ABSTRACT

Measuring customer satisfaction level has become standard of all kind of industries in order to know their effective work. By doing so, the industry could find out the present satisfaction level emerge from the mind of the customer, also as the early stage of future development. Higher Education as an education industry provide the educational service. Their consumers are not limited to the student, but also to the industrial world. Industrial Engineering as one of the wellknown department in ITS has become the smallest business units in the department level which duty is to provide education to the student. One of the key performance index which is being measure are the alumni level of satisfaction and the company or institution they work at (end-user). This research is about measuring the satisfaction level of Industrial Engineering alumni, from regular or extension program, when they are entering the industrial world, also discussing the satisfaction level of the alumni employer (end-user) of ITS Industrial Engineering Department. This research shows the movement of the satisfaction level of the alumni after they entering their work environment, also show the end-user’s response to the capability of industrial engineering department’s alumni. The goals is to shows the point of weaknesses of the alumni, which also shows the weakness of the educational system of industrial engineering department. Besides that, this research also bring up the higher quality of the alumni. This higher quality are intend to be maintained and broaden up, and the weakness will be treated in a cause and consequences evaluation analysis. After that, it will be given the recommendation for future improvement.

Key word : alumni satisfaction surveys, end-user satisfaction survey