

Study on Student Satisfaction at Manado State University

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ABSTRACT

Study This aim to: analyze, describe, and explain about influence of the performance of employees' facilities, and infrastructure in a way direct to motivation work and satisfaction of students at Manado State University as well influence performance employees and facilities and infrastructure to satisfaction student via motivation Work. Method study that is: approach quantitative with analysis path (path analysis), subject study consisting of 133 people from 12th semester Class of 2017 students in 7 Faculties. Results study show that 1) Employee performance (X1) has an effect positive and significant to Satisfaction Student (Y) with calculated t value $2.749 > 1.979$ and p-value (0.007) smaller than 0.05. 2) Facilities and Infrastructure (X2) have an influence positive and significant to Satisfaction Student (Y) with a calculated t-value of $3.349 > 1.979$ and p-value more (0.001) small from 0.05. 3) Employee performance (X1) has an influence positive and significant to Motivation Work (Z) with a calculated t-value of $4.838 > 1.979$ and p-value (0.000) smaller than 0.05. 4) Facilities and Infrastructure (X2) have an influence positive and significant to Motivation Work (Z) with a calculated t-value of $5.413 > 1.979$ and a p-value (0.000) smaller than 0.05. 5) Motivation Work (Z) has an effect positive and significant to Satisfaction Student (Y) with a calculated t-value of $4.453 > 1.979$, and a p-value more (0.000) small from 0.05. 6) Employee performance (X1) has an influential significance on student satisfaction (Y) through work motivation (Z), with a p-value of more than 0.001 small from 0.05. 7) Facilities and Infrastructure (X2) have an influence significant on student satisfaction (Y) through work motivation (Z), with a p-value of more than 0.001 small from 0.05. With thereby Can withdraw the conclusion namely Employee Performance (X1) and Facilities and Infrastructure (X2). direct influence to Motivation Work (Z) and Satisfaction Student (Y) at Manado State University. Employee

Performance (X1) and Facilities and Infrastructure (X2). No direct influence on Satisfaction Student (Y) at Manado State University via Motivation Work (Z).

Keywords: Satisfaction students, performance employees, facilities and infrastructure, motivation Work.

INTRODUCTION

Education is a forum that functions to improve and prepare superior and competitive Human Resources (HR). Therefore, the view that to create quality human resources, education is determined as a forum for realizing this (Purwandani, 2015). Apart from that, education can also be useful for making the nation's life more intelligent. In this era of globalization, competition for a product is judged by its quality and qualities. Products that have good quality will be in demand by the public, but products that are not of good quality tend to be abandoned. This also applies to universities, to compete in the world of education, universities need to improve and improve their quality. states that to face existing competition, universities need to explore and improve all aspects of their services (Mishra, 2020). The services provided by a university can be reflected in student satisfaction. If the service is provided well, student satisfaction will increase. On the other hand, if the service provided is not good, then student satisfaction will also decrease.

Educational institutions, including universities, are a form of educational organization that cannot be separated from the administrative process. In this case, the administrative process is related to the student academic service process. Educational institutions, including universities, are a form of educational organization that cannot be separated from the academic process. Academic services are related to administrative processes which are carried out through the principles of reliability, responsiveness, assurance, empathy, and tangibles (Daryanto, 2011). In Indonesia itself, student affairs services consist of several fields. Through surveys conducted from various studies, it is known that the level of student satisfaction with student affairs services is as follows:

Table 1. Results of the Student Affairs Services Survey

No.	Service Area	Score	Criteria
1	Field of Reasoning and Creativity	76.22%	Tall
2	Welfare Sector	76.86%	Tall
3	Fields of Interest, Interest and Student Organizations	76.28%	Tall
4	Administrative Services Sector	72.88%	Tall
5	Career Alignment and Development	66.09%	Tall
	Average	73.67%	Tall

Source:(Nuraini, 2022)

Based on Table 1, can be seen that student satisfaction is an aspect that needs attention. High student satisfaction as above shows the performance of the relevant higher education institution.

Manado State University is an educational institution that is expected to be able to produce Human Resources (HR) with high competence. Therefore, Unima is also required to provide good service to its students so that the process of improving human resources can run well and successfully. However, not much different from student services at other universities, student services at Unima are also considered to have many weaknesses. This was indicated by the many complaints submitted by students. Apart from that, student dissatisfaction regarding student services provided by academics is caused by several things, such as employee performance in providing services, infrastructure provided by the university, and work motivation of service providers.

