

ABSTRACT

Quality of service is an important thing in giving satisfaction to the users, with the increasingly rapid development period is expected to provide a good service, quick and satisfying. Technical High School Musi Palembang is one of Private High School located at Jl.Bangau No.60 Palembang, as one college course is expected to give good service, especially to students.

Basically this study aims to determine the quality of academic information systems services provided by STT Musi Palembang, this research was done by using a simple tabulation, the average score weighted by the method of the five Servqual dimensions of *tangible*, *reliability*, *responsiveness*, *assurance* and *empathy* as well as using application of SPSS 12:00 as a tool of data processing.

Based on the results of this study are expected to know the response or feedback on the quality of services provided to students STT Musi Palembang.

Keywords: *Quality of service, Tangibles, Reliability, Responsiveness, Assurance and Emphaty.*