

Perbandingan kepuasan mahasiswa pada dua perguruan tinggi program sarjana kesehatan masyarakat Jakarta Timur tahun 2018 = The comparison of student satisfaction at two colleges public health degree program in East Jakarta 2018

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Abstrak

Pada STIKES MRH terjadi jumlah penurunan mahasiswa sebesar 12.5 dari semester sebelumnya. Kondisi ini berbeda dengan yang terjadi di Universitas MHT yang notabene memiliki persamaan akreditasi dan biaya perkuliahan lebih mahal namun kampus tersebut terjadi kenaikan jumlah mahasiswa. Penelitian ini bertujuan untuk melakukan perbandingan kepuasan mahasiswa STIKES MRH dan Universitas MHT Program Studi Sarjana Kesehatan Masyarakat Tahun 2018. Desain penelitian menggunakan cross sectional. Jumlah sampel untuk STIKES MRH yaitu 89 dan 99 untuk Universitas MHT dengan teknik simple random sampling. Analisis statistik dengan bivariat uji t, tidak terdapat perbedaan kepuasan mahasiswa terhadap pelayanan akademik dari dua kampus dengan nilai $p=0.707$. Perlunya STIKES MRH melakukan perbaikan mutu kampus dengan melibatkan seluruh komponen kampus.

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Undergraduate Program of Public Health STIKES MRH and MHT University have the same accreditation, that is B but more number of students at MHT University. This factor is suspected because of student satisfaction factor. This study aims to compare student satisfaction STIKES MRH and MHT University Public Health Bachelor Degree Program Year 2018. The study design using cross sectional. The number of samples for STIKES MRH is 89 people and 99 people for MHT University with simple random sampling technique. The mean value of satisfaction on MRHSTIKES is 75.2 and MHT University is 75.6. There is no difference of mean value of student satisfaction between STIKES MRH and MHT University. Statistical analysis with bivariate t test, there is no difference of student satisfaction to academic service from two campus with p value 0,707. The lowest satisfaction point on MRS STIKES is the adequacy of sports facilities, this condition is the same with the lowest satisfaction condition at MHT University. From the result of the research, it is found that the factors influencing the low of STIKES MRH students are related to the role of staff who haven't maximized, suggestion and supporting the students activity, and advertising especially word of mouth and website. The need of both campuses to complement the facilities and infrastructure of student activities. At STIKES MRH need to improve advertising and staff performance.