results are used to control and develop academic and non-academic quality so that the quality of graduates is increasing.

## **Method**

This type of research was survey research. The data was collected using a survey method, namely taking a sample from one population and using a questionnaire as the main data collection tool. In survey research, information was collected from respondents using a questionnaire (as a research instrument), which was a structured list of questions. In this study, the method used to collect data was a questionnaire, namely a closed questionnaire in the form of online (Google Form). The statement items contained in this research questionnaire were weighted by measuring using a *Likert* scale.

Content validity was carried out by experts on the instruments used in the study. This validation was carried out initially as a form of instrument analysis before the questionnaire's feasibility test, which will be tested on the sample (UHN I Gusti Bagus Sugriwa Denpasar graduate student), with the aim that the resulting instrument is genuinely valid and feasible. Based on the instrument content test results, the judges' assessment results were put into the Gregory expert judges table. Based on the Gregory formula calculation results, the validity test result was 1.00. Furthermore, the calculation results were put in the content validity qualification and were classified as "very good". The results obtained were the pure results of judges I and II by providing the instrument's contents and scoring sheets that the judges directly validated. The next step was testing the instrument's validity on different samples. This study used a sample of 20 Postgraduate Program students of STAHN Mpu Kuturan Singaraja. Based on the calculation results that have been carried out on 75 instrument items, it was obtained that the calculation of the dropped items was two items, namely numbers 32 and 65. In contrast, there were 73 valid questions with a reliability of 0.970 in the "very high" category.

## **Results And Discussions**

### **1. The Satisfaction Level of Postgraduate Students on Service Quality of UHN I Gusti Bagus Sugriwa Denpasar**

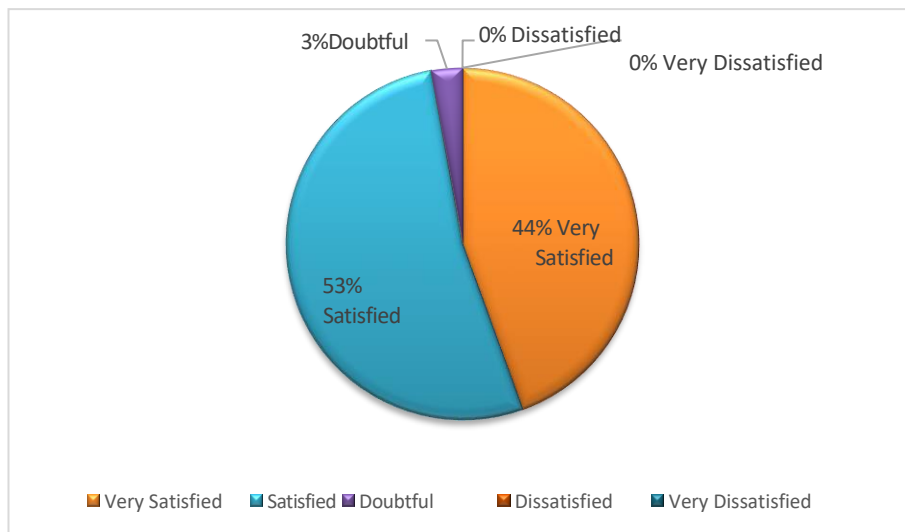
The aim of evaluating services by institutions for students at higher education institutions is as a benchmark in assessing the service quality level provided by these institutions to students and the academic community. Service evaluation in the form of evaluations carried out on the unit's performance in higher education institutions on a regular basis can be used as material for consideration by university leaders in establishing and deciding on new policies. It is done to improve the quality of service from units in higher education institutions, which prioritize aspects of quality, facilities, and quality management (Amin, 2017). The instrument test results for the satisfaction level of postgraduate students with the services of I Gusti Bagus Sugriwa State Hindu University Denpasar can be seen as follows.

### a. Governance, Management, and Cooperation

In general, satisfaction is closely related to taste. Satisfaction is the level of one's feelings after comparing the perceived performance or results with expectations (Kotlerr & Kelle 2012). According to Djoko Santoso (2018), related to the main components in the management and implementation of higher education institutions are educational staff, campus managers, and campus information systems. In addition, in terms of the continuity of education in higher education institutions, the presence of students and the role of lecturers or teaching staff are very much needed in building a service synergy.

Overall, the satisfaction test results in the field of governance, management, and cooperation are converted as a percentage in the form of a pie chart with the number of respondents being 44.30% very satisfied, 52.54% satisfied, 2.81% doubtful, 0.35% dissatisfied, and 0% very dissatisfied.

