

ABSTRAK

**PENGARUH KUALITAS PEMBELAJARAN, LAYANAN
ADMINISTRASI, DAN SARANA PRASARANA TERHADAP KEPUASAN
MAHASISWA FAKULTAS EKONOMI
UNIVERSITAS SANATA DHARMA
Studi kasus pada mahasiswa Fakultas Ekonomi**

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Penelitian ini bertujuan untuk: (1) untuk mengetahui pengaruh kualitas pembelajaran, layanan administrasi, dan sarana prasarana secara simultan terhadap kepuasan mahasiswa; (2) untuk mengetahui pengaruh kualitas pembelajaran, layanan administrasi, dan sarana prasarana secara parsial terhadap kepuasan mahasiswa. Sampel penelitian ini sebanyak 100 responden dari mahasiswa Fakultas Ekonomi Universitas Sanata Dharma angkatan 2007 – 2012 dengan teknik *convenience sampling*. Penelitian dilakukan pada bulan Oktober 2012. Teknik pengumpulan data menggunakan angket. Pengolahan data menggunakan uji Asumsi Klasik, Uji t, dan Uji F. Hasil penelitian menunjukkan bahwa kualitas pembelajaran, layanan administrasi, dan sarana prasarana secara simultan berpengaruh terhadap kepuasan mahasiswa (signifikansi $0,000 < 0,05$); variabel kualitas pembelajaran berpengaruh secara signifikan terhadap kepuasan mahasiswa (signifikansi $0,000 < 0,05$), variabel layanan administrasi tidak berpengaruh secara signifikan terhadap kepuasan mahasiswa (signifikansi $0,381 > 0,05$), dan variabel sarana prasarana berpengaruh secara signifikan terhadap kepuasan mahasiswa (signifikansi $0,008 < 0,05$).

kata kunci : kepuasan mahasiswa, kualitas pembelajaran

ABSTRACT

**THE INFLUENCE OF THE QUALITY OF LEARNING PROCESS,
ADMINISTRATION SERVICE, AND FACILITIES TO THE
SATISFACTION OF ECONOMICS FACULTY SUDENTS OF SANATA
DHARMA UNIVERSITY**

A Case Study at students of Economics Faculty

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This research was aimed to: (1) find out the influence of the quality of learning process, administration service, and facilities simultaneously to the students' satisfaction; (2) find out the influence the quality of learning process, administration service, and facilities partially to the students' satisfaction. The sample of this research was 100 respondents taken from the students of Economics Faculty of Sanata Dharma University academic years 2007 – 2012. The sample was taken using convenience sampling technique. This research was conducted in October 2012. The data were collected by distributing questionnaires. The data were analyzed using Classic Assumption, t-Test, and F-Test. The results of this research showed that the quality of learning process, administration service, and facilities simultaneously influenced the students' satisfaction (significance $0.000 < 0.05$); the variable the quality of learning process influenced the students' satisfaction significantly (significance $0.000 < 0.05$), the variable of administration service influenced the students' satisfaction significantly (significance $0.381 > 0.05$), and the variable of facilities influenced the students' satisfaction significantly (significance $0.008 < 0.05$).

keywords : students' satisfaction, the quality of learning process