

**Program Studi Diploma III Keperawatan  
Fakultas Keperawatan  
Universitas Bhakti Kencana Bandung  
Tahun 2020**

**ABSTRAK**

Sekolah/institusi pendidikan berfungsi sebagai tempat pembinaan dan pengembangan semua potensi individu yang ditunjang oleh sarana dan prasarana dalam menunjang proses pembelajaran salah satunya adalah laboratorium. Pengamatan tim *Standard Operasional Precedures* (SOP), Direktorat Jenderal Pendidikan Tinggi menunjukkan bahwa kualitas laboratorium di Perguruan Tinggi belum optimal. Penelitian ini bertujuan untuk mengetahui gambaran tingkat kepuasan mahasiswa terhadap kualitas pelayanan laboratorium keperawatan dikampus 2 program studi diploma III keperawatan universitas bhakti kencana bandung periode 2017-2020.

Jenis penelitian yang digunakan adalah metode deskriptif. Populasi sebanyak 375 mahasiswa, sampel dalam penelitian ini sebanyak 79 responden dengan tehnik pengambilan *Stratified Random Sampling*. Pengambilan data menggunakan kuesioner.

Hasil penelitian menunjukkan tingkat kepuasan mahasiswa terhadap kualitas pelayanan laboratorium berdasarkan aspek bukti fisik (*tangible*) ada pada kategori tidak puas sebanyak 48 responden (60,8%), sebagian besar dari responden menyatakan puas berdasarkan aspek empati (*empathy*) sebanyak 40 responden (50,6%), sebagian besar dari responden menyatakan tidak puas berdasarkan aspek kehandalan (*reliability*) sebanyak 40 responden (50,6%), sebagian besar dari responden menyatakan puas berdasarkan aspek daya tanggap (*responsiveness*) sebanyak 50 responden (63,3%), sebagian besar dari responden menyatakan tidak puas berdasarkan aspek jaminan (*assurance*) sebanyak 42 responden (53,2%).

Bagi institusi program studi diploma III keperawatan universitas bhakti kencana bandung diharapkan untuk lebih meningkatkan lagi kualitas pelayanan laboratorium yang ada, terutama jumlah peralatan dan perlengkapan di laboratorium harus ditambah, petugas harus memberikan informasi tentang peralatan yang ada di laboratorium dan cara penggunaannya kepada mahasiswa sebelum melakukan praktikum dan petugas laboratorium juga harus mengetahui tentang pemeliharaan peralatan dan perlengkapan yang ada di laboratorium.

Kata Kunci : Tingkat Kepuasan Mahasiswa, Kualitas Pelayanan, Laboratorium Keperawatan

Daftar Pustaka: 10 Jurnal (2010-2019)

4 Buku (2010-2016)

5 Web (2010-2019)

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### **ABSTRACT**

*Schools / educational institutions function as a place for guidance and development of all individual potentials supported by facilities and infrastructure in supporting the learning process, one of which is the laboratory Observation of the Standard Operational Procedures (SOP) team, the Directorate General of Higher Education shows that the quality of laboratories in tertiary institutions is not optimal. This study aims to determine the level of student satisfaction with the quality of nursing laboratory services in campus 2 diploma III nursing study programs in the Bhakti Kencana University Bandung in the 2017-2020 period.*

*This type of research is a descriptive method. The population was 375 students, the sample in this study were 79 respondents with the technique of taking Stratified Random Sampling. Retrieval of data using a questionnaire.*

*The results showed the level of student satisfaction with the quality of laboratory services based on aspects of physical evidence (tangible) was in the category of dissatisfaction as many as 48 respondents (60.8%), most of the respondents expressed satisfaction based on aspects of empathy (empathy) of 40 respondents (50, 6%), the majority of respondents said they were not satisfied based on reliability aspects as many as 40 respondents (50.6%), most of the respondents expressed satisfaction based on aspects of responsiveness (responsiveness) as many as 50 respondents (63.3%), most of the respondents stated dissatisfaction based on the aspect of guarantee (assurance) as many as 42 respondents (53.2%).*

*For diploma study institution III nursing Bhakti Kencana University Bandung is expected to further improve the quality of existing laboratory services, especially the number of equipment and equipment in the laboratory must be added, officers must provide information about the equipment in the laboratory and how to use it to students before conducting the practicum and laboratory personnel must also know about the maintenance of the equipment and equipment in the laboratory.*

**Keywords :** *Student Satisfaction Level, Service Quality, Nursing Laboratory*

**Literature crown a list :** *10 Journals (2010-2019)*

*4 Books (2010-2016)*

*5 Web (2010-2019)*