

ABSTRAK**ANALISIS PENGARUH PELAYANAN SEKRETARIAT, KINERJA GURU
DAN FASILITAS PENDUKUNG TERHADAP KEPUASAN SISWA**

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Penelitian ini bertujuan untuk menganalisis pengaruh pelayanan sekretariat, kinerja guru, dan fasilitas pendukung secara bersama-sama dan parsial terhadap kepuasan siswa SMA Frater Don Bosco Banjarmasin. Jenis penelitian ini adalah studi kuantitatif. Populasinya adalah siswa SMA Frater Don Bosco Banjarmasin angkatan 2015-2016. Jumlah sampel sebanyak 75 responden. Teknik pengambilan sampel yang digunakan adalah teknik *proportional random sampling*. Teknik pengumpulan data yang digunakan adalah kuesioner. Uji instrumen menggunakan uji validitas dan reliabilitas. Teknik analisis yang digunakan adalah regresi berganda untuk menguji hipotesis penelitian. Hasil analisis menunjukkan bahwa: (1) pelayanan sekretariat, kinerja guru, dan fasilitas pendukung secara bersama-sama mempengaruhi kepuasan siswa. (2) pelayanan sekretariat tidak mempengaruhi kepuasan siswa. (3) Kinerja guru tidak mempengaruhi kepuasan siswa. (4) Fasilitas pendukung mempengaruhi kepuasan siswa.

Kata kunci : *pelayanan sekretariat, kinerja guru, dan fasilitas pendukung*

ABSTRACT**THE ANALYSIS OF THE INFLUENCE OF THE SECRETARIAT SERVICE QUALITY, THE TEACHER PERFORMANCE, AND THE SUPPORTING FACILITIES TOWARDS THE SENIOR HIGH SCHOOL STUDENTS' SATISFACTION**

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This study is aimed to analyze the influence of secretariat service quality, teacher performance, and the supporting facilities both simultaneously and partially towards the satisfaction of the students of Frater Don Bosco Senior High School Banjarmasin. This study is a quantitative research. The population of this study is the students of the Frater Don Bosco Senior High School Banjarmasin year of 2015-2016. The total number of the sample is 75 respondents. The sample taking technique used is a proportional random sampling technique. The data gathering technique applied is a questionnaire. The test instruments used are a validity test and a reliability test. The analysis technique used is a double regression to test the research hypothesis. The result of the analysis shows that: (1) Secretariat service quality, teacher' performance, and supporting facilities simultaneously influence the students' satisfaction. (2) The secretariat service did not influence the students' satisfaction. (3) The teacher' did not influence the students' satisfaction. (4) The supporting facilities influence the students' satisfaction.

The key words: *the secretariat service quality, the teacher' performance, and the supporting facilities*