

ABSTRACT

Telkom University Dormitory has a capacity of 376 residents in each building and has several facilities that have been provided by PT. Trengginas Jaya as the manager to meet the needs of new students. Based on data from aksarapers.com there are several facilities for dormitory residents who are still complained, including the quality of clean water, internet and security support facilities. This complaint arises because the facility is not well managed and available. Especially with prices that have almost doubled the previous price, but there are no significant changes in quality. This study aims to determine the perceptions, actual service quality and expectations desired by men dorm residents so that managers can improve and improve service quality.

This study uses descriptive quantitative research methods and the respondents of this study amounted to 100 residents of Men Telkom Dormitory in 2018/2019 by taking Simple Random Sampling and using the Importance Performance Analysis (IPA) analysis technique with the help of SPSS Version 24. The results of this study are 75 , 10% in the continuum line, which means the boarders are satisfied and the expectation level is 73.68% in the continuum line which means it is suitable for the occupants of the hostel. The average level of performance is 3.76 while the average level of expectation is 3.74. With these results indicate that the residents of the dormitory are satisfied with the services provided by the Building Manager.

Keywords: *Service Quality, Importance Performance Analysis*