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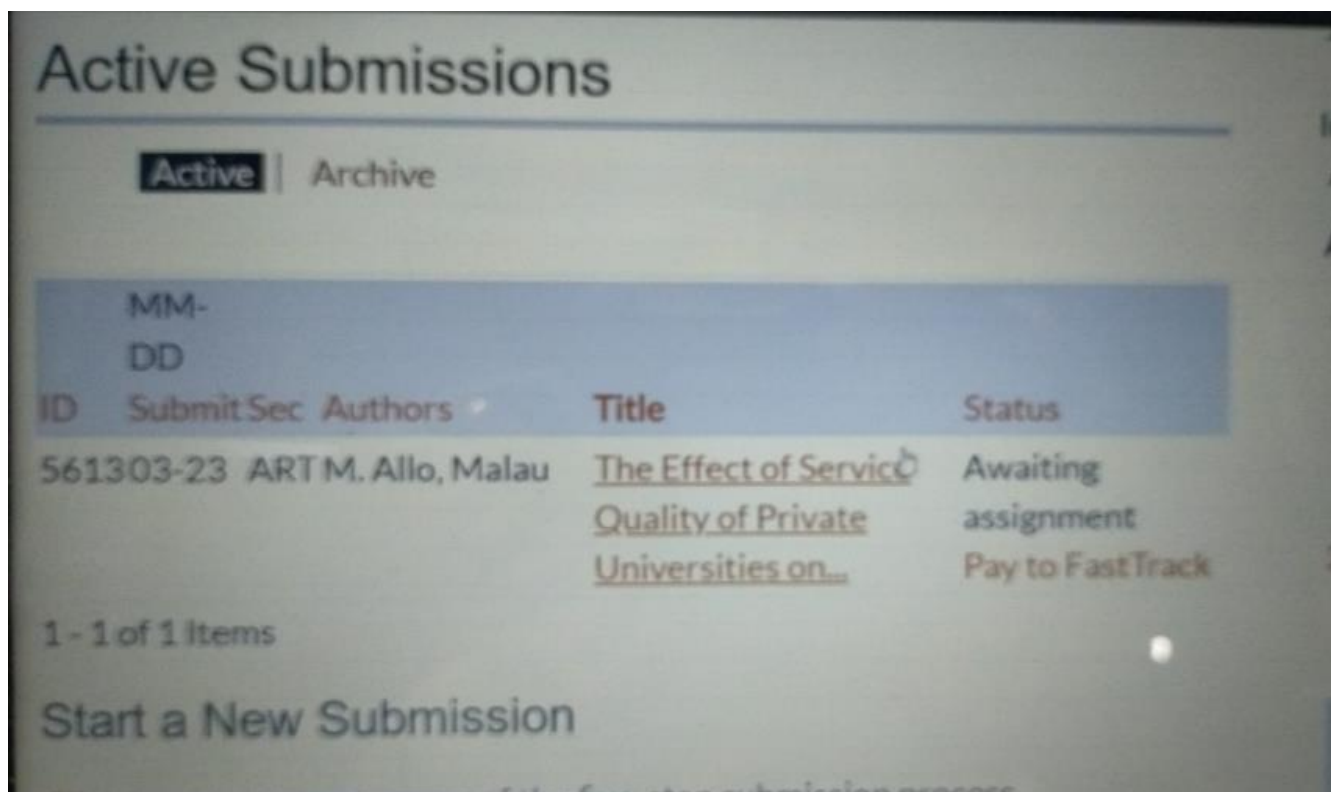
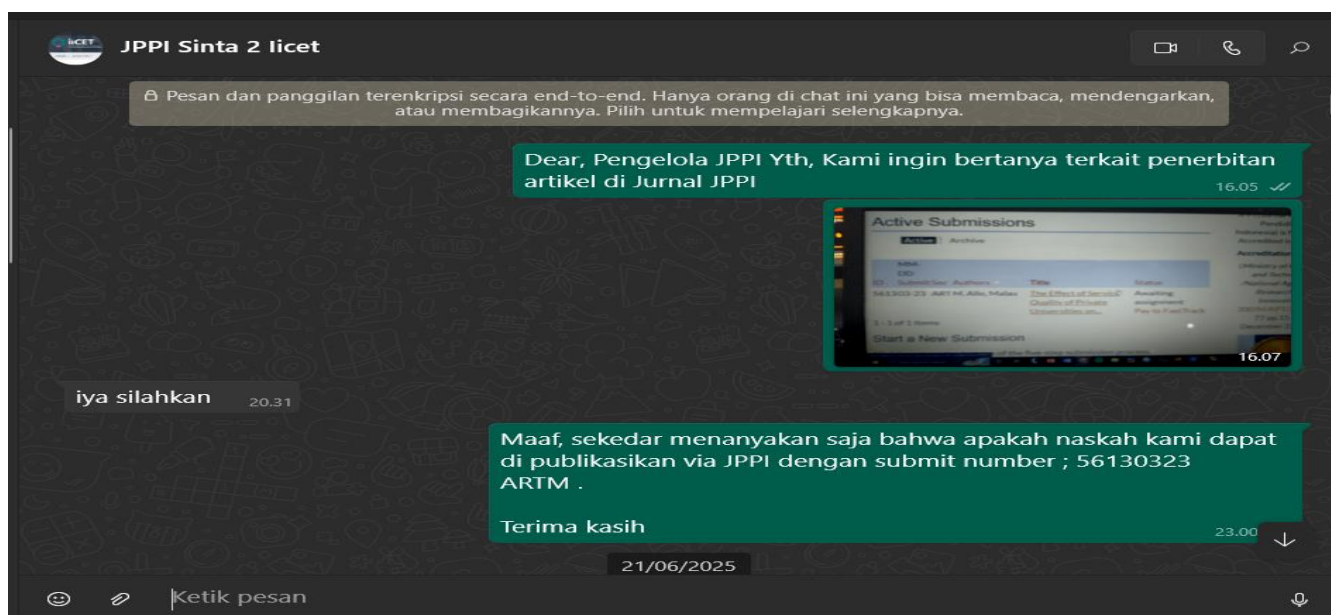