Diagram 1. Satisfaction Level Results in the Management, Governance, and Cooperation

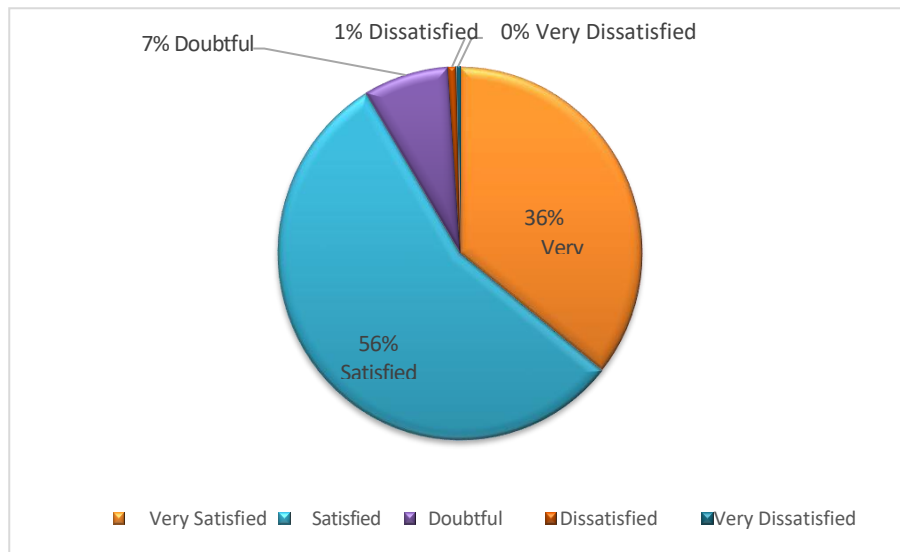


Based on the conversion results of satisfaction levels in the management, governance, and cooperation fields, the service from Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar is considered to be in accordance with the concept and objectives. It is based on the high levels of satisfaction and very satisfaction felt by postgraduate students, even though there was 3% doubt. However, based on a comparison of the existing percentage scales, the overall service provided by the institution can be categorized as very high (very good).

### b. Student Affairs

Based on the questionnaire results about student affairs, the researchers obtained the results of 570 respondents from 114 correspondences based on a sample of postgraduate students of UHN I Gusti Bagus Sugriwa Denpasar by measuring standard scores using a Likert scale. Based on the test results on the satisfaction level in the student affairs field, the results showed that the assessment indicators were obtained for each respondent. Successively, the results of the satisfaction level test were obtained with a total of 204 very satisfied respondents, 317 satisfied respondents, 43 doubtful respondents, four dissatisfied respondents, and two very dissatisfied respondents. Furthermore, the satisfaction level test results are converted as a percentage in the form of a pie chart, with the number of respondents being 35.79% very satisfied, 55.61% satisfied, 7.54% doubtful, 0.70% dissatisfied, and 0.35% very dissatisfied as follows.

Diagram 2. Satisfaction Level Results of Student Affairs

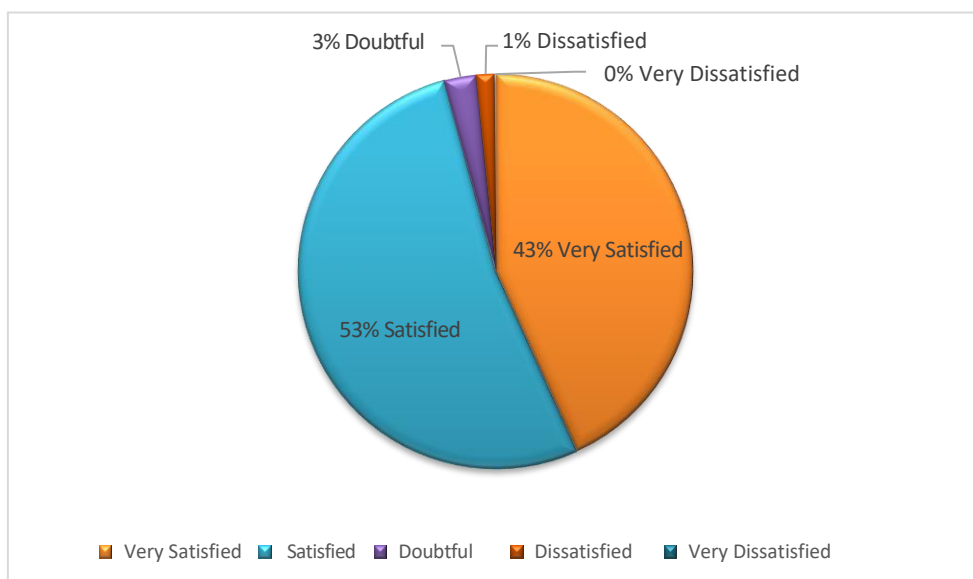


Based on the conversion results of the data satisfaction level in the student affairs field, the service from Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar obtained surprising results. Some students are dissatisfied with services in the student affairs field, even with a relatively small percentage of 1%. However, it must be considered to be material for further evaluation in the form of services in the student affairs field, regardless of the appearance of 1% dissatisfied results. It does not make the overall service results from Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar that have been well conceptualized become bad. It can be pushed aside and proven based on the results with a dominating satisfaction level of up to 56% and 36% very satisfied level. These results are strong evidence that Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar services are optimal and in accordance with the expected goals, namely being able to provide the best for students, especially services in the student affairs field.

