

ABSTRACT

Telkom University as one of the private universities in Bandung, West Java has 23,000 (twenty three thousand) existing students and annually is able to absorb as many as 6,000 (six thousand) new students from various regions. This potential has been seen since Telkom University is still a 4 (four) major institutions under the auspices of Telkom Education Foundation (YPT). Based on this, the ranks of Telkom Education Foundation decided to provide the best service and coaching to the students by creating a 1-year Dormitory program for new students to get guidance and soft skill training as the basic capital of students following the campus campus and lunch later graduated from college namely Telkom University.

Keywords: Service Quality, Dormitory Satisfaction