

ABSTRACT

Pitra Ade Rinaldi NIM. 7183144024. The Effect of Educational Facilities and Academic Service Quality on Student Satisfaction of the 2019 Office Administration Education Study Program, Faculty of Economics, Medan State University. Thesis. Department of Economics, Office Administration Education Study Program, Faculty of Economics, Medan State University 2022.

This study aims to determine the effect of Educational Facilities and Academic Service Quality on Student Satisfaction of Office Administration Education Study Program Class of 2019 Faculty of Economics, State University of Medan. This type of research is ex post facto using a quantitative approach. The population in this study were students of the 2019 Office Administration Education Study Program with a total of 63 people and divided into 2 classes. In taking the sample, the total sampling technique was used because the population was under 100 people. Data collection techniques in this study used observation, documentation, and questionnaires. The data analysis technique used in this study is multiple linear regression analysis and to answer the truth of the hypothesis used t-test, F-test and R² test with data processing using SPSS Version 25.00.

The results showed that the results of the partial test (t-test) of Educational Facilities had a positive and significant effect on student satisfaction with a value of $t_{count} > t_{table}$ ($4.058 > 1.670$) and for a significance value of $0,000 < 0,05$. There is a positive and significant effect between Academic Service Quality on Student Satisfaction with a value of $t_{count} > t_{table}$ ($2,975 > 1,670$) and for a significance value of $0,004 < 0,05$. With the coefficient of determination (R_2) of 0,440, it can be concluded that Educational Facilities and Academic Service Quality affect student satisfaction by 44% and the rest is influenced by other variables not discussed in this study.

Keywords: *Educational Facilities, Quality of Academic Services, Student Satisfaction*