

ABSTRACT

World high education have high competition in effort new student, always have new ways never stops, day by day competition more sharp. Technical High School Musi (Sekolah Tinggi Teknik Musi – STT Musi) as one of private education high in Sumatera Selatan and able to resulting best alumnus who can follow competition in work. In this research do quality of service high education analysis based importance level, satisfaction level, and performance gap at each SSI dimension, so hope can increase performance of STT Musi. This research use dimensions in campus Student Satisfaction Inventory (SSI) where that instrument divided quality of service into eleven dimensions that is academic advising, campus climate, campus life, campus support service, concern for the individual, instructional effectiveness, recruitment and financial aid, registration effectiveness, safety and security, service excellence, and student centeredness. This dimension used as factor will value importance level and satisfaction by students. Responses in this research is student of STT Musi 2007/2008 from technical of architecture, technical of industry, technical of informatics, and information system. From resulting data process get average value importance higher in variable (X47) that is value transcript process easier, for value average satisfaction higher in variable (X11) that is rules and discipline for all, and for performance gap in variable (X25) that is computer access easier for everything like job, internet like e-learning, and others.

Keywords: Student Satisfaction Inventory, Student Satisfaction, and Performance Gap.