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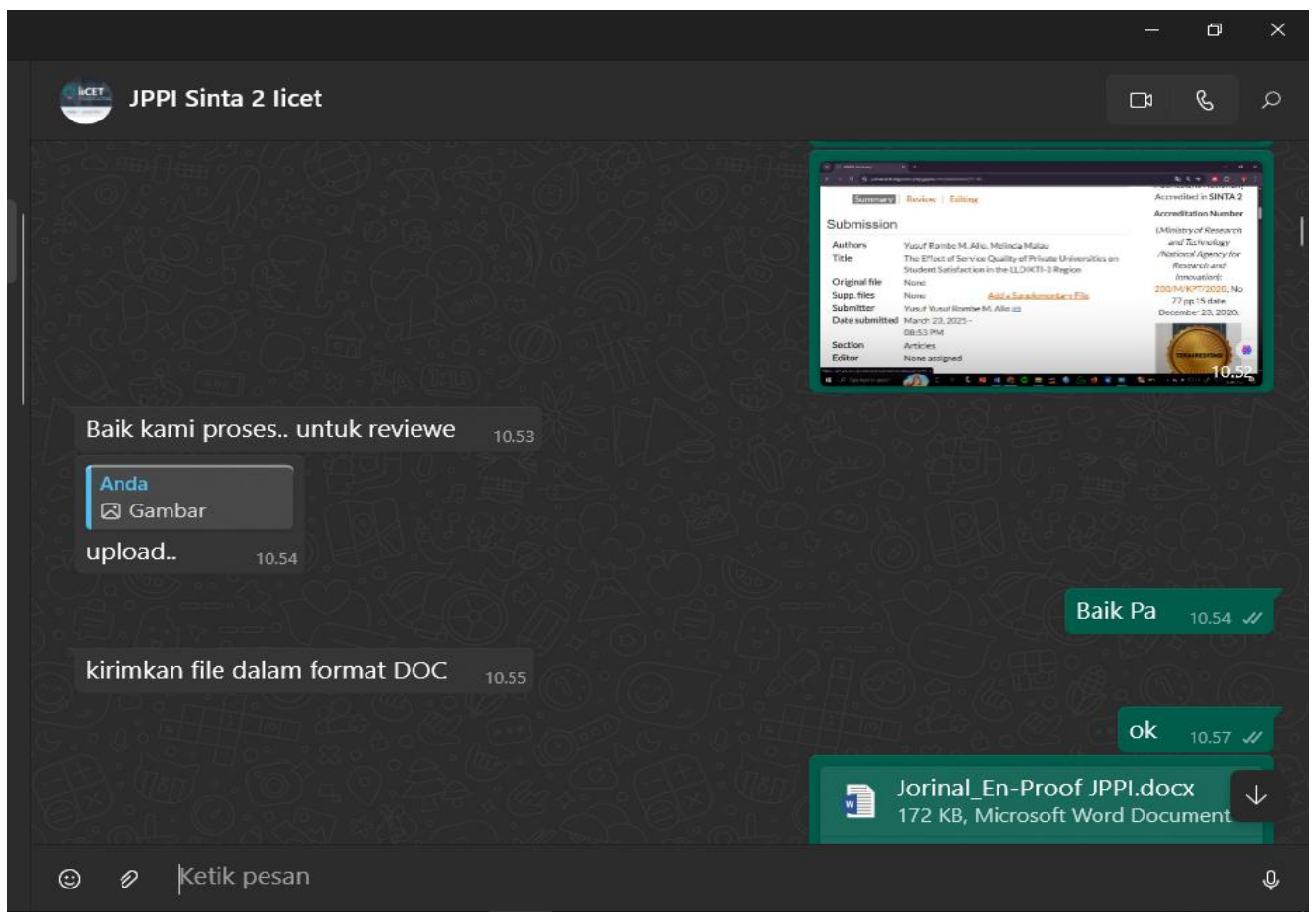
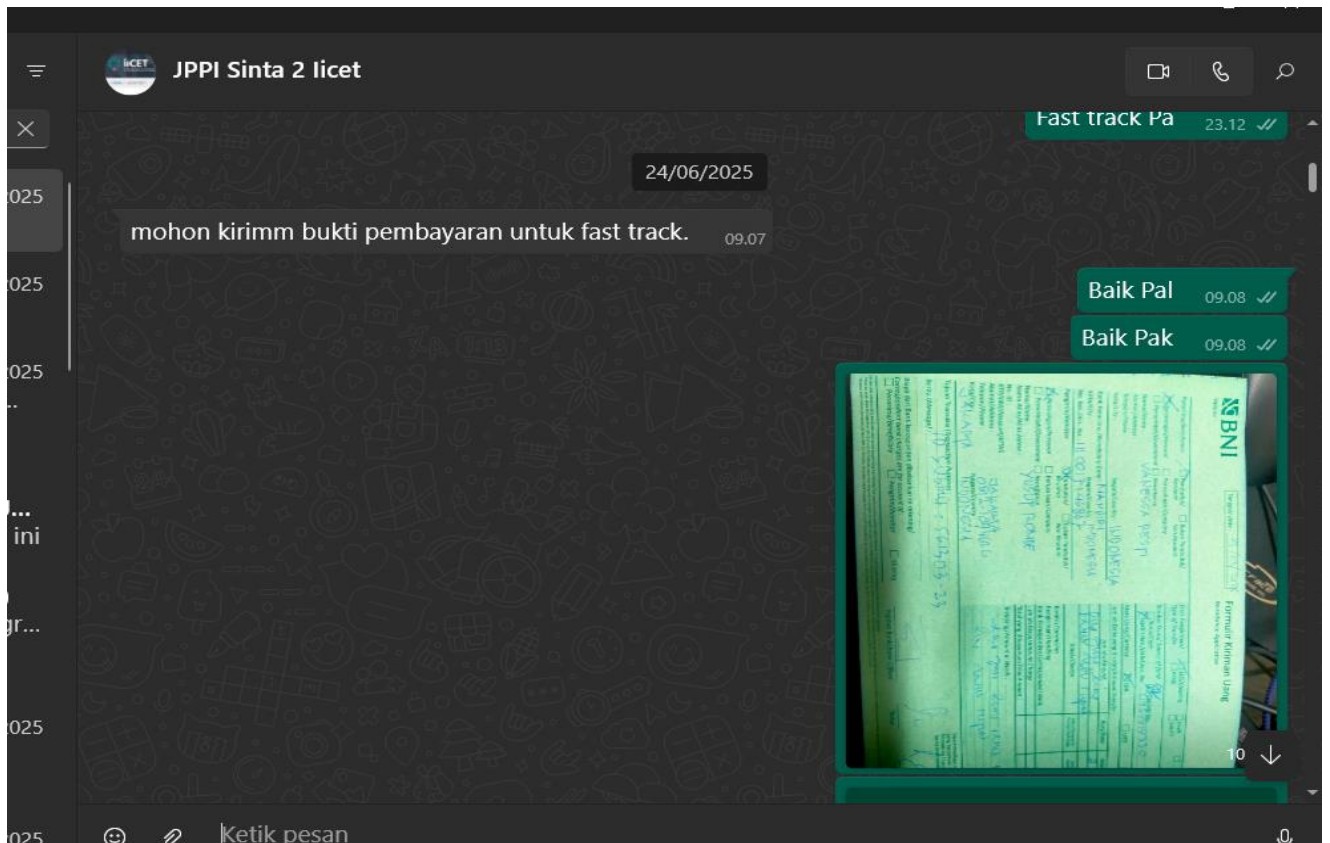
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Effect of service quality on students satisfaction in private universities





