

ABSTRACT

In this final project, there are three components of the problem, namely equipment, people, and information. In the equipment component, there is a lack of physical accessibility, such as disability-friendly facilities and inadequate access to classrooms. In people, there is a lack of awareness of disability needs. In information, there is still a lack of information provided by the faculty regarding facilities that can be accessed by the academic community. Based on these problems, there are two problem formulations, namely how is the quality of facilities and infrastructure in the current condition according to students and how is the level of conformity of disability friendly facilities and infrastructure in the Faculty of Engineering, Telkom University with applicable standards.

Based on the formulation of the problem that has been described, there are two methods that will be used, namely the servqual method which is used to determine the quality of facilities and infrastructure in the current condition according to students and the SECI method (Socialization, Externalization, Combination, Internalization) which is used for the conversion of knowledge owned by logistics related to conditions regarding facilities and infrastructure at this time with applicable standards.

The results of this final project are knowledge about student perceptions of the quality of service provided by logistics and an assessment of the level of conformity of facilities and infrastructure available at the Faculty of Engineering with applicable reference standards. The acquisition of student perceptions uses five dimensions of quality, namely reliability, responsiveness, tangibles, assurance and empathy. The assessment results are based on 9 facilities and 31 indicators taken from Permen PU No. 30 of 2006. Based on the results of the assessment that has been obtained, there are several suggestions for improvement for buildings such as the addition of disabled toilets and special parking areas for disabilities. The benefit of the proposal given is to create an inclusive educational environment at the Faculty of Engineering, Telkom University.

Keywords - Higher Education, SECI, Servqual