**c. Finance and Infrastructure**

The test results for the level of service satisfaction in the finance and infrastructure field as a whole are converted to percentages in the form of a pie chart with the number of respondents being 43.25% very satisfied, 52.56% satisfied, 2.63% doubtful, 1.42% dissatisfied, and 0.13% very dissatisfied. It can be seen as follows.

Diagram 3. Satisfaction Level Results in Finance and Infrastructure



Based on the satisfaction level results in the field of finance and infrastructure from Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar, it shows good results even though there are 3% doubtful about student satisfaction and 1% dissatisfaction. However, the overall results are dominated by satisfied and very satisfied results. These results show that the financial and infrastructure field has carried out services very well in accordance with the expectations of students and the academic community.

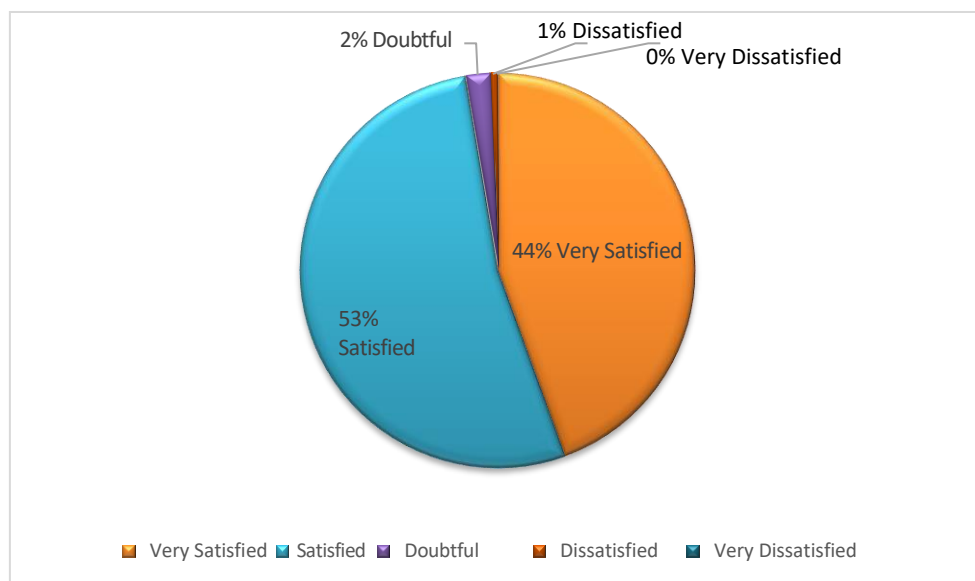
#### d. Education

Education is the first and foremost point of applying the *Tri Dharma* of Higher Education. It is based on the value of quality education, which is very important in a learning process that affects the satisfaction level. Conceptually, quality education is defined as educational services that can utilize educational resources to produce educational outputs or graduates (Jaedun, 2018) based on society's demands or the work world. The researcher applied six characteristic aspects to measure the level of service satisfaction for postgraduate students at UHN I Gusti Bagus Sugriwa Denpasar. These aspects are the reliability aspect, responsiveness aspect, assurance aspect, empathy aspect, tangible aspect, and information systems aspect.

##### 1) Reliability Aspect

The test results for the level of service satisfaction in the education sector (reliability aspect), as a whole, are converted to percentages in the form of a pie chart with the number of respondents being 44.49% very satisfied, 52.88% satisfied, 2.01% doubtful, 0, 50% dissatisfied, and 0.13% very dissatisfied. It can be seen as follows.

Diagram 4. Satisfaction Level Results in the Education Field (Reliability Aspect)

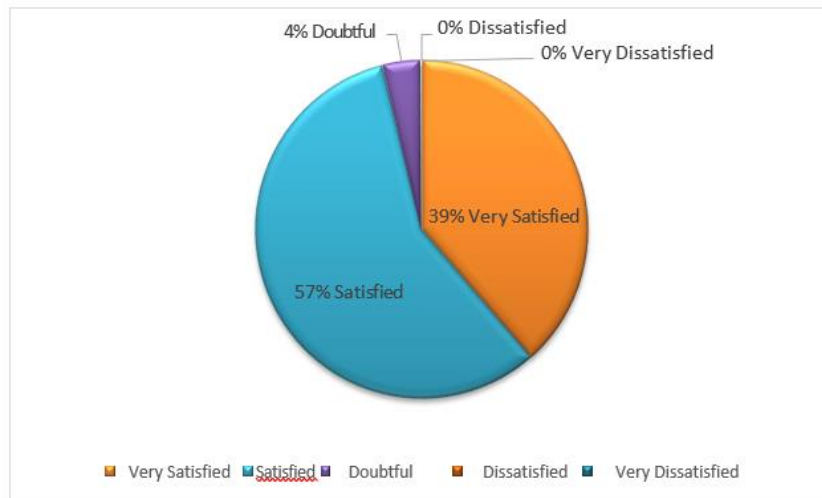


The satisfaction level results in the education field (reliability aspect) from PPs of UHN I Gusti Bagus Sugriwa Denpasar show good results even though 2% are doubtful and dissatisfied, respectively. However, the overall results show that the reliability aspect promptly, accurately, and satisfactorily provided the promised service.

