

ABSTRACT

Higher education is an institution that interacts with the community. Fulfilling public expectations is one of the main goals of public services that must be improved, both in terms of quantity and quality. Universities that build information systems can give optimal services, provide real-time information, and provide reliable information to improve services. Currently, Faculty of Dentistry University of X in supporting academic services is still manually. Academic staff takes 8 hours to record and recapitulate grades, that makes not optimal in services. This study aims to design academic information system based on Business Process Improvement (BPI) and Service Quality.

The design of academic information system begins with identifying current business processes, then measuring the level of student satisfaction using Customer Satisfaction Index (CSI) and 5 dimensions of Service Quality (reliability, tangibles, responsiveness, assurance, empathy). Measuring of Importance Performance Analysis (IPA) to find out the processes must be improved and maintained. Designing business process improvement using BPI method. Integrating results of measurements of IPA and BPI that produced propose of business process improvement. The academic information system design method in this study using the Structured System Analysis and Design Method (SSADM).

Based on the discussion, level of current business process efficiency is 36.51%, the level of student satisfaction with academic services is 80.23%. There are 3 indicators with a low level of satisfaction, there are indicators V4 (availability of rooms and dental units), V9 (ease of reporting student work results), and V10 (accessibility of information on grades and report of student work). Proposed Business Process Improvement were made by integrating the results of IPA and BPI. The efficiency level of the proposed business process improvement is 74.25%. The proposed business process improvement is used as a reference for designing information systems.

The results of this study are the company can determine the level of student satisfaction with academic services, proposed business process improvement in order to improve services to students and the design of academic information systems in order to improve performance and support the process of academic services to students.

Key Word : Service Quality, Customer Satisfaction Index, Importance Performance Analysis, Business Process Improvement, Structures System Analysis and Design Method.