# STUDENT SATISFACTION ANALYSIS OF PHARMACY STUDY PROGRAM ON OFFLINE LEARNING PERFORMANCE AT UNIVERSITAS MUHAMMADIYAH KALIMANTAN TIMUR USING C4.5 ALGORITHM

**THESIS**

**Submitted in partial fulfillment of the requirements for a Bachelor of Computer Science**


**SUBMITTED BY :**

**MUHAMMAD NURUL FADJRI**

**1811102441112**



**DEPARTMENT OF INFORMATION ENGINEERING**

**FACULTY OF SCIENCE AND TECHNOLOGY**

**UNIVERSITAS MUHAMMADIYAH KALIMANTAN TIMUR**

**SAMARINDA**



**2022**

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## APPROVAL SHEET

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At the date of 5 July 2022

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## STATEMENT OF THESIS AUTHENTICITY PAGE

The undersigned below,

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Declare that the thesis with the following title: **Student Satisfaction Analysis Of Pharmacy Study Program On Offline Learning Performance At Universitas Muhammadiyah Kalimantan Timur Using C4.5 Algorithm**

Supervisor : Wawan Joko Pranoto, S.Kom., M.Ti

1. This paper is completely ORIGINAL and has NEVER been submitted for a Bachelor's Degree in Computer Science, either at Universitas Muhammadiyah Kalimantan Timur (UMKT) or at any other tertiary institution.
2. This paper is my own ideas, formulations and research, without any help from other parties except the direction of the Advisory Lecturer
3. In this paper there are no works or opinions of others, except in writing that is clearly stated as a reference in the manuscript with the name of the author mentioned and mentioned in the Bibliography of this paper.
4. The software used in this study is entirely my responsibility, not the responsibility of Universitas Muhammadiyah Kalimantan Timur (UMKT)
5. I make this statement in truth, if in the future there are irregularities and untruths in this statement, then I am willing to accept ACADEMIC SANCTIONS with the revocation of the degree that has been obtained, as well as other sanctions in accordance with the norms that apply at Muhammadiyah College.

Samarinda, 30 June 2022,
That state,


Muhammad Nurul Fadjri
1811102441112

# FOREWORD

بِسْمِ ٱللَّـٰهِ ٱلرَّحْمَـٰنِ ٱلرَّحِيمِ

Praise and gratitude I pray to Allah SWT. With his blessing, I was able to complete the preparation of this thesis. The title of the thesis that I propose is " Student Satisfaction Analysis Of Pharmacy Study Program On Offline Learning Performance At Universitas Muhammadiyah Kalimantan Timur Using C4.5 Algorithm"

This thesis is submitted to fulfill the graduation requirements for the Thesis course at the Faculty of Science and Technology, Universitas Muhammadiyah Kalimantan Timur. There is no denying that it took a lot of effort to complete this thesis. However, this work would not have been completed without the people around me who support and help me. I'll give thanks to:

1. Mr. Prof. Dr. Bambang Setiaji as Chancellor of the Universitas Muhammadiyah Kalimantan Timur, and Prof. Ir. Sarjito, MT, Ph.D as the Dean of the Faculty of Science and Technology Universitas Muhammadiyah Kalimantan Timur, who has been pleased to provide the author with the opportunity to complete his studies at the Universitas Muhammadiyah Kalimantan Timur.
2. Mrs. Asslia Johar Latipah, S. Kom., M.Cs as Chair of the Informatics Engineering Study Program, Universitas Muhammadiyah Kalimantan Timur.
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9. Wise Juice and Vaporesso Tarot baby who have accompanied the writer when the writer was working on this thesis.
10. Twice who has inspired the author and also helped the writer in doing the thesis by listening to the song.

May all goodness and help all get a blessing from Allah SWT. and finally I realize that this thesis is still far from perfect, because of the limited knowledge that I have. For this reason, I humbly expect suggestions and constructive criticism from all parties in order to build this research report.

Samarinda, February 2022

Writer

# *ABSTRACT*

*Student satisfaction, which includes the difference between importance and perceived outcomes or results, is an assessment of whether the alternatives selected can at least meet or exceed the expectations of the student, and whether the results achieved are Dissatisfaction can arise when student expectations are not met. Meet expectations. There are five dimensions that measure service quality based on the difference between expectations and consumer-perceived performance: Concrete, Reliability, Responsiveness, Safety, and Empathy.*

*Student satisfaction ratings are based on questionnaires completed by students. Survey results are processed using the C4.5 algorithm. The C4.5 algorithm is a classifier algorithm that creates a decision tree. The decision tree method transforms a very large problem into a decision tree representing rules. Rules are easy to understand in natural language. Based on the results of surveys conducted, the use of the C4.5 algorithm helps degree programs improve their services according to the results of questionnaires completed by students.*



***Keywords:*** *C4.5 Algorithm, Questionnaire, Dimension*

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