Growth college increasingly high fast added with appearance competition between faculties to fulfill respective quotas cause no evenly spread students. Condition This demands commitment from college degrees and faculties in a way special for satisfying his customers with methods to repair quality in a way continuously. Demands to college high and every faculty in a way special mature This No only limited ability for produce good graduate be measured based on performance academic only, but the entire educational program of institutions college tall must capable prove high quality like appear in accountability, evidence achievement, assessment, certification quality and success of alumni in get suitable job with field his knowledge as well as confession positive from user graduate of institution education.

Related to satisfaction service academics, Manado State University is viewed needs to evaluate all activity management education that, fine in the fields of financial, social, external and internal environments. One of the environments internally is student as agent user service service needs get attention special, because students will bring impact to external environment, namely public general will evaluate performance maintenance education at Manado State University. That matter needs to get more attention, answers, and improvements seriously, so implementation activity Manado State University academics can walk Better. Students as the element most important for the agency education need heard is long service This given Already following his hope. Evaluation of quality service needs to be done to know what's expected, and what This perceived by students on the quality of the service they received. Because of that, then employee performance states that it is a result of work produced by someone in achieving organizational goals (Sulistiyawati, 2021). Apart from that, benchmarks for determining employee performance can also be done using community satisfaction analysis. In this case, the performance of student services employees can be determined based on student satisfaction regarding the services provided. Apart from that, a factor that can increase student satisfaction is work motivation. Services provided with supporting infrastructure. Means are mentioned as everything that can be used as a tool to achieve organizational goals (Nooraeni, 2017). Meanwhile, infrastructure is mentioned as everything that is the main support in achieving certain goals (Ellong, 2018). These two things are related to each other. Therefore, to achieve student satisfaction at Unima, special attention is needed to aspects of the facilities and infrastructure. The final aspect that is considered to need attention in increasing student satisfaction is increasing work motivation which must be carried out by student service providers. This is because administrative services in higher education are different from services in other community activities. It is stated that the differences lie in the function of each field, even though a service has the same or close principles (Sutarno, 2010).

Therefore, student satisfaction must be achieved by paying attention to several factors that encourage it. Referring to the explanation above, it is considered that student satisfaction can be

achieved if several other factors are taken into account, such as the performance of service-providing employees, supporting infrastructure, and the work motivation of employees. Student satisfaction is feedback on students' positive attitude toward the services provided by universities (Sopiatin, 2010). This can be achieved if the student's expectations are in line with the reality that occurs. In this way, the university can achieve its goals as expected.

Based on previous research conducted, (Sulistiyawati, 2021) shows that infrastructure influences employee performance in a company. Apart from that, other research conducted by (Rezki, 2021) shows that facilities and infrastructure and employee performance have a significant effect on employee job satisfaction at BKPSDM Bantaeng Regency, South Sulawesi Province. Furthermore, (Nuraeni., 2021) also shows that work motivation provided to improve employee performance can also cause employee productivity to increase. The explanation above shows that student satisfaction with the provision of student services can be achieved by paying attention to several aspects, such as improving employee performance, providing infrastructure, and providing work motivation to related employees. Thus, the researcher felt interested in conducting research with the title " Study of Student Satisfaction at Manado State University."

METHODS

The research uses a quantitative type of research. Paradigm study This is depicted in the scheme following Figure 1

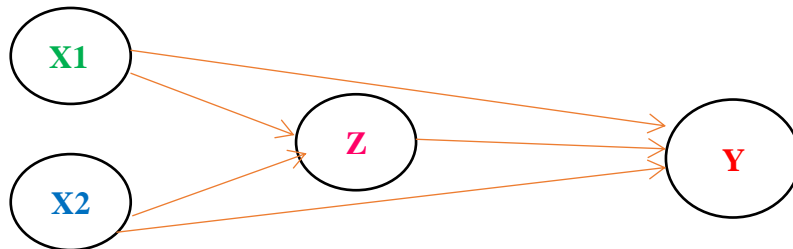


Figure 1. Paradigm Study

Study This was carried out at Manado State University and Research This was implemented from August 2023 to February 2024. Sampling in this research was carried out using the *Probability Sampling technique*. Data analysis techniques used in study This is use path or *path analysis analysis* With consider. characteristics and opportunities Which whether deemed relevant or not representative can used as a research object which is also called a sample board, then taken all over the Population There are 200 students in the Class of 2017 semester 12 as sample study.

