Alumni satisfaction level with the services of the Faculty of Dharma Acarya UHN I Gusti Bagus Sugriwa Denpasar (perspective of hindu religious education)

Nível de satisfação dos ex-alunos com os serviços da Faculty of Dharma Acarya UHN I Gusti Bagus Sugriwa Denpasar (perspectiva da educação religiosa hindu)

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ABSTRACT
Alumni satisfaction with the services provided by the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar is one of the determining factors for success in achieving the vision and mission of the institution. The quality of service to alumni is seen as one of the tools to achieve competitive advantage. UHN I Gusti Bagus Sugriwa Denpasar must take anticipatory steps in facing increasingly competitive and responsible competition to explore and improve all aspects of its services. This research aimed to determine the satisfaction level of the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar. The method used in this research was the survey research method. The results showed that the total results of the questionnaire were considered a very high category, and the service produced a very satisfactory level of satisfaction. This information provided positive data, meaning that alumni have felt comfortable and satisfied in receiving services from the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar. If analyzed from the value of Hinduism education, this high satisfaction is included in the Dharma Sewanam teaching. It is an obligation that must be fulfilled by providing services by one’s work or profession.

Keywords: satisfaction level, alumni, services.

RESUMO
A satisfação dos ex-alunos com os serviços prestados pela Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar, é um dos fatores determinantes para o sucesso na realização da visão e da missão da instituição. A qualidade do serviço prestado aos ex-alunos é vista como uma das ferramentas para obter vantagem competitiva. A UHN I Gusti Bagus Sugriwa Denpasar deve tomar medidas antecipadas para enfrentar a
concorrência cada vez mais competitiva e responsável, a fim de explorar e melhorar todos os aspectos de seus serviços. Esta pesquisa teve como objetivo determinar o nível de satisfação da Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar. O método usado nesta pesquisa foi o método de pesquisa de levantamento. Os resultados mostraram que os resultados totais do questionário foram considerados uma categoria muito alta, e o serviço produziu um nível de satisfação muito satisfatório. Essas informações forneceram dados positivos, o que significa que os ex-alunos se sentiram confortáveis e satisfeitos em receber os serviços da Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar. Se analisado a partir do valor da educação hinduísta, essa alta satisfação está incluída no ensino do Dharma Sewanam. É uma obrigação que deve ser cumprida por meio da prestação de serviços em seu trabalho ou profissão.

**Palavras-chave:** nível de satisfação, ex-alunos, serviços

### 1 INTRODUCTION

Higher education has become one of the manifestations of the increasing world of education. The emergence of various new higher education indicates that the competition between higher education is getting bigger. With the increasing competition in higher education, many try various ways so prospective students intend to continue their education at their higher education. Higher education is likened to a company engaged in services; in this case, the services provided are educational (Istiningtyas, 2015). As previously stated, the increasingly fierce competition between higher education makes them try and compete to improve the quality of their universities to attract prospective students (de Lorenzo, et al., 2020).

Students are the main stakeholders in higher education, thus it is not surprising that many higher education institutions are very aggressive in providing services and facilities for students to continue their education. As a company engaged in educational services, higher education certainly does not want to lose stakeholders because it will threaten its sustainability (Istiningtyas, 2015). Therefore, higher education always tries to provide the best service for their students and even more so for their alumni.

Alumni are valuable assets for every higher education institution. It is because alumni will be one of the indicators of whether this educational institution has good quality or not. In addition, alumni who are satisfied with the services provided by higher education will increase the opportunity for higher education to get help from alumni. The quality of education provided by higher education institutions is not only measured by the student’s academic success during the study period but also by their satisfaction level.
after graduation. Therefore, alumni satisfaction is an important indicator that reflects the effectiveness and quality of services provided by higher education (de Farias, 2020).

I Gusti Bagus Sugriwa State Hindu University is one of the higher education located in Denpasar, Bali. Interestingly, the university named I Gusti Bagus Sugriwa in honor of his service in spreading and struggling in Indonesia so that Hinduism could be recognized in this country. This university also has a unique characteristic to its building, where many Hindu ornaments or patterns are placed on various sides of the building, both outside and inside. It cannot be denied that this is one of its attractions to attract prospective students to continue their education at this university.

