

Students Perception of Academic Quality Service and Administration Quality Service on Faculty of Tarbiyah and Teachers Trainingat Iain "SMH" Banten

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Abstract: Service is a very important activity in the academic, because this is a benchmark for the success of bureaucratic performance even college faculty. It is necessary to be noticed by the institution, because service activities are activities of direct interaction between employees and students. To improve service quality of academic and administrative, it must be managed well by the universities concerned. So the student satisfaction as a customer will be met, and ultimately the quality of higher education will increase as expected. In the academic service which includes all activities of lecturers, shows more than half of respondents said 'good'. Meanwhile, in the aspect of Administrative Services, based on a questionnaire, it can be concluded that the administrative aspects of the service is quite good.

Keywords: Students perception, the quality of academic services, the quality of administrative services

INTRODUCTION

There are several factors that determine the quality of education management, among them about Academic services and Administrative services. The definition of academic services here is a process of serving all matters relating to the delivery of a wide variety of educational administration, from the beginning of an incoming student to finish the study. Academic service indicators include; attendance rate of lecturer, the curriculum used, the length of face to face lectures, facilities / infrastructure and lecturer attitudes. Likewise, administrative services is a very important factor in the delivery of education. Almost entirely educational activities centered on the wheels of administrative services. It can be ensured if Administration service is not good, the process of education also not going to go well. Admintrasi service indicators include: The attitude of administrative staff; Clarity of information; Comfortable waiting room; Handling of complaints by administrative staff; Speed of service and administrative staff

The successful implementation of education, need to be supported by the quality of academic services and administrative services were good too. So that all involved in the process of education can be served well. Good academic services and administrative services are not necessarily based on the assessment of the institution itself, but sometimes it can be said either based on the results of opinion or perception of students who feel the direct consequence of the results of such services.

Based on field observations, the academic services and administration services at the Faculty of Tarbiyah and Teachers Training "SMH" Banten illustrated quite well. Judging only by observation. Therefore, to be more clear and concrete results of these observations, researchers are trying to ask for opinions / feedback to students about the existence of services at Faculty of Tarbiyah and Teachers Trainingof IAIN Sultan Maulana Hasanuddin Banten.

Creating qualified faculty in the college is determined by the quality of services provided, to the students as users of services. If the academic services goes well, then the student as service users will feel a satisfaction. According to Irawan [1]. Satisfaction is the result of the fulfillment of the consumer that the service has provided enjoyment level where the level of compliance can be more or less [2]. Based on this statement, it means the service user satisfaction can be measured from the response or the perception of students as users of services at the college

Service is a very important activity in the academic, because this is a benchmark for the success of bureaucratic performance even Higher education faculty itself. This needs to be considered by the institution, because service activities are activities of direct interaction between employees and students, so that students will assess directly during the service activities.

Too many academic problems often encountered such as students complaints related to the presence of lecturers in teaching, lecturers attitude,

inaccuracies present time of lecturers to teach, in addition, also not maximum the use of infrastructure facilities and supporting infrastructure lectures. Also in the administrative services sometimes cause problems, which in turn makes the students complained. Problems often appear in these administrative services are: The attitude of administrative staff; Clarity of information; Comfortable waiting room; Handling of complaints by administrative staff; Free services administrative staff.

To improve and develop the academic activities, it needs good governance. Good governance means also have to improve the quality of academic services to the users, in this case the students of Faculty of Tarbiyah and Teachers Training at IAIN SMH Banten.

Management to improve services quality of academic education in the college based on the Indonesian Government Regulation No. 19 Year 2005 on National Education Standards Management Standards Chapter III On Article 49, paragraph 2, which states that; Management education units at higher education level implement university autonomy within the limits set in the statutory provisions in force providing the freedom and promote independence in the management of academic, operational, personnel, financial and functional areas other management that set by each university [3].

Based on this, it is clear that in order to improve the quality of academic and administrative services must be managed well by the universities itself. So that customer satisfaction will be fulfilled as well. So, in the end the quality of higher education will increase as expected.

Students' perceptions of the quality of academic services and the quality of administrative services and Faculty of tarbiyah and Teachers Training is certainly influenced by many factors: the campus environment, the employment situation, social situation, time, attitudes, motives, interests, past experience and expectations.

