

Pembukaan Customer Service Excellence



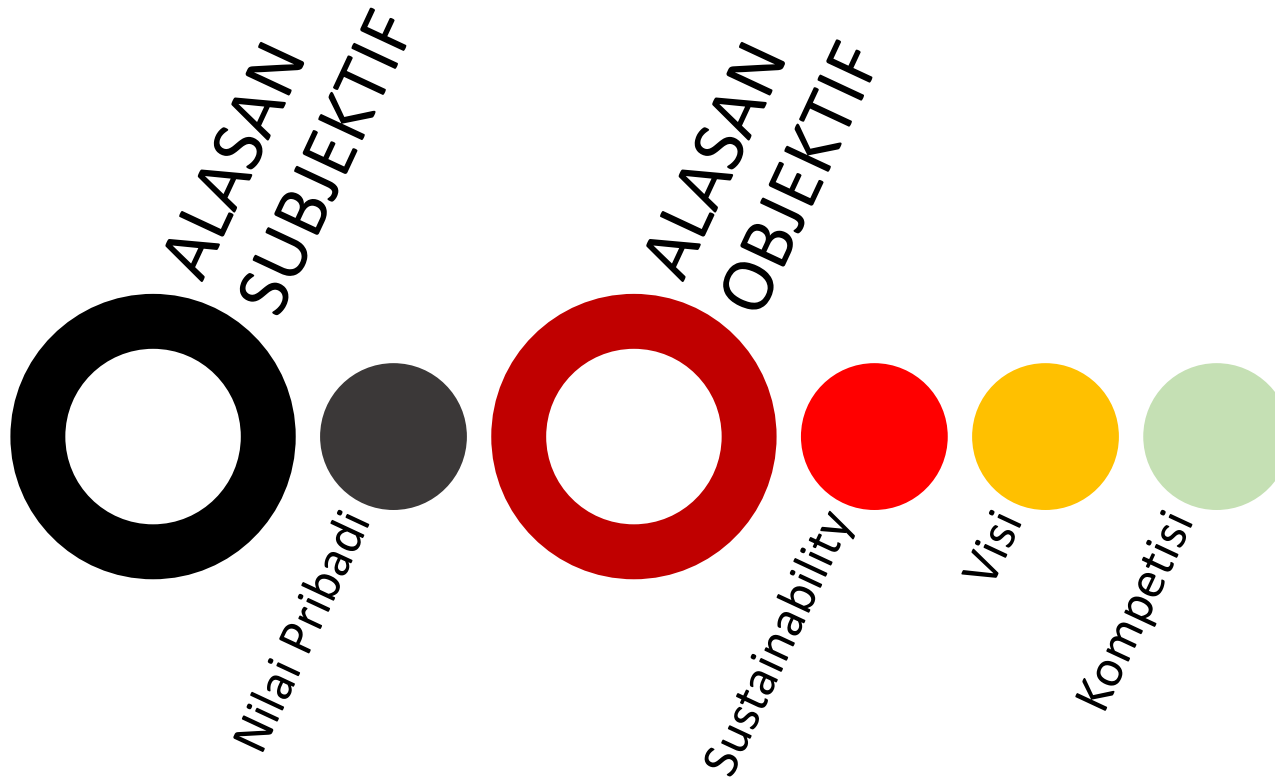
BATCH 6

Peran Penting CSE dalam Menjamin Sustainability dan Capaian Visi Institusi



Oleh :
Dr. Ir. Agus Achmad Suhendra., MT

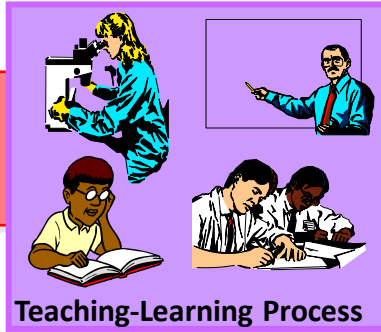
Alasan Pentingnya Customer Service Excellence (CSE):