UHN I Gusti Bagus Sugriwa has three faculties, namely the Faculty of *Dharma Acarya*, with five departments, including Hindu Religious Education, English Education, Religious Language and Literature Education, Elementary School Teacher Education (PGSD), and Early Childhood Teacher Education (PGPAUD). This faculty is closely related to religion, especially Hinduism. Being located in Bali, it is understood that Hinduism is the majority religion in the area. Thus, it is undeniable that the Faculty of *Dharma Acarya* at UHN I Gusti Bagus Sugriwa attracts many students from this area to continue their education.

Higher education faculties are responsible for providing adequate educational experiences and preparing students for success in the world of work or professional life (Sudarsana & Widyawati, 2020). Therefore, it is important to evaluate the alumni satisfaction level with the services provided by the faculty. Evaluating alumni satisfaction levels can offer valuable insights to faculty in understanding students’ experiences during their studies. It includes aspects such as teaching quality, academic support, facilities, job placement services, career development programs, and interactions with staff and lecturers.

In addition, alumni satisfaction level can also affect the image and reputation of the faculty. Alumni who are satisfied with their experience at the faculty are likely to give positive recommendations to prospective students and increase the attractiveness of the faculty in the competitive higher education market. By assessing alumni satisfaction with faculty services, it can collect valuable information on the extent to which the curriculum meets the needs and expectations of alumni in their preparation for career or professional life. Therefore, the faculty can use this feedback to develop or update the curriculum to keep it relevant and responsive to evolving industry trends and needs.
In an increasingly competitive era, it is known that alumni satisfaction level is fundamental where higher education institutions strive to differentiate themselves and attract prospective students. Faculty can use the research results on alumni satisfaction levels to identify areas for improvement, develop more effective teaching and learning strategies, improve support services, and strengthen alumni networks. “Good service quality will make customers feel satisfied” (Tambunan, 2020). Students themselves can be interpreted as customers in higher education, so student satisfaction is an important factor in determining whether a higher education institution has a quality or not. Thus, higher education must provide service satisfaction to students.

Alumni satisfaction can be a success indicator of the education program organized by the faculty. If the alumni satisfaction level is high, it shows that the faculty has successfully provided a valuable and relevant education for the students. Conversely, if the satisfaction level is low, it indicates areas that need improvement to enhance the education program’s quality. “Student satisfaction is determined by the quality that students want, so quality assurance is a top priority for every higher education, which is currently used as a benchmark for the excellence of higher education competitiveness” (Maisaroh, 2005).

In an increasingly competitive era of higher education, focusing on alumni satisfaction has become crucial for every educational institution (Ekayani & Suwedawati, 2023). Alumni satisfaction level is an important indicator that reflects the extent to which a faculty or educational institution has successfully met the expectations and needs of its graduates. Research on alumni satisfaction levels with faculty services has a significant role in improving the quality of higher education and ensuring graduates’ success in the world of work or professional life. It is in line with Sukanto in Jaedun (2011), who revealed that the paradigm of education quality refers to how the program and its output successfully meet customer needs and expectations.

Alumni themselves are the final product of the educational process carried out by higher education. In this case, the faculty is dealing directly with students to provide services to students. The quality of services provided by the faculty is measured in terms of the student’s academic achievements during the study period and by the extent to which the faculty can meet the needs and expectations of alumni after they graduate. The Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa, which mostly has religious study programs, must emphasize its religious aspects in providing its services. It is intended to
make students feel confident that the establishment of this faculty shows that the Faculty of Dharma Acarya adheres to religious principles, especially Hinduism.

Research on alumni satisfaction levels can provide benefits for curriculum development, measuring the success of educational programs, establishing strong alumni relations, and developing strategies for faculty improvement and development. This paper expects to gain a deeper insight into the faculty’s success in meeting its graduates’ expectations and needs. The research results are expected to provide valuable input for the faculty in developing appropriate improvement and development strategies to improve its service quality. Through this case, the faculty can evaluate the service quality, identify strengths and weaknesses, and design the necessary improvement measures.