RESEARCH METHODOLOGY

This research was conducted at the Faculty of Tarbiyah and Teachers Training of IAIN "Sultan Maulana Hasanuddin" Banten. Research is conducted from March to September 2016. The population in this study were students of Faculty of Tarbiyah and Teachers Training of IAIN SMH Banten, as many as 2971 people. The determination of the samples used in this study is using Multiple Stage Sample method with probability proportional sampling of each population group have a certain number of members to be included in the sample. Then each member of the group has a probability that is proportional to the relative of the

groups included in the subsample [4]. The number of samples in this study were 141 students as respondents.

This research used Quantitative Methods, which is an depth study using the statistical analysis in the form of numbers. The method used in this research is descriptive method. Descriptive method aims to create a systematic overview of the characteristics and accuracy of data from respondents, the problem being investigated.

Data collection techniques in this study are interviews conducted by the Head of Department / Program / Section Head and Students), and observation (researcher conducted observations, in order to obtain objective data in accordance with the actual circumstances).

The data has been tabulated, calculated the percentage overall, with the following formula:

$$\frac{F}{N} \times 100\% = P$$

Information:

F = Number of answering

N = number of samples

P = Percentage of answers

Calculation results percentage with the following criteria:

0% = None

1-25% = A small portion

26-49% = Almost half

50% = Half

51-75% = More than half

76-99% = Most

100% = Total

DISCUSSION AND RESULT OF THE RESEARCH

A. Description of Result

1. Perception of Students Against Quality of Academic Service

1) Rate of Lecturer Attendance in Teaching at Faculty of Tarbiyah IAIN SMH Banten

Creating a good learning process, effectively and efficiently as expected can not be separated from lecturer involvement in teaching and learning in the classroom. Attendance of lecturer in learning is very decisive run of the learning activities in the classroom in particular, generally run of learning activities of Tarbiyah and Teachers Training of IAIN SMH Banten. During this time the level of attendance of lecturers in teaching certainly is not completely fulfilled 100% on schedule 16 (sixteen) face to face meetings. Actually an effective meeting only 14 meetings, 2 the next meeting is the implementation of the Middle Exam and Final Exam.

Many of constraints resulting inhibited the presence of lecturer in the classroom to teach so they did not meet the expected target. No entry of lecturers in class is not without reason, although has not conducted research on the reasons / barriers Lecturer did not attend the class. But based on monitoring and experience which has been felt and occur by each lecturers, a very sensible and reasonable lecturers rarely enter the class. Barriers that include are: pain, there are activities on campus such as Meetings, Work Shop, guiding PPLK, Munaqasah test, Graduation Event, Practice Exams of Worship BTQ / QQWT, Guiding Kukerta, Foreign Office, suddenly job off-campus, Ta'ziah, wedding invitations, lazy (not in the mood), may perform wedding day, for lecturers who are not married, coincidentally on the teaching schedule, automatically do not go to class, maybe there are family event suddenly very important to attend. The things that make lecturers were unable to attend in their duties as teachers perfectly. Then how about the level of attendance of lecturer at Faculty of Tarbiyah and Teachers Training at IAIN SMH Banten. Based on the questionnaire to students as respondents obtained the results as listed [5] in the following table:

Table 1: The level of Lecturer attendance

No	Option of Answer	F	%
1	Very Good	7	4.97
2	Good	42	29,79
3	Good enough	55	39,00
4	Less Good	36	25,54
5	Not Good	1	0,70
	Total (P)	141	100

Source: Questionnaire number : 1

Based on the calculation table above, shows that the respondents / students who expressed the lecture attendance rate was excellent as many as 7 people or; 4.97%. Respondents / student stated "well" as many as 42 people or by 29.79%. Respondents who declared "good enough" as many as 55 people or by 39%. Respondents / student stating "less good" as many as 36 people or 25.54%, and respondents / students stated "not good" as much as one person or by 0.70%.

2) Syllabus / Content Delivered by Lecturer in Learning Process

Creating a good learning, certainly influenced by the syllabus and materials delivered by lecturers on every instructional classroom. In this syllabus content related to courses that will be delivered at the season. Based on syllabus a lecturer will deliver the material, either through lectures or discussions. Likewise, students are given the task of material from both individuals and groups. This is usually done to make

students more active in learning. So not impressed monopolized by the lecturer.

