

Chapter One

Introduction

This chapter underlines the description of the research. There are some important points presented in this chapter. This chapter presents background of the research, identification of the problem, delimitation of the problem, research questions, objectives of the research, significances of the research, and outline of the research.

Background of the Research

In an education service, teaching quality is the crucial aspect to improve the students' satisfaction toward teaching and learning process. Likewise, the lecturers have to own their teaching competences to increase the students' satisfaction level. Supporting Teacher Competence Development (2013) written by European Commission page 8 was said that the teaching competences include teaching skills and understanding the materials of the lesson. Besides, the teachers can approach the competence of teaching by their experiences during the teaching through outside or inside classroom. Then, the teachers can study what the proper teachings for the students are. Thus, the teaching can affect the students' satisfaction toward their lecturers' teaching.

The students' satisfaction toward the lecturers' teaching is also important. There are two things why the students' satisfaction toward their lecturers' teaching is important. Suarman (2015) stated that the students' satisfaction can affect the students' motivation to learn. He also added that if the lecturers are able to perform their teaching well, students are easy to understand the lesson. If the

lecturers do not perform good teaching, the students will reject the lecturers' presence in the classroom. Purwanto (2014) also revealed that if the students' motivation is not fulfilled, the effect is, the students' motivation in the classroom will be decreased. In other statement, Mutmainnah (2008) asserted that the level of students' satisfaction toward their lecturers' teaching does not only affect their motivation to study but also affect the students' achievement in the classroom. Similarly, Siming (2014) argued that the effect of the lecturers' teaching can improve students' achievement. From his study, the result shows that if the students gain good quality of their lecturers' teaching, the students' achievement will be increased.

The researcher believed that the quality of the lecturers' teaching is one of the factors which can lead to the level of students' satisfaction toward their lecturers' teaching. Suarman (2015) said that if the teachers have the high quality of teaching methods, the students will feel satisfied with them. In contrast, if the teachers have the lower quality of the teaching, the students can get the lower level of students' satisfaction (Duraku, 2014).

On the other hand, not all the students feel satisfied with the way of the lecturers' teaching in the classroom (Suarman, 2015). Asnah's study (2014), she explains about the level of students' satisfaction toward their lecturers' teaching method in English Education Department of STAIN (Sekolah Tinggi Agama Islam Negeri) Padangsidempuan. The result shows that the level of students' satisfaction toward their lecturers' teaching is 2.70 and it means that they have

low satisfaction. To achieve the highest level of satisfaction, the level number must be 4.00.

The study from Asnah (2014) that mentioned above is also experienced by the students in one of private university in Yogyakarta, especially English Language Education (ELED) and International Program for International Relations (IPIREL) Department. Based on the researcher's observation, there are various opinions about their satisfaction toward their lecturers' teaching. Some ELED and IPIREL students felt satisfied with their lecturers' teaching and some of the students also feel not satisfied with their lecturers' teaching. However, since there was no study regarding with this matter, no clear data is available about the students' satisfaction. Therefore, the purpose of this study is to find out the level of students' satisfaction toward their lecturers' teaching at ELED and IPIREL in a private university. Also, the researcher aimed to investigate the factors that lead to the students feel satisfaction.

The researcher is interested in choosing both ELED and IPIREL because both of them have the similar teaching which shows the researcher's curiosity to conduct the research. For example, they use English as the media of instruction and implement several teaching method such as group discussion and presentation. The students also use English in the learning process. The researcher believes that the students in both departments have similar opinions regarding the lectures' teaching in the classroom. From the statement mentioned, it is useful to investigate the level of the students' satisfaction toward their lecturer' teaching and the researcher also compares the factors that affecting the students'

satisfaction with their lecturers teaching to find out the similarities and differences between them.