2 METHOD

This type of research was survey research. This research approach was quantitative research. It is research conducted to describe what is contained in a particular area or field, and the analysis results are presented in numbers and interpreted in a description. The data collected using the survey method was taking a sample of one population and using a questionnaire as the primary data collection tool. The research sample was the entire population in all study programs at the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar. The number of research samples was determined based on the number of alumni from each study program. The following is a list of samples used in this research:

<table>
<thead>
<tr>
<th>No.</th>
<th>Study Program</th>
<th>Number of Alumni</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hindu Religious Education</td>
<td>86</td>
<td>21</td>
</tr>
<tr>
<td>2</td>
<td>Religious Literature &amp; Balinese Language Education</td>
<td>40</td>
<td>8</td>
</tr>
<tr>
<td>3</td>
<td>Elementary School Teacher Education</td>
<td>97</td>
<td>40</td>
</tr>
<tr>
<td>4</td>
<td>Early Childhood Teacher Education</td>
<td>15</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>English Education</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>253</strong></td>
<td><strong>87</strong></td>
</tr>
</tbody>
</table>

Source: FDA graduate data in 2022
The data collection technique used was a questionnaire. In this research, the type of questionnaire used was a closed questionnaire in the form of online (Google Form). This research questionnaire was in the form of statement items given weights with measurements using a Likert scale.

3 RESULTS AND DISCUSSIONS

3.1 GRADUATE STUDENT SATISFACTION LEVEL OF SERVICE QUALITY OF UHN I GUSTI BAGUS SUGRIWA DENPASAR

All Faculty of Dharma Acarya alumni at UHN I Gusti Bagus Sugriwa Denpasar have emotional ties and still need their alma mater. The alma mater needs them to support the progress of higher education institutions. The alumni can help their juniors get jobs and contribute to providing labor, facilities and infrastructure to support education, and the institution provides various services to alumni. In this case, service quality directly impacts the image of higher education institutions. Good service quality will have a positive and beneficial impact on the institution. Assessment of alumni satisfaction levels with the services of the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar will be able to provide an overview for future customers. It can be seen from several indicators, including alumni satisfaction with lecturer teaching performance, alumni satisfaction with academic administration services, and alumni satisfaction with learning and facilities and infrastructure.

Based on Law Number 12 of 2012 concerning Higher Education and the Indonesian Higher Education System, the implementation of higher education aims to 1) develop the student’s potential who are faithful and devoted, noble, healthy, capable, have adequate knowledge, able to act and think creatively, independent (personality), skilled, competent, and cultured; 2) higher education can produce graduates who master science and technology, build national interests, and have national competitiveness; 3) able to produce knowledge for advancing civilization and the nation’s welfare, and 4) the realization of research-based community service, public welfare, and the achievement of national intelligence.

Alumni services evaluation in higher education serves as a basis for determining the service quality offered by this institution to students and the academic community. In terms of making and choosing new policies to improve the service quality from units in additional higher education, higher education leaders can use service assessments in the form of periodic evaluations of higher education units’ performance as a consideration.
The results of alumni satisfaction with the services of the Faculty of *Dharma Acarya*, UHN I Gusti Bagus Sugriwa Denpasar are as follows:

### 3.2 ALUMNI SATISFACTION WITH LECTURER TEACHING PERFORMANCE

The results of the alumni satisfaction level test on lecturer teaching performance showed that the assessment indicators obtained their respective respondents. Successively, the satisfaction level test results were obtained with 225 very satisfied respondents, 428 satisfied respondents, 113 undecided respondents, 16 dissatisfied respondents, and 1 very dissatisfied. The satisfaction level test results were converted as a percentage in the form of a pie chart with the number of 29% very satisfied, 56% satisfied, 15% undecided, 0% dissatisfied, and 0% very dissatisfied, as follows:

![Diagram of Alumni Satisfaction](image)

*Source: results of research questionnaires, 2023*

Based on the conversion results of alumni satisfaction level with the lecturer teaching performance, the services of the Faculty of *Dharma Acarya*, UHN I Gusti Bagus Sugriwa Denpasar were considered running by the concept and objectives. It was based on the high level of satisfaction and very satisfaction felt by the Faculty of *Dharma Acarya* alumni, although there were 15% undecided. However, based on the comparison of the existing percentage scale, the overall service process provided by the faculty can be categorized as good.
3.3 ALUMNI SATISFACTION WITH ACADEMIC ADMINISTRATION SERVICES