##### 2) Responsiveness Aspect

The test results for the level of service satisfaction in the education field (responsiveness aspect), as a whole, are converted to percentages in the form of a pie chart with the number of respondents being 38.60% very satisfied, 57.57% satisfied, 3.73 doubtful, 0.11% dissatisfied, and 0.00% very dissatisfied. It can be seen as follows.

Diagram 5. Conversion of Satisfaction Level Results in the Education Field (Responsiveness Aspect)

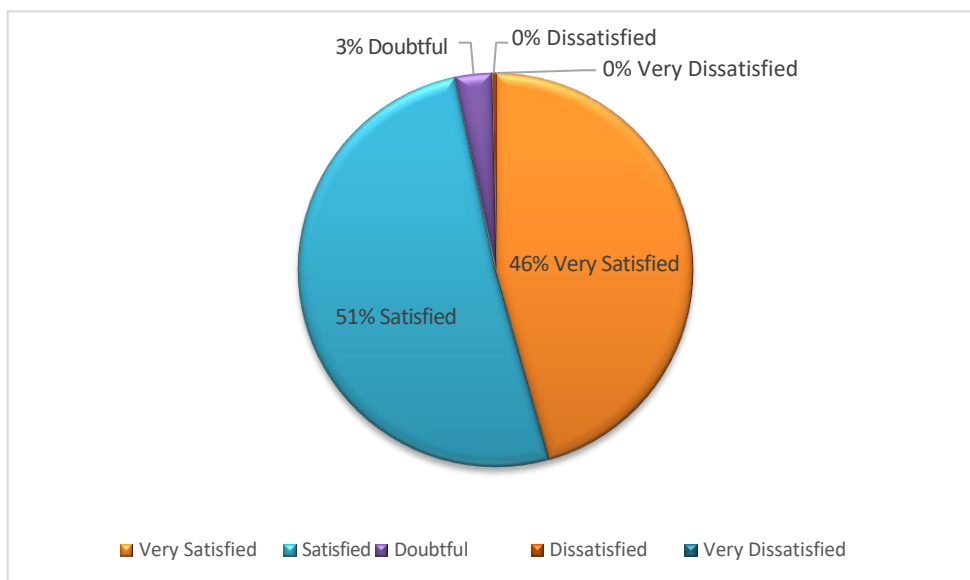


The satisfaction level results in the education field (responsiveness aspect) from Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar show satisfactory results with low dissatisfied and very dissatisfied respondents. It indicates readiness to provide good service from Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar to give high marks in the education field (responsiveness aspect).

### 3) Assurance Aspect

The test results for the service satisfaction level in the education field (assurance aspect), as a whole, are converted to percentages in the form of a pie chart with the number of respondents being 45.61% very satisfied, 51.12% satisfied, 2.95% doubtful, 0.32% dissatisfied, and 0.00% very dissatisfied. It can be seen as follows.

Diagram 6. Satisfaction Level Results in the Education Field (Assurance Aspect)



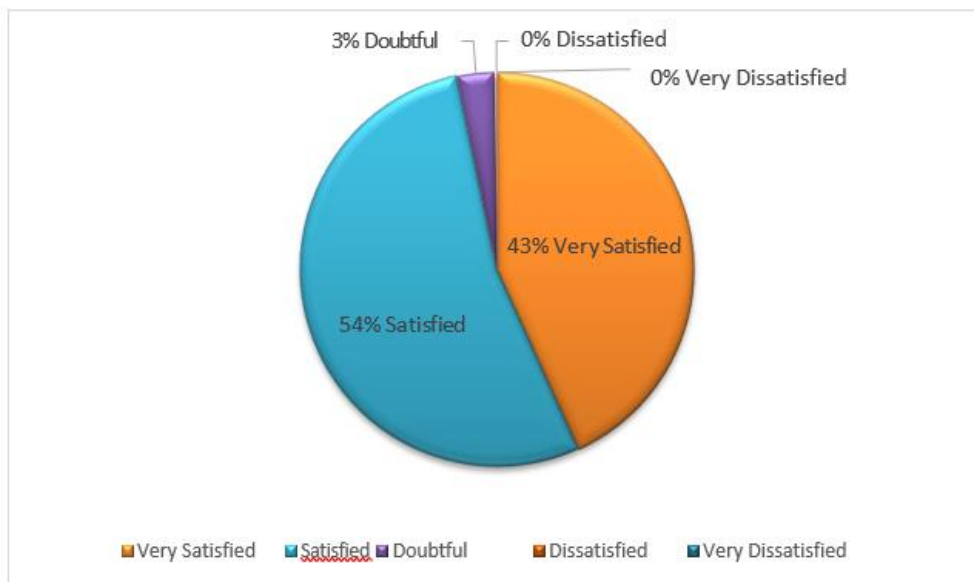
Based on the satisfaction level results in the education field (assurance aspect) from PPs of UHN I Gusti Bagus Sugriwa Denpasar, it shows good results with a high level of satisfaction. It can be declared successful in the education field (assurance aspect) in terms of knowledge and courtesy of service and the ability of PPs UHN I Gusti Bagus Sugriwa Denpasar to foster trust and confidence in students.