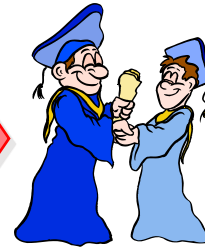
Alasan 1 : Sustainability



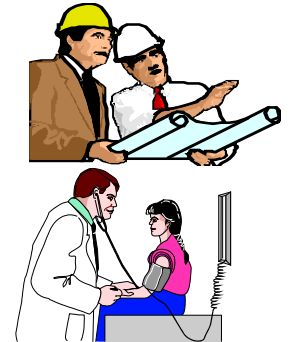
Incoming Students



Teaching-Learning Process



Graduates



Job Market/ Entrepreneur



Community Acknowledgement



Demand HE



Academic Community



Leadership



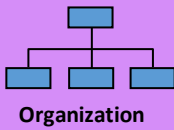
Quality Assurance



Management



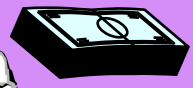
Resources



Organization



Staff



Funding



Physical Facilities



Laboratories



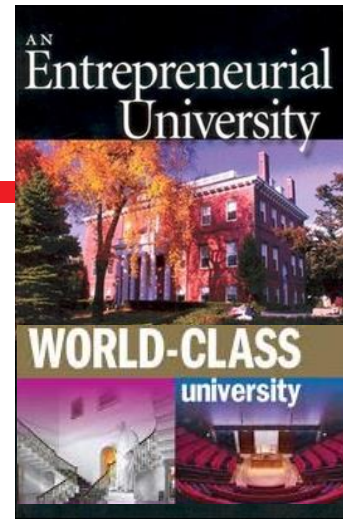
Library



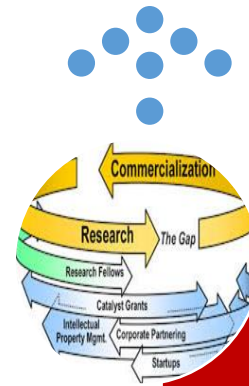
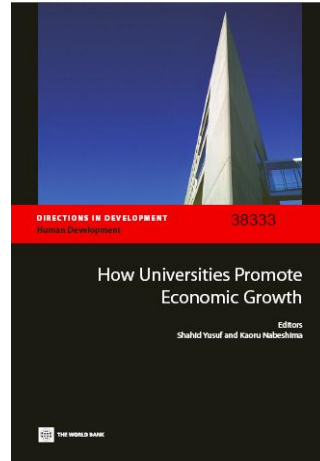
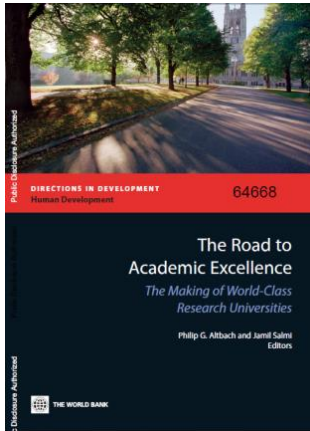
Curriculum

Kondisi PTS Indonesia

No	Masalah	Fakta-Fakta
1	Daya Saing	90% dari 3.400 PTS Indonesia akan kalah bersaing menghadapi PTA saat Asean Economic Community (AEC) diberlakukan tahun 2015 (Ketua ABPPTSI, Thomas Suyatno, 2013)
2	Keberlanjutan	374 PTS di Jawa Barat terancam bangkrut karena jumlah mahasiswa makin menurun (Ketua APTISI Jawa Barat, Didi Turmudi, 2012)
		70% dari 476 PTS Jawa Barat dan Banten bermasalah (Ketua Kopertis Jawa Barat dan Banten, Abdul Hakim Halim, 2014)
		40% PTS di Yogyakarta kekurangan mahasiswa dan terancam bangkrut (Ketua Kopertis Wil V Yogyakarta, Budi Santoso Wignyosukarto, 2013)