Based on the results of alumni satisfaction level test on academic administration services, as shown in the graph above, the results recorded as many as 267 very satisfied respondents, 494 satisfied respondents, 204 undecided respondents, 56 dissatisfied respondents, and 23 very dissatisfied respondents. Based on this data, most respondents stated that they were satisfied with services related to academic administration. The results of the overall satisfaction level test were converted as a percentage in the form of a pie chart with the number of 26% very satisfied, 48% satisfied, 20% undecided, 6% dissatisfied, and 0% very dissatisfied respondents, as follows:

![Diagram 2. Results of Alumni Satisfaction Questionnaire on Academic Administration Services](source: results of research questionnaires, 2023)

Based on the results of alumni satisfaction level with academic administration services at the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar showed good results, although there was 6% dissatisfaction. However, the overall results of academic administration services at the Faculty of Dharma Acarya provided excellent and satisfying service.

3.4 ALUMNI SATISFACTION WITH LEARNING FACILITIES AND INFRASTRUCTURE

Based on the results obtained on alumni satisfaction level with learning facilities and infrastructure, it was accumulating as a whole that 87 very satisfied respondents, 149
satisfied respondents, 91 undecided respondents, 17 dissatisfied respondents, and 4 or no very dissatisfied respondents.

The results of the service satisfaction level test with the learning facilities and infrastructure were converted to a percentage in the form of a pie chart with 25% very satisfied, 43% satisfied, 27% undecided, 5% dissatisfied, and 0% very dissatisfied respondents, as follows:

Diagram 3. Results of Alumni Satisfaction Questionnaire on Learning Facilities and Infrastructure

Source: results of research questionnaires, 2023

Based on the results of alumni satisfaction level with learning facilities and infrastructure, the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar showed satisfactory results with low dissatisfied and very dissatisfied respondents. It indicated that the learning facilities and infrastructure at the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar were still relatively good.

3.5 TOTAL RESULTS OF ALUMNI SATISFACTION LEVEL INSTRUMENTS ON THE SERVICES OF THE FACULTY OF DHARMA ACARYA UHN I GUSTI BAGUS SUGRIWA DENPASAR

The total results of the questionnaire on each indicator, with the number of responses to each indicator, were as follows. There were 738 responses on the aspect of alumni satisfaction with lecturer teaching performance, 1030 responses on the aspect of alumni satisfaction with student academic administration services, 348 responses on the aspect of alumni satisfaction with learning facilities and infrastructure, and the total
responses in each field were 2161 responses from 87 respondents (Faculty of Dharma Acarya Alumni). Furthermore, each indicator or aspect produced a total alumni satisfaction level with standardized Likert scale measurements. In this research, 579 respondents stated that they were very satisfied, 1071 satisfied respondents, 408 undecided respondents, 89 dissatisfied respondents, and 14 very dissatisfied respondents with the services of the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar. Furthermore, this research converted the overall results of respondents into percentages with a total of 27% very satisfied, 50% satisfied, 19% undecided, 4% dissatisfied, and 0% very dissatisfied, which are displayed in a pie chart as follows:

Diagram 4. Total Results of Alumni Satisfaction Level Questionnaire of the Faculty of Dharma Acarya UHN I Gusti Bagus Sugriwa Denpasar

Source: results of research questionnaires, 2023

Overall, the total questionnaire results on alumni satisfaction level with the services of the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar were considered a very high category. The service resulted in a very satisfactory level of satisfaction, as seen from the conversion results above. This information provided positive data, meaning that alumni have felt comfortable and satisfied in receiving services from the Faculty of Dharma Acarya, UHN I Gusti Bagus Sugriwa Denpasar. In general, the Faculty of Dharma Acarya at UHN I Gusti Bagus Sugriwa Denpasar had fulfilled the availability of facilities to fulfill services to students in both academic and non-academic contexts, which researchers divided into three core components of the three core components of the alumni satisfaction assessment instrument.
4 ANALYSIS OF HINDU RELIGIOUS EDUCATION ON ALUMNI SATISFACTION WITH THE SERVICES OF THE FACULTY OF DHARMA ACARYA UHN I GUSTI BAGUS SUGRIWA DENPASAR

