



**ENGINEERING STUDENT SATISFACTION IN LEARNING
FACILITIES AT PRESIDENT UNIVERSITY**

A Final Project Report

Submitted as one of the requirements to obtain Sarjana Teknik (S.T)

By

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**FACULTY OF ENGINEERING
INDUSTRIAL ENGINEERING STUDY PROGRAM**

CIKARANG

OCTOBER, 2023

PANEL OF EXAMINER APPROVAL

The panel of Examiners declare that the undergraduate final project entitled “**Engineering Student Satisfaction In Learning Facilities At President University**” that was submitted by Alvarado Marlen Batistuta Do Carmo Freitas majoring in Industrial Engineering from the Faculty of Engineering was assessed and approved to have passed the Oral Examination on 18th October, 2023.

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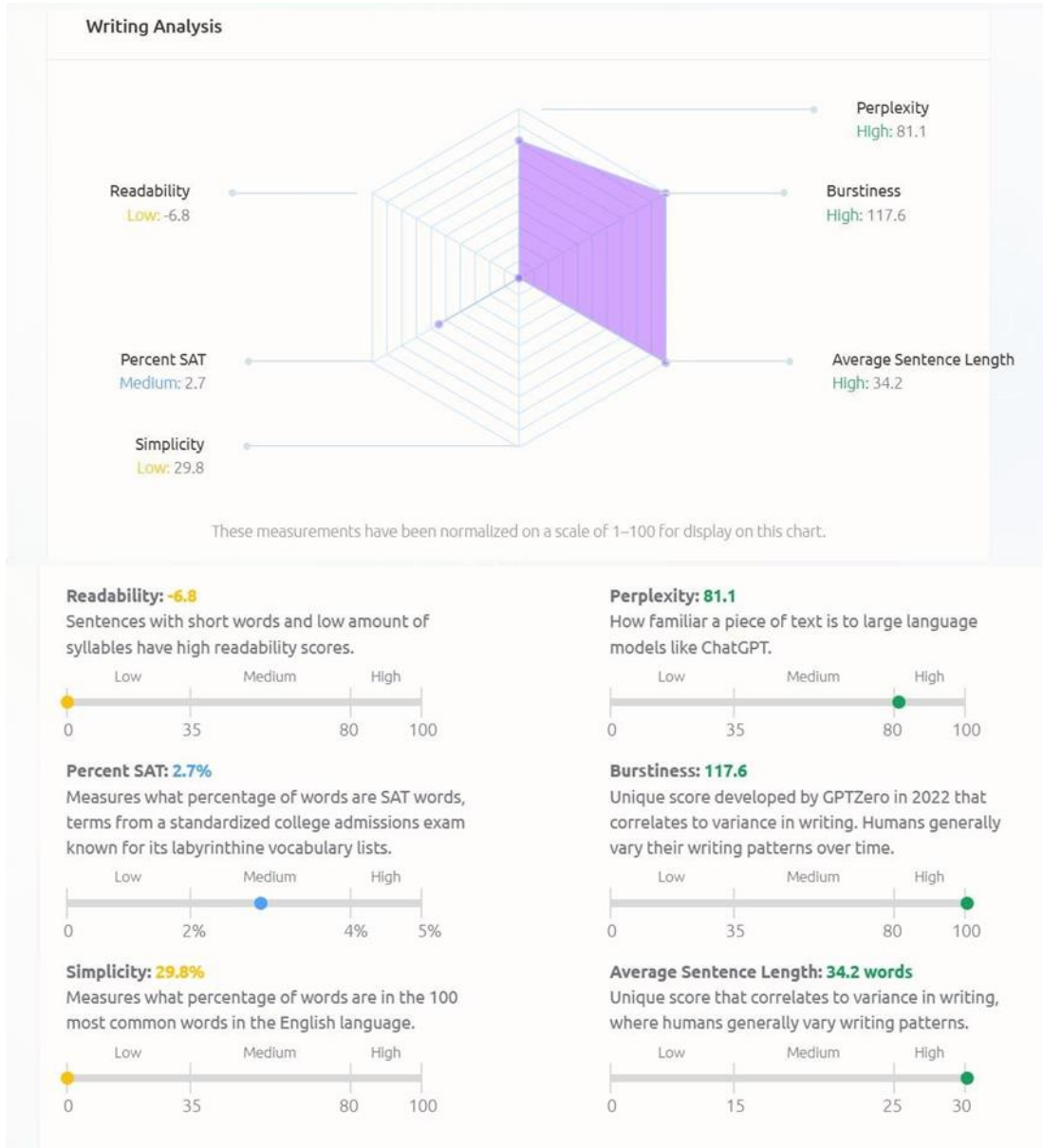
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ABSTRACT

