ANALISA DAMPAK KINERJA TENAGA PENDIDIK (DOSEN) DAN SISTEM ADMINISTRASI TERHADAP KEPUASAN MAHASISWA FAKULTAS KEDOKTERAN UNIVERSITAS ANDALAS

THESIS

Diajukan sebagai Salah Satu Syarat untuk Mencapai Gelar Magister Manajemen Pada Program Studi Magister Manajemen Fakultas Ekonomi Universitas Andalas

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This study aims to identify and analyze the impact of the performance of lecturers and administration system to the satisfaction of students simultaneously. The analytical method used in this research is the Quantitative Analysis. The population in this study is a student at the Faculty of Medical Andalas Padang.

The sampling technique used random sampling by using the formula Slovin. The data collection is done by using the tools in the form of a questionnaire distributed to respondents. Data collection techniques using library research and field research. Data analysis technique used validity, reliability test, Deskriptif test, Classic Asumsi Test. Based on the analysis of the performance of faculty and administration system was known that the performance of lecturers positive significant effect on student satisfaction, and system administration does not significantly influence student satisfaction. Thus the hypothesis is proven true. Based on the calculation of determination, coefficient of determination (adjusted R Square) of 0.642, or 64.2%, of faculty performance, and administrative systems not positively and signification to student satisfaction.

*Keywords: Lecturer Performance, System Administration, Student Satisfaction*