

ABSTRACT

Sawitri Sundoro, Aca 2013. Hubungan Persepsi Kualitas Pengajaran Dosen dengan Kepuasan Mahasiswa Psikologi UIN Angkatan 2012 (Universitas Islam Negeri) Maulana Malik Ibrahim Malang **Pembimbing: Drs.H.Yahya,M.A**

Key words : Kualitas Pengajaran, Kepuasan Mahasiswa

This research is the analysis of the data using a quantitative approach, which is a study based on the philosophy of positivism, a valid science, a science that is built from the empirical, observable, measurable, using mathematical logic and make generalizations on average.

Operational definitions can be defined operationally as the extent of the problem. Operational limits is an affirmation of meaning konstrukagar not give biased. Operational definitions for the variable quality, researchers mangacu on Mulyasa statement (2003), stating that the quality of learning can be viewed in terms of processes and outcomes.

Meanwhile, Operational Definition for satisfaction variables using Student Satisfaction Inventory (SSI) (Elliott and Heally, 2001), which consists of 12 items, but this study focuses on the relationship of service quality faculty to student satisfaction, so the researchers used only 3 scales, among other Concern for the Individual, Service Excellence (Understanding of materials, delivery methods of instruction, personal attention to the students).

Researchers made the method of collection of data through questionnaires as the primary method, the method of observation as an additional method. Observations were made to all Psychology students UIN Maulana Malik Ibrahim Malang.peneliti observe teaching and learning processes undertaken by the faculty and student researchers will be aware learning service quality lecturers. Interviews and interview method was used as an additional method. Interviews were conducted with students to determine the point of satisfaction at the implementation of the teaching and learning process.

Instrument in this study using a questionnaire, the rating scale as a tool in the measurement. Answers in the questionnaire using a scale of numbers 1 through 5. In this research, interviews are used as supporting data in the study.

In this study to test the role in the information the test instrument used techniques used, ie trying out instruments sekaligus mengumpulkan research data at the same time.

The research instrument should be tested first before filing its validity and reliability testing of different test or correlation of the data that has been collected. The validity and reliability of research instruments is very important in a study to know that the instrument interface has high validity and reliability.

The validity of this calculation using a computer program series Statistical Product and Service Solutions (SPSS) 15.0 for Windows versi. The standard measurement used to determine the validity of an item is $r_{xy} \geq 0.300$. If the number of valid items was still insufficient amount desired, it can be lowered slightly the criteria of being $r_{xy} \geq 0.300 \geq 0.200 \geq 0.250$ or r_{xy} .

According Arikunto reliability is an instrument that can be trusted to be used as a data collection tool because it is a good instrument. A reliable instrument taken some kalipun result will remain the same and the instrument should be well enough to be able to trust the data revealed. Arikunto formula to find the reliability of the instrument:

$$r_{11} = \left(\frac{k}{k-1} \right) \left(1 - \frac{\sum \sigma_b^2}{\sigma_t^2} \right)$$

Analysis of Data Analysis Techniques with Norma, Product Moment Correlation Analysis. In the statistical analysis, a technique for measuring the level of positive or negative relationship between these variables is a statistical technique korelasi. Hasil technique is known as the coefficient of correlation (correlation coefficients) which is a quantitative indication of the

type and level of relationship between the variables. The product moment calculation formula is:

$$r_{xy} = \frac{N \sum XY - (\sum X)(\sum Y)}{\sqrt{\{N \sum X^2 - (\sum X)^2\} \{N \sum Y^2 - (\sum Y)^2\}}}$$

The results of the study conducted by researchers of the level of student satisfaction which is divided into 3 (three) levels: high, medium, and high categories of low 7%, the category was 47%, and 46% lower category. So it can be concluded that the level of student satisfaction UIN Maulana Malik Ibrahim was low.

The results of the research that has been done by researchers on the quality level of teaching Psychology lecturer of UIN Maulana Malik Ibrahim Malang, generate three levels, for a high quality level (1) 12%, and then to rate the quality of being (2) 49%, and for low quality (3) 39%. So it can be concluded that the level of quality of teaching Psychology lecturer of UIN Maulana Malik Ibrahim Malang low.

Based on the analysis conducted by researchers on the relationship between the quality of teaching faculty to student satisfaction, researchers used SPSS 15.0 for windows media were conducted to determine the relationship between two variables, namely the Quality of Teaching Student Satisfaction showed a significant positive correlation, with $r = 0.640$. The explanation is at $\text{Sig} = 0.000$. Where the coefficients of correlation (correlation coefficients) which is a quantitative indication of the type and degree of relationship between variables with interval -1.000 to +1.000. Figures showed negative correlation -1.000 absolute and figures +1.000 mutlak. nilai mununjukkan positive correlation between the two suggests that the level of diversity correlation exists. If there is no systematic relationship between variable rate correlation is 0.000. So these two variables in this study has revealed a significant positive correlation.

Both cases, the Student Satisfaction and Quality of Teaching Faculty, both proportional.