

TABLE OF CONTENTS

DECLARATION	Error! Bookmark not defined.
FOREWORD	Error! Bookmark not defined.
ACKNOWLEDGEMENTS	Error! Bookmark not defined.
ABSTRACT	Error! Bookmark not defined.
CHAPTER I INTRODUCTION	Error! Bookmark not defined.
A. Background	Error! Bookmark not defined.
B. Problem Identification and Formulation	Error! Bookmark not defined.
1. Problem Identification.....	Error! Bookmark not defined.
2. Problem Formulation	Error! Bookmark not defined.
C. Research Objectives	Error! Bookmark not defined.
D. Significance of the study	Error! Bookmark not defined.
E. Organising Research.....	Error! Bookmark not defined.
CHAPTER II LITERATURE REVIEW, FRAMEWORK AND RESEARCH HYPOTHESIS	Error! Bookmark not defined.
A. Literature Review	Error! Bookmark not defined.
1. Student Satisfaction	Error! Bookmark not defined.
a. Perspectives on Students' Satisfaction	Error! Bookmark not defined.
b. Academic advising and instruction	Error! Bookmark not defined.
c. Social Activities	Error! Bookmark not defined.
d. Library	Error! Bookmark not defined.
e. Adaptability	Error! Bookmark not defined.
2. Student engagement	Error! Bookmark not defined.
a. Values and Goals (I Want to).....	Error! Bookmark not defined.
b. Intrinsic Interest	Error! Bookmark not defined.
c. Internalized Values.....	Error! Bookmark not defined.
d. Engagement and Motivation	Error! Bookmark not defined.
3. Teachers' Performance (Including ICT as part of teachers' performance)	Error! Bookmark not defined.
Error! Bookmark not defined.	
a. Performance as a multi-dimensional concept	Error! Bookmark not defined.
defined.	
b. Task performance	Error! Bookmark not defined.
c. Contextual performance	Error! Bookmark not defined.

- d. Performance as a dynamic concept **Error! Bookmark not defined.**
- e. Perspectives on performance **Error! Bookmark not defined.**
- B. Theoretical framework of the research..... **Error! Bookmark not defined.**
- C. Hypothesis **Error! Bookmark not defined.**

CHAPTER III RESEARCH METHODOLOGY .. **Error! Bookmark not defined.**

- A. Population and Sampling Techniques **Error! Bookmark not defined.**
 - 1. Population..... **Error! Bookmark not defined.**
 - 2. Sampling **Error! Bookmark not defined.**
- B. Research design..... **Error! Bookmark not defined.**
- C. Operational Definition..... **Error! Bookmark not defined.**
 - 1. Student satisfaction (Y)..... **Error! Bookmark not defined.**
 - 2. Student Engagement (X_1)..... **Error! Bookmark not defined.**
 - 3. Teachers' Performance (X_2)..... **Error! Bookmark not defined.**
- D. Research Instrument **Error! Bookmark not defined.**
 - 1. Instrument Development Process **Error! Bookmark not defined.**
 - 2. Test Validity of Data..... **Error! Bookmark not defined.**
 - 3. Test Reliability of Data **Error! Bookmark not defined.**
 - 4. Measures of Variability..... **Error! Bookmark not defined.**
 - 5. Results of testing Instrument **Error! Bookmark not defined.**
 - 6. Testing analysis **Error! Bookmark not defined.**
 - a. Weighted Means Test Scored **Error! Bookmark not defined.**
 - 7. Normality test **Error! Bookmark not defined.**
- E. Techniques of Data Collection..... **Error! Bookmark not defined.**
- F. Techniques of Data Analysis **Error! Bookmark not defined.**

CHAPTER IV RESEARCH FINDINGS AND ANALYSIS **Error! Bookmark not defined.**

- A. RESEARCH FINDINGS..... **Error! Bookmark not defined.**
 - 1. Description of Student Engagement **Error! Bookmark not defined.**
 - a. SMAN 5..... **Error! Bookmark not defined.**
 - b. SMAN 24..... **Error! Bookmark not defined.**
 - c. SMAN 1..... **Error! Bookmark not defined.**
 - d. SMAN 8..... **Error! Bookmark not defined.**
 - e. SMAN 9..... **Error! Bookmark not defined.**
 - 2. Description of Teachers' Performance ... **Error! Bookmark not defined.**
 - a. SMAN 5..... **Error! Bookmark not defined.**

b.	SMAN 24.....	Error! Bookmark not defined.
c.	SMAN 1.....	Error! Bookmark not defined.
d.	SMAN 8.....	Error! Bookmark not defined.
e.	SMAN 9.....	Error! Bookmark not defined.
3.	Description of Student Satisfaction (Y) ..	Error! Bookmark not defined.
a.	SMAN 5.....	Error! Bookmark not defined.
b.	SMAN 24.....	Error! Bookmark not defined.
c.	SMAN 1.....	Error! Bookmark not defined.
d.	SMAN 8.....	Error! Bookmark not defined.
e.	SMAN 9.....	Error! Bookmark not defined.
4.	The Influence of Student Engagement to Student Satisfaction	Error! Bookmark not defined.
5.	The influence of Teachers' Performance to Student Satisfaction ...	Error! Bookmark not defined.
6.	The Influence of Student Engagement and Teachers' Performance to Student Satisfaction	Error! Bookmark not defined.
B.	ANALYSIS.....	Error! Bookmark not defined.
1.	Student Engagement (X_1).....	Error! Bookmark not defined.
2.	Teachers' Performance (X_2).....	Error! Bookmark not defined.
3.	Student Satisfaction (Y)	Error! Bookmark not defined.
4.	The Influence of Student Engagement to Student Satisfaction	Error! Bookmark not defined.
5.	The Influence of Teachers' Performance to Student Satisfaction ...	Error! Bookmark not defined.
6.	The Influence of Student Engagement and Teachers' Performance to Student Satisfaction	Error! Bookmark not defined.
	CHAPTER V CONCLUSIONS AND RECOMMENDATIONS	Error! Bookmark not defined.
	A. CONCLUSIONS.....	Error! Bookmark not defined.
	B. RECOMMENDATIONS.....	Error! Bookmark not defined.
	References:	Error! Bookmark not defined.
	APPENDIX	Error! Bookmark not defined.

LIST OF TABLES

Table 2.1	Factors mentioned in the literature	Error! Bookmark not defined.
Table 2.2	Indicators of Student engagement	Error! Bookmark not defined.
Table 2.3	Student Engagement	Error! Bookmark not defined.
Table 2.4	Four interrelated aspects of students' engagement	Error! Bookmark not defined.
		defined.
Table 2.5	SERVQUAL	Error! Bookmark not defined.
Table 2.6	Performance	Error! Bookmark not defined.
Table 2.7	Satisfaction.....	Error! Bookmark not defined.
Table 2.8	Student Satisfaction	Error! Bookmark not defined.
Table 3.1	Population (all SMAN in Bandung)	Error! Bookmark not defined.
Table 3.2	Sampling (5 SMAN in Bandung)	Error! Bookmark not defined.
Table 3.3	Operational definition (s).....	Error! Bookmark not defined.
Table 3.4	Test results of instrument.....	Error! Bookmark not defined.
Table 3.5	Weighted Means.....	Error! Bookmark not defined.
Table 3.6	Interval coefficient	Error! Bookmark not defined.