

ABSTRACT

Institut Teknologi Telkom is the first institution in Indonesia that specializing in programs of studies in the field of 'Information and Communications Technologies' (ICT). IT Telkom is projected to prepare experts in the field of ICT, a skilled and insightful business, in response to the demands of the development of ICT industry so rapidly

After a preliminary survey was conducted of students who were satisfied with the teaching process Telkom Institute of Technology campus is only about 50%. To increase the satisfaction of the teaching process should be designed in accordance with the wishes and needs of students. Therefore, in designing the study was conducted using the method of teaching the process of Quality Function Deployment (QFD). This study identified 26 attributes of the needs of students as measured by the level of satisfaction and importance. Then the data of importance and satisfaction level is processed to obtain the characteristics of fulfillment of the requirements attributes

Formulation of proposals made to improve the quality of teaching in Telkom Institute of Technology campus. This proposal is designed based on the results of data processing, analysis and brainstorming with the college. The proposal given in this study are the rules in the teaching process Based on the method of Good University Governance (GUG).

Key words: Good University Governance (GUG), Quality Function Deployment (QFD), the teaching system.