#### 4) Empathy Aspect

The empathy aspect in the education field emphasizes the student treatment as individuals, understanding of student needs, and a sense of caring in understanding the interests and difficulties of individual students. The test results for the level of service satisfaction in the education field (empathy aspect) based on the questionnaire results, as a whole, are converted into diagrams with the percentage of respondents who are 43.20% very satisfied, 53.51% satisfied, 3.07% doubtful, 0.22% dissatisfied, and 0.00% very dissatisfied. It can be seen as follows.

Diagram 7. Satisfaction Level Results in Education (Empathy Aspect)

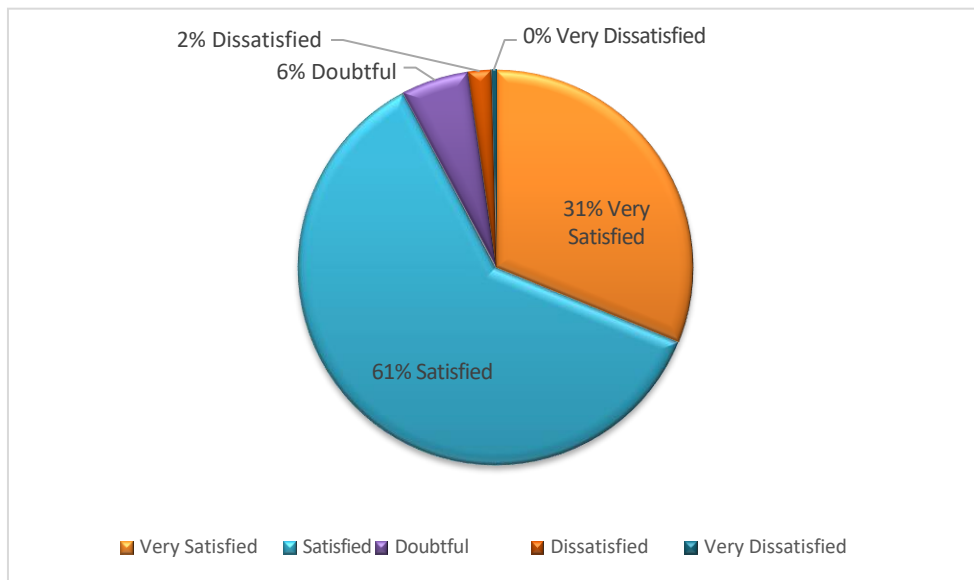


Based on the satisfaction level results in the education field (empathy aspect) from PPs of UHN I Gusti Bagus Sugriwa Denpasar, it shows a high level of satisfaction. It is due to the service process, which includes the ease of making good relations and communication between postgraduate students and Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar, who are open and cooperative in the education field (empathy aspect).

#### 5) Tangible Aspect

Tangible aspects in the education field include all forms of service-oriented to physical appearance, equipment, staff, lab, and library facilities. These are still representative of meeting the convenience of students in increasing the satisfaction of institutional services, especially Postgraduate Programs (PPs) of I Gusti Bagus Sugriwa Denpasar. The test results for the level of service satisfaction in the education field (tangible aspect) based on the questionnaire results as a whole are converted in the form of a pie chart with the percentage of respondents who are 36.14% very satisfied, 70.83% satisfied, 6.36% doubtful, 2.19% dissatisfied, and 0.44% very dissatisfied. It can be seen as follows.

Diagram 8. Satisfaction Level Results in the Education Field (Tangible Aspect)