Engineering students' satisfaction during online and offline classes has become a factor that adds to the learning process. The problems offered by online and offline learning methods, particularly in the context of the COVID-19 epidemic, have dramatically impacted the dynamic landscape of engineering education. These innovations have had a substantial impact on educational quality, teaching approaches, and student-teacher interaction dynamics. Adapting to changing circumstances is critical for preserving educational quality. Furthermore, the importance of student happiness in determining the efficacy of the learning process cannot be emphasized. In this case, a quantitative methodology is used to examine engineering student satisfaction with President University's learning facilities. The research also aims to determine the level of satisfaction among engineering students at President University with the available learning facilities by measuring student satisfaction levels, improve Learning Infrastructure that have require development or investment, whether in technology, physical locations, or instructional methods, in order to improve the entire learning experience and improve the Access to Resources by addressing any gaps in access to resources such as libraries and laboratories to ensure that students have what they need to succeed in their studies. Through the use of a sample questionnaire, the satisfaction levels were found to fall within the range of "Quite Satisfied" to "Very Satisfied," with an average satisfaction score ranging from 4.11 to 4.88. The study seeks to provide a comprehensive understanding of the learning facilities and the satisfaction levels of students. The analysis not only uncovers key variables but also sheds light on the extent of student satisfaction. The findings have implications for enhancing the quality of learning facilities and the overall educational experience for engineering students at President University.

Keywords: *Student Satisfaction, teaching quality, learning facilities, Learning infrastructure, resources, President University*

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Praise God with his blessing and guidance so that I can complete this report on time. In preparation for this final project, of course, I need guidance, motivation, support, and prayers from various parties. Therefore, I would like to respect and thank all parties who have helped. The parties involve the following:

1. God who has given me ease so that my final project report runs smoothly.
2. My parents and family who always support me.
3. Ms. Anastasia Lidya Maukar as the lecturer of the Industrial Engineering Study Program and my academic advisor and as the Final Project advisor at President University
4. To Janetta Rosita Tilman Soares who always supports and always accompanies me in writing this final project.
5. And to all my fellow friends Rocky, Kinjaz, Rivaldo, Dicky and Sergio who always help me in the beginning of this writing process to the end, and I kindly Thank everyone for the support.

Because of all the parties that I have mentioned, I can complete this Final Project Report as well as possible. This Final Project is still far from perfect, but I am trying my best. Thank you again, I hope this Final Project Report can be useful for all of us.

Sincerely,



(Alvarado Marlen Batistuta Do Carmo Freitas)

**ENGINEERING STUDENT SATISFACTION IN LEARNING
FACILITIES AT PRESIDENT UNIVERSITY**

By

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LIST OF TERMINOLOGIES

Teaching Quality	:	The effectiveness and excellence of the instructional practices employed by teachers in facilitating learning and supporting student development. High-quality teaching is characterized by a combination of various factors, including knowledge of the subject matter, pedagogical skills, the ability to create a positive learning environment, and the capacity to engage students in meaningful learning experiences.
Resource accessibility	:	The availability and usability of various educational resources to support learning for all students, regardless of their backgrounds, abilities, or disabilities. It encompasses both physical and digital resources that are essential for students to fully participate in educational activities.
Physical facilities	:	The buildings, classrooms, libraries, laboratories, recreational areas, and other physical spaces that are designed to support teaching, learning, and school activities. These facilities play a crucial role in creating an environment conducive to quality education.

Validity	:	The extent to which a concept, measurement, or study accurately represents what it claims to represent. It is concerned with the accuracy and truthfulness of the inferences, conclusions, or interpretations made based on the data or observations.
Reliability	:	The consistency, stability, and precision of a measurement or research instrument. It is concerned with the extent to which the measurement or instrument produces consistent results over time, across different observers or raters, or under varying conditions. In other words, a reliable measure or instrument produces consistent and repeatable results.
Technical Support	:	The assistance provided to students, teachers, and staff members in resolving technical issues and challenges related to technology and digital resources. As technology becomes increasingly integrated into educational settings, technical support plays a crucial role in ensuring the smooth operation and effective use of educational technology.