U sample size in research This is determined by the Slovin formula, as follows:

$$n = \frac{N}{1 + Ne^2} \quad (1)$$

Information:

n = Sample size

N = Population size

e = Allowance careful due to sampling error of 5%.

Based on the formula above, the sample calculation in this study is as follows:

$$n = \frac{N}{1 + Ne^2} = \frac{200}{1 + (200 \times 0,05^2)} = 133,3 = 133$$

Thus, it can be concluded that the sample size in this study was 133 respondents can seen in Table 2.

Table 2. Distribution Population and Sample			
No	Description	Amount Population	Number of Samples
1	FISH	25	16
2	FIPP	16	11
3	FATEK	51	34
4	FBS	19	12
5	FEKON	33	22
6	FIK	25	17
7	FMIPA	31	21
8	Postgraduate	0	0
Total Population / Sample		200	133

RESULTS AND DISCUSSION

Based on the influence between variables, the theoretical modeled in path diagram form as follows after data analysis. See figure 2.

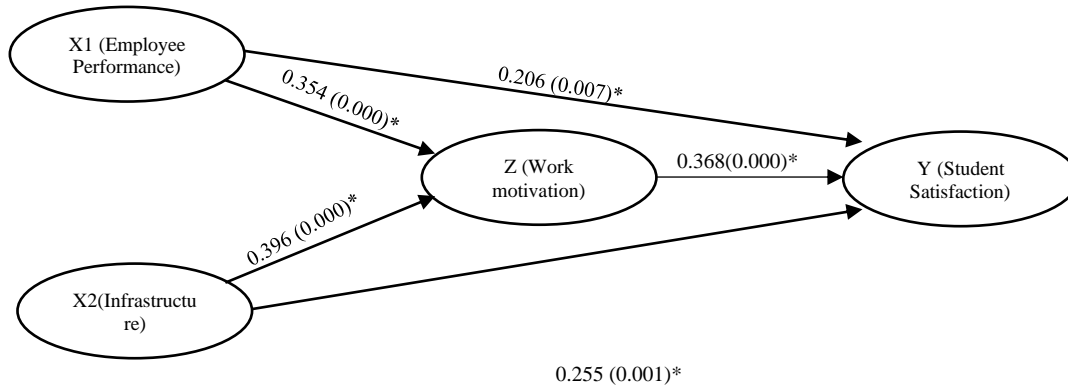


Figure 2. Path Diagram (Path Analysis)

Test result Hypothesis I

Table 3 Test Results Hypothesis I

Variable	Beta	tcount	ttable	Sig t	Information
X1 → Y	0.206	2,749	1,979	0.007	Significant

Based on the results analysis as listed in Table 3, the tcount is as big as 2,749 with a significance of 0.007. Mark tcount which are bigger from ttable (2,749 > 1,979) and mark significant not enough from 0.05 (0.007 < 0.05) so can concluded that variable Employee performance (X 1) has an effect significant to Satisfaction Student (Y). A coefficient positive path shows that enhancement performance of employees can increase satisfaction among students in a way significant. With thereby hypothesis I which states that employee performance affects the satisfaction of students at Manado State University can prove the truth.

Test result Hypothesis II

Table 4. Test Results Hypothesis II

Variable	Beta	tcount	ttable	Sig t	Information
X2 → Y	0.255	3,349	1,979	0.001	Significant

Source: Author's Processed Data, 2024

Based on the results analysis like Which listed in Table 4, tcount as big as 3,349 with significance equal to 0.001. Mark t count which is bigger from t table (3,349 > 1,979) and mark significant not enough from 0.05 (0.001 < 0.05) so can concluded that variable Facilities and Infrastructure (X2) have an influence significant to Satisfaction Student (Y). A coefficient positive path shows that enhancement facilities and infrastructure can increase satisfaction among students in a way significant. With thereby hypothesis II which states that infrastructure and facilities influence the satisfaction of students at Manado State University can prove the truth.