Syllabus / materials delivered by lecturers in each lesson must have been in accordance with the Curriculum of Faculty of Tarbiyah and Teachers Training of Sultan Maulana Hasanuddin Banten. Making it easier for lecturers to adopt Course contents and materials to be delivered. In connection with the syllabus / material presented by lecturer at the Faculty of tarbiyah and Teachers Training, based on observations and interviews with students seems to have been good. To see how much the student responses to the syllabus / materials delivered by lecturers, can be seen in the following table:

Table 2: Syllabus / Content Delivered by Lecturer in Learning

No	Option of Answer	F	%
1	Very Good	9	6,39
2	Good	71	50,36
3	Good enough	54	38,29
4	Less Good	7	4,96
5	Not Good		-
	Total (P)	141	100

Source: Questionnaire No. 2

Based on the calculation above, shows that respondents / student stating Syllabus / Material presented by Lecturer in learning is "very good" as many as 9 people or by 6.39%. Respondents / student who said "good" as many as 71 people or 50.36%. Stating "good enough" as many as 54 people or by 38.29%. Respondents / student stated "less good" as many as 7 people or 4.96%. While respondents / students stated "not good" is none, or 0%.

3) Length of Face to Face of Lecturer in Learning Process

Creating a good learning and has result in accordance with the expected, certainly is very related to the length of time face-to-face of lecturer and students in the classroom. The longer lecturer interact with students, it will be more interesting and more extensive material presented by lecturers. Usually the length of face to face lecturer in learning related to how many SKS (System of Season Credit) received by each lecturer. There are 2 and 3 credits in once meeting, or 100 to 150 minutes. To create a long and absence of face to face meetings of students and lecturer in the classroom, of course, it related to how much material prepared for 100 or 150 minutes. Even this may be related to the ability of lecturer in presenting the material. Even though a lot of material, but if the lecturer is not able to deliver properly, it will run out off material, while time is still a lot. This is sometimes makes quick ending on meeting, although there is still a

lot of time. Good delivery of material according to a predetermined time, so it is not reduced and no added time. If it is less, the student will loses. If it is more, lecturer time is reduced because used by other lecturers. Therefore, lecturer should be smart in setting time on face to face meetings with students in class. That is, the material must adjust to the time available.

Based on the results of monitoring, observation and distribution of questionnaires to students about face to face meeting in delivering learning materials in the classroom, as listed in the following table:

Table 3: The Length of Face to face meeting of lecturer with students InClass

No	Option of Answer	F	%
1	Very Good	8	5,67
2	Good	71	50,35
3	Good enough	51	36,18
4	Less Good	10	7,10
5	Not Good	1	0,70
	Total (P)	141	100

Source: Questionnaire No. 3

Based on the calculations of table above shows that the respondents / students stated the length of face to face lecturer in learning with students "very good" as many as 8 people or by 5.67%. Respondents / student stated "well 'as many as 71 people or by 50.35%. Stated "good enough" as many as 51 people or by 36.18%. Respondents / student stated "less good" as many as 10 people or 7.10%, and the students stated "not good" 1 people or only about 0.70%.

4) Campus Facilities of Tarbiyah and Teachers Training Faculty

Creating a comfortable in offices or in educational institutions, both formal and informal, both in educational institutions is low, medium and high, everything can not be separated from the influence of the condition of infrastructure and complete facilities granted to the institution for the convenience of the service users, in this case employees or learners as service users.

The availability of infrastructure in educational institutions must be very influential on the circumstances and comfort level of the learners / students. If facilities that are served education instituteduncomplete even inadequate, then the situation in the institution would not be conducive, because they, both students and employees will not feel at ease and comfortable to stay for long in the office / campus. It does not mean they would come out and go home, but psychologically they are not given the comfort and pleasure when in the office or school.

