

## Analisis kepuasan mahasiswa terhadap pelayanan proses pembelajaran pada Jurusan Teknik Radiodiagnostik dan Radioterapi Politeknik Kesehatan Jakarta II tahun 2003

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### Abstrak

Jurusan Teknik Radiodiagnostik dan Radioterapi Politeknik Kesehatan Jakarta II adalah institusi yang menghasilkan tenaga kesehatan di bidang radiografi. Seiring dengan perkembangan ilmu, teknologi dan globalisasi, lulusannya dituntut mempunyai kualitas yang memadai. Lulusannya sebagai output dari sistem pendidikan yang diselenggarakan institusi ini tentunya berhubungan dengan komponen input dan proses. Salah satu aspek pada komponen proses adalah pelayanan proses pembelajaran. Peningkatan pelayanan proses pembelajaran secara terus menerus harus dilakukan agar kualitas lulusan juga meningkat. Langkah awal untuk melakukan perbaikan kualitas tersebut adalah melakukan pengukuran dan evaluasi kepuasan mahasiswa terhadap pelayanan yang diselenggarakan. Penilaian kepuasan mahasiswa merupakan salah satu bentuk pemantauan mutu proses pembelajaran (Wijono, 1999). Mutu proses pembelajaran dapat dikatakan baik jika mahasiswa merasa puas (Tampubolon, 2000).

Penelitian ini bertujuan mengetahui tingkat kepuasan mahasiswa terhadap pelayanan proses pembelajaran dan aspek pelayanan proses pembelajaran yang menjadi prioritas utama untuk diperbaiki pada Jurusan Teknik Radiodiagnostik Politeknik Kesehatan Jakarta II, menggunakan desain cross sectional, dengan analisis diagram kartesius.

Hasil penelitian menunjukkan Kepuasan mahasiswa tertinggi adalah terhadap keharmonisan penampilan dosen ketika mengajar (84,5 %). Sedangkan ketidakpuasan tertinggi adalah terhadap kebersihan di laboratorium (47,8 %).

Hasil analisis diagram kartesius menunjukkan aspek pelayanan yang paling banyak mempunyai prioritas utama untuk perbaikan adalah pada pelayanan administrasi, paling banyak dipertahankan adalah pada pelayanan perpustakaan, mempunyai paling banyak prioritas rendah untuk diperbaiki adalah pada pelayanan dosen dan paling banyak aspek pelayanan yang tidak efisien adalah pada pelayanan laboratorium.

Daftar bacaan : 40 (1976 - 2002)

<hr><i>Relationship Between Student's Characteristics and Satisfaction on Learning Process Services in Department of Radiodiagnosics and Radiotherapy Technique in Jakarta Health Polytechnic II year 2003</i>Department of Radiodiagnosics and Radiotherapy Technique in Jakarta Health Polytechnic II is an institution producing health personnel in radiography area. in accordance to science and technology development as well as globalization, quality of the graduates is to be improved. As an output of education system, the graduates are closely related to input and process components. One aspect within the process component is learning process services, which should be enhanced continuously as to improve the quality of graduates. First step to be taken is to conduct measurement of and evaluate student's satisfaction rate

regarding the service. Assessment of student's satisfaction rate is one form of quality monitoring of learning process (Wijono, 1999). Learning process quality could be graded as good if students are satisfied (Tampubolon, 2000).

This study discussed the relationship between student's characteristics and satisfaction towards learning process service; using cross sectional design, employing chi-square test and multiple logistic regressions enter method as statistical analysis tools.

The study showed that only 5.9% students who satisfied with the administrative service; 73% were satisfied with lecturers' service; 6.8% were satisfied with laboratory service; and 6.4% were satisfied with library service. Overall, there were only 5.9% of students who satisfied with learning process services.

Statistical analysis found significant relationship between gender and satisfaction towards library service ( $p=0.02$ ) and towards overall services ( $p=0.04$ ); between grade and satisfaction towards administrative service ( $p=0.00$ ), towards lecturers ( $p=0.00$ ), towards laboratory ( $p=0.00$ ), towards library ( $p=0.00$ ), and towards overall services ( $p=0.00$ ); and between study achievement and satisfaction towards overall services ( $p=0.04$ ).

The multiple logistic regressions showed that grade was independent variable with strongest relationship with satisfaction towards administrative process ( $p=0.02$ ), towards lecturers' service ( $p=0.00$ ), towards laboratory service ( $p=0.00$ ), towards library service ( $p=0.01$ ), and towards overall learning process services ( $p=0.00$ ).

It is suggested to (1) conduct continuous evaluation and satisfaction measurement to know the quality of learning process services organized by the department, (2) to refresh and to train human resources in their working areas, (3) to implement monitoring and evaluation of administrative personnel and lecturers in providing services, (4) to re-arrange the situation and accessories of library considering more the needs of students and (5) to conduct meeting between department's management and students of all grades in the beginning of new academic year.

References: 38 (1980-2002).