The Effect of Service Quality of Private Universities on Student Satisfaction in the LLDIKTI-3 Region

Yusuf Rombe M. Allo¹, Melinda Malau²
Universitas Kristen Imndonesia, Jakarta, Indonesia

ABSTRACT

This study aimed to determine the effect of service, reliability, responsiveness, empathy, assurance, and tangibles in increasing student satisfaction at private universities in the LLDikti-3 region. The data collection method employed a qualitative approach, involving the use of questionnaires to gather responses. Qualitative data was transformed into quantitative data using a Likert scale. In this study, data collection was carried out directly from the number of students at the Universitas Kristen Indonesia, Universitas Sahid and Universitas Tarumanegara. The methods were used: Library Research and. Field Research: This method conducts research by conducting direct surveys to be object to be studied of three private universities in the LLDIKTI-3 region. The data analysis technique in this research is multiple linear regression analysis, where this analysis is used to determine how much influence the change in a variable jas on other variables. In this study where the independent variables are, relaibility, responsiveness, empathy, assurance, tangible and dependent variable. The results of the study stated that the quality of service provided by the of three private universities in the LLDIKTI-3 region has a significant influence on student satisfaction. Dimensions of service quality such play an important role in shaping student perceptions of university services.

Keywords:

Realibility
Responsiveness
Empathy

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25/06/2025

Assalamualaikum

Data yang Bapak/Ibu mintakan sdh saya penuh ya, mungkin masih adakah data yang masih diperlukan sehingga akan saya persiapkan ... 🙏 10.34 ✓

wslm.. 17.39

ID paper berapa?? 17.39

ID. 561303-23 17.54 ✓

26/06/2025

#5613 Summary

Submission

Authors Yusuf Rombe M. Allo, Melinda Malau (2)

Title The Effect of Service Quality of Private Universities on Student Satisfaction in the LLDIKTI-3

Region

Original file

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Submitter Yusuf Yusuf Rombe M. Allo (2)

Date submitted 2025-05-21

Section Articles

Change to Articles ✓

Review

Ketik pesan

#5613 Summary

Summary | Review | Editing | History | References

Submission

Authors Yusuf Rombe M. Allo, Melinda Malau 
Title The Effect of Service Quality of Private Universities on Student Satisfaction in the LLDIKTI-3 Region
Original file None
Supp. files None [Add a Supplementary File](#)
Submitter Yusuf Yusuf Rombe M. Allo 
Date submitted 2025-03-23
Section Articles Change to Articles ▾ Record

Author Fees

Fast-Track Review **Payment Received | Waive**

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Baik Pa 08.01 ✓

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Yusuf Rombe M. Allo¹, Melinda Malau²
Universitas Kristen Indonesia, Jakarta, Indonesia

ABSTRACT

This study aimed to determine the effect of service, reliability, responsiveness, empathy, assurance, and tangibles in increasing student satisfaction at private universities in the LLDIKTI-3 region. The data collection method employed a qualitative approach, involving the use of questionnaires to gather responses. Qualitative data was analyzed using grounded theory using a Likert scale. In this study, data collection was carried out directly from the number of students at the Universitas Kristen Indonesia, Universitas Sahid and Universitas Tatanegara. The methods used were Library Research and Field Research. This method conducts research by conducting direct surveys to be subject to be studied of these private universities in the LLDIKTI-3 region. The data analysis technique in this research is multiple linear regression analysis, where this analysis is used to determine how much influence the change in a variable has on other variables. In this study where the independent variables are: service, reliability, responsiveness, empathy, assurance, tangibles and dependent variable. The results of the study stated that the quality of service provided by the of these private universities in the LLDIKTI-3 region has a significant influence on student satisfaction. Dimensions of service quality each play an important role in shaping student perceptions of university services.