Generally, facilities that need to be concerned and given to users, such as comfortable chair to sit, comfortable environment, resting place outside the classroom or outside the office of administrative services, a complete library, each air-conditioned in every room either for employees or classrooms for students, completeness computer lab for students, a decent and sufficient parking area and so on. If this is fulfilled, of course, the students will feel welcome and comfortable for study. But we realize that not all education institutions meet the desired facilities and infrastructures. Not all higher education institutions have full facilities. Likewise, infrastructure and facilities that available at the Faculty of Tarbiyah and Teachers Trainingof IAIN 'SMH' Bantam certainly not all fulfilled, not all there. Nonetheless, lectures and students attendance is still quite good. Likewise infrastructure and facilities in the Faculty Tarbiyah and Teachers Training at IAIN SMH Banten, still fun and convenient to the students. To find out how much the students' perceptions of infrastructure / facilities at Faculty of Tarbiyah and Teachers Trainingat IAIN SMH Banten can be seen in the following table:

Table 4: Infrastructures / Facilities at Faculty of Tarbiyah at IAIN SMH Banten

No	Option of Answer	F	%
1	Very Good	4	2,83
2	Good	34	24,12
3	Good enough	59	41,85
4	Less Good	40	28,37
5	Not Good	4	2,83
	Total (P)	141	100

Source: Questionnaire Number: 4

Based on the calculation above, shows that the respondents / students who declare infrastructure / facilities at Faculty of Tarbiyah and Teachers Training at IAIN SMH Banten "very good" as many as 4 people or 2.83%. Stating "good" as many as 34 people or by 24.12%. Students who declare "good enough" as many as 59 people or by 41, 85%. Stating "less good "as many as 40 people or by 28, 37%. While stating "no good" as many as 4 people or 2.83%.

5) Lecturers Attitude Toward Students in the Environmental of Faculty Tarbiyah and Teachers Training at IAIN SMH Banten

The attitude of a lecturer is very important in relationships with student at campus environment. This will affect the development of attitudes on both the lecturers and students at the other student, even to all the employees in the Faculty of Tarbiyah at IAIN SMH Banten. Speaking attitude of lecturers here, of course, associated with behavioral problems, behavior and personality of lecturers demonstrated in front of students. The attitude here of course when lecturers

met, face to face, hanging out and talking with students. Whether his/her attitude is good and pleasant, or not good even unpleasant.

Not all people have a good attitude, and not all people have a bad attitude. So also with the lecturer. Not all lecturers have a good attitude, good words and behavior. Sometimes they may be think that what they did was good and feel good even may feel best. But all of that is sometimes unexpected. Some students were disappointed with the speech and behavior and attitude of the lecturers. Remembering every human being has a different view, have different perceptions and have customs and different cultures too. Also with the attitude of the lecturers in the Faculty Tarbiyah at IAIN SMH Banten, of course, have adequate uniqueness different. But based on the monitoring and field observations can be seen that the attitude of the lecturers is good while in dialogue, chatting, and hanging out with students. To prove how much the student responses to the attitude of lecturers of Faculty Tarbiyah at IAIN SMH Banten, can be seen in the following table:

Table 5: Lecturers Attitudes Toward Student at FTKIAIN Sultan Maulana Hasanuddin Banten

No	Option of Answer	F	%
1	Very Good	8	5,68
2	Good	72	51,06
3	Good enough	53	37,59
4	Less Good	7	4,97
5	Not Good	1	0,70
	Total (P)	141	100

Source: Questionnaire No. 6

Based on the calculation above, shows that the respondents / students who expressed the attitude of lecturers toward students at IAIN SMH Banten "very good" is as much as 8 people or by 5.68%. Respondents / student stated "well" as many as 72 people or 51.06%. Students who declare "enough" as many as 53 people or by 37.59%. Expressing the "less good" as many as 7 people or 4.97%, while stating "Not good" only one person or by 0.70%.

6) Lecturer Timeliness In Classroom activities

The presence of lecturers in the course very expected and anticipated by all students. But sometimes expectation only become hope, a lecturer comes late and did not on time. This often makes students disappointed. In fact, the presence of the lecturer is very. This means that timelines important. they should be present in accordance with a predetermined time and in accordance with the class schedule. But in fact many lecturers are not on time when they should be present in the class. It naturally happens, remember not all the way to the campus can run smoothly. Surely there is a hindrance either on the voyage or concerning the

humanity, in this case with the lecturer itself. Based on the results of monitoring and interviews with students, it is recognized that the professor who gives lectures at the Faculty of Tarbiyah at IAIN SMH Banten still quite good in terms of timeliness on present in the lecture. Though there is no doubt, there are still many lecturers whose presence is not on time, sometimes also took the time of other professors to teach and even many who are not present until finish. It is a view and a phenomenon that often happens in college when the teaching time arrives.

