

## ABSTRACT

### ***The Influence of Competence, Service Attitude, and Responsiveness of Educators on Student Satisfaction at Pondok Pesantren Mujahidin Bandung Lor Jombang***

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*This study aims to analyze the influence of educator competence, service attitude, and responsiveness both partially and simultaneously on student satisfaction at Pondok Pesantren Mujahidin Bandung Lor, Jombang. This research is quantitative in nature. The sample was selected using purposive sampling, involving 100 students. Data analysis was conducted using multiple linear regression with SPSS software.*

*The results indicate that, partially, educator competence and service attitude have a positive and significant effect on student satisfaction. Meanwhile, educator responsiveness has the most dominant influence on student satisfaction. The simultaneous test reveals that all three independent variables significantly affect student satisfaction at Pondok Pesantren Mujahidin.*

**Keywords:** *Competence, Service Attitude, Responsiveness, Student Satisfaction.*

## **ABSTRAK**

### **Pengaruh Kompetensi, Sikap Pelayanan, dan Responsivitas Tenaga Pendidik Terhadap Kepuasan Santri di Pondok Pesantren Mujahidin Bandung Lor Jombang**

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Penelitian ini bertujuan untuk menganalisis pengaruh kompetensi, sikap pelayanan, dan responsivitas tenaga pendidik secara parsial dan simultan terhadap kepuasan santri di Pondok Pesantren Mujahidin Bandung Lor, Jombang. Jenis penelitian ini adalah kuantitatif. Sampel penelitian diambil dengan teknik purposive sampling yang melibatkan 138 santri. Metode analisis data menggunakan regresi linier berganda dengan software SPSS.

Hasil penelitian menunjukkan bahwa secara parsial, kompetensi tenaga pendidik dan sikap pelayanan berpengaruh positif dan signifikan terhadap kepuasan santri. Sementara itu, responsivitas tenaga pendidik menunjukkan pengaruh yang paling dominan terhadap kepuasan santri. Uji simultan menunjukkan bahwa ketiga variabel independen tersebut secara bersama-sama berpengaruh signifikan terhadap kepuasan santri di Pondok Pesantren Mujahidin.

Kata kunci: Kompetensi, Sikap Pelayanan, Responsivitas, Kepuasan Santri.