

Perancangan model pengaruh dimensi mutu pada perguruan tinggi terhadap kepuasan mahasiswa FTUI dengan Structural Equation Modeling = Designing a relationship model between quality dimension and students satisfaction in engineering faculty, UI using structural equation model

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Abstrak

Tesis ini berupaya membuat rancangan model TQM di perguruan tinggi Indonesia. Dimensi mutu yang menyusun fondasi TQM divalidasi dan dianalisis keterkaitan di dalamnya. Metode yang digunakan dalam penelitian adalah Structural Equation Modeling terhadap data yang diambil dari 251 mahasiswa tahun terakhir di FTUI.

Hasil penelitian menunjukkan bahwa terdapat 6 dimensi mutu yang menyusun bangunan TQM di perguruan tinggi, yaitu dimensi Komitmen Pimpinan Dekanat, Komitmen Pimpinan Departemen, Kegiatan Perkuliahan, Fasilitas Kampus, Sikap Positif yang Diterima, dan Umpan Balik. Kemudian, model keterkaitan yang dirancang dinyatakan valid untuk menunjukkan hubungan antar dimensi mutu dan hubungan antar dimensi mutu dengan kepuasan mahasiswa FTUI.

This thesis tried to design TQM model in Indonesian higher education. Quality dimensions that construct TQM foundation were validated and the relationships among quality dimensions were analyzed. Structural Equation Modeling was used to investigate the data obtained from 251 last year student in Engineering Faculty.

The results showed that there six quality dimensions that construct the TQM model, i.e. Commitment of Faculty Management, Commitment of Department Management, Course Delivery, Campus Facilities, Courtesy, and Customer Feedback&Improvement. The results also revealed that the relationship model was valid to explain the relationships among quality dimensions and between quality dimension and students' satisfaction.