

HUBUNGAN KUALITAS PELAYANAN AKADEMIK DENGAN TINGKAT KEPUASAN MAHASISWA KEPERAWATAN STIKES JENDERAL A.YANI YOGYAKARTA

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INTISARI

Latar Belakang: Kualitas pelayanan akademik merupakan salah satu aspek terpenting yang harus diperhatikan di setiap perguruan tinggi. Menurut Mahmud layanan akademik yang terdapat di perguruan tinggi yaitu layanan informasi, layanan sarana dan prasarana, layanan administrasi, layanan akademik, layanan pengembangan bakat minat serta keterampilan dan layanan kesejahteraan. Kepuasan Mahasiswa akan tercapai apabila ada kesesuaian antara layanan yang diberikan dengan harapan mahasiswa.

Tujuan Penelitian: Mengetahui adanya hubungan antara kualitas pelayanan akademik dengan tingkat kepuasan mahasiswa.

Metode Penelitian: Metode deskriptif korelasi, pendekatan *cross sectional*. Populasi seluruh mahasiswa keperawatan semester 2, 4, 6, 8 di Stikes Jenderal A.Yani Yogyakarta sebanyak 436 mahasiswa. Teknik sampel *stratified random sampling*, sampel sebanyak 209 mahasiswa. Instrument kualitas pelayanan merujuk pada teori Kotler dan Fox dan instrument tingkat kepuasan mahasiswa merujuk pada teori Parasuraman, Teknik analisis data *kendall's tau*.

Hasil Penelitian: 1. Tidak ada hubungan kualitas pembelajaran dengan kepuasan mahasiswa keperawatan, di Stikes Jenderal A.Yani Yogyakarta 2. Ada hubungan bimbingan akademik dengan kepuasan mahasiswa keperawatan di Stikes Jenderal A.Yani Yogyakarta, 3. Ada hubungan sumber daya pendukung dengan kepuasan mahasiswa, di Stikes Jenderal A.Yani Yogyakarta 4. Ada hubungan aktivitas ekstrakurikuler dengan kepuasan mahasiswa keperawatan di Stikes Jenderal A.Yani Yogyakarta 5. Ada hubungan komunikasi dengan pimpinan terhadap kepuasan mahasiswa keperawatan, di Stikes Jenderal A.Yani Yogyakarta 6. Ada hubungan layanan administrasi dengan kepuasan mahasiswa keperawatan di Stikes Jenderal A.Yani Yogyakarta.

Kesimpulan: Kualitas layanan akademik memiliki hubungan dengan tingkat kepuasan mahasiswa keperawatan Stikes Jenderal A.Yani Yogyakarta ($p=0,000$).

Kata Kunci: Kualitas layanan akademik, Tingkat kepuasan mahasiswa

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RELATIONSHIP WITH THE QUALITY OF ACADEMIC LEVEL OF SATISFACTION NURSING STUDENTS IN JENDERAL A. YANI STIKES YOGYAKARTA

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ABSTRACT

Background: The quality of academic services is one of the most important aspects that must be considered in every college. According to Mahmud of academic services at the college found that the service information, service proposition and infrastructure, administrative services, academic services, talent development services interests, skills and welfare services. Student satisfaction will be achieved when there is a match between the services provided by the expectations of students.

Objective: Knowing the relationship between the quality of academic services at the level of student satisfaction.

Methods: Descriptive method correlation, approach *cross-sectional*. Populations throughout the semester nursing students 2, 4, 6, 8 in Stikes Jenderal A. Yani Yogyakarta as many 436 students. Sampling *Stratified random technique*, a sample of 209 students. Instrument quality of service refers to the theory Kotler and Fox and instrument refers to the level of student satisfaction Parasuraman theory, data analysis technique *Kendall's tau*.

Research result: 1. There is no relationships quality of learning with nursing students, in Stikes Jenderal A.Yani Yogyakarta 2. Have has relationships of academic guidance with the satisfaction of nursing students in Stikes Jenderal A.Yani Yogyakarta, 3. Have has relationship of supporting resources with student satisfaction, In Stikes Jenderal A.Yani Yogyakarta 4. Have has relationship extracurricular activities with the satisfaction of nursing students in Stikes Jenderal A.Yani Yogyakarta 5. Have has relationship in a communication between with the leadership and the nursing students' satisfaction, in Stikes Jenderal A.Yani Yogyakarta 6. There is an relationship administrative service with the satisfaction of nursing students at Stikes Jenderal A.Yani Yogyakarta.

Conclusion: The quality of academic services has a relationship with the level of satisfaction of nursing students in Stikes Jenderal A. Yani Yogyakarta ($p = 0.000$).

Keywords: Quality of academic services, student satisfaction rate

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