

ABSTRACT

Mafa, A. Murtdlo, 2013 THESIS. Title: “Students Perception Towards Work Of Biro of aAcademic Administration and Student Islamic State University Maulana Malik Ibrahim Malang”

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Since the inauguration at 2008, efficient and effective of implementation SMM ISO 9001:2000 in UIN MALIKI Malang at academic work and unit work have been audited internally either externally. Results of audit have been conveyed to the subject of organization then will be followed up by many fixes. But in other side, those all have not guaranteed lost of gap, perception by expectation of student as direct service user of academic service. So that this research has objective to know how well the work of biro administration academic and student from the perspective customers namely student.

To answer those all, researcher consider the work of report of BAAK and perception of student as service acceptor then it can be observed directly and interview to students. Technique of collecting data is by interview, observation, and documentation. And analysis data used qualitative analysis.

From the result research is identified that reach of quality target BAAK in side of programming of subject of study at 2011/2012 there were complains 0,74% from all the population of student, by maximal target. From that reach, work of BAAK in service of subject of study is well done. According to students' perception, speed : 57% scored not good. 43% scored medium. Quality : 90% scored good and the rest scored 10% score neither. Service : 83% scored good and 17% scored not good. Value : 60% scored not good and 40% scored good. From that presentation, work of BAAK in the side of speed and value is scored more of by not well. But in the quality and service the good value scorer are more.

