

**PENGARUH SISTEM MANAJEMEN MUTU, BUDAYA ORGANISASI,
DAN TEKNOLOGI INFORMASI TERHADAP KINERJA DOSEN
UNIVERSITAS SERANG RAYA**

TESIS

Diajukan untuk memenuhi sebagian syarat memperoleh gelar Magister



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**PROGRAM STUDI MANAJEMEN PERKANTORAN
SEKOLAH PASCASARJANA
UNIVERSITAS PENDIDIKAN INDONESIA**

2025

**PENGARUH SISTEM MANAJEMEN MUTU, BUDAYA ORGANISASI,
DAN TEKNOLOGI INFORMASI TERHADAP KINERJA DOSEN
UNIVERSITAS SERANG RAYA**

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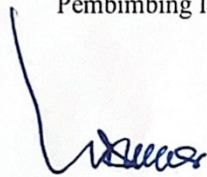
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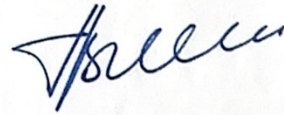
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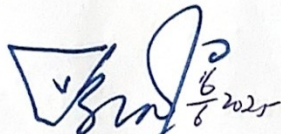
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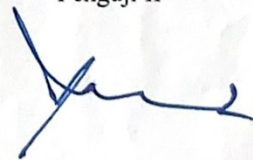
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KATA PENGANTAR

Segala puji dan syukur kami panjatkan ke hadirat Allah SWT, karena atas berkat dan rahmat-Nya penelitian ini dapat kami selesaikan dengan baik. Penelitian ini kami dedikasikan untuk menggali dan memahami lebih dalam mengenai pengaruh Sistem Manajemen Mutu, Budaya Organisasi, dan Teknologi Informasi terhadap Kinerja Dosen di lingkungan Universitas Serang Raya. Penelitian ini merupakan bagian dari upaya kami untuk memberikan sumbangan pemikiran dan kontribusi ilmiah yang bermanfaat bagi pengembangan keilmuan, khususnya dalam bidang manajemen pendidikan tinggi di Indonesia.

Peneliti mengucapkan terima kasih yang sebesar-besarnya kepada semua pihak yang telah memberikan dukungan dan bantuan, baik secara langsung maupun tidak langsung, sehingga penelitian ini dapat terselesaikan. Tak lupa pula peneliti ucapkan terima kasih kepada Universitas Serang Raya yang telah memberikan akses dan fasilitas dalam pelaksanaan penelitian ini. Akhir kata, semoga penelitian ini dapat memberikan manfaat yang luas bagi perkembangan ilmu pengetahuan dan praktek manajemen pendidikan tinggi di Indonesia. Kami menyadari bahwa penelitian ini masih jauh dari sempurna, oleh karena itu segala masukan dan saran sangat kami harapkan untuk perbaikan dan pengembangan lebih lanjut di masa yang akan datang.

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UCAPAN TERIMAKASIH

Dalam penulisan Tesis ini, penulis tentunya mengalami banyak hambatan dan kesulitan. Namun berkat bimbingan, dorongan, arahan, petunjuk, bantuan dan do'a dari berbagai pihak akhirnya Tesis ini dapat diselesaikan. Pada kesempatan ini penuliis ingin menyampaikan terimakasih dan penghargaan setinggi-tingginya terutama kepada kedua orang tua yang telah memberikan dorongan, semangat, Do'a serta segala upaya sehingga tesis ini dapat terselesaikan.

Ucapan terimakasih juga penulis sampaikan kepada berbagai pihak yang telah memberikan kontribusi dalam penyelesaian Tesis ini. Oleh karena itu, penulis ingin menyampaikan ucapan terimakasih kepada yang terhormat:

