

**ASSESSING STUDENTS SATISFACTION OF SCHOOL FACILITIES  
AND TEACHING SERVICES AT SMPN 1 HIJAU BERSERI**

**THESIS**



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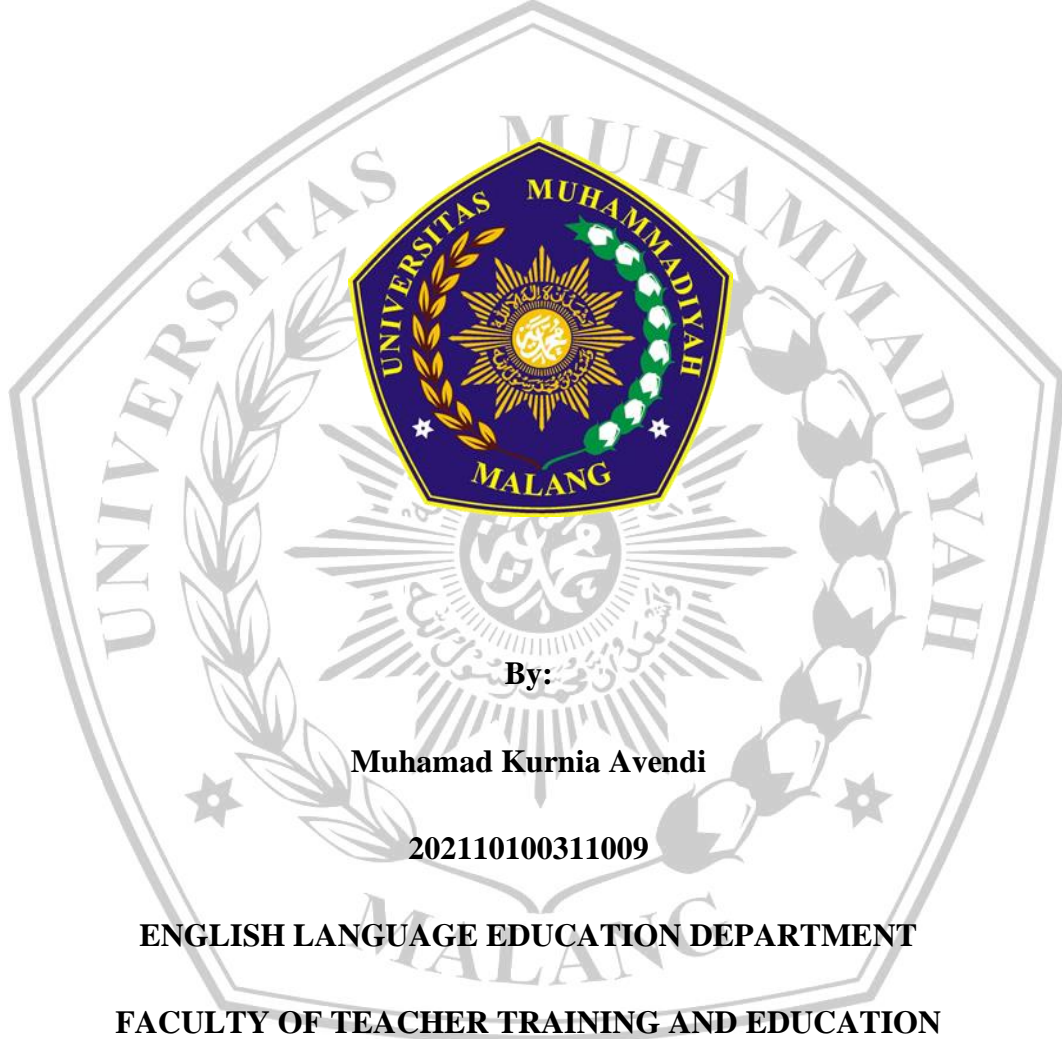
**UNIVERSITY OF MUHAMMADIYAH MALANG**

**2025**

**ASSESSING STUDENTS SATISFACTION OF SCHOOL FACILITIES AND  
TEACHING SERVICES AT SMPN 1 HIJAU BERSERI**

**THESIS**

This thesis is submitted to meet one of the requirements to achieve Bachelor Degree in  
English Language Education



**2025**

## APPROVAL PAGE

This thesis was written by Muhamad Kurnia Avendi and approved on

17 January 2025



## APPROVAL PAGE

This thesis was defended in front of the examiners of the Faculty of Teacher Training and Education of University of Muhammadiyah Malang and accepted as one of the requirements to achieve Sarjana Degree in English Language Education

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## MOTTO AND DEDICATIONS

### MOTTO

اللَّهُمَّ يَسِّرْ وَلَا تُعَسِّرْ

*(Ya Allah, mudahkanlah jangan kau persulit)*

### DEDICATIONS

I dedicated this thesis to:

1. To My Beloved Family
2. To Dr Estu Widodo M.Hum
3. To my fellow ELED friends (JMK48)
4. To IdleRosie
5. To My Self



### AUTHOR'S DECLARATION OF ORIGINALITY

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Last but not least, I wanna thank me. I wanna thank me for believing in me. I

