Learning organization in improving academic services quality

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Abstrak

Abstract. This research is intended to analyze learning organization (LO) in improving academic services quality in Universitas Islam Negeri (UIN) Syarif Hidayatullah Jakarta. It is conducted through a mixed-method approach. The qualitative data analysis employed is the model of Miles and Huberman. There are three phases involved in this method, namely data reduction, data display, and conclusion drawing/verification. Whereas, the quantitative data employed is the double regression analysis. At the end of the research, it is shown that UIN Syarif Hidayatullah can be considered as a learning organization. Its system processes, such as Learning Audit and Reviewing and Learning Development have contributed to the learning improvement, better educational program and learning self reviewing, and personal mastery is the characteristics shown by UIN Syarif Hidayatullah which is important in its acknowledgement as learning organization. UIN Syarif Hidayatullah is considered as an organization encouraging innovation, risk taking or creativity at a wider organizational level. It has a required good balance between local innovation and strategic objectives of the system. The quantitative analysis has also proven UIN Syarif Hidayatullah as a learning organization. Systemic thinking, mental models, personal mastery, shared vision, tim learning, trust, commitment, and effective communication channels are adopted, all of which have positive impact to the academic services quality.