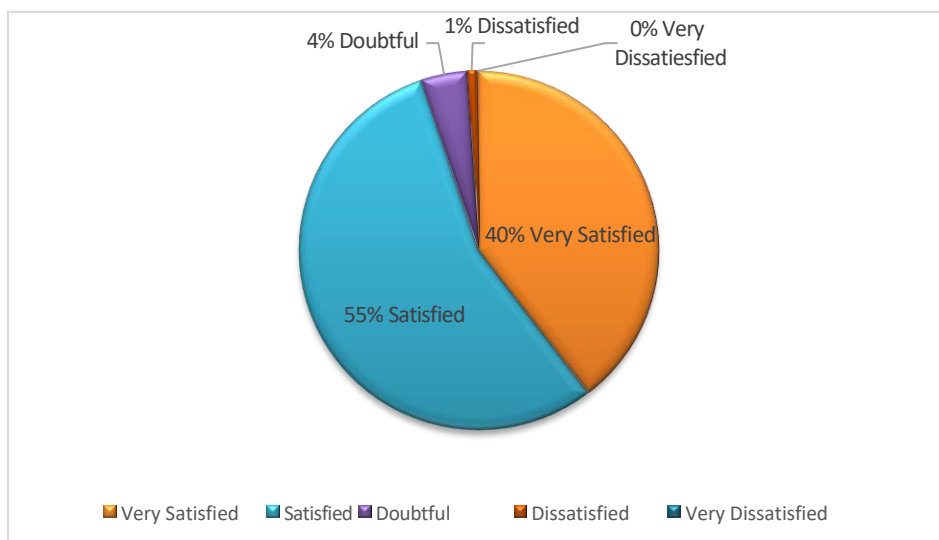


Based on the satisfaction level results in the education field (tangible aspect) from Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar, it shows the satisfaction level of postgraduate students is quite high. However, there are 6% doubt from students, even though the number does not more than 10%. These values must be used as material for evaluation consideration to pay attention again to the education field (tangible aspect) to improve its services again, including lecture halls so that they are neatly arranged, cool and comfortable. The cleanliness and availability of learning facilities certainly need to be considered carefully.

#### 5) Information System Aspect

Furthermore, the overall satisfaction level test results are converted as a percentage in the form of a pie chart with the number of respondents 39.56% very satisfied, 55.26% satisfied, 4.12% doubtful, 0.79% dissatisfied, and 0.26% very dissatisfied. It can be seen as follows.

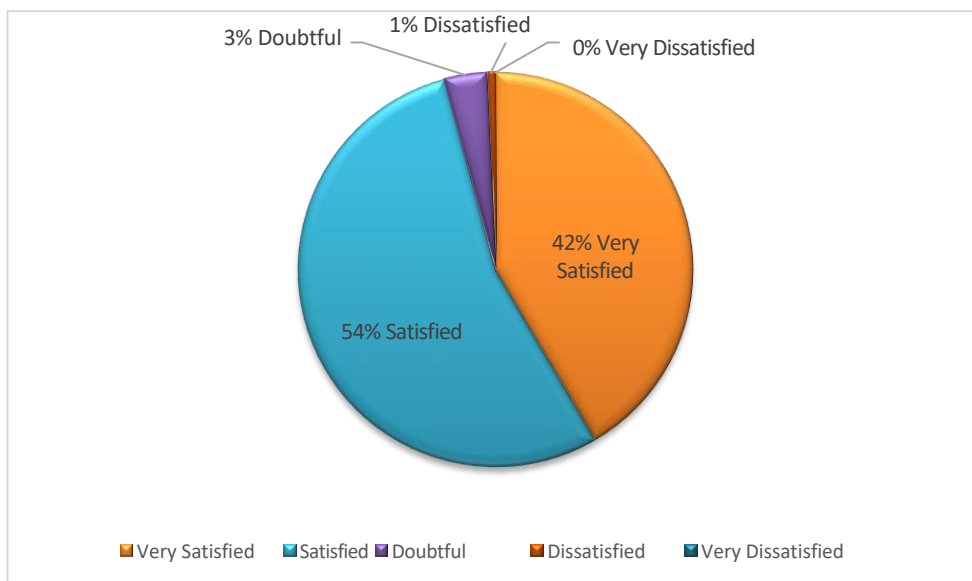
Diagram 9. Satisfaction Level Results in the Education Field (Information System Aspect)



Based on the conversion results of data satisfaction levels in the education field (information system), the service from PPs of UHN I Gusti Bagus Sugriwa Denpasar got pretty good results. However, one point that needs to be considered in instrument item no. 7, namely information about scholarships. There are 18 doubtful respondents, four dissatisfied respondents, and three very dissatisfied respondents. These results indicate that the information process has not been conveyed clearly and thoroughly to postgraduate students at UHN I Gusti Bagus Sugriwa Denpasar. In addition, it is necessary to increase the information on these instruments to provide a good level of satisfaction for students. Regardless of these results, the overall conversion level of PPs of UHN I Gusti Bagus Sugriwa Denpasar student satisfaction can be categorized as good, with a percentage of 40% being very satisfied.

The overall test results of the satisfaction level in the education field with the total results for each number of respondents in each instrument aspect in the education field are converted to percentage values in the form of a pie chart. The respondents are 41.58% very satisfied, 54.29% satisfied, 3.45% doubtful, 0.57% dissatisfied, and 0.12% very dissatisfied. It can be seen as follows.

Diagram 10. Conversion of Total Satisfaction Level Results in the Education Field



