|  |  |  |
| --- | --- | --- |
| Dosen |  :  | Nova Yudha Andriansyah P |
| Matakuliah |  :  | PSIKOLOGI PELAYANAN  [**RPS**](http://staff.nusamandiri.ac.id/sap_dsn/078.zip)[**Modul**](http://staff.nusamandiri.ac.id/slide_dsn/078.zip) |
| SKS |  :  | 2 |
| Kelas |  :  | 22.2A.06 |
| Jumlah Mahasiswa |  :  | 20 |

| **Pertemuan** | **Ruangan** | **Tanggal** | **Bahan Kajian** | **Berita Acara Pengajaran** | **Kehadiran** |
| --- | --- | --- | --- | --- | --- |
| **01** | 201-f1 | 17 Maret 2023 | Pengertian psikologi pelayanan | introduction psychology | Tepat WaktuJadwal:13:20-15:00Masuk:13:23:19Keluar:15:05:39 |
| **02** | 201-f1 | 24 Maret 2023 | Proses perilaku manusia | process of human behavior | Tepat WaktuJadwal:13:20-15:00Masuk:13:24:21Keluar:15:09:56 |
| **03** | 201-f1 | 31 Maret 2023 | Hubungan antar karyawan | hubungan antar karyawan | Tepat WaktuJadwal:13:20-15:00Masuk:13:22:54Keluar: |
| **04** | 201-f1 | 14 April 2023 | Hubungan antara karyawan dengan atasan | hubungan antara karyawan dengan atasan | Tepat WaktuJadwal:13:20-15:00Masuk:13:27:26Keluar:14:49:52 |
| **05** | 201-f1 | 5 Mei 2023 | Hubungan atasan dengan karyawan dan tamu | 5 hubungan atasan dengan karyawan dan tamu | Tepat WaktuJadwal:13:20-15:00Masuk:13:23:19Keluar:15:05:39 |
| **06** | 201-f1 | 12 Mei 2023 | Pembentukan sikap positif dalam pelayanan | 6 pembentukan sikap positif dalam pelayanan | Tepat WaktuJadwal:13:20-15:00Masuk:13:23:19Keluar:15:05:39 |
| **07** | 201-f1 | 26 Mei 2023 | Diskusi | review | Tepat WaktuJadwal:13:20-15:00Masuk:13:21:20Keluar: |
| **08** | - | - | (UTS) | - | - |
| **09** | 503-f1 (kp) | 6 Juni 2023 | Pengertian organizasional behavior | pertemuan 9 | Tepat WaktuJadwal:13:20-15:00Masuk:13:21:09Keluar: |
| **10** | 201-f1 | 9 Juni 2023 | Mengenal berbagai macam karakter tamu | 10 mengenal berbagai macam karakter tamu | Tepat WaktuJadwal:13:20-15:00Masuk:13:28:56Keluar:14:46:03 |

| **Pertemuan** | **Ruangan** | **Tanggal** | **Bahan Kajian** | **Berita Acara Pengajaran** | **Kehadiran** |
| --- | --- | --- | --- | --- | --- |
| **11** | 201-f1 | 16 Juni 2023 | Mengenal tipe-tipe pelanggan | 11 mengenal tipe-tipe pelanggan | Tepat WaktuJadwal:13:20-15:00Masuk:13:21:01Keluar:15:02:04 |
| **12** | 201-f1 | 7 Juli 2023 | Mengenali keluhan pelanggan | 12 mengenali keluhan pelanggan | Tepat WaktuJadwal:13:20-15:00Masuk:13:24:14Keluar:14:57:38 |
| **13** | en1-f1 (kp) | 8 Juli 2023 | Konsep dan tujuan pelayanan prima | excellent service | Tepat WaktuJadwal:13:20-15:00Masuk:13:24:14Keluar:14:57:38 |
| **14** | en1-f1 (kp) | 14 Juli 2023 | excellent service | excellent service | Tepat WaktuJadwal:13:20-15:00Masuk:13:24:14Keluar:14:57:38 |
| **15** | en1-f1 (kp) | 20 Juli 2023 | REVIEW | REVIEW | Tepat WaktuJadwal:13:20-15:00Masuk:13:24:14Keluar:14:57:38 |
| **16** | en1-f1 (kp) | 21 Juli 2023 | (UAS) | UAS | Tepat WaktuJadwal:13:20-15:00Masuk:13:24:14Keluar:14:57:38 | - |

