

## **ABSTRACT**

Masatyo Bawono (01669170067)

### **EFFECT OF LECTURER'S COLLABORATION, LECTURER'S TECHNICAL SKILL, AND LECTURER'S ONLINE PARTICIPATION ON STUDENTS SATISFACTION IN DISTANCE LEARNING PROGRAM AT XYZ UNIVERSITY**

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Student satisfaction is influencing student's learning process and motivation. More satisfied user means they have higher motivation to finish the study and better learning process. This research aims at the effect of lecturer's collaboration, online participation, and technical skill towards student satisfaction in an online classroom. The subject of this research is active students of Universitas XYZ's distance learning in 2018, total respondent is 88 person. Data is collected by doing a survey consist of 40 questions, and then processed with PLS method using SmartPLS software. The result of this research shown that there is a positive influence between lecturer's collaboration, lecturer's technical skill, and lecturer's online participation towards student's satisfaction, with lecturer's technical skill is the most influencing factor for student satisfaction. This research is limited to only one study program, and the respondent was the active student on 2018. This research can give insights and idea on how can a faculty improve their student's satisfaction.

References : 53 (1989 - 2019)

Key words : satisfaction, collaboration, online learning, online participation, technical skill.