Test result Hypothesis III

Table 5. Test Results Hypothesis III

Variable	Beta	t _{count}	t _{table}	Sig t	Information
X1 → Z	0.354	4,838	1,979	0,000	Significant

Based on the results analysis like which listed in Table 5, tcount is as big as 4,838 with a significance equal to 0.000. Mark tcount which are bigger from t table (4,838 > 1,979) and mark significant not enough from 0.05 (0.000 < 0.05) so can concluded that variable Employee performance (X1) has an effect significant to Motivation Work (Z). A coefficient positive path shows that enhanced performance employees can increase motivation Work in a way significant. With thereby hypothesis III which states that employee performance has an effect on motivation Work employees at Manado State University can prove the truth.

Test result Hypothesis IV

Table 6. Test Results Hypothesis IV

Variable	Beta	t _{count}	t _{table}	Sig t	Information
X2 → Z	0.396	5,413	1,979	0,000	Significant

Source: Author's Processed Data, 2024

Based on the results analysis like Which listed in Table 6, mark tcount as big as 5,413 with a significance equal to 0.000. Mark tcount which are bigger from t table (5,413 > 1,979) and mark significant not enough from 0.05 (0.000 < 0.05) so can concluded that variable Facilities and Infrastructure (X2) have an influence significant to Motivation Work (Z). A coefficient positive path shows that enhancement facilities and infrastructure can increase motivation Work in a way significant. With thereby hypothesis IV which states that Facilities and infrastructure have an influence on motivation Work employees at Manado State University can prove the truth.

Test result Hypothesis V

Table 7. Test Results Hypothesis V

Variable	Beta	t _{count}	t _{table}	Sig t	Information
Z → Y	0.368	4,452	1,979	0,000	Significant

Based on the results analysis like Which listed in Table 7, the mark t count is as big as 4,452 with a significance equal to 0.000. Mark t count which is bigger from t table (4,452 > 1,979) and mark significant not enough from 0.05 (0.000 < 0.05) so can concluded that variable Motivation Work (Z) has an effect significant to Satisfaction Student (Y). A coefficient positive path shows that enhancement motivation Work can increase satisfaction among students in a way significant. With thereby

hypothesis V which states that work motivation affects satisfaction among students at Manado State University can prove the truth.

Test result Hypothesis VI

Table 8. Test result Hypothesis Influence Employee Performance to Satisfaction Student Through Motivation Work

Influence	Coefficient	P-value (sobel test)	Information
X1→Z →Y	0.130	3,265 (0.001)	Significant

Based results analysis can is known that variable X1 (Employee performance) is influential and **significant** on variable Y (student satisfaction) through variable Z (work motivation), with a *Sobel test p-value* of $0.001 < 0.05$. See Table 8. Work motivation variables **mediate** the influence of employee performance on student satisfaction. Based on the results analysis and explanation above so can withdraw the conclusion that Employee Performance (X1) has an influence significant to Satisfaction Student (Y) through Motivation Work (Z). With thereby hypothesis VI can prove the truth.

Test result Hypothesis VII

Table 9. Test Results Hypothesis Influence Facilities and Infrastructure to Satisfaction Students Through Motivation Work

Influence	Coefficient	P value (sobel test)	Information
X2 →Z →Y	0.146	3,440 (0.001)	Significant

Based on results and analysis can is known that variable X2 (Facilities and Infrastructure) is influential and **significant** on variable Y (student satisfaction) through variable Z (work motivation), with a *Sobel test p-value* of $0.001 < 0.05$. See Table 9. The work motivation variable **mediates** the influence of Facilities and Infrastructure on student satisfaction. Based on the results analysis and explanation above so can withdraw the conclusion that Facilities and Infrastructure (X2) have an influence significant to the Satisfaction of Student (Y) through Motivation Work (Z). With thereby hypothesis VII can prove the truth.

The Influence of Employee Performance on Student Satisfaction at Manado State University

Performance is the result of work achieved by a person, both in quality and quantity in carrying out their duties or responsibilities in a company (Mangkunegara, 2017). In general, performance is understood as the readiness of a person or group of people to carry out activities following their responsibilities to achieve company goals. Performance is considered an aspect that is very necessary for someone to carry out their work. Therefore, it is necessary to determine measurable performance criteria that can be used as a reference in measuring employee performance in an institution matter This is at Manado State University.

In this research, employee performance scores are one aspect that can influence students' assessments of the university. Where, in the end, it will increase satisfaction with what the campus provides to students. Employee performance is considered one of the factors that can influence student satisfaction at Manado State University. Based on the results of the analysis carried out by the author using the SPSS program, the results obtained were that Employee Performance (X1) partially had a positive effect on Student Satisfaction (Y) at Manado State University. Therefore, employees at UNIMA are expected to provide optimal performance in serving their students, because this can influence the level of student satisfaction felt by UNIMA students themselves.

