

# Analisis pengaruh praktek good governance terhadap kualitas pelayanan kemahasiswaan di Akademi Pimpinan Perusahaan : Analisis persepsi mahasiswa = Analysis of good governance practical effects for the studentss service quality in corporate leader academy

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## Abstrak

Corporate Leader Academy (APP) is a high level education that formed is academy and states owner by Indonesian Industrial Department. That institution is part of high level education bureaucrat that categorize by saves is a public goods. As we can say APP have a responsibility to take car good service quality and professional in the order that APP must available good service quality and professional, cause of it APP must do the good governance paradigm in daily operation on that environment. So, the APP implemented good government paradigm in that surround. APP can expected to participation of community force, to open they are mind or transparency to responsible all the policy actions to the community, and more effective and efficient in the management process and resources allocation. In the past, the researched about the relationship of good governance practice versus quality service for the student in the APP institution research, good governance is indifferent variable (X), with 4 (four) kind of indicators that is: efficiency, accountability participation and transparency. In the other hand, service-quality is formed in depend (Y), variable, with uses five indicators that is: Tangibles, reliability, responsibility, assurance and empathy. The result of this research get some points of quality o effectiveness 47,89%, accountability 44,97%, transparency 46,61%, and participants 36,52%. Best of the average that the quality of good governance practiced that involve APP according to the respondent. With some student of APP, only 43,94% from the analysis. Otherwise in the quality of the student service get the percentage 45,08% from the reliability indicator, 44,27% from responsibility indicator, 48,89% from the assurance indicators and 44,57% from the empathy indicator practicing. Based of the research result we can see it need the more service or the employ and lectures an APP. The quality of good governance it only 43,94% must be improved it. Efficiency must be built focused to procedure efficiency. APP has to short bureaucrat line toward to the student services. These this can be helped with the minimize procedure and involved student for finding the service or it can use exactly technology, Internet facility. Accountability can improve transparency. APP must open the opportunity of student to follow participate or giving the suggestion about how to built student service quality both individuality of organization. In another way student service quality sector in APP only 45,08% this things still under of the standard of the students min then APP has improve five indicators. From physics indicator or tangible consist of APP must improve the facilities for students. Responsibility indicator, reliability, assurance, and empathy can be improved it with the training that functions ability, competency, staff skills and APP lectures with the punish and reward systems for motivating staff and APP lectures to work be better with finally good quality of student service in APP. From the measurements about the relation of good governance practice and student service quality get are point 0,803. it means that between good governance practice and students service quality have positive and strong significant in means if good governance practice more improved it, it can improve student service quality APP.