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# ASSESSING STUDENT SATISFACTION WITH SCHOOL FACILITIES AND TEACHING SERVICES IN SMPN 1 HIJAU BERSERI

## ABSTRACT

This study investigates student satisfaction with school facilities and teaching services at SMP Negeri 1 Hijau Berseri, a junior high school located in Malang Regency, East Java. The research aims to evaluate how various aspects of the school environment ranging from classroom infrastructure and technological resources to cleanliness and extracurricular support impact students' overall learning experiences and satisfaction. Using a mixed-methods approach, the study collected data from 99 students through structured questionnaires and follow-up interviews. Quantitative data were analyzed using statistical tools, while qualitative responses were examined through thematic analysis. The findings indicate a high level of student satisfaction with most facilities, especially in terms of library access, internet connectivity, and the integration of technology in the classroom. Students also reported feeling safe and supported within the school environment.

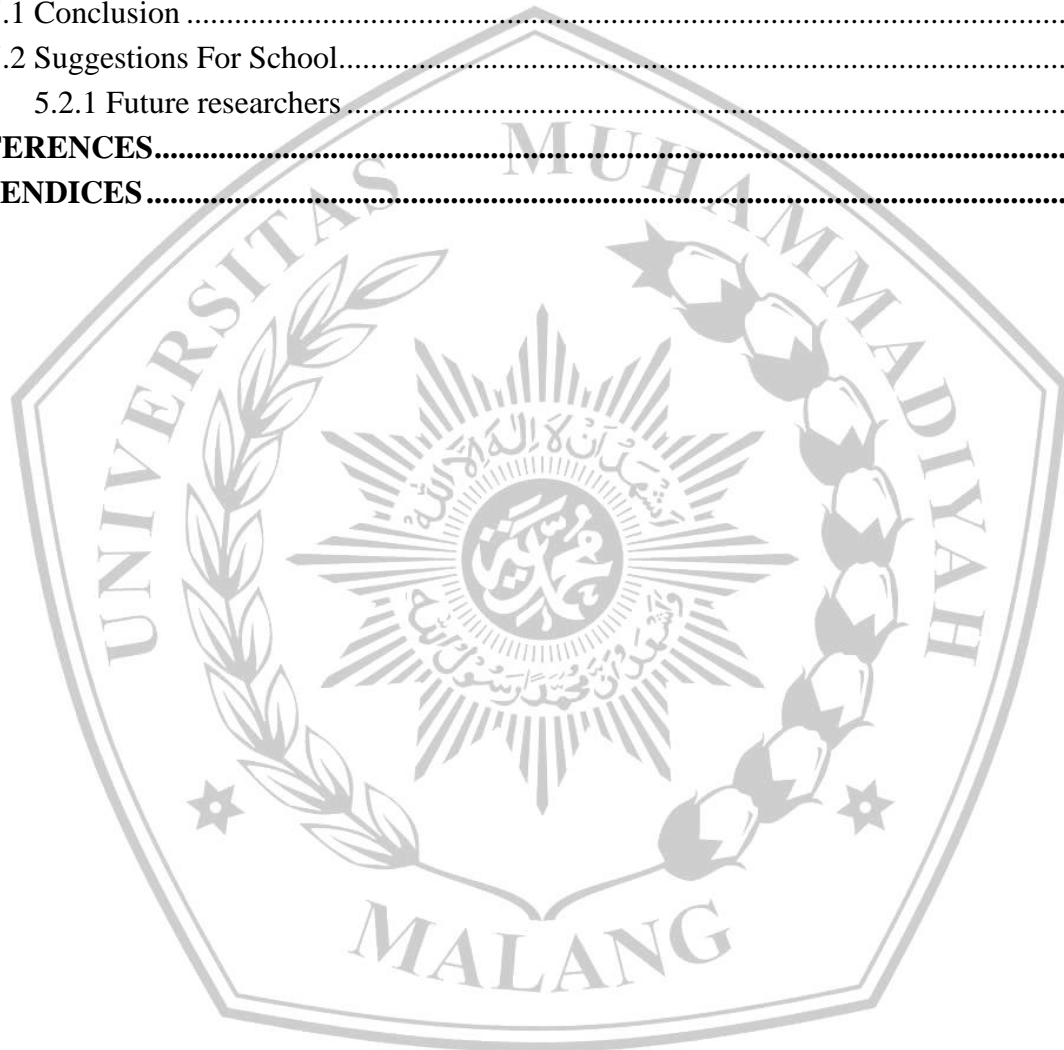
However, certain areas were identified for improvement, including toilet cleanliness, classroom noise levels, and equitable access to facilities such as music and art rooms. The study concludes that while the school has succeeded in providing a generally conducive learning atmosphere, continuous evaluation and targeted interventions are necessary to ensure quality, inclusivity, and sustainability of educational services. The results of this research offer practical insights for school administrators, educators, and policymakers seeking to enhance the student experience in secondary education settings.

**Keywords:** *Student satisfaction, school facilities, teaching services, junior high school, educational environment, mixed-methods research*

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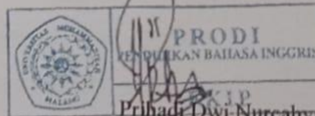
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