Statement of Authenticity

I am a student with the following identity:

Name : Ilyas Ghifari
Student Number : 20140810047
Department : English Language Education Department
Faculty : Faculty of Language Education
University : Universitas Muhammadiyah Yogyakarta

Certify that the skripsi entitled "A Comparative Study on Students' Satisfaction toward Lecturers' Teaching at a Private University in Yogyakarta" is definitely my own work. I am completely responsible for the content of this manuscript. Others' arguments or findings included in this skripsi are in accordance with ethical standards.

Yogyakarta, July 28th 2018

Ilyas Ghifari
20140810047
Acknowledgement

In the beginning, I would like to thank to Allah SWT, the most gracious and merciful who has been giving us sign and health. So, the researcher can finish this study well as the requirement to complete the study in strata one (S-1) for the degree of Sarjana Pendidikan of Universitas Muhammadiyah Yogayakarta.

No sentences can stand without subject and there is nothing without other’s help. I am truly grateful for the encouragement and help. I would like to express my sincere gratitude and appreciation for:

1. Allah SWT who give his blessing for all the people who help the researcher finish the study well.
2. Mr. Erwin Supriadi and Mrs. Yuyun Haryuni as my parents who always in my soul, parent who never stop to support me and never stop to encourage me to be best educated people.
3. My sibling (Ajril Hilal Fatih) who support me to go on.
4. Ms. Indah Puspawati, S.Pd., MA. as my Skripsi advisor. Thank you for her time, kindness, patience and encouragement to help me finish this study.
5. All of my lecturers who has been giving me experiences and knowledge.
   So, I learn anything about English.
6. My closest friends Asik Hanita, Herfani Winata, and Thomi Bariq Ghazala, Rama Kusuma Irjananta, Fajar Muzaki Zulfaqor and Tigor Wira
for always being there, always give me support, motivation and unlimited wishes. May our good intention realize soon.

7. International Program for International Relations Students (IPIREL) and English Language Education Department (ELED) students batch 2015 who help me to conduct this study. Thank you so much and may Allah bless you guys!

8. All my friend from B class and PBI UMY batch 2014 for their support and jokes. So, I can forget the problems for a while. I can survive because I among the best people like you all. Thank you very much.
Abstract

In an education service, teaching quality is the crucial aspect to improve the students’ satisfaction toward teaching and learning process. Likewise, the lecturers have to own their teaching competences to increase the students’ satisfaction level in one of private university in Yogyakarta. This study investigates the level of students’ satisfaction toward their lecturers’ teaching in English Language Education Department (ELED) and International Program for International Relation (IPIREL) batch 2015. This study also aims to find out the factors that affect the students feel satisfied with toward their lecturers’ teaching.

To conduct this study, quantitative approach is needed because it is the term where the researcher searches for the trends based on the issues the researcher takes. Also, survey design is used because this study observed the opinion in a group of the people and find out the level of students’ satisfaction toward their lecturers’ teaching and the factors that affecting the students feel satisfied toward their lecturers’ teaching in large population. Comparative study is also useful to compare two or more educational groups in terms of attitudes, beliefs, opinions, or practices. This study involved 91 ELED students and 65 IPIREL students in one of the private universities in Yogyakarta. To gain the data, direct questionnaires and google form were needed.

The result showed both ELED and IPIREL students were satisfied with their lecturers’ teaching,. The mean score of ELED students’ satisfaction was 3.85 and IPIREL students also had 3.48 score of satisfaction. Besides, there are two
factors that led the students’ satisfaction toward their lecturers’ teaching in ELED and IPIREL batch 2015. They were lecturers’ competence and preparation before teaching.

**Keywords:** Comparative study, students’ satisfaction, lecturers’ teaching
Table of Contents

Approval Sheet.................................................................................................................. ii 
Statement of Authenticity ............................................................................................... iii 
Acknowledgement.......................................................................................................... iv 
Abstract ........................................................................................................................... vii 
Chapter One ................................................................................................................... 1 
  Introduction ................................................................................................................... 1 
    Identification of the Problem ...................................................................................... 4 
    Delimitation of the Problem ...................................................................................... 4 
  Research Questions ...................................................................................................... 5 
  Objectives of the Research ......................................................................................... 5 
  Significances of the Research ...................................................................................... 6 
  Organization of the Research ....................................................................................... 7 
Chapter Two ................................................................................................................... 8 
  Literature Review ....................................................................................................... 8 
    Students’ Satisfaction .............................................. Error! Bookmark not defined. 8 
    Lecturers’ Pedagogic Competences ................................................................. 13 
    An Overview of International Program for International Relations (ELED) 
    Department ............................................................................................................. 16 
    An Overview of English Language Education Department (ELED) ..................... 17 
    Review of Related Studies ...................................... Error! Bookmark not defined.18 
    Conceptual Framework ............................................................................................ 21 
Chapter Three............................................................................................................... 23
Research Methodology........................................................................................................... 23
Research Design ...................................................................................................................... 23
Research Setting and Participants .......................................................................................... 25
Population and Sample Technique ......................................................................................... 26
Research Instrument ................................................................................................................ 28
Validity .................................................................................................................................... 29
Reliability ................................................................................................................................. Error! Bookmark not defined.
Data Collection Procedure ..................................................................................................... 32
Data Analysis ............................................................................................................................ Error! Bookmark not defined.32

Chapter Four ....................................................................................................................... 35
Findings and Discussion .......................................................................................................... 35

The Level of Students’ Satisfaction toward Their Lecturers’ Teaching in

English Language Education Department (ELED) Batch 2015 . Error! Bookmark not defined.

The Level of Students’ Satisfaction toward Their Lecturers’ Teaching in
International Program for International Relations (IPIREL) Batch 2015 .......... 36

The Factors that Make the Students Feel Satisfied toward Their Lecturers’
Teaching ......................................................................................................................................... 39

Discussion .................................................................................................................................... 43

Chapter 5 ................................................................................................................................. Error! Bookmark not defined.47
Conclusion and Recommendation ............................................................................................. 47
Conclusion .................................................................................................................................... 47
Recommendation........................................................................................................... 50

References .................................................................................................................... 52

Appendix ....................................................................................................................... 57