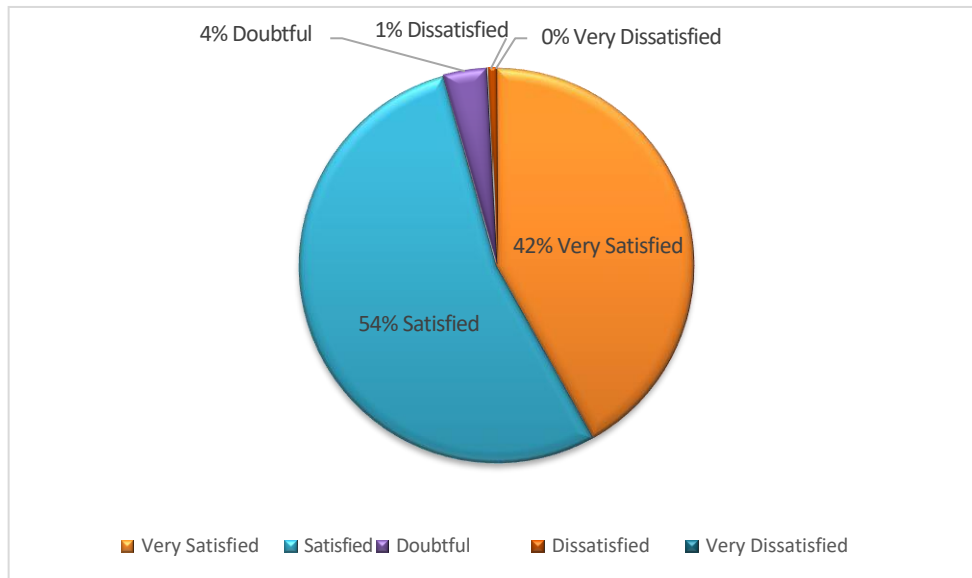
Postgraduate Programs (PPs) of UHN I Gusti Bagus Sugriwa Denpasar has properly maintained satisfaction by providing the best service. It is done to maintain students' positive attitudes as service users while minimizing negative attitudes resulting from poor service quality.

**e. Total Instrumental Results of Postgraduate Student Satisfaction Levels towards UHN I Gusti Bagus Sugriwa Denpasar**

The results of the total instruments in each field are as follows. There are 1140 respondents in the governance, management, and cooperation field, 570 respondents in the student affairs field, 1482 respondents in the finance and infrastructure field, and 5130 respondents in the education field. The total number of respondents in each field is 8322 respondents from 144 correspondence (postgraduate students). Furthermore, each field of the instrument produces the satisfaction level of postgraduate students in total by measuring standard scores using a Likert scale. There are 3483 respondents who stated that they are very satisfied with the services of PPs UHN I Gusti Bagus Sugriwa Denpasar, Then, 4480 respondents said satisfaction, 291 respondents expressed doubt, 58

respondents are dissatisfied with PPs of UHN I Gusti Bagus Sugriwa Denpasar services, and ten respondents are very dissatisfied. Furthermore, the researcher converted the overall results of the respondents into percentages with a total of 41.85% very satisfied, 53.83% satisfied, 3.50% doubtful, 0.70% dissatisfied, and 0.12 very dissatisfied, which is shown in the diagram pies as follows.

Diagram 11. Conversion of Total Instrument Results of Postgraduate Student Satisfaction Level towards UHN I Gusti Bagus Sugriwa Denpasar



Overall, the total instrument results of postgraduate student satisfaction level with the services of I Gusti Bagus Sugriwa State Hindu University are very high. In terms of service, it has produced a very satisfying, reflected in the conversion results above. This information certainly provides positive data, which means that students feel comfortable and satisfied in receiving services from PPs of UHN I Gusti Bagus Sugriwa Denpasar. In general, PPs of UHN I Gusti Bagus Sugriwa Denpasar has fulfilled the availability of facilities to provide services to students both in academic and non-academic contexts. Researchers divided it into four core components of the assessment instrument for postgraduate student satisfaction levels.

## 2. Analysis of Hindu Religious Education on Postgraduate Student Satisfaction towards UHN I Gusti Bagus Sugriwa Denpasar Services

Satisfaction can be interpreted as a condition where desires and expectations can be fulfilled (Dwirahayu, 2018; Indrajit, 2020). Everyone is required to be able to live to serve one another, which is called *Sevanam*. In Hinduism teachings, this service is known as *Dharma Sewanam*. *Dharma Sewanam* is an obligation carried out by performing services according to the job or profession one has. As in UHN I Gusti Bagus Sugriwa Denpasar services for postgraduate students. There are four service areas analyzed, including as follows.

### a. Governance, Management, and Cooperation

Services in the field of Governance, Management, and Cooperation, which include high ability, knowledge, and skills of the head and staff of the administration section of the Postgraduate UHN I Gusti Bagus Sugriwa Denpasar, as well as quick and good responses to student complaints. In addition, the provision of innovative solutions in solving student problems by the chairman of the Postgraduate of UHN I Gusti Bagus

Sugriwa Denpasar. A university leader or an existing chief of staff can carry out his leadership as a form of service to students and dedicate it as a service to God. Thus, serving students so that students become happy also means making God happy. This service can be realized by a leader through attitude, character, words, and actions. In line with this, it is stated in the *Sarasamuccaya* scripture as follows.

*Apan ikang dharma, satya, maryada yukti, kasaktin, sri, kinaniscayan ika, sila hetunyan hana (SS. 158).*

Translation:

Because of virtue, truth, proper way of life (etiquette), supernatural powers, happiness, and steadfastness, *sila* caused it to exist.

Based on the quote from the verse above, leadership and decency are closely related concepts. Leadership practice requires the teachings of decency, and it is important for a leader to practice the principles of correct moral behavior. A competent leader who maintains consistency in all his actions will be respected and respected by his subordinates.