Alasan 2 : Visi Telkom University



Entrepreneurial University

Mega
Economic Contribution



Research University

Knowledge Creation

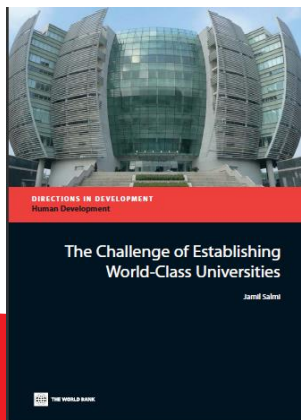
Macro



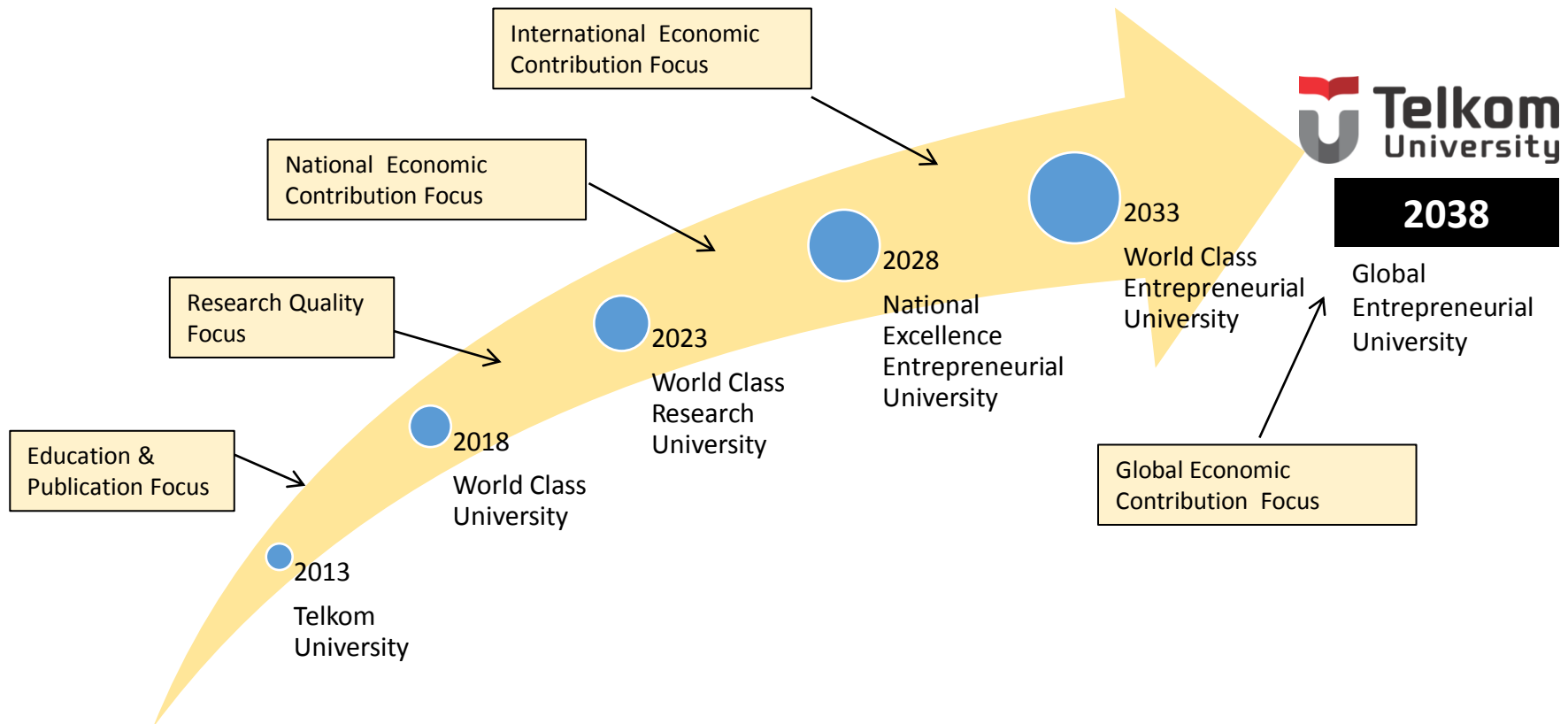
Teaching University

Quality of Education

