

Statement of Authenticity

I am a student with the following identity:

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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



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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 affecting 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

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