

ABSTRAK

“Kepuasan Mahasiswa Program Studi Manajemen Universitas Sanata Dharma terhadap Kualitas Pelayanan Dosen”

Gregorius Alvin Pradipta

Universitas Sanata Dharma

Yogyakarta

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Penelitian ini bertujuan menganalisis (1) Kepuasan mahasiswa Program Studi Manajemen terhadap kualitas pelayanan dosen ditinjau dari materi pembelajaran; (2) Kepuasan mahasiswa Manajemen terhadap kualitas pelayanan dosen ditinjau dari metode pembelajaran (3) Kepuasan mahasiswa Manajemen terhadap kualitas pelayanan dosen ditinjau dari evaluasi pembelajaran (4) Kepuasan mahasiswa Manajemen terhadap kualitas pelayanan dosen ditinjau dari media pembelajaran.

Populasi dalam penelitian ini adalah mahasiswa Manajemen angkatan 2015 – 2017 yang berjumlah 633 orang. Jumlah sampel dalam penelitian ini adalah 225 orang. Sampel diambil dengan metode incidental. Teknik pengumpulan data yang digunakan adalah kuesioner dan dokumentasi. Teknik analisis data yang digunakan adalah kuesioner dan dokumentasi. Teknik analisis data yang digunakan adalah analisis deskriptif dengan menggunakan PAP tipe I (penilaian acuan patokan tipe I)

Hasil penelitian menunjukkan mahasiswa manajemen puas terhadap kualitas pelayanan dosen ditinjau dari (1) materi pembelajaran terdapat 51,55% mahasiswa puas, 41,33% mahasiswa cukup puas, sedangkan 7,10% tidak puas; (2) metode pembelajaran terdapat 40,88% mahasiswa puas, 47,55% mahasiswa cukup puas, sedangkan 11,54% tidak puas; (3) evaluasi pembelajaran terdapat 33,32% mahasiswa puas, 51,55% mahasiswa cukup puas, sedangkan 15,11% tidak puas ; (4) media pembelajaran terdapat 39,99% mahasiswa puas, 50,22% mahasiswa cukup puas, sedangkan 9,77% tidak puas.

ABSTRACT

SATISFACTION OF STUDENTS OF MANAGEMENT DEPARTMENT FACULTY OF ECONOMICS TOWARDS THE SERVICE QUALITY OF LECTURERS

Gregorius Alvin Pradipta

Sanata Dharma University

Yogyakarta

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The aim of this research is to analyze the satisfaction of students of Management Department faculty of Economics towards the service quality of their lecturers that viewed from their (1) teaching materials; (2) methods of teaching; (3) methods of assesment and (4) teaching media.

The populations of this research were students of Management Departement Faculty of Economic class of to 2015-2017 academic year. The total samples were 225 students taken by incidental method. Techniques of data collection were documentation and questionnaire. The technique of data analysis was descriptive analysis by using PAP type I.

The results of this research show that the student satisfaction viewed from (1) teaching materials: 51,55% of them was satisfied, 41,33% was moderately satisfied, while 7,10% of them was not satisfied; (2) methods of teaching: 40,88% of them was satisfied, 47,55% was moderately satisfied, while 11,54% of them was not satisfied; (3) methods of assesment: 33,32% of them was satisfied, 51,55% was moderately satisfied, while 15,11% of them was not satisfied; (4) teaching media: 39,99% of them was satisfied, 50,22% was moderately satisfied, while 10% of them was not satisfied.