Keywords:
Reliability
Responsiveness
Empathy
Assurance
Tangibles

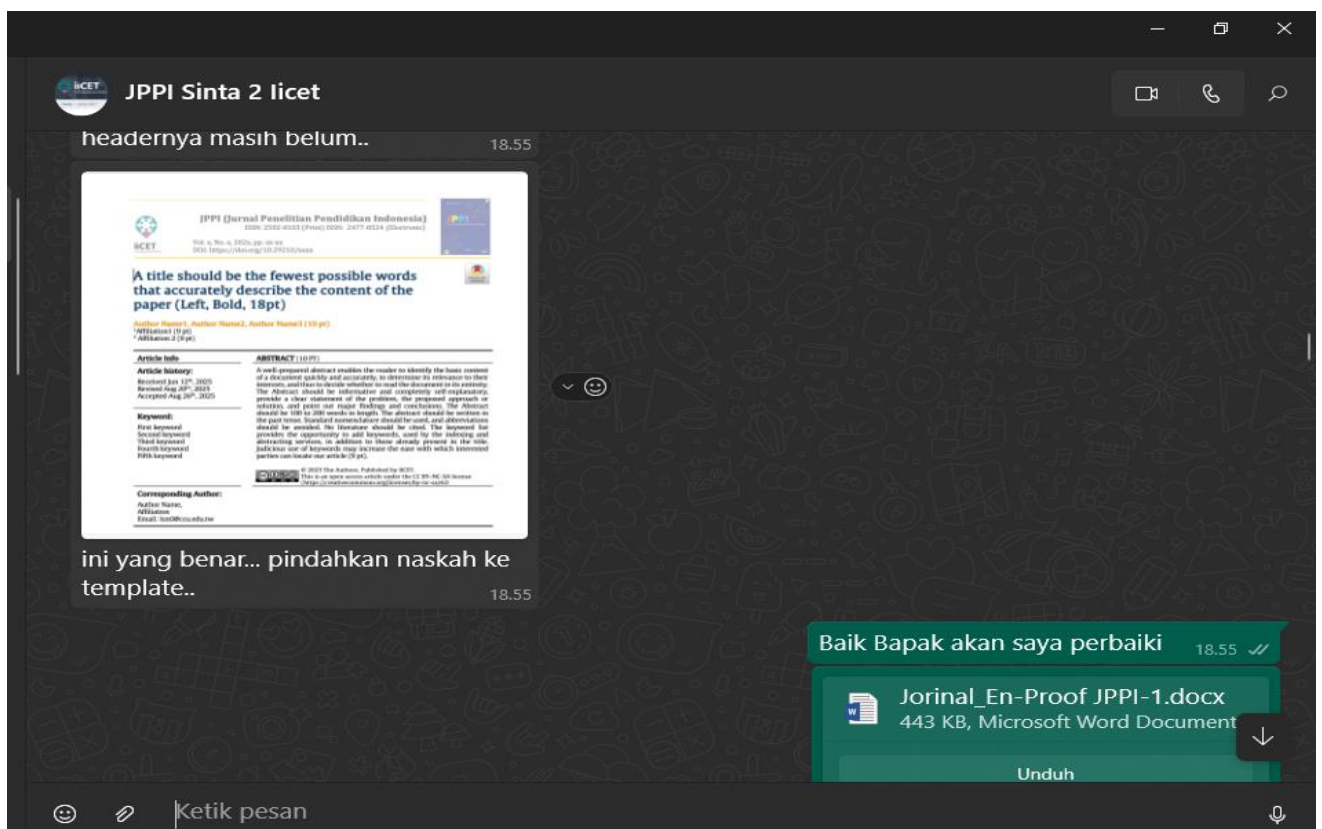
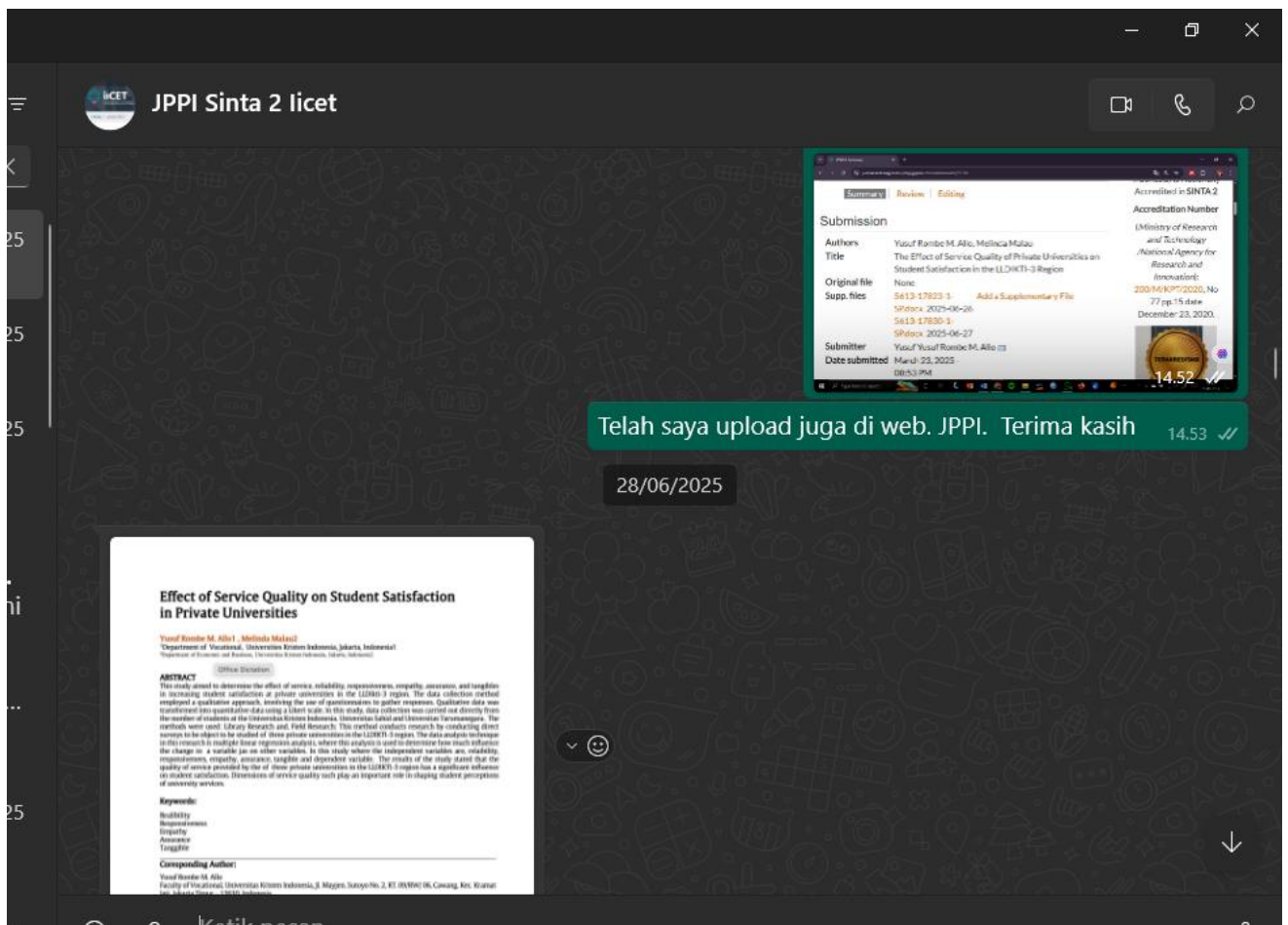
Corresponding Author:
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Universitas Kristen Indonesia, Jakarta
Email: yusuf@ukri.ac.id