4.1 ALUMNI SATISFACTION WITH LECTURER TEACHING PERFORMANCE

In this globalization era, a person needs to embody the principles of devotional service (bhakti) in social interactions by serving others. This kind of service is referred to as Dharma Sewanam in Hinduism. The realization of true devotion occurs when it is done with sincerity and selflessness. Dharma Sewanam is an obligation that must be fulfilled by providing services in accordance with one’s work or profession (Hartaka, 2021), as a lecturer who serves his students according to his field of expertise, namely in the academic field. A lecturer has the readiness to give lectures and/or practice/practicum, implement regularity and orderliness in the implementation of lectures, liven up the classroom atmosphere, and be clear in delivering material and answers to questions in class. In addition, a lecturer can make good use of learning media and technology, be able to provide feedback on assignments, adjust exam material and/or assignments to course objectives and adjust the grades given to learning outcomes.

In line with the description above, it is a form of affection service between a lecturer and students from an academic perspective in Hinduism. Based on the explanation above, it can be related to the Hinduism teaching contained in the book Chanakya Niti Satra XVII.15, which explains:

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 be fortunate in all his endeavors.

From the quotation above, it can be seen that every human being who follows the path of devotional service (bhakti) by helping others will gain good fortune through actions taken to fulfill his karma. Living to serve others is not a wasted effort. Everyone will be rewarded according to their karma. In line with the explanation above, an educator or lecturer can be said to be professional in his obligation to serve his students in studying if he has a good and holy heart and is honest, wise, and broad-minded. Thus, he can make students feel comfortable in the learning process, as mentioned in Bhagavad Gita XVI. 1:

Abhayam sattva-samsuddhir jnana-yoga-vyavasthitih, danam damas ca yajnas ca svadhyayas tapa arjavam
Translation:
Undaunted, pure of heart, wise, deep in yoga and science, generous, mastering the senses (*indriya*) through devotional methods, studying literature, living simply and honestly.

From the verse quotation above, an educator or lecturer here can always strive for the best in the learning process. In this case, lecturers also have the right to build self-branding so that they can produce good assessments from their students, and later, students or alumni can achieve the satisfaction level they expect.

4.2 ALUMNI SATISFACTION WITH ACADEMIC ADMINISTRATION SERVICES

Academic services are considered one of the educational supporters to make education high quality because of their role in keeping in touch with students. Based on this explanation, management innovation and assessment or evaluation of service users (students) are needed. Remember that the people who enjoy the most success in higher education are the students themselves (Anasy, 2019). The development of service quality will have a positive effect on higher education. Higher education can also achieve maximum results and drive productivity and efficiency in procedures, content, and available resources if all components can be controlled, implemented appropriately, and structured. Such as paying attention to academic administration services in institutions, where, in this case, academic service officers can help students’ problems, serve quickly and precisely, fairly and without favoritism, provide easy service procedures, always strive to fulfill customer needs, and are responsible for carrying out services (Aquino, 2023).

Based on the description above, it is referred to as a form of social service in Hinduism. Thus, mutual respect and tolerance should be nurtured in the hearts of all human beings, as stated in the *Sarasamuccaya* book, Shloka 156, which explains:

*tasmad vakkayacititaistu nacaredasubham narah
subhasubham hyacarati tasya tasyasnute phalam.*

Translation:
Therefore, this is what one should strive for. Not allowing words to pass and thoughts to do bad deeds, for someone who does something good, good is gained; if evil is their deed, harm is found by them.

Based on the Shloka above, it can be explained that if we do good, good will be returned to us, and vice versa. To provide proper service, in this case, providing good
academic administration services, officers should be able to behave well to customers. It is also taught in the Bhagavad Gita XVI. 2, which explains:

\[ \text{ahimsa satyam akrodhas tyagah santir apaisunam, daya bhutesv aloluptvam mardavam hrir acapalam} \]

Translation:
Non-violent, righteous, burdened and angerless, calm, non-slanderous, compassionate to fellow beings, free from lust, gentle, courteous, and soul balance.