The Influence of Facilities and Infrastructure on Student Satisfaction at Manado State University

The facilities and infrastructure are everything that can facilitate and expedite the implementation of a business carried out by an organization, for example in the form of objects or money (Arianto, 2013). The difference between facilities and infrastructure is that facilities relate to objects that move, while infrastructure relates more to objects that do not move. In general, it can be concluded that facilities and infrastructure are facilities in the office that can be useful for supporting employee performance in achieving organizational goals. Meanwhile, infrastructure is also a supporting aspect in improving the quality of the organization in general.

One of the factors that is also considered to influence UNIMA student satisfaction is the facilities and infrastructure factor. So far, students assess that the facilities and infrastructure provided by the campus do not support all ongoing learning activities. Thus, some activities cannot be carried out optimally because the facilities and infrastructure are inadequate. Apart from that, facilities and infrastructure factors are very important for the campus to pay attention to to support all learning activities students, both related to internal and external parties on campus. Referring to the results of data analysis carried out by the author, it shows that Facilities and Infrastructure (X2) partially have a positive effect on Student Satisfaction (Y) at Manado State University. These results show that campuses must pay attention to facilities and infrastructure factors to increase student satisfaction with the services provided by Manado State University.

The Influence of Employee Performance on Employee Work Motivation at Manado State University

Performance is the work result that can be achieved by a person or group of people in a company based on their responsibility to achieve the company's related goals (Afandi, 2018). Every company has goals that have been set. So that the goal organization can achieved so source Power man holds a very important role. So, the performance of employees is one factor important for every company to be able to reach goals that have been set, so important for the company to guard the performance of employees still tall. HR is necessary empowered to be able to become qualified and trained resources to reach expected performance. Organizations need to enhance performance sources Power humans have to be able to motivate to give their contribution best in the company the place Work. Therefore, a need to be done evaluation performance for now performance from every employee, shortage or excess from the employees in carrying out his job as well as until Where skills and abilities in Work To use encourage employees For Work With Better To use reach objective company.

In this research, employee performance is one of the influencing factors motivating Work employees at Manado State University. Motivational factors, influenced by something thing inside self-

somebody often called motives and factors that push outside self-somebody. One proven factor that influences the motivation of Work employees at Manado State University is performance employee. Employees with good performance will be motivated to work kindlier and contribute best in the organization the place Work namely Manado State University. Based on the results of the analysis that the author has carried out using the SPSS program, the results obtained are that Employee Performance (X1) partially has a positive effect on Motivation Work employee (Z) at Manado State University. Therefore, use it increases motivation Work employees at UNIMA are expected to improve the performance of their employees by noticing what to be needs and desires of employees so that can Work well.

The Influence of Facilities and Infrastructure on Employee Work Motivation at Manado State University

The facilities and infrastructure are the entire procurement, utilization, and supervision process the means used to support the existing educational process set to happen effectively and efficiently (Soetjipto Rafli, 2007). Facilities and infrastructure are some of the influencing factor's smoothness of solution works by a person employee. Employees will feel comfortable and possibly carry out their job with Good available facilities and infrastructure capable of work support, they in Work.

One factor that can also influence motivation Work UNIMA employees, namely facilities and infrastructure factors. The availability of facilities and infrastructure support complete and adequate work will make employees motivated to do something For Work Better To reach the objective company. Referring to the results of data analysis carried out by the author, it shows that Facilities and Infrastructure (X2) partially have a positive effect on Motivation Work (Z) employees at Manado State University. These results show that the university must pay attention to facilities and infrastructure factors to push employees to work Better so that give contribution positive on the part of Manado State University.

The Influence of Work Motivation on Student Satisfaction at Manado State University

Motivation is a way of encouraging subordinates so they can work hard and provide all their abilities and skills to realize the company's goals (Hasibuan, 2007). Apart from that, work motivation is also carried out so that employees can work more effectively and integrate with all efforts to achieve satisfaction. In general, it is concluded that work motivation is something given by superiors to their subordinates, to encourage an employee to be able to work better based on his abilities and qualities. So, the work carried out by employees can run optimally and achieve company goals. Work motivation is also indirectly related to employee performance itself. Where, if the work motivation is good, the employee's performance will also be good. Vice versa, if work motivation is poor then it is certain that the employee's performance level will be poor.