To find out how the responses of students to punctuality of lecturers present in delivering lectures, researchers have distributed questionnaires to a number of respondents / students, the results can be seen in the following table:

Table 6: Punctuality of Lecturers Present at FTKIAIN Sultan Maulana Hasanuddin Banten

No	Option of Answer	F	%
1	Very Good	1	0,70
2	Good	29	20,57
3	Good enough	60	42,56
4	Less Good	50	35,47
5	Not Good	1	0,70
	Total (P)	141	100

Source: Questionnaire No. 7

Based on the calculation above, shows that students who state the punctuality of lecturers attend of Faculty of Tarbiyah at IAIN SMH Banten "Excellent" as many as 1 person or by 0.70%. Stating "good" as many as 29 people or by 20, 57%. Stating "good enough" 60 or 42, 56%. Respondents who stated "less good" as many as 50 people or by 35, 47%. While stating "not good" as much as 1 person or by 0.70%.

7) Quality of Lecturers When Giving Lecture

To create good quality of human resources, of course must be trained, mentored and taught by people who have superior knowledge quality. So that, someday it will transmit a wide range of knowledge that can be accounted. So the students are very qualified and smart. But in fact, like no ivory that is not cracked. Though, a great person in possession of a science, of course, he/she still have the disadvantage either that little or much. In this case, of course, a lecturer is required to always improve their knowledge in order to improve the quality of science in learning with students in class can show good learning process, which in turn the science that applied to students is succeed, so that the quality of students become better.

In interviews with the students about the quality of lecturers of Faculty of Tarbiyah at IAIN Sultan Maulana Hasanuddin Banten [6] basically good enough and meets the standards. Moreover, now

lecturers have to have a minimum educational qualification of master degree even now many who have educational qualifications of doctoral. At least, this is able to help and encourage the quality of lecturers in the learning process.

Based on the results of the distribution of questionnaires to students as respondents about student feedback on the quality of lecturers of Faculty of Tarbiyah at IAIN Sultan Maulana Hasanuddin Banten, as listed in the following table:

Table 7: Quality of Lecturer in Providing Lecture

No	Option of Answer	F	%
1	Very Good	21	14,90
2	Good	67	47,51
3	Good enough	48	34,04
4	Less Good	5	3,55
5	Not Good	-	-
	Total (P)	141	100

Source: Questionnaire No. 8

Based on the calculation above, shows that the respondents / students who express the quality of lecturers in giving lectures "Excellent" as many as 21 people or by 14.90%. Respondents / student stated "well" as many as 67 people or by 47.51%. Respondents who declared "good enough" as many as 48 people or by 34.04%. Stating "less good" as many as 5 people or by 3.55%. While stating "not good" nobody or equal to 0%.

2. Students Perception of Administrative Quality Service

1) The attitude of Administration staff on Serving Students Need.

Speaking about attitude, remind us to the behavior of someone when acting in front of us. Such attitudes can be seen even though we are not face to face with that person. Because attitudes can be read when the person is doing and behave well in front of us and far in front of us, or communicating with others. The emergence of a person's attitude is sometimes due to the stimulus from others, so that the person would be like, depending on what kind of stimulus. For example one indifferent, it may be the stimulus does not mean and does not affect him. Another example, if the attitude of the person is angry, maybe stimulus are built very disappointing, or offend the person.

In general, a lot of the attitude of the staff / employees of each government institution is less sympathetic, sometimes make resentful, and make disappointed to customers. It should not be happen because the staff have to serve well, with all of heart, gentle to the customers. Indeed, this is not easy, except it is need personality development also relates to the personal staff itself. Because so exhausted in serving

the needs of students, sometimes uncontrolled emotional arise. Sometimes the way how to serve is unconcerned. unfriendly and less pro-active.

Associated with the attitude of the administrative staff toward the students, of course, is the attitude of employees of Faculty of Tarbiyah at IAIN Sultan Maulana Hasanuddin Banten students while giving administrative services in general is quite good. Based on observation, student proved quite familiar with the administrative staff, engaged in a humorous jokes and their closeness as a waiter with users of services.

