

## INTISARI

### **Pengukuran Kualitas Kinerja Kantin Pada Perguruan Tinggi**

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Penelitian ini dilakukan untuk tujuan mengukur kualitas kinerja kantin. Kualitas kinerja dapat dilihat dengan dimensi (*realibility, responsiviness, assurance, empathy, tangibles dan standarisasi halal*) dikantin Mawar UII Terpadu, Kantin Psikologi dan Kedokteran UII, Kantin Plaza Bank Indonesia UGM, Kantin Fakultas Peternakan UGM. Teknik analisa menggunakan deskriptif kuantitatif, dengan pengukuran *Importance Performance Analysis* (IPA). Hasil penelitian ini menunjukkan bahwa dikantin Mawar UII Terpadu perlu adanya peningkatan kualitas kinerjanya pada dimensi *realibility, responsiviness, empathy, dan tangibles*. Dikantin Psikologi dan Kedokteran UII perlu meningkatkan dimensi *responsiviness* dan *tangible*. Dikantin Plaza Bank Indonesia UGM perlu meningkatkan dimensi *responsiviness* dan *tangible*. Dan di Kantin Fakultas Peternakan UGM adanya peningkatan pada dimensi *tangible*.

***Kata kunci*** : *Kualitas Kinerja, Kantin, Importance Performance Analysis (IPA)*

## ABSTRACT

### **MEASUREMENT OF THE QUALITY OF CANTEEN PERFORMANCE AT UNIVERSITIES**

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This research was conducted for the purpose of measuring the quality of canteen performance. The quality of performance can be seen in dimensions (reliability, responsiveness, assurance, empathy, tangibles and halal standardization) in the integrated Mawar UII canteen, Canteen of the Faculty of Psychology and medicine UII, Canteen Plaza Bank Indonesia UGM, Canteen of UGM Faculty of Animal Husbandry. The analysis technique uses descriptive quantitative, with measurements of Importance Performance Analysis (IPA). The results of this study indicate that in the Mawar UII Integrated Canteen there needs to be an increase in the quality of its performance on the dimensions of reliability, responsiveness, empathy, and tangibles. Canteen Psychology and Medicine UII needs to increase the dimensions of responsiveness and tangible. Canteen Plaza Bank Indonesia UGM needs to improve the dimensions of responsiveness and tangible. And in the UGM Faculty of Animal Husbandry Canteen there is an increase in the tangible dimension.

**Keywords** : *Performance Quality, Canteen, Importance Performance Analysis (IPA)*