ABSTRACT

Sepuluh Nopember Institute of Technology (ITS) Surabaya is one of the higher education institution in Surabaya. In this time ITS have and drawing up effort of autonomy, accountability and evaluation. Accountability and evaluation conducted by using new management system based on new performance measurement system. This Research focussed on student satisfaction index which satisfaction of student of ITS represent one of the indicator efficacy of management process and study of ITS. Data obtained through questionnaire by 6 criterion that is issue akademik, campus environment, campus life, communication, service, and security. Criterion wight conducted with concept of Analytical Hierarchy Process. Biggest wight criterion there are issue academic criterion later done with calculation of index satisfaction of Student. An index to satisfaction of Student of ITS aggregately is equal to 3.07 which is meaning storey level satisfaction of Student ITS. Research also give some recommendation plan the make-up of performance satisfaction of Student ITS.

Key Words : Student Satisfaction Index, Analytical Hierarchy Process, Sepuluh Nopember Institute of Technology