

**PENGARUH TINGKAT KEPUASAN
KUALITAS LAYANAN AKADEMIK DAN PEMBELAJARAN
TERHADAP HASIL BELAJAR SISWA
SMK NEGERI 1 AMPELGADING PEMALANG**

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ABSTRAK

Tujuan penelitian ini adalah untuk mengetahui: (1) tingkat kepuasan siswa SMK terhadap kualitas layanan akademik di SMK Negeri 1 Ampelgading, tingkat kepuasan siswa SMK terhadap kualitas pembelajaran di SMK Negeri 1 Ampelgading, dan hasil belajar siswa SMK N 1 Ampelgading; (2) pengaruh kepuasan siswa SMK terhadap kualitas layanan akademik pada hasil belajar siswa di SMK Negeri 1 Ampelgading; (3) pengaruh kepuasan siswa SMK terhadap kualitas pembelajaran pada hasil belajar siswa di SMK Negeri 1 Ampelgading; (4) pengaruh kepuasan siswa SMK terhadap kualitas layanan akademik dan kualitas pembelajaran secara bersama-sama pada hasil belajar siswa SMK Negeri 1 Ampelgading.

Penelitian ini merupakan penelitian *ex-post facto*. Populasi dalam penelitian ini adalah siswa kelas X, XI, dan XII Kompetensi Keahlian Elektronika Industri di SMK Negeri 1 Ampelgading yang berjumlah 203 siswa. Ukuran sampel penelitian sebanyak 181 orang ditentukan dengan tabel Krejcie. Data dikumpulkan dengan angket dan studi dokumentasi. Analisis data dilakukan dengan analisis deskriptif dan regresi linier ganda.

Hasil penelitian menunjukkan bahwa: (1) tingkat kepuasan siswa SMK terhadap kualitas layanan akademik termasuk kategori sangat baik (rerata: 75,03, nilai maksimal ideal: 92,00), tingkat kepuasan siswa SMK terhadap kualitas pembelajaran termasuk kategori baik (rerata: 77,84, nilai maksimal ideal: 96,00), dan hasil belajar siswa termasuk kategori sangat baik (rerata: 83,98, nilai maksimal ideal: 100,00); (2) terdapat pengaruh yang positif dan signifikan kualitas layanan akademik terhadap hasil belajar siswa ($F: 14,116$, $p: 0,000$); (3) terdapat pengaruh yang positif dan signifikan kualitas pembelajaran terhadap hasil belajar siswa ($F: 14,253$, $p: 0,000$); (4) terdapat pengaruh yang positif dan signifikan kualitas layanan akademik dan pembelajaran secara bersama-sama terhadap hasil belajar siswa ($F: 9,265$, $p: 0,000$). Sumbangan efektif variabel kualitas layanan akademik dan kualitas pembelajaran terhadap hasil belajar siswa sebesar 9,4%.

Kata kunci: kualitas layanan akademik, kualitas pembelajaran, dan hasil belajar.

**THE EFFECT OF THE SATISFACTION LEVEL OF THE QUALITY
ACADEMIC SERVICE AND LEARNING ON THE RESULTS OF STUDENT
LEARNING IN VOCATIONAL HIGH SCHOOL 1 AMPELGADING
PEMALANG**

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ABSTRACT

The purpose of this study was to find out: (1) the level of satisfaction of Vocational students towards the quality of academic services in 1 Ampelgading State Vocational School, the level of satisfaction of Vocational students towards the quality of learning in Ampelgading 1 Vocational School, and the learning outcomes of 1 Ampelgading Vocational School (2) the level of satisfaction of Vocational students on the quality of academic services has an effect on student learning outcomes in SMK 1 Ampelgading; (3) the level of satisfaction of vocational students on the quality of learning has an effect on student learning outcomes in SMK 1 Ampelgading; (4) the level of satisfaction of vocational students on the quality of academic services and the quality of learning jointly influence the learning outcomes of students of SMK 1 Ampelgading.

This research is an ex-post facto study. The population in this study were students of class X, XI, and XII Industrial Electronics Expertise Competence in SMK 1 Ampelgading which amounted to 203 students. The size of the study sample was 181 people determined by the Krejcie table. Data was collected by questionnaire and documentation study. Data analysis was carried out by descriptive analysis and multiple linear regression.

The results showed that: (1) the level of satisfaction of Vocational students towards the quality of academic services included very good categories (mean: 75.03, ideal maximal value: 92.00), the level of satisfaction of Vocational students towards the quality of learning included good categories (mean: 77.84, ideal maximum value: 96.00), and student learning outcomes include very good categories (mean: 83.98, ideal maximum value: 100.00); (2) there is a positive and significant effect on the quality of academic services on student learning outcomes ($F: 14.116$, $p: 0,000$); (3) there is a positive and significant influence on the quality of learning on student learning outcomes ($F: 14.253$, $p: 0.000$); (4) there is a positive and significant influence on the quality of academic services and joint learning on student learning outcomes ($F: 9.265$, $p: 0,000$). The effective contribution of the variable quality of academic services and the quality of learning on student learning outcomes is 9.4%.

Keywords: *Academic Service Quality, Learning Quality, Learning Outcomes.*