Introduction

Universitas Kristen Indonesia consists of 4 faculties and 1 postgraduate program, offering 32 study programs and serving 1,414 actively registered students. While Universitas Sahid consists of 2,114 and Universitas Tatanegara consists of 1,128. This research will be conducted at the 3 private universities in the LLDIKTI-3 region, which has a large enough

gunakan template terbaru.. 16.00

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Mail interface showing an email from Nilma Zola (NZ) to Yusuf Yusuf Rombe M. Allo. The email is titled "Re: [JPPI] Editor Decision" and contains the following text:

Jurnal Penelitian Pendidikan Indonesia.

Yusuf Yusuf Rombe M. Allo:

We have reached a decision regarding your submission to JPPI (Jurnal Penelitian Pendidikan Indonesia), "The Effect of Service Quality of Private Universities on Student Satisfaction in the LLDIKTI-3 Region".

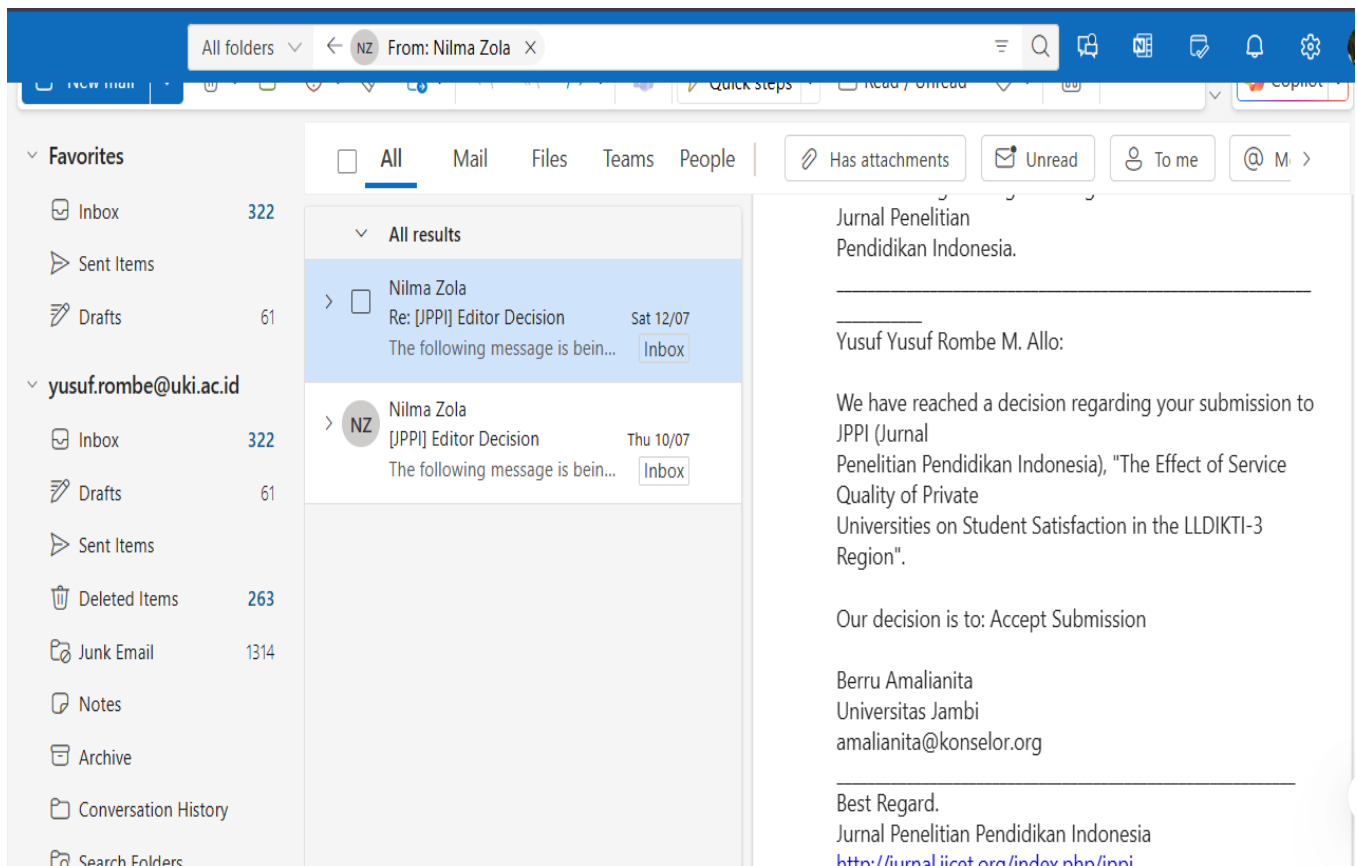
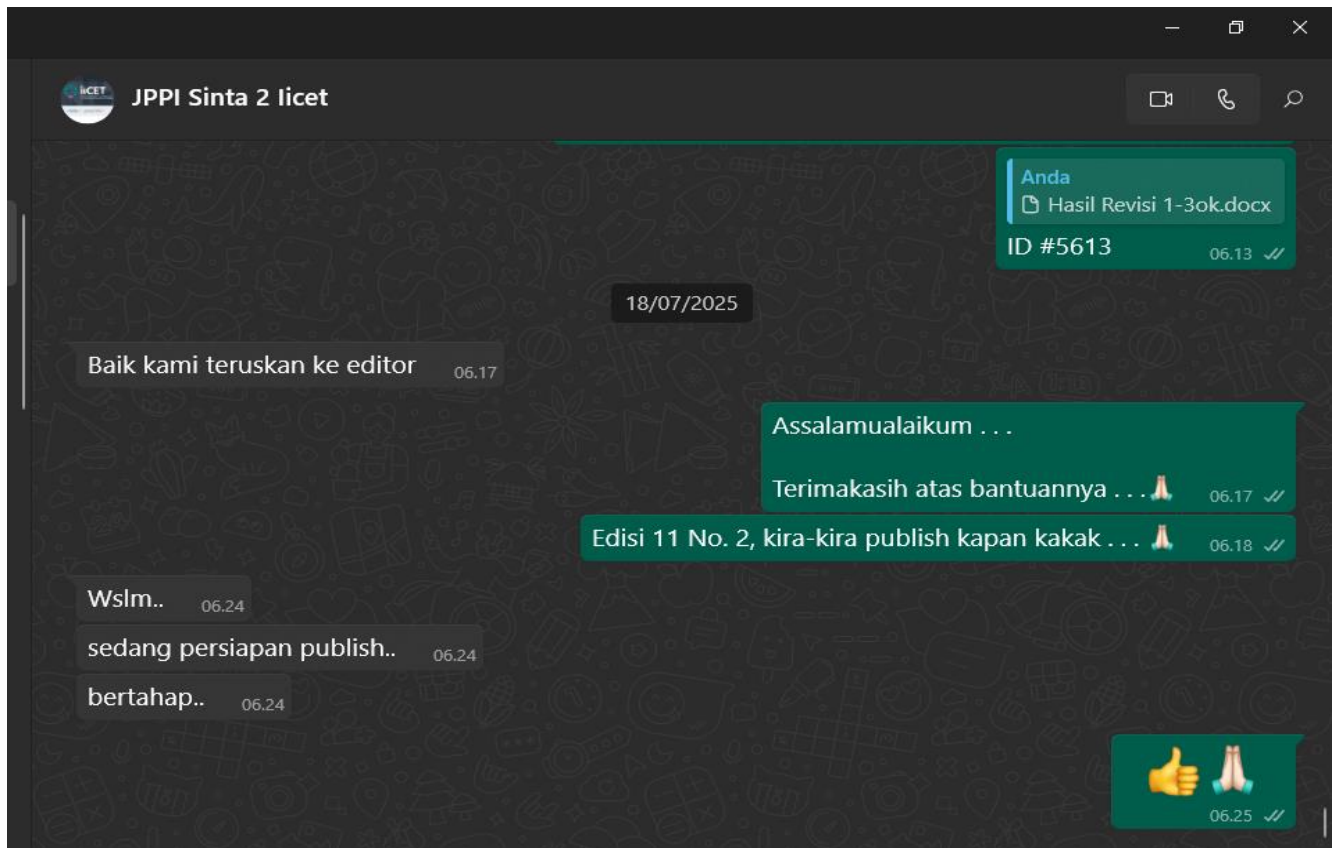
Our decision is: Revisions Required