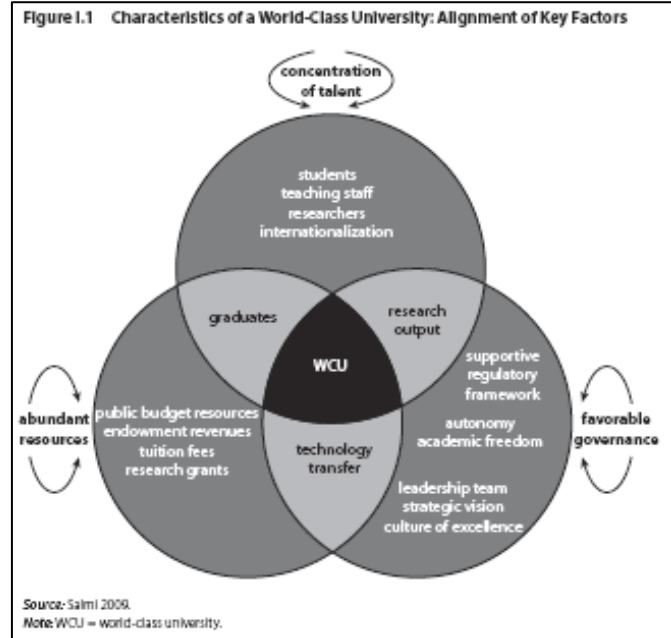
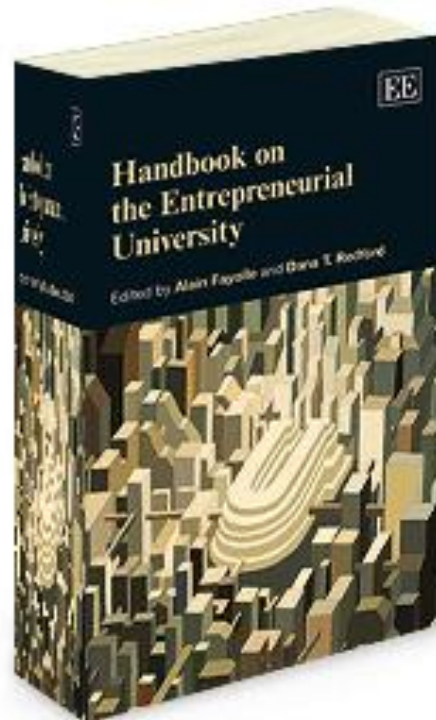
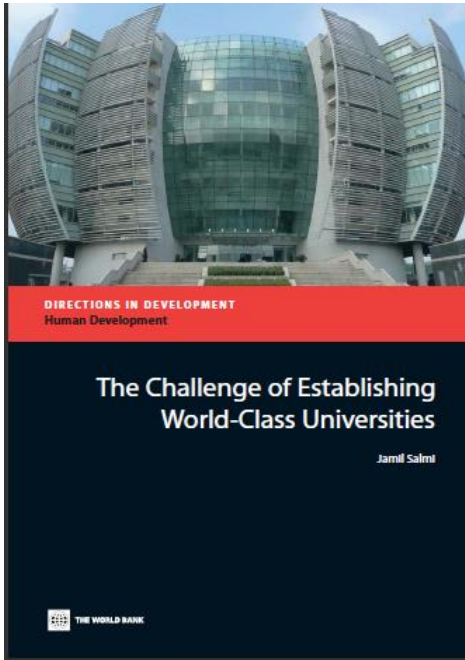
Micro



Mile Stones for Achieving as The Global Entrepreneurial University @ 2038



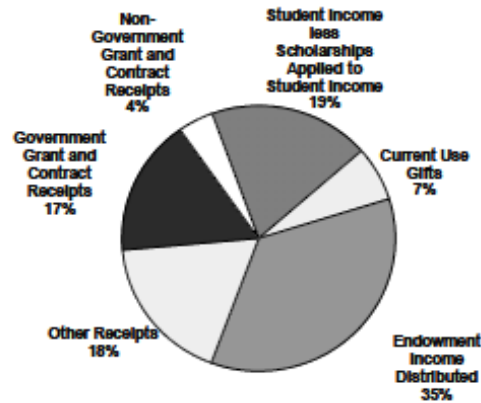
Prasyarat Menjadi WCU :



