

***Application of Service Quality Measurement of Internal Quality
Audit Information System of Jember State Polytechnic
with Service Quality Method***

Aplikasi Pengukuran Kualitas Layanan Sistem Informasi Audit Mutu Internal
Politeknik Negeri Jember dengan Metode *Service Quality*

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ABSTRACT

P4M Jember State Polytechnic is the place where external quality assurance is carried out by the National Accreditation Board (BAN) and/or International Standard Organization (ISO), and internally through the Quality Assurance Center (PPM) which has been established since 2006. Inside the Jember State Polytechnic P4M there is an agency in conducting an Internal Quality Audit which has the task of carrying out audits within the scope of the Jember State Polytechnic based on the audit unit in it. Generally, internal audit activities are carried out manually by manually writing out the findings and findings therein. This study aims to develop an Internal Quality Audit information system at the Jember State Polytechnic which will later facilitate the implementation of Internal Quality Audit activities within the Jember State Polytechnic campus by providing an application for measuring service quality using the Service Quality method. The development of this information system uses the Waterfall method.

Keywords : *Service Quality, Internal Quality Audit, Information Systems,
Service Quality Measurement App*