- 1) Prof. Dr. H. Didi Sukyadi, M.A., selaku Rektor Universitas Pendidikan Indonesia, beserta keluarga besar Civitas Akademika Universitas Pendidikan Indonesia yang telah memberikan kesempatan kepada penulis untuk mengikuti studi hingga mendapatkan gelar Magister di Universitas Pendidikan Indonesia.
- 2) Prof. Dr. Juntika Nurihsan, M.Pd., selaku Direktur Sekolah Pascasarjana Universitas Pendidikan Indonesia, penulis mengucapkan terimakasih telah memberikan kesempatan untuk mengikuti studi hingga mendapatkan gelar Magister pada Program Studi Manajemen Perkantoran.
- 3) Dr. Tutik Inayati, M.S.M., selaku ketua Program Studi Manajemen Perkantoran atas kesempatan yang diberikan untuk menyelesaikan Tesis ini.
- 4) Prof. Dr. H. Edi Suryadi, M.Si., selaku Dosen pembimbing I Tesis yang selalu meluangkan waktu dalam kesibukannya untuk membimbing, mengarahkan, memberi masukan, petunjuk, sumbangan pikiran dan dorongan semangat yang penuh ketulusan, keikhlasan, kesabaran, atas ilmu dan pengalaman beliau berikan sangat membantu penulis dalam menyelesaikan Tesis ini dan yang memberikan motivasi, semangat dan arahan kepada penulis dalam menyelesaikan studi.

- 5) Prof. Dr. H. Suwatno, M.Si. selaku Dosen pembimbing II Tesis yang telah memberikan semangat, dorongan, dalam mengarahkan penulis untuk menyelesaikan Tesis ini, serta memberikan sumbangan pikiran, ilmu dan pengalaman beliau sangat membantu dalam menyelesaikan Tesis ini.
- 6) Prof. Dr. H. A. Sobandi, M.Si., M.Pd, selaku Dosen Penguji I Atas waktu, perhatian, serta ilmu yang telah Bapak berikan. Saya juga sangat berterima kasih atas kritik, saran, masukan, dan koreksi yang sangat membangun dari Bapak. Semuanya menjadi pembelajaran yang sangat berharga bagi Saya. Mohon maaf jika dalam penyampaian ataupun penulisan masih banyak terdapat kekurangan. Saya sangat menghargai bimbingan dan arahan Bapak.
- 7) Dr. Nani Imaniyati, M.Si., selaku Dosen Penguji II Terima kasih atas waktu, masukan yang sangat berharga, serta koreksi yang diberikan. Semoga ilmu dan bimbingan Ibu senantiasa bermanfaat. Mohon maaf atas segala kekurangan.
- 8) Seluruh Bapak, Ibu dosen dan Staf Program Studi Manajemen Perkantoran yang telah emberikan ilmu, bimbingan, motivasi, bantuan informasi serta pengertian selama penulis menjalan studi.
- 9) Bapak Dr. H. Abdul Malik, M.Si., Bapak H. M. Kamil Husain, Lc., M.Si. dan Bapak Ahmad Zainuri, S.Sos., S.AP., M.AB, Selaku Rektor Wakil Rektor dan Kepegawaian Uiversitas Serang Raya yang telah mengizinkan, membimbing, mengarahkan, dan mempermudah Penulis untuk melaksanakan penelitian di kampus UNSERA.
- 10) Kedua Orangtua tercinta, Papap H. Rizqi Mulyana Rachmatoellah S.E., M.Pd. dan Mamah Hj.Yanti Pusita Sari. Terima kasih banyak atas ketulusan yang ada di dalam setiap do'a, sujud, ridho, kasih sayang yang tiada henti, selalu memberi nasihan, semangat, dukungan, sekaligus menjadi teman tertawa, bercerita dan berkeluh kesah. Sangat bangga dan bersyukur memiliki orang tua seperti Papap dan Mamah. Penelitian ini Ade persembahkan khusus untuk Papap dan Mamah yang telah memberikan cinta, kasih sayang, doa dan dukungan perhatian moril dan

material, Support yang tiada henti mengalir, pengorbanan yang tulus, nasihat yang sangat berarti bagi penulis.

11) Untuk kekasihku tercinta, kepada Fakhny Fauzia Rahmah yang selalu menemani penulis dalam menyelesaikan karya tulis Tesis ini., terima kasih tak terhingga atas kesabaran, dukungan, dan pengorbananmu selama proses penyusunan tesis ini. Engkaulah sandaran emosional di kala jatuh, penyemangat di saat ragu, dan cahaya penuntun di setiap kebimbangan. Aku menyadari ini bukan hanya perjuanganku semata kau telah ikut menanggung beban, merasakan kecemasanku, dan tetap teguh mendampingiku bahkan di saat aku hampir menyerah. Setiap halaman ini adalah bukti ketulusanmu sebagai pendengar terbaik, tempat pulang terhangat, dan cinta terhebat dalam hidupku. Kupersembahkan setiap huruf dalam tesis ini untukmu, dengan janji abadi untuk membalas kebaikan hatimu.