As the administrative staff its job is very heavy. Start from serving schedule of lectures, KRS, Examinations, Assembly Munaqasah to mid-test and final test. It requires physical and mental healthy that strong enough. The attitude in serving the student must be stable constantly, must reflect serenity, rigidity, comfort, flexibility and very high patience. Then how the attitude of the staff at Faculty of Tarbiyah IAIN SMH Banten, Have reflected as mentioned above? To determine this, researcher have spread questionnaire to a number of students as respondents, about the attitude of administrative staff at Faculty of Tarbiyah at IAIN SMH Banten, the result can be seen in the following table:

Table 8: The attitude of Administration staff in Serving the Needs of Students

No	Option of Answer	F	%
1	Very Good	12	8,51
2	Good	51	36,17
3	Good enough	63	44,69
4	Less Good	15	10,63
5	Not Good		-
	Total (P)	141	100

Source: Questionnaire No. 1

Based on the calculation above, shows that the respondents / students stating Attitudes of Administration Staff in Serving Needs of Students "very good" as many as 12 people or by 8.51%. Students who declare "good" as many as 51 people or by 36.17%. Students who declare "good enough" about 63 people or by 44.69%. Stating "less good" as many as 15 people or by 10.63%. While students were declared 'not good' is none or equal to 0%.

2) Clarity of Lecture Information from Administrative Staff

The run of the wheels of lectures at the Faculty of Tarbiyah at IAIN Sultan Maulana Hasanuddin Banten, inseparable from the role of the academic staff. All notifications and all information would come out of the academic, which is delivered by the staff who helped provide services to serve users, in this case the student.

The information submitted by the staff of the academic includes information about the lecture, about munaqasyah, proposaltrial,comprehensivetrial, Midterm Exam, Final exam, Worship Practice Exam, BTQ (reciting and reading Qur'an) and others, which are about activities that must be taken by students. Service of academic staff that includes the above information, must be communicated clearly and in accordance with the time of implementation. So, it does not happen miss communication between academic staff with students and lecturers. If the information of the academic staff is lack or unclear, it will affect the implementation of activities.

To find out how much the students' perceptions of getting clear infomasi delivered by academic staff of Faculty of Tarbiyah at IAIN Sultan Maulana Hasanuddin Banten to the students about the things mentioned above, can be seen in the following table:

Table 9: Clarity of information of Administrative Staff About Lecture in FTK IAIN SMH Banten

No	Option of Answer	F	%
1	Very Good	3	2,12
2	Good	35	24,83
3	Good enough	66	46,81
4	Less Good	35	24,83
5	Not Good	2	1,41
	Total (P)	141	100

Source: Questionnaire No. 2

Based on the calculations table above, shows that students who expressed clear information from the administration staff of the lecture was "very good" as many as 3 people or by 2.12%. Stating "good" as many as 35 people or by 24.83%. Stating "good enough" as many as 66 people or by 46.81%. Stating "less good" as many as 35 people or 24.83%. Stating "no good" as much as 2 people or by 1.41%

3) Comfortable Level of Waiting Room in the Faculty of Tarbiyah and Teachers Training

Speak about waiting room, remind us to a situation where we were waiting to get shorter calls, or are waiting for someone who will meet with us. If there waiting room in an institution of course there are service activities that will be provided by the institution. However, this waiting room Provision should make customers feel comfortable certainly, so they like to wait even though it for long time.

Likewise, the lounge provided in the Faculty of Tarbiyah at IAIN Sultan Maulana Hasanuddin Banten, of course, presented by the institution for the convenience of students who were waiting for the service of the academic authorities. The convenience factor of waiting room for service users or

students is very important, except to provide a sense of calmness, and peaceful but also the hallmark of an institution that has a high image and as a sign that these institutions have a sense of reliability in office development. Based on the monitoring results about waiting room that contained in Teaching Faculty of IAIN Sultan Maulana Hasanuddin Banten, is quite comfortable, but for more details on how the responses of students about the comfort of the waiting room area of Teaching Faculty of IAIN Banten, can be seen in the following table:

Table 10: Comfortable level of Waiting Room for Students

No	Option of Answer	F	%
1	Very Good	18	12,77
2	Good	51	36,18
3	Good enough	57	40,42
4	Less Good	14	9,93
5	Not Good	1	0,70
	Total (P)	141	100

Source: Questionnaire Number 3

Based on the calculation results mentioned above, shows that the respondents / students who expressed the level of comfort in lounge area of Tarbiyah Faculty at IAIN SMH Banten "very good" as many as 18 people or by 12.77%. Which stated "good" as many as 51 people or by 36.18%. Stated "good enough" as many as 57 people or by 40.42%. Stated "less good" as many as 14 people or by 9.93%. While stated "not good" only one person or by 0.70%.