#### **b. Student Affairs**

Service is also a form of devotion by taking refuge and surrendering oneself sincerely to God. In this sense, service refers to an obligation to help others by lighting their burdens in areas, such as education, economy, health, and other fields. Like Postgraduate students who are satisfied with the service in Student Affairs of UHN I Gusti Bagus Sugriwa Denpasar. Students receive service facilities to increase competition in academic and non-academic fields, professional thesis/dissertation preparation guidance services, and scholarship and health services. In line with this, sincere service is given to others. In this case, students will get happiness both for themselves and other people they serve, as mentioned in the *Canakya Niti Sastra* scripture XVII.15. It can be seen as follows.:

*Paropakaranam yesam Jagarti hrdaye satam Nasyanti vipadas tesam Sampadah syuh pade pade*

Translation:

He who always thinks of seeking the interests and happiness of others, all difficulties will be avoided, and He will gain good luck in every endeavor.

#### **c. Finance and Infrastructure**

In Hindu Religious education, *Dharma* is an obligation, including institutions, to provide classrooms, libraries, auditoriums, places of worship, and comfortable parking lots for students. Serving others is a form of *Yadnya* to God Almighty. It is self-actualization in practicing *Dharma* teachings and likewise serving facilities in terms of student infrastructure at a higher education institution. In line with this case, a king (leader) in Hindu religious education is obliged to create social stability to realize security, comfort, peace, and the welfare of the people or subordinates he leads. The region's condition and the people in that area are a picture of the condition of the king who leads it. In this case, an institution should pay attention to the existence of facilities and infrastructure to support the comfort and welfare of students.

#### **d. Education**

As mentioned above, *Dharma Sevanam* is obliged to perform services according to the job or profession one has. There are several aspects in the education field, including as follows. Reliability Aspect, where the services provided are in accordance with their profession. For example, lecturers who teach subjects according to their areas of expertise, lecturers provide opportunities for students to have opinions in learning, and lecturers accept criticism and suggestions from students. It is a form of loving service between lecturers and students academically. In Hindu religious education, it is stated in the

*Sarasamuccaya* scripture that one must be able to build positive interactions with everyone in life, especially with good people, so they become good too. It is stated in verse in the following *Sarasamuccaya* scripture, which can be seen as follows.

*Nyang selangakena, ikang sang sarga, agelis juganularaken guna ya, irikang lot masangsarga lawan maguna, wyaktinya, nahan yamboning sekar, an tular mara ring dodot, wwai, lenga, lemah, makanimitta pasangarganya, lawan ikang kembang (SS. 300).*

Translation:

This is about association; it is true that quick association transfers good qualities to people who always associate with important people; the proof is that the smell of flowers switches to cloth, water, oil, and earth, due to His contact with the flowers.

Based on the *Sarasamuccaya* verse, it is stated that good social relations can only occur between good individuals. One who is diligent in upholding the *Dharma* and resolute in defending it is a good person. People who behave ethically are people who sincerely support and uphold the *Dharma*, where everyone really needs morality (Sanjaya, Suarka, & Indiani, 2020).

Humans, apart from being individual beings, are also social beings, where humans will have meaning if they live with other humans within the scope of society. In Hindu religious education, harmony will go well if it is based on the thoughts of *Tat Twam Asi*. The teachings of *Tat Twam Asi* are teachings to treat humans humanely. Humans are treated as human beings as they are (Sanjaya 2002: 27-28). In Hindu philosophy, it is explained that *Tat Twam Asi* is a teaching of decency that is without limits, always teaching to love one another or to love other beings. This relationship will work well if there is harmony based on the thoughts of *Tat Twam Asi*.

Services in the education field on Tangible aspects of Postgraduate UHN I Gusti Bagus Sugriwa Denpasar, such as services for neatly arranged, cool, and comfortable lecture halls and the availability of learning facilities. In line with this case, *Geguritan Niti Raja Sasana* teaches about the *Dharma Negara*. It discusses country development, where everyone who lives in a country has duties and obligations to develop their country physically and mentally (Sanjaya, Suarka, & Indiani, 2020). Likewise, at a college or university, support is needed in the form of learning facilities and infrastructure to support university development. *Dharma Negara* also teaches about the obligations of a leader in carrying out his *Swadharma* and winning justice for common prosperity.

## Conclusions

There were 3483 respondents who stated that they were very satisfied with the services of PPs UHN I Gusti Bagus Sugriwa Denpasar, Then, 4480 respondents said satisfaction, 291 respondents expressed doubt, 58 respondents were dissatisfied with PPs UHN I Gusti Bagus Sugriwa Denpasar services, and ten respondents were very dissatisfied. Furthermore, the researcher converted the overall results of the respondents into percentages with a total of 41.85% very satisfied, 53.83% satisfied, 3.50% doubtful, 0.70% dissatisfied, and 0.12 very dissatisfied. Service in the concept of Hindu Religious education is the basis of the implementation of activities and routines in everyday life.

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