

Chapter 5

Conclusion and Recommendation

This chapter consisted of two parts. The first part presented the summary of the study and the second part presented the recommendation based on the significance of the study for the researcher, students, lecturers, and institution,

Conclusion

This study aimed to investigate the level of students' satisfaction toward their lecturers' teaching. This study also aimed to investigate the factors that lead to the students' satisfaction toward their lecturers' teaching. To conduct this study, the researcher used quantitative approach. It is necessary because this study looked for the level that measured by numerical data and the trends. To know the data, the researcher involved 91 English Language Education Department (ELED) and 65 International Program for International Relations (IPIREL) students batch 2015. Besides, the instrument that was used to gather the data was a questionnaire. In order to distribute the questionnaire, the researcher used random sampling to determine the selected respondents by their classes. After collecting the data, the researcher analysed the questionnaires with descriptive statistic by using SPSS Version 22.

The result showed that ELED and IPIREL students felt satisfied with their lecturers teaching. ELED students had 3.85 mean score of satisfaction and

IPIREL students also had 3.48 score of satisfaction. Their scores were categorized as satisfied because they were between 3.41 until 4.2.

The researcher found out the same factors that led to the students' satisfaction toward their lecturers teaching. Both ELED students and IPIREL believed that the lecturers who assessed their task based on assessment rubric in item 18 and the lecturers who used the facilities (projector, whiteboard, and many more) to support the learning process and teaching time efficiently were considered as the factor in item 2. Those statements were related to the lecturers' preparation before teaching.

The researcher also found out the different factors that led to students' satisfaction toward their lecturers' teaching. ELED students' batch 2015 believed that the lecturers with good competence could affect their satisfaction in item 9. Besides, IPIREL students also stated that their lecturers used to update their knowledge were the factor in item 3. The items were in line with the lecturers' competency. It was one of the factors that led the students' satisfaction toward their lectures' teaching

The researcher could conclude that the factor that lead to the students' satisfaction toward their lecturers' teaching were lecturers' competency and preparation before teaching. The researcher assumed that their lecturers had a good teaching. By seeing the result, the researcher suggests that the lecturers to keep improving their competency and preparation before teaching. So, by improving them, the students were satisfied with their lecturers' teaching.

The researcher also investigated the lowest mean score in each item. The result showed that Both ELED and IPIREL students had same opinion about their lecturers' teaching. It is their lecturers gave the assessment score on time in item 10. ELED students had mean score 3.29 and IPIREL students had mean score 2.83. Besides, item 10 had the relation with what IPIREL students answered. It was item 5, their lecturers using teaching time efficiently. So, item 10 and item 5 was the lecturers' preparation before teaching.

Then, ELED and IPIREL students also had different opinion about their lecturers' teaching. ELED students answered item 17. It was their lecturers gave the challenging task that had 3.67 mean score. They also answered item 11 that their lecturers used various teaching method and the mean score was 3.68. Their opinion was in line with teaching quality In other hand, IPIREL students answered item 12. It was their lecturers motivate them to study hard that had mean score 3.06. This item had relation with teacher-student relationship.

ELED students felt still felt satisfied with their lecturers because item 17 and 11 were between 3.41 until 4.2, except item 10 that considered as satisfied enough because the score was between 2.61 until 3.4. IPIREL student were also considered as satisfied enough because item 10, 12, and 5 were between 2.61 until 3.4.

To conclude, although they were considered as satisfied by seeing their the lowest score in each item, these result can be the evaluation for the lecturers to keep developing their teaching quality and preparation before teaching. Not only

improving it, but also they were also suggested to maintain the good relationship with their students.

Recommendation

From the results of the level of students' satisfaction toward their lecturers' teaching and the factors that affect their satisfaction in ELED and IPIREL batch 2015, this study provides some recommendation for some parties.

For the students. The students are advised to be critical when they are taught by their lecturers. They can evaluate their lecturers' teaching to keep maintaining their satisfaction toward their lecturers' teaching. So, the lecturers can do reflection about their teaching.

For the lecturers. Based on the results, the factors that lead the students feel satisfied with their lecturers are lecturers' competence and preparation before teaching. So, the lecturers are suggested to keep evaluating their competence and preparation before teaching to the students. Those are useful to maintain the students' satisfaction toward their lecturers' teaching.

For the institution. According to the result, the lowest mean score of students' satisfaction toward their lecturers' teaching are in line with preparation before teaching, quality of teaching, and teacher -students relationship. So, the institution is also suggested to keep improving the quality of lecturers. Those are

also useful because the good quality of lecturers is also one of the determinant of good education institution

The other researcher. The other researchers are advised to use this study as the reference for further studying. They can explore more about the factors that lead to the students' satisfaction toward their lecturers' teaching. Also, they can investigate deeply about the level of students' satisfaction toward their lecturers' teaching.