4) Free Services for Students Administrative Staff

A job which has characteristic to serve is not easy, either need skill in work, also be capable of receiving and dealing with various kinds of characteristics of the customer. Sometimes there are customers who want quick service, hurried with a wide range of application, sometimes expletives against the staff for too long in addressing customer request. It is happen naturally because not all of members of every institution has the same skills because every human is different. Ideally it should be competent, quick and agile in serving each customers. But it all was not easy and it takes time to make the staff perfect in serving customer needs.

The services speed of administrative staff in serving the students of course indispensable. This will impact on the speed of work in order to do faster, both for staff and for customers / students. With services speed provided by the staff, so the other work that have been waiting for will be done soon. Sometimes the speed of serving the needs of students depending on the circumstances and the type of need what might be required. If the need relate to others, for example the maintenance of legalization, information of leave

college or maintenance of scholarship, it takes a long time because they can not be handled directly by the academic staff. Except, if it is a easy job that and can be handled by the staff, ofcourse this can be quickly serviced. The level of service speed of administrative staff at Teaching Faculty of IAIN SMH Banten to students quite well, although still not perfect. To find out how much the students' perceptions of service speed of administrative staff of the Faculty of Tarbiyah, can be seen in the following table:

Table 11: Speed Level Services of Administrative Staff at FTKIAIN SMH Banten

No	Option of Answer	F	%
1	Very Good	2	1,42
2	Good	41	29.08
3	Good enough	67	47,52
4	Less Good	30	21,28
5	Not Good	1	0,70
	Total (P)	141	100

Source: Questionnaire No. 5

Based on the calculation results mentioned above, shows that the respondents / students who express service speed level administrative staff "very good" as many as 2 or 1.42%. Stating "good" as many as 41 people or by 29.08%. Stating "good enough" as many as 67 people or by 47.52%. Stating "less good" as many as 30 people or 21.28%. While stating "not good" as much as 1 person or 0.70%.

5) Timeliness Class which is Presented by Administrative Staff

Shown and fast in executing a task or job sometimes must be preceded by a command or accuracy of the information provided by authorized or assigns, both individuals and institutions. Timeliness should be submitted by the administrative staff is important, because it relates to the needs of others, with regard to the quality of work that has to be done. And also lectures, this is a job that must be done both students and faculty, even by administrative staff itself. Timeliness of lectures delivered by part of the administrative staff very determine the passage of the wheels of lectures at the Faculty of MT and Teaching IAIN SMH Banten. Because if it is slow and not timely in providing a schedule, it will make an impact in the learning process itself. The lecture will not run as expected. To find out how the responses of students to timeliness in delivering information lectures in the Faculty of MT and Teaching Islamic Institute Banten Sultan Maulana Hasanuddin, can be seen in the following table:

Table 12: Accuracy of information on Class Time at FTK IAIN SMH Banten

No	Option of Answer	F	%
1	Very Good	10	7,09
2	Good	23	16,31
3	Good enough	78	55,31
4	Less Good	25	17,74
5	Not Good	5	3,55
	Total (P)	141	100

Source: Questionnaire No. 6

Based on the calculation above, shows that the respondents / students stating the accuracy of the information time lecturing at the Faculty of MT and Teaching IAIN Banten SMH "Very Good" as many as 10 people or by 7.09%. Stating "good" as many as 23 people or by 16.31%. Stating "good enough" as many as 78 people or by 55.31%. Students expressed "unfavorable" as many as 25 people or by 17, 74%. While stating "no good" as many as 5 people or by 3.55%

CONCLUSION

Based on the results of the calculation of the overall in this study, both in terms of academic services and in administrative services, it can be concluded that the academic service which includes all activities involving lecturers, shows more than half of respondents said good. Both from the aspect of learning or concerning about the attitude of the lecturers.

Meanwhile, in the aspect of Administrative Services, based on the calculation results obtained from the questionnaire, it can be concluded that the administrative aspects of the service is quite good.

To all those which is involved in the development progress of the Faculty of State Islamic Institute Tarbiyah Sultas Maulana Hasanuddin Banten should pay more attention and give both moral and moral support to the entire academic community, so that a sense of loyalty and camaraderie of the institutions increasingly nurtured and maintained.

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