

ABSTRACT

The purpose of this research is to analyze and assess the suitability of the implementation of the performance academic administrative services to the students IKIP Veteran Semarang. From this research is expected that employees can deliver the perceived shortcomings of the implementation of the academic services that exist today and deliver the desired academic services system. Another goal is that management can obtain information about the weaknesses of the existing and get recommendations for improvement in the implementation of academic services.

The participants of this research consisted of 9 people, consisting of 1 (one) person Vice Chancellor Academic Affairs, 1 (one) Head of BAAK, 1 (one) Head of BAU, 1 (one) of the Head of Library, 3 (three) staff BAAK, and 2 (two) students. The nine participants representing all structural position, staff, and students of IKIP Veteran Semarang. Determination of informans using purposive sampling method. This research method is qualitative analysis tool used is the technique of triangulation and member check.

The result of the analysis showed that nearly all participants understand the sense of IKIP Veteran Semarang and the stages of academic services. Basic academic services at IKIP Veteran Semarang College itself is MENPAN Decree No. 63 of 2004, including: principles, standards, measures, and strategy services with 3S: Senyum, Salam, and Sapa. Training of human resources is also expected to enhance the academic services at the IKIP Veteran Semarang. It is expected any structural officials and students correctly understand what is done by employees of academic service providers to provide suggestions / feedback for improvements that need to be done.

Keywords: Academic Services, Higher Education, Qualitative Research

