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### The Development of Student Academic Administration Services in Higher Education

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**Abstract**—This Qualitative research is motivated by student satisfaction with academic services. Seeing the facts in the field shows that academic services in Student Academic Administration at State Islamic Institute of Religion Curup, the level of quality of academic services in the Academic Administration of Student Affairs State Islamic Institute of Religion Curup based on aspects of tangibles, Responsiveness, Assurance aspects of reliability and Empathy aspects. The results of this study indicate that the quality of services based on physical evidence (tangibles) in this case is related to the facilities and infrastructure of service rooms and employee performance is not optimal, the quality of service based on responsiveness in terms of responsiveness to responding to students is quite good, the quality of service based assurance (assurance) in terms of ability and friendliness of employees is quite good, the quality of service based on reliability (reliability) in terms of services that are immediately accurate and satisfying is good and the quality of service based on empathy (empathy) in terms of attention and communication between employees and students is not optimal.

**Key words**—Development; Student Academic Services; Higher Education.

#### I. INTRODUCTION

The success of Higher Education is largely determined by the quality of services provided, where quality service can be identified through customer satisfaction (Fatehpon & Zulfiqar Bin-Tahir, 2019; Ristianti et al., 2019). Quality is concerned with products and services that can meet the needs, expectations and satisfaction of customers (Fathurrochman et al., 2019; Irmayani et al., 2018; Surina et al., 2019). Quality is not instantaneous but in the long run, in that term quality needs to be continuously changed, improved and perfected so that it can always meet the needs and satisfy customers and in accordance with environmental developments (Salto, 2018).

Makbuloh and Pfeffer (2015) explain that service is an action or action given by someone to someone else in the form of serving the needs of another person's business, so that someone gets relief from their affairs (Makbuloh, 2019; Pfeffer, 2015). Good service is how someone gives a satisfaction to each customer, so that with the satisfaction can give a good name for an institution and satisfying in providing services indicates that someone's performance in providing services has been good (Putra, 2015).

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