

**SATISFACTION TOWARD THE SERVICE OF THE
SECRETARIAT IN THE FACULTY OF LETTERS AT
UNIVERSITAS KRISTEN INDONESIA**

A PROJECT PAPER



By:

INDAH PRATIWI

1722130015

ENGLISH LANGUAGE PROGRAM OF DIPLOMA THREE

FACULTY OF LETTERS

UNIVERSITAS KRISTEN INDONESIA JAKARTA

2021

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Submitted to the Faculty of Letters Universitas Kristen Indonesia to fulfill one of
the Requirements to Complete the English Language Program of Diploma Three

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DECLARATION OF THE ORIGINALITY

I, the undersigned:

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Do declare that this project paper which I have written is my own work; it is not the work or thinking of the other people which I have taken and declared as my own work. In the future, if it is proven that in writing this project paper I have copied or plagiarized the work of the others, I am ready to accept sanctions that have been determined for that behaviour.

Jakarta, January 6th 2020

Declared by,



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APPROVAL SHEET

This is to certify that the project paper of Indah Pratiwi 1722130015 entitled Satisfaction Toward The Service Of The Secretariat In The Faculty Of Letters At Universitas Kristen Indonesia has been approved by the project paper advisor at Faculty of Letters at Universitas Kristen Indonesia.

Jakarta, January 6th 2020

Advisor

A handwritten signature in black ink, appearing to read 'Devi Melisa Saragi', with a horizontal line underneath.

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SHEET OF ATTESTATION

This is to certify that the project paper of Indah Pratiwi (1722130015) entitled Satisfaction Toward The Service Of The Secretariat In The Faculty Of Letters At Universitas Kristen Indonesia has been approved by the project paper advisor.

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ACKNOWLEDGEMENT

Praise to God Almighty because of His grace, the writer can complete the project paper properly entitled Level Of Student Satisfaction Of Faculty Of Letters Towards The Performance Of The Secretary In Supporting Student Activities At Universitas Kristen Indonesia. This project paper is a requirement for achieving a Diploma Three of English Language, Faculty of Letters, Universitas Kristen Indonesia.

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Finally, the writer asked apologizes because this paper is still far from perfect. Hopefully that this paper can be useful for anyone.

Jakarta, Januari 2021

Indah Pratiwi

ABSTRAK

Nama : Indah Pratiwi
Program Studi : Diploma -3 Bahasa Inggris
Judul : Kepuasan Terhadap Pelayanan Sekretariat di
Fakultas Sastra Universitas Kristen Indonesia
Pembimbing : Devi Melisa Saragi, S.S., M.A.

Tujuan dari penelitian ini adalah menentukan tingkat kepuasan mahasiswa terhadap pelayanan sekretariat fakultas sastra Universitas Kristen Indonesia. Adapun tingkat kepuasan dilihat dari segi fasilitas , perlengkapan, penampilan personil secara fisik, daya tanggap dalam membantu mahasiswa, kehandalan pelayanan, memberikan kepuasan pribadi kepada mahasiswa/i, jaminan layanan, kemampuan petugas membangun rasa percaya mahasiswa/i terhadap pelayanan yang diberikan.

Metode pengumpulan data dalam penulisan ini ialah observasi dan kuesioner atau angket. Observasi dilakukan untuk melihat kinerja yang diberikan sekretariat fakultas sastra terhadap mahasiswa, lalu memberikan kusioner penilaian kepada mahasiswa fakultas sastra terhadap kepuasan layanan sekretariat kepada mahasiswa melalui google form selama 1 minggu. Dalam penelitian tugas akhir ini dapat disimpulkan bahwa tingkat kepuasan mahasiswa fakultas sastra terhadap kinerja sekretariat fakultas sastra sudah puas.

Kata Kunci: tingkat kepuasan, pelayanan sekretariat fakultas

ABSTRACT

Name : Indah Pratiwi
Study Program : Diploma -3 Bahasa Inggris
Title : Satisfaction Toward The Service Of The
Secretariat In The Faculty Of Letters at Universitas
Kristen Indonesia
Advisor : Devi Melisa Saragi, S.S., M.A.

The purpose of this research is to determine the level of student satisfaction with the services of the secretariat of the faculty of letters at Universitas Kristen Indonesia. The level of satisfaction is seen in terms of facilities, equipment, physical appearance of personnel, responsiveness in helping students, service reliability, providing personal satisfaction to students, service assurance, the ability of officers to build students' trust in the services provided.

Data collection methods in this writing are observation and questionnaires or questionnaires. Observations were made to see the performance given by the secretariat of the faculty of letters to students, then to provide an assessment questionnaire to students of the faculty of letters on the satisfaction of secretariat services to students via google form for 1 week. In this final project research, it can be concluded that the level of satisfaction of students of the faculty of letters on the performance of the secretariat of the faculty of letters has been satisfied.

Keywords: level of satisfaction, faculty secretariat service

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