Non-violent, righteous, burdened and angerless, calm, non-slanderous, compassionate to fellow beings, free from lust, gentle, courteous, and soul balance. Based on the Shloka above, it is explained that an administrative officer is not allowed to use violence in carrying out his duties and obligations. As described above, people must remain calm when providing services and always love others as they love themselves. Officers should be polite and kind when performing their duties.

Service to others is actually service done to oneself. It can also be seen from the ethical teachings of *Tat Twam Asi*, where Hindus believe that all beings come from the same source and that the soul in you, the soul in him, and the soul in me are the same soul (Hartaka, 2021). Because all souls originate from God Almighty, humans need to emulate divine traits in everyday life. One of them is showing compassion and generosity, which is the basis of service.

4.3 ALUMNI SATISFACTION WITH LEARNING FACILITIES AND INFRASTRUCTURE

Learning facilities and infrastructure, which can be in the form of buildings and equipment, are everything that students need to facilitate and support learning activities on campus to learn effectively. Providing good learning facilities and infrastructure services is essential for institutions to give students a sense of comfort and pleasure during their studies. In this case, service is also a form of *Yadnya* and self-actualization in practicing *Dharma* teachings.

Speaking of *Dharma*, *Geguritan Niti Raja Sasana* contains teachings on *Dharma Negara*. It discusses state building and states that everyone residing in a country is responsible for contributing to the nation’s physical and non-physical progress (Sanjaya, 2020). In line with the explanation above, services related to learning facilities and infrastructure, such as computers and the internet, books or journals as library sources, as well as physical facilities such as buildings and others, are one of the services that must
be obtained by students in higher education. In *Geguritan Niti Raja Sasana*, some actions reflect devotion that can be seen from the following *Pupuh* quotation:

*Kaping pitune samalih, manglēhin wadwa bala, manguningin sakatahe, ping kutuse mangenakang, manahing wadwa bala, tekeng anak rabin ipun, mangden pada suka lila (Smd. I-8).*

Translation:

The seventh is to care for all the people, to know everything; the eighth is to make all people’s hearts and their children and wives happy.

Based on the *Pupuh* quotation above, it can be said that the service of a leader to his people is always to be able to work consistently to ensure that all those he leads receive welfare and happiness. In this case, it can be stated that higher education should provide services to provide pleasure, welfare, and happiness for their students, reflecting higher education’s success.

5 CONCLUSIONS

Based on the results and discussion that had been described about the alumni satisfaction level of the Faculty of *Dharma Acarya* at UHN I Gusti Bagus Sugriwa Denpasar, it can be concluded that based on measuring alumni satisfaction level with services at the Faculty of *Dharma Acarya*, UHN I Gusti Bagus Sugriwa Denpasar was done by carrying out a content validity test first. It was an assessment by experts aimed that the resulting instrument was genuinely valid and feasible, which was analyzed by judges and obtained test validity results of 1.00 and classified as “very good” in content validity qualifications. Measurement of service satisfaction and the next step was to continue testing the instrument on different samples. From 25 instrument items tested, it was obtained the reliability test value at 0.844 (> 0.60). Each of the 25 instrument items had different sub-sections of indicators, including alumni satisfaction with lecturer teaching performance, alumni satisfaction with student academic administration services, and alumni satisfaction with learning facilities and infrastructure. The total results of all responses on each indicator were 2161 responses from 87 respondents (Faculty of *Dharma Acarya* Alumni).

Analysis of Hinduism education on alumni satisfaction with the services of the Faculty of *Dharma Acarya* at UHN I Gusti Bagus Sugriwa Denpasar divided into three indicators including as follows. First, the indicator of alumni satisfaction with lecturer teaching performance was included in the *Dharma Sewanam* teaching. It is an obligation
that must be fulfilled by providing services in accordance with one’s work or profession. Second, services on student academic administration indicators were in line with the contents in the Sarasamuccaya book, Shloka156, which explains that good deeds will be returned with good things, too. As well as providing proper service, in this case, good academic administration services, officers should be able to behave well to customers. Lastly, service on the learning facilities and infrastructure indicator. It was in line with the content of Pupuh in Geguritan Niti Raja Sasana, which states actions that reflect devotion. In this case, the institution’s devotion to its students.
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