RINGKASAN/*SUMMARY*

Survei kepuasan pelanggan adalah salah satu cara untuk mengukur seberapa baik layanan yang ditawarkan oleh Universitas Negeri Surabaya (Unesa), khususnya Fakultas Matematika dan Ilmu Pengetahuan Alam (FMIPA) memenuhi harapan dan kebutuhan pelanggan (mahasiswa, dosen, dan tenaga kependidikan). Survei ini mengadopsi metode SERVQUAL dengan lima dimensi, yakni *reliability*, *responsiveness*, *assurance*, *empathy*, dan *tangible*. Survei ini menggunakan pendekatan *cross-sectional* di mana partisipan mengisi instrumen survei secara daring melalui *Single Sign On* Unesa. Sasaran dalam survei ini adalah dosen Unesa, khususnya di S2 Kimia FMIPA. Survei dilakukan pada akhir tahun 2022 dan sebanyak 2 dosen S2 Kimia FMIPA mengisi survei kepuasan. Metode *Importance-Performance Analysis*, *Gap Analysis*, *Paired Difference Test*, dan Tingkat Kepuasan Pengguna digunakan untuk menganalisis data. Berdasarkan hasil analisis data dari survei kepuasan dosen S2 Kimia FMIPA tahun 2022 diperoleh hasil, yakni: (1) Berdasarkan analisis menggunakan **One-Sample Kolmogorov-Smirnov** disimpukan bahwa hasil tidak dapat dihitung karena jumlah bobot kasus kurang dari 5 maka dapat disimpulkan syarat kecukupan data tidak terpenuhi dan belum dapat dianalisis . Hal ini dikarenakan jumlah sampel sebanyak 2 responden; (2) terdapat satu indikator yang menjadi prioritas rendah dalam perbaikan mutu layanan berdasarkan hasil survei kepuasan dosen FMIPA Unesa tahun 2022, yaitu: kode P21, Kesesuaian output PKM dengan kebutuhan masyarakat (3) perbedaan yang signifikan berdasarkan analisis Gap ditemukan, bahwa ada satu dari tiga variabel indikator yang memiliki nilai Gap negatif terbesar dan memiliki tingkat kesesuaian terendah, yaitu: P18 (Tangible), ketepatan pencairan dana penelitian dan PKM; P17 (Empathy), Keterbukaan hasil penilaian proposal, pelaksanaan, sampai laporan akhir penelitian dan PKM; serta P19 dan P21 (Kredibilitas), mengenai Konsistensi aturan pada pelaksanaan dan kegiatan monev penelitian serta PKM dan Kesesuaian output PKM dengan kebutuhan masyarakat (4) secara keseluruhan, tingkat kesesuaian antara Kenyataan dan Harapan yang dirasakan oleh dosen FMIPA Unesa, yaitu sebesar 84,80% atau masih memerlukan peningkatan kualitas layanan sesuai harapan para dosen FMIPA Unesa.

The customer satisfaction survey is one way to measure how well the services offered by the State University of Surabaya (Unesa), especially the Faculty of Mathematics and Natural Sciences (FMIPA), meet the expectations and needs of customers (students, lecturers, and education staff). This survey adopts the SERVQUAL method with five dimensions: reliability, responsiveness, assurance, empathy, and tangible. This survey used a cross-sectional approach in which participants filled out online survey instruments through Unesa's Single Sign On. The targets in this survey were Unesa lecturers, especially at the Chemistry Masters in FMIPA. The survey was conducted at the end of 2022, and as many as 2 Chemistry Masters lecturers from FMIPA filled out a satisfaction survey. Importance-Performance Analysis, Gap Analysis, Paired Difference Test, and User Satisfaction Methods were used to analyze the data. Based on the results of data analysis from the 2022 Chemistry Masters lecturer satisfaction survey, the results were obtained, namely: (1) Based on the analysis using One-Sample Kolmogorov-Smirnov, it was concluded that the results could not be calculated because the number of case weights was less than 5, it could be concluded that the data adequacy requirement was not fulfilled and cannot be analyzed. This is because the number of samples is 2 respondents; (2) there is one indicator that is a low priority in improving service quality based on the results of the 2022 FMIPA Unesa lecturer satisfaction survey, namely: code P21, Conformity of PKM output with community needs (3) a significant difference based on Gap analysis found, that there is one of the three indicator variables that have the largest negative Gap value and have the lowest level of conformity, namely: P18 (Tangible), the accuracy of the disbursement of research funds and PKM; P17 (Empathy), Disclosure of the results of the evaluation of proposals, implementation, up to the final research report and PKM; as well as P19 and P21 (Credibility), regarding Consistency of rules on the implementation and research monitoring and evaluation activities as well as PKM and the suitability of PKM outputs with community needs (4) as a whole, the level of conformity between Reality and Expectations felt by FMIPA Unesa lecturers, which is equal to 84.80 % or still need to improve the quality of service according to the expectations of Unesa FMIPA lecturers.