Fund

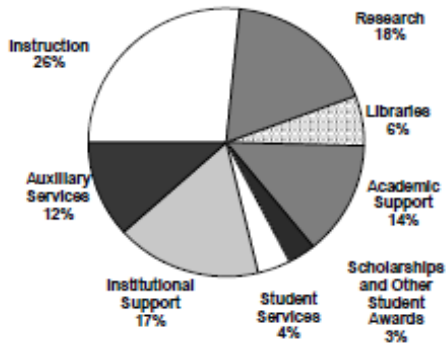
Total University Income and Expenses for Fiscal Year Ended June 30, 2010
Expressed in thousands of dollars

Total Income: \$3,724,833



Total Expenses: \$3,729,582

(scholarship item excludes \$318.9 million in scholarships applied to student income)



HARVARD UNIVERSITY

VIDEO: The Harvard Endowment

00:00 / 12:29

UNIVERSITY INCOME (FISCAL YEAR 2013)

\$4.2 billion

UNIVERSITY EXPENSES (FISCAL YEAR 2013)

\$4.2 billion

ENDOWMENT (FISCAL YEAR 2014)

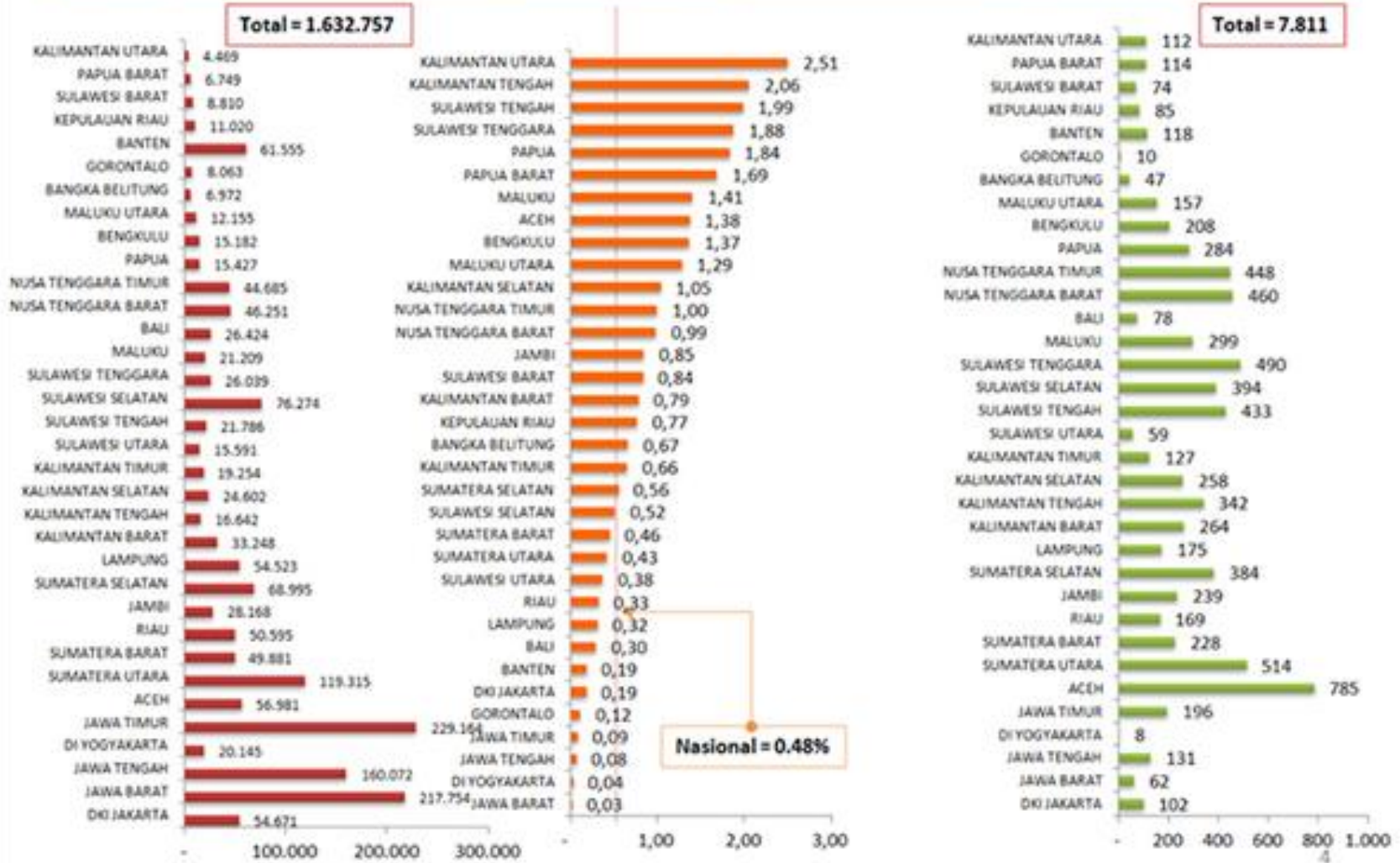
\$36.4 billion

Potensi Mendapatkan Talent Terbaik : Peserta UN SMA 2013/2014

Jumlah peserta

Persentase tidak lulus

Jumlah tidak lulus



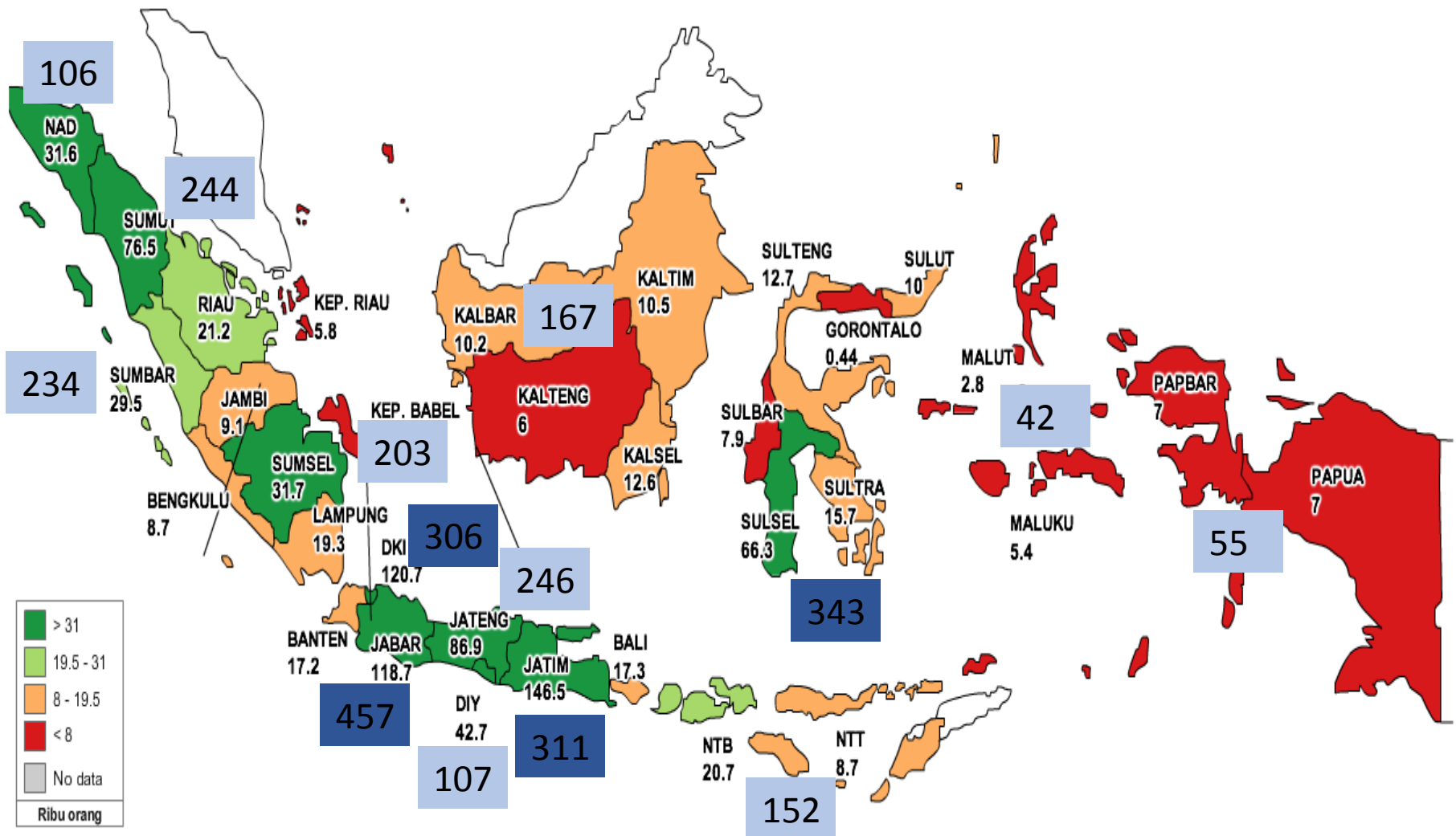
Alasan 3 : Kompetisi

Sebaran Jumlah PTS di Indonesia

No	Kopertis	Lingkup	Jumlah PTS
1	Kopertis Wilayah I	Aceh dan Sumatera Utara	397
2	Kopertis Wilayah II	Sumatera Selatan, Lampung, Bengkulu dan Kep. Bangka Belitung	225