Presensi Mahasiswa 22.2A.06



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| **Nim** | **Nama** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **Jumlah** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [**22220001**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220001-06-NUR.js) | ruth shinta alexandra | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 11 |
| [**22220002**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220002-06-NUR.js) | aloysius danny aristyo | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 11 |
| [**22220003**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220003-06-NUR.js) | rika nopianti | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 12 |
| [**22220004**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220004-06-NUR.js) | dania rahmadini | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| [**22220005**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220005-06-NUR.js) | sheika rivansa khalda | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 8 |
| [**22220006**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220006-06-NUR.js) | grivanna mawardah | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 9 |
| [**22220007**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220007-06-NUR.js) | vira tsaniyah | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 8 |
| [**22220008**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220008-06-NUR.js) | muhammad sulton fadillah khoir | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| [**22220009**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220009-06-NUR.js) | seigiel naresky yusuf | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| [**22220010**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220010-06-NUR.js) | muhammad zidane | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 2 |

| **Nim** | **Nama** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **Jumlah** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [**22220011**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220011-06-NUR.js) | dirma yulia puspita indah | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 10 |
| [**22220013**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220013-06-NUR.js) | nova enjeliya | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 10 |
| [**22220014**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220014-06-NUR.js) | syahril hidayat | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 11 |
| [**22220015**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220015-06-NUR.js) | nabilla mahreza | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 9 |
| [**22220016**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220016-06-NUR.js) | hafiz maulana | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| [**22220017**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220017-06-NUR.js) | luthfia rahma | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 7 |
| [**22220018**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220018-06-NUR.js) | yulia | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 9 |
| [**22220019**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220019-06-NUR.js) | izzatus saadah | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 8 |
| [**22220020**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220020-06-NUR.js) | rahmah aulia dewi | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 10 |
| [**22220021**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220021-06-NUR.js) | amalia putri | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 7 |

Penilaian 22.2A.06



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| **NIM** | **NAMA** | **Presensi** | **TUGAS** | **UTS** | **UAS** | **GRADE AKHIR** |
| --- | --- | --- | --- | --- | --- | --- |
| [**22220001**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220001-06-NUR.js) | ruth shinta alexandra | 92 | 85 | 98 | 100 | A |
| [**22220002**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220002-06-NUR.js) | aloysius danny aristyo | 92 | 85 | 78 | 78 | A |
| [**22220003**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220003-06-NUR.js) | rika nopianti | 100 | 85 | 96 | 100 | A |
| [**22220004**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220004-06-NUR.js) | dania rahmadini | 83 | 95 | 100 | 100 | A |
| [**22220005**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220005-06-NUR.js) | sheika rivansa khalda | 67 | 90 | 0 | 100 | C |
| [**22220006**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220006-06-NUR.js) | grivanna mawardah | 75 | 95 | 98 | 100 | A |
| [**22220007**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220007-06-NUR.js) | vira tsaniyah | 67 | 100 | 100 | 98 | A |
| [**22220008**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220008-06-NUR.js) | muhammad sulton fadillah khoir | 83 | 85 | 92 | 98 | A |
| [**22220009**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220009-06-NUR.js) | seigiel naresky yusuf | 83 | 85 | 98 | 100 | A |
| [**22220010**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220010-06-NUR.js) | muhammad zidane | 17 | 0 | 0 | 84 | E |

| **NIM** | **NAMA** | **Presensi** | **TUGAS** | **UTS** | **UAS** | **GRADE AKHIR** |
| --- | --- | --- | --- | --- | --- | --- |
| [**22220011**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220011-06-NUR.js) | dirma yulia puspita indah | 83 | 85 | 100 | 98 | A |
| [**22220013**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220013-06-NUR.js) | nova enjeliya | 83 | 100 | 96 | 98 | A |
| [**22220014**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220014-06-NUR.js) | syahril hidayat | 92 | 85 | 96 | 100 | A |
| [**22220015**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220015-06-NUR.js) | nabilla mahreza | 75 | 85 | 100 | 100 | A |
| [**22220016**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220016-06-NUR.js) | hafiz maulana | 83 | 85 | 100 | 100 | A |
| [**22220017**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220017-06-NUR.js) | luthfia rahma | 58 | 100 | 100 | 100 | A |
| [**22220018**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220018-06-NUR.js) | yulia | 75 | 85 | 98 | 100 | A |
| [**22220019**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220019-06-NUR.js) | izzatus saadah | 67 | 90 | 100 | 98 | A |
| [**22220020**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220020-06-NUR.js) | rahmah aulia dewi | 83 | 100 | 100 | 100 | A |
| [**22220021**](https://says.nusamandiri.ac.id/m_induk_mhs_nilai-22220021-06-NUR.js) | amalia putri | 58 | 85 | 100 | 98 | A |