

## **ABSTRACT**

*The development and improvement of services of institutions increasingly become the public attention that can be seen from the intense competition, the quality of services provided. Just as with the Center for Computing and Information Technology Faculty of Engineering, University of Indonesia (CCIT FT UI) which acts in the service of academic activities to students.*

*Over the last seven years, there were some complaints regarding academic services for students such as service time for a relatively long academic, academic procedures that are difficult and delays in the delivery of the latest information, so we need the level of user satisfaction measurement services to the services provided.*

*Measurements were done using the Kano model and servqual to get a picture of the quality of academic services and known sources of academic service quality issues which can further be a reference to improve the quality of academic services.*

*Results from this study indicated a positive gap score as many as nine attributes that indicate there are nine attributes that have the service performance which exceeds the expectations of service users. HoQ level 1 obtained 25 engineering parameters and 31 service attributes desired by consumers and from the second level HoQ obtained 31 attributes and 34 technical parameters need process, which describes the processes to be done to meet the needs of service user satisfaction. Based on above, the development of educational services CCIT FT UI needs to be done considering the assessment of service performance was still far away with the set target management.*