Identification of the Problem

The general problem is based on those students' experience during learning in ELED and IPIREL. Some of them are satisfied with their lecturers' teaching. Besides, the other students also state that they are not satisfied with their lecturers' teaching. However, there is no reliable data about the level of students' satisfaction toward their lecturers' teaching and also the factors that lead to the students' satisfaction. Based on this matter, the researcher tried to find out the level of students satisfaction toward their lecturers teaching in ELED and IPIREL. The researcher does not only find out their satisfaction, but also the researcher aims to investigate the factors that affecting the students' satisfaction with their lecturers' teaching.

Delimitation of the Problem

There are a lot of categories to measure the students' satisfaction such as, university environment, facilities, and service. However, the researcher limits the category. The researcher uses lecturers' teaching to measure the level of students' satisfaction in this study. Besides, the researcher also limits the population of this study. The population includes only ELED and IPIREL students batch 2015 because their lecturers have similar characteristic in teaching such as using English as the instruction, using discussion and presentation by English, and many more. So, the researcher believes that they have the same opinion regarding their lecturers' teaching. They are also the students who have studied in one of a

private university for six semesters. So, they have a lot of thought regarding their lecturers' teaching.

This study also investigates the factors that lead to the students' satisfaction toward their lecturers' teaching. To find out the factors, the researcher uses questionnaires to find out the trends of the factors which lead the students' satisfaction toward their lecturers' teaching. Hence, the researcher did not mention the categories that lead the students' satisfaction in the beginning of this study the researcher aimed to find out the factors that lead the students' satisfaction toward their lecturers' teaching based on their experience during studying at ELED and IPIREL.

Research Questions

This research is intended to answer the following questions:

1. How is the level of the students' satisfactions toward lecturers' teaching at ELED of a private university in Yogyakarta?
2. How is the level of the students' satisfactions toward lecturers' teaching at IPIREL of a private university in Yogyakarta?
3. What are the factors affecting the students feel satisfied with their lecturers' teaching in IPIREL and ELED batch 2015 at a private university in Yogyakarta?

Objectives of the Research

Based on the research questions, the objectives of the research are:

1. to find out the level of students' satisfaction toward their lectures' teaching at ELED of one of a private university in Yogyakarta.

2. to investigate the level of IPIREL students' satisfaction toward their lecturers' teaching method at a private university in Yogyakarta.
3. to investigate the factors that make the students feel satisfied with their lectures' teaching a private university in Yogyakarta.

Significances of the Research

This research is expected to give some advantages students, lecturers, institution and the other researcher

For the students. By reading this study, the students can know the factors that lead to the students' satisfaction toward their lecturers' teaching. By knowing the factors, the students can advise to their lecturers about how to improve their lecturers' teaching to keep the students' satisfaction toward their lecturers' teaching .

For the lecturers. This research will also give benefits to lecturers to have the reflection about their teaching so the lectures can evaluate their teaching to be improved. Also, they can know what the students' expectations to improve their satisfaction toward their lecturers' teaching

For the institution. After knowing the level of students' satisfaction and factors that affecting them feel satisfied with their lecturers' teaching, this research will give benefits for the institution to develop human resources especially the lecturers to create good teaching quality. Besides, the institution is also able to produce good graduates' quality.

For the other researcher. This research can help the other researcher to get the information about the level of students' satisfaction toward their lecturers'

teaching and the factors that lead to the students' satisfaction. The information can be used by the other researchers as the reference to conduct further study about students' satisfaction.

Organization of the Research

This research contains five chapters. Chapter one is introduction including background of the research, identification of the problem, limitation of the problem, questions of the research, objectives of the research, significances of the research, and outline of the research. Chapter two is literature review. There are several explanations related to the teaching method, the students, and the study of students' satisfaction toward the teaching methods.

Chapter three explains the methodology. This chapter contains of design of the research, setting of the research, participants of the research (population and sample of the research), techniques of data collection, instruments of the research (document and questionnaire), variables of the research (independent and dependent variable), validity and reliability of the instrument and analysis of the data. Chapter four contains of findings and discussions, meanwhile chapter five provides conclusion and recommendation from the result of the research.