

**KEPUASAN LAYANAN AKADEMIK, PEMBELAJARAN, DAN
MOTIVASI BELAJAR TERHADAP HASIL BELAJAR MAHASISWA DI
JURUSAN PENDIDIKAN TEKNIK ELEKTRO FAKULTAS TEKNIK
UNIVERSITAS NEGERI YOGYAKARTA**

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui: (1) kualitas layanan akademik, pembelajaran, motivasi belajar, dan hasil belajar; (2) layanan akademik, pembelajaran, dan motivasi belajar secara sendiri-sendiri berpengaruh terhadap hasil belajar; (3) layanan akademik, pembelajaran, dan motivasi belajar secara sendibersama-sama berpengaruh terhadap hasil belajar mahasiswa tahun pertama Jurusan Pendidikan Teknik Elektro Fakultas Teknik Universitas Negeri Yogyakarta.

Jenis penelitian yang digunakan pada penelitian ini adalah *ex post facto*. Subjek penelitian ini adalah mahasiswa Jurusan Pendidikan Teknik Elektro angkatan 2018 sebanyak 120 orang. Data dikumpulkan menggunakan angket. Teknik analisis data yang digunakan adalah analisis statistik deskriptif dan regresi linear berganda.

Hasil penelitian diketahui sebagai berikut: (1) kepuasan pelayanan akademik termasuk dalam kategori cukup puas, ditunjukkan dengan nilai rata-rata 91,86, dari nilai maksimal ideal 125; (2) kepuasan penyelenggaraan pembelajaran termasuk dalam kategori sangat puas, ditunjukkan dengan nilai rata-rata 110,28, dari nilai maksimal ideal 140; (3) motivasi belajar siswa termasuk dalam kategori cukup puas, ditunjukkan dengan nilai rata-rata 55,35, dari nilai maksimal ideal 70; (4) hasil belajar siswa termasuk dalam kategori cukup puas, ditunjukkan dengan nilai rata-rata 55,35, dari nilai maksimal ideal 70; (5) pelayanan akademik mempunyai pengaruh positif dan signifikan terhadap hasil belajar. Persamaan regresi hasil analisisnya adalah $Y = 18,929 + 0,376X_1$; (6) pembelajaran mempunyai pengaruh positif dan signifikan terhadap hasil belajar. Persamaan regresi hasil analisisnya adalah $Y = 15,788 + 0,729X_2$; (7) motivasi belajar mempunyai pengaruh positif dan signifikan terhadap hasil belajar. Persamaan regresi hasil analisisnya adalah $Y = 26,658 + 0,462X_3$; (8) pelayanan akademik, pembelajaran, dan motivasi belajar secara bersama-sama mempunyai pengaruh positif dan signifikan terhadap hasil belajar. Persamaan regresi hasil analisis regresi linier berganda adalah $Y = -5,302 + 0,166X_1 + 0,608X_2 + 0,209X_3$. Semakin baik pelayanan akademik, pembelajaran, dan motivasi belajar, maka hasil belajar juga akan semakin baik. Hal ini ditunjukkan oleh nilai F_{hitung} sebesar 35,144 lebih besar dari nilai F_{tabel} sebesar 2,68 dan memiliki nilai kontribusi (R^2) sebesar 47,6%.

Kata kunci: Kepuasan, pelayanan akademik, pembelajaran, motivasi belajar, hasil belajar

**SATISFACTION ACADEMIC SERVICES, LEARNING, AND LEARNING
MOTIVATION TO STUDENTS' OUTPUT LEARNING IN THE
DEPARTMENT OF ELECTRICAL ENGINEERING EDUCATION
FACULTY OF ENGINEERING
STATE UNIVERSITY OF YOGAYAKARTA**

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ABSTRACT

This study purposed to determine: (1) the quality of academic services, learning, learning motivation, and learning outcomes; (2) academic services, learning, and learning motivation individually affect the learning outcomes; (3) academic services, learning, and learning motivation all together affect the learning outcomes of first year students of the Department of Electrical Engineering Education, Faculty of Engineering, Yogyakarta State University.

This type of study was used ex post facto. The subjects of this study were 120 students of the Department of Electrical Engineering Education in 2018. Data was collected using a questionnaire. The data analysis technique was used descriptive statistical analysis and multiple linear regression.

The results of the study can be known as follows: (1) academic service satisfaction is included in the quite satisfied category, indicated by an average value of 91.86, from an ideal maximum value of 125; (2) the satisfaction of organizing learning is included in the category of very satisfied, indicated by an average value of 110.28, from the ideal maximum value of 140; (3) students' learning motivation is included in the quite satisfied category, indicated by an average value of 55.35, from an ideal maximum value of 70; (4) student learning outcomes are included in the quite satisfied category, indicated by an average value of 55.35, from the ideal maximum value of 70; (5) academic services have a positive and significant influence on learning outcomes. The regression equation of the analysis results is $Y = 18,929 + 0,376X1$; (6) learning has a positive and significant effect on learning outcomes. The regression equation for the results of the analysis is $Y = 15.788 + 0.729X2$; (7) learning motivation has a positive and significant effect on learning outcomes. The regression equation for the results of the analysis is $Y = 26,658 + 0.462 X 3$; (8) academic services, learning, and learning motivation together have a positive and significant effect on learning outcomes. The regression equation of the results of multiple linear regression analysis is $Y = -5,302 + 0,166X1 + 0,608X2 + 0,209X3$. The better academic service, learning, and motivation to learn, the better the results of learning. This is indicated by the Fcount value of 35,144 which is greater than the Ftable value of 2.68 and has a contribution value (R2) of 47.6%.

Keywords: Satisfaction, academic services, learning, learning motivation, learning outcomes