Based on the results of the analysis that has been carried out, the results show that Work Motivation (Z) partially has a positive effect on Student Satisfaction (Y) at Manado State University. So, use it increase the level of student satisfaction The University must also pay attention and improve motivation in the work of its employees.

The Influence of Employee Performance on Student Satisfaction at Manado State University Through Motivation Work

Based on results analysis that has been done shows that performance employee influential to satisfaction student through motivation Work. This matter can interpreted if increasing Good performance employee so will increase motivation Work employee including in give good service to students so that can influence level satisfaction student. Source performance Power good human is matter important for the continuity of life organization. If the organization wants to develop fast, organization must have source Power capable human displays good performance. High employee performance will make employees increasingly loyal to an organization, increasingly motivated for work, and work with pleasure so that can give services to students with Good. This matter will increase the satisfaction of students towards Manado State University. Analysis results show that the performance of employees and motivation Work are two things important and influential significant to the satisfaction of students at Manado State University. This matter shows If for can increase satisfaction among students the university must notice the performance employees and motivation Work employees.

The Influence of Facilities and Infrastructure on Student Satisfaction at Manado State University Through Motivation Work

Based on the results analysis that has been done shows that facilities and infrastructure influence to satisfaction of students through motivational Work. This matter can interpreted as If increasingly Good facilities and infrastructure are provided so will increase the motivation of Work employees including in give good service to students so which can influence the level of satisfaction student

Facilities and infrastructure be one of the possible factors that influence the smoothness of solution work by employees. In running activity work, then employees expect adequate facilities and infrastructure that can support employee in operating their jobs including giving services to students at Manado State University. The facilities and infrastructure provided company must be customized to need company, so occupation employees can walk effectively (Hasibuan, 2016). The availability of adequate facilities will give rise to motivation in self employees who can increase performance employee That Alone in matter This gives services to students.

Analysis results show that facilities and infrastructure as well as motivation Work become things important thing to do noticed Because influential and significant to the satisfaction of students at Manado State University. This matter shows If in frame increases satisfaction among students the university must notice facilities and infrastructure as well as motivation Work employees. The university must provide adequate facilities and infrastructure so that employees can carry out work with good including in giving services to students.

CONCLUSION

Based on results analysis and discussion that has been done, then can withdraw conclusion as following: 1). Based on the partial test (t-test). done, known that Employee Performance Sig value (X1),

namely equal to $0.007 < 0.05$. Whereas calculated t value $2.749 > 1.979$. These results show that the Employee Performance variable (X1). Partial influential significant to variable Satisfaction Student (Y) at Manado State University. 2). Based on the partial test (t-test). done the result obtained is that the Sig value of Facilities and Infrastructure (X2), namely equal to $0.001 < 0.05$. Meanwhile, the calculated t-value is $3.349 > 1.979$. These results show that the Facilities and Infrastructure (X2) variable Partial influential significant to the variable Satisfaction Student (Y) at Manado State University. 3). Based on the partial test (t-test). done, known that Employee Performance Sig value (X1), namely equal to $0.000 < 0.05$. Whereas calculated t value $4.838 > 1.979$. These results show that the Employee Performance variable (X1). Partial influential significant to variable Motivation Work (Z) employee at Manado State University. 5). Based on the partial test (t-test). done the result obtained is that Sig value of Facilities and Infrastructure (X2), namely equal to $0.000 < 0.05$. Meanwhile, the calculated t value is $5.413 > 1.979$. These results show that the Facilities and Infrastructure (X2) variable Partial influential significant to variable Motivation Work (Z) employee at Manado State University. 6). Based on the partial test (t-test). done the result obtained is that mark Sig Work Motivation (Z) that is equal to $0.000 > 0.05$. Meanwhile, the calculated t value is $4.452 > 1.979$. These results show that variable Work Motivation (Z) in a way Partial influential significant to variable Student Satisfaction (Y) at Manado State University. 7). Based results analysis track obtained results Sobel test p-value of $0.001 < 0.05$ indicates that employee performance (X1) has an effect significant to variable Satisfaction Student (Y) at Manado State University through Motivation Work (Z). 8). Based results analysis track obtained results Sobel test p-value of $0.001 < 0.05$ indicates that Facilities and Infrastructure (X2) have an effect significant to variable Satisfaction Student (Y) at Manado State University through Motivation Work (Z).

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