

APPROVAL SHEET

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Department : English

Faculty : Letters and Culture

Title : Students' Perception On English Laboratory Quality Service


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LEGALIZATION SHEET


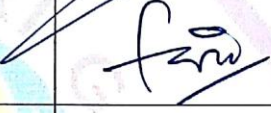


Date : 30th July 2018

Time : 10.00

Examine : Nuravifa Gumohung

Students ID : 321 411 107

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Abstract

Nuravifa Gumohung 321 411 107. Students' Perception on English Laboratory Quality Services: A Study Conducted in English Department Study Program. Faculty of Letter and Culture. Universitas Negeri Gorontalo. Advisor: Nurlaila Husain S.s, M.Pd and Helena Badu S.Pd, M.Pd

This research aims to reveal an analysis of the students perception on English laboratory qualities and services. The data are collected by giving questionnaires to the students of the English Department and the data are analyzed by using qualitative method. The participants of this study are twenty five students who are chosen based on certain criteria, using the purposive sampling method. The data are analyzed after finding and classifying the specific information that is revealed from the questionnaires. The result of the study shows the fact that there are some major points that should be improved in terms of the language laboratory qualities and services in the perspective of the students. Those improvement are identified from the less of the software as well as the hardware provided in the language laboratory in State University of Gorontalo, particularly, the English Department Study Program. Thus, based on this findings, the participants as well as the researcher expect for the educational stakeholder to improve and develop the English laboratory quality and services.

Key words: language laboratory, students' perception, quality, services

Abstrak

Gumohung, Nuravifa. 321 411 107. Persepsi Mahasiswa terhadap Kualitas Pelayanan Laboratorium Bahasa Inggris: Studi dilaksanakan di Jurusan Pendidikan Bahasa Inggris. Fakultas Sastra dan Budaya. Universitas Negeri Gorontalo. Pembimbing: Nurlaila Husain S.S., M.Pd; Helena Badu S.Pd., M.Pd.

Penelitian ini bertujuan mengkaji persepsi mahasiswa terhadap kualitas dan pelayanan laboratorium bahasa Inggris. Data penelitian bersumber dari kuesioner yang diberikan pada mahasiswa sebagai responden. Selanjutnya data tersebut dianalisis menggunakan metode kualitatif. Mahasiswa yang terpilih sebagai responden berjumlah lima (5) orang; pemilihan responden ini dilakukan berdasarkan kriteria yang telah ditentukan menggunakan metode purposive sampling. Data yang terkumpul dianalisis setelah menemukan dan menentukan informasi spesifik yang diperoleh dari kuesioner. Hasil penelitian menunjukkan bahwa ada beberapa hal penting terkait kualitas dan pelayanan laboratorium bahasa yang harus ditingkatkan berdasarkan perspektif mahasiswa. Hal tersebut berangkat dari kurangnya *software* (aplikasi atau perangkat lunak) serta *hardware* (peralatan komputer) yang terdapat pada laboratorium bahasa di Jurusan Pendidikan Bahasa Inggris. Oleh karena itu, penelitian ini menyarankan agar pihak yang berkepentingan untuk segera menangani permasalahan tersebut guna meningkatkan kualitas dan layanan laboratorium.

Kata-kata Kunci: laboratorium bahasa, persepsi mahasiswa, kualitas, pelayanan

