

Sistem Informasi Pengukuran Kualitas Layanan Unit Pelayanan Kelas Politeknik Negeri Jember Menggunakan Metode *Service Quality*

Information System of The Quality Measurement of Unit Pelayanan Kelas in Politeknik Negeri Jember using Service Quality Method

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ABSTRACT

Unit Pelayanan Kelas or commonly called UPK is a service class that provides the means required by professors and students during the lectures. UPK has yet to determine whether the services provided are already meeting the needs of lecturers and students of the State Polytechnic Jember. There are officers in one of the UPK is not settled in a room, there is the cigarette smoke so that interfere with the comfort of a lecturer and students when visiting room there UPK, and UPK on one of the buildings are difficult to find. Then do the measurement of service quality using UPK *service quality* and in implemented into a system is System Assessment Services Unit of the Ministry of State Polytechnic Jember Class-based website. The results of the analysis indicate the factors which lead to dissatisfaction of the service lecturer UPK is located on dimensions of *Tangibles* with a score of *servqual* -0.9929. The factors that lead to student discontent against UPK service lies in the dimension of *Emphaty*, based on determination of sample *Bernoulli* score *servqual* -0.8823 and based on the determination of sample *Cluster Random Sampling* score *servqual* -1.0547.

Keywords: UPK, Services, Servqual