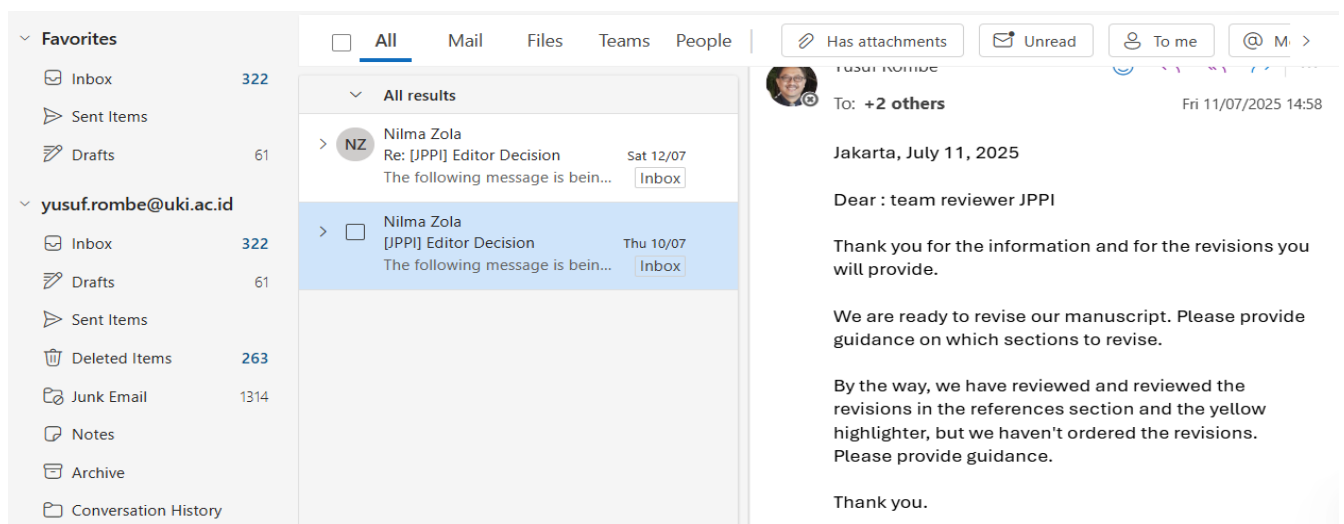
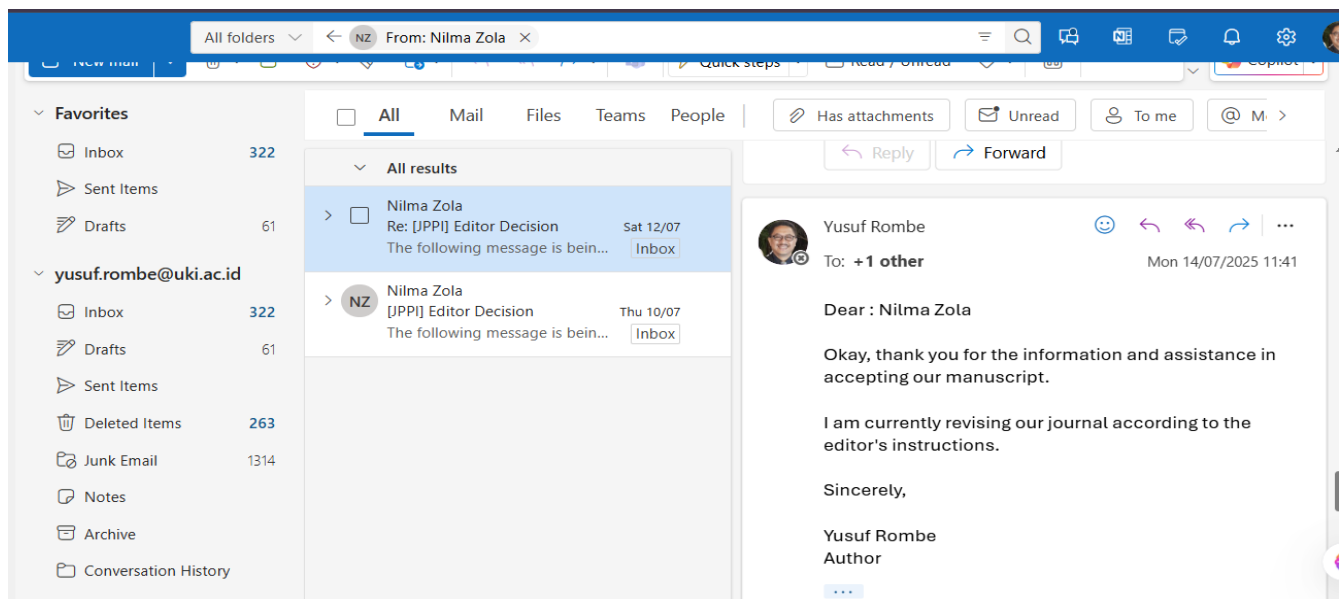
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Universitas Jambi
amalianita@konselor.org

Best Regard.
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<http://jurnal.iicet.org/index.php/jppi>

WhatsApp chat interface showing a conversation with JPPI Sinta 2 licet. The chat history includes:

- Message: sedang produksi.. (19.37)
- Message: Baik kakak, terima kasih atas informasi dan bantuannya ya ... (19.49)
- Message: note:
1. referensi hanya 13
2. Pembahasan belum mendalam
3. simpulan masih banyak memuat angka hasil penelitian. (21.05)
- Attachment: 5613-17778-3_Review 2.docx (453 KB, Microsoft Word Document)
- Message: masih butuh revisi lagi.. silahkan lihat catatan dari editor (21.05)
- Date separator: 14/07/2025
- Message: Baik Kakak, akan kami revisi sesuai arahan dari editor (01.59)
- Date separator: 15/07/2025





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