3	Kopertis Wilayah III	Jakarta	382
4	Kopertis Wilayah IV	Jawa Barat dan Banten	530
5	Kopertis Wilayah V	Jogjakarta	135
6	Kopertis Wilayah VI	Jawa Tengah	284
7	Kopertis Wilayah VII	Jawa Timur	355
8	Kopertis Wilayah VIII	Bali, Nusa Tenggara Timur dan Nusa Tenggara Barat	155
9	Kopertis Wilayah IX	Sulawesi Selatan, Sulawesi Utara, Sulawesi Tengah, dan Sulawesi Tenggara	368
10	Kopertis Wilayah X	Sumatera Barat, Riau, Jambi, dan Kep. Riau	273
11	Kopertis Wilayah XI	Kalimantan Timur, Kalimantan Selatan, Kalimantan Barat, dan Kalimantan Tengah	191
12	Kopertis Wilayah XII	Maluku, Maluku Utara, Papua, dan Papua Barat	105
	Total		3.400

Sumber : PDPT (<http://forlap.dikti.go.id>; 22 Juni 2014)

Sebaran Perguruan Tinggi & Mahasiswa



Market Domination 15 PTS



Universitas Indraprasta
Jakarta : 35.859



Universitas Guna Darma
Jakarta : 35.766



Universitas Bina Nusantara
Jakarta : 28.920



Universitas Pamulang
Banten : 28.000



Universitas Muhammadiyah
Malang : 26.045



Universitas Nusantara PGRI
Kediri : 25.480



Universitas Muhammadiyah
Makassar : 23.360



Universitas Muhammadiyah
Surakarta : 22.824



Universitas Muhammadiyah
Sumatera Utara : 22.134



Universitas Islam Indonesia
Jogjakarta : 20.604



Universitas Muslim
Indonesia Makassar : 19.006



Universitas Islam Riau :
18.672



Universitas Muhammadiyah
Prof Dr Hamka Jkt : 17.722



Universitas Pasundan
Bandung : 17.615



Telkom University Bandung
: 17.064

5 PTN Market Leaders



Universitas Gajah Mada : 56.409



Universitas Brawijaya : 55.301



Universitas Indonesia : 48.298



Universitas Sumatera Utara : 43.386



Universitas Diponegoro : 42.430

Alasan Subjektif : Nilai Pribadi

Nilai-nilai agama tentang tuntunan perilaku

Ihlas

Ihsan

Always the Best

Terima Kasih
Semoga Bermanfaat

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