

ABSTRAK

**ANALISIS PENGARUH PELAYANAN SEKRETARIAT, KINERJA
DOSEN DAN FASILITAS PENDUKUNG TERHADAP
KEPUASAN MAHASISWA**

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Penelitian ini bertujuan untuk menganalisis pengaruh pelayanan sekretariat, kinerja dosen, dan fasilitas pendukung secara simultan dan parsial terhadap kepuasan mahasiswa Program Studi Pendidikan Guru Sekolah Dasar Universitas Sanata Dharma. Jenis penelitian ini adalah studi kuantitatif. Populasinya adalah mahasiswa Prodi PGSD angkatan 2012-2014. Jumlah sampel sebanyak 100 responden. Teknik pengambilan sampel yang digunakan adalah teknik *purposive convenience 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 dosen, dan fasilitas pendukung secara simultan mempengaruhi kepuasan mahasiswa. (2) pelayanan sekretariat tidak mempengaruhi kepuasan mahasiswa. (3) Kinerja dosen mempengaruhi kepuasan mahasiswa. (4) Fasilitas pendukung mempengaruhi kepuasan mahasiswa.

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

ABSTRACT

THE ANALYSIS OF THE INFLUENCE OF THE SECRETARIAT SERVICE, THE LECTURERS' PERFORMANCE, AND THE SUPPORTING FACILITIES TOWARDS THE UNIVERSITY STUDENTS' SATISFACTION

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This study is aimed to analyze the influence of the secretariat service, the lecturers' performance, and the supporting facilities both simultaneously and partially towards the satisfaction of the students of The Elementary School Teachers Education (*PGSD*) of Sanata Dharma University. This study is a quantitative research. The population of this study is the students of the *PGSD* of the year 2011-2014. The total number of the sample is 100 respondents. The sample taking technique used is a purposive convenience 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) The secretariat service, the lecturers' performance, and the supporting facilities simultaneously affect the students' satisfaction. (2) The secretariat service does not affect the students' satisfaction. (3) The lecturers' performance affects the students' satisfaction. (4) The supporting facilities affect the students' satisfaction.

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