12) Keluarga besar Almarhum. Kakek Kh. M. Racmattoellah Siddiq yang telah memberikan do'a dukungan dan ilmu sehingga penulis dapat menyelesaikan karya tulis Tesis ini.

13) Akhmad Mar'i Muyassar telah membantu dan mendukung baik pikiran dan tenaga membatu penulis dalam menyelesaikan karya tulis Tesis ini, semoga selalu diberikan keberkahan, kebahagiaan, kemudahan dalam segala ikhtiar, Rahmat, karunia serta dilancarkan dalam segala hal dan dilipat gandakan pahala oleh Allah SWT.

Seluruh bantuan dan amal baik tersebut, sangat besar artinya bagi penulis dan sungguh tidak ternilai harganya. Semoga segala kebaikan dan ketulusan tersebut dibalas oleh Allah SWT dengan pahala yang berlipat ganda. Aamiinn Yaa Rabal'alamin.

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh sistem manajemen mutu, budaya organisasi, dan teknologi informasi terhadap kinerja dosen di Universitas Serang Raya. Dengan pendekatan kuantitatif menggunakan metode deskriptif dan explanatory research, penelitian ini melibatkan seluruh populasi dosen sebanyak 167 orang melalui teknik sampling jenuh. Pengumpulan data dilakukan menggunakan tiga instrumen: Penilaian Sistem Manajemen Mutu Pendidikan, Budaya Organisasi, dan Teknologi Informasi. Analisis data mencakup analisis deskriptif, regresi linier berganda, dan uji hipotesis. Hasil penelitian menunjukkan bahwa efektivitas sistem manajemen mutu tertinggi terdapat pada perencanaan pembelajaran dan terendah pada interaksi pengajar-mahasiswa. Tingkat kuat lemahnya budaya organisasi tertinggi pada orientasi prestasi dan terendah pada transparansi informasi. Teknologi informasi paling efektif pada indikator mempermudah pekerjaan dan terendah pada meningkatkan efektivitas. Kinerja dosen tertinggi pada penguasaan materi dan pengembangan kurikulum, sedangkan terendah pada keterlibatan pengembangan institusi. Uji hipotesis menunjukkan bahwa sistem manajemen mutu secara parsial berpengaruh terhadap kinerja dosen, budaya organisasi secara parsial berpengaruh terhadap kinerja dosen, dan teknologi informasi secara parsial berpengaruh terhadap kinerja dosen. Secara simultan, ketiga variabel berpengaruh positif dan signifikan terhadap kinerja dosen. Maka dapat disimpulkan bahwa efektivitas sistem manajemen mutu, budaya organisasi yang kuat, dan efektivitas pemanfaatan teknologi informasi menjadi faktor penting dalam meningkatkan kinerja dosen di lingkungan perguruan tinggi.

Kata Kunci: Sistem Manajemen Mutu, Budaya Organisasi, Teknologi Informasi, Kinerja Dosen.

***THE EFFECT OF QUALITY MANAGEMENT SYSTEM,
ORGANIZATIONAL CULTURE, AND INFORMATION TECHNOLOGY ON
THE PERFORMANCE OF LECTURERS AT UNIVERSITY OF SERANG
RAYA***

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ABSTRACT

This study aims to analyze the impact of quality management systems, organizational culture, and information technology on lecturer performance at Serang Raya University. Using a quantitative approach with descriptive and explanatory research methods, this study involved the entire population of 167 lecturers through saturated sampling techniques. Data collection was conducted using three instruments: Assessment of the Quality Management System in Education, Organizational Culture, and Information Technology. Data analysis included descriptive analysis, multiple linear regression, and hypothesis testing. The results of the study indicate that the highest effectiveness of the quality management system is in learning planning and the lowest in teacher-student interaction. The strongest organizational culture was in performance orientation and the weakest in information transparency. Information technology was most effective in terms of facilitating work and least effective in terms of improving effectiveness. Faculty performance was highest in terms of mastery of subject matter and curriculum development, and lowest in terms of involvement in institutional development. Hypothesis testing showed that the quality management system partially influenced faculty performance, organizational culture partially influenced faculty performance, and information technology partially influenced faculty performance. Simultaneously, all three variables have a positive and significant influence on faculty performance. Therefore, it can be concluded that the effectiveness of the quality management system, a strong organizational culture, and the effective utilization of information technology are important factors in improving faculty performance in a university environment.

Keywords: *Quality Management System, Organizational Culture, Information Technology, Lecturer Performance.*

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