

ABSTRACT

The title of this study is "**THE EFFECT OF ACADEMIC SERVICE ON STUDENT SATISFACTION AT ARMANIYAH VOCATIONAL HIGH SCHOOL BEKASI DISTRICT**". This research was conducted at Armaniyah Vocational High School, having its address at Tonjong Sukaragam Village, Serang Baru Subdistrict Bekasi District. Academic service is considered as one of the factors that can support student learning success that creates satisfaction. The purpose of this study was to determine the effect of academic services on student satisfaction at Armaniyah Vocational High School in Bekasi District. The research hypothesis reads: "**There is the Effect of Academic Services on Student Satisfaction in Armaniyah Vocational High School Bekasi District**". This research uses a quantitative approach with survey methods, and data collection techniques are observation and questionnaire. The subjects in this study were 63 students from *Teknik Komputer dan Jaringan (TKJ)* and *Teknik Kendaraan Ringan (TKR)*. Data analysis used is data analysis through calculating the average (mean) score with the help of SPSS 24.0 for Windows. Based on the results of the calculation and processing of the data obtained the number R (correlation coefficient) or the number of relationships between variables X to variable Y of 0.871. The amount of contribution given by academic service variables can be seen from the numbers on R Square which is equal to 0.759, which means that academic services influence student satisfaction by 75.9%. In other words, academic services have a "big" influence on student satisfaction in vocational high schools. The rest is influenced by other factors, namely non-academic services, public perceptions of the school image and perceived value that is not meticulous by the researcher. The conclusion of the study is acceptable with the influence of a large academic service on student satisfaction at school. As the end of the research, the author submits suggestions to Armaniyah Vocational School in Bekasi District, and is expected to be a source of information, input and benefits as consideration for schools to improve academic services provided to students or the surrounding community.

Keywords: Academic Services, Student Satisfaction