

CHAPTER 5

CONCLUSIONS AND FUTURE WORKS

5.1 Conclusion

From the results of the research that has been done, it can be concluded that :

1. Data collection using questionnaires obtained 59 respondents.
2. Testing of variables and parameters with validity and reliability tests showed that from 30 variables there were 23 valid variables. The results of the reliability test show the parameters are very reliable to use
3. Built a decision tree with the C4.5 algorithm produces 13 rules and main variable that affects student satisfaction from the Department of Public Health 2019 generation is "**Administration services in the Department are easy and fast**", then followed by other variables that appear in the Decision Tree (X9, X2, X10, X20, X18, X15, X4, X5, and X1).
4. performance evaluation using confusion matrix generates an accuracy of 92%, 100% precision and 70% recall.

5.2 Future Work

Research on student satisfaction is very important, because this research has been carried out, the researcher suggests future work :

1. This research can be developed by comparing the level of student satisfaction in offline learning to online learning.
2. Can do research about the comparison of offline lectures and hybrid lectures by comparing their effectiveness by measuring the level of student satisfaction.