

# Communication Organization In The House Of Representatives Student Faculty Technology Industry And Informatics Muhammadiyah University Prof. Dr. HAMKA Against Complaints And Grievances Student

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## Abstract:

**Background :** Campus Is A Place Used By Students To Pursue Higher Education. Higher Education Is The Level Of Education After Secondary Education Which Includes Diploma, Bachelor, Master, Specialist And Doctoral Education Programs Organized By Higher Education. Educational Institutions That Prepare Students To Become Members Of Society Who Have Abilities Both Academically And Skillfully. College Good Height Of Course Must Be Able To Train And Empower His Students To Use Have Good Soft Skills And Communication. In This Case Organization Of Course Is Important And Means To Use Support Continuity To Develop Their Soft Skills.

**Materials And Methods :** The Method Used In This Research Is A Descriptive Method. This Method Is Based On Solving Problems According To Facts Or Reality At The Present Time And Focusing On Problems That Occur When The Research Is Carried Out. The Data Collection Technique Used In This Study Is Through Method Interviews And Services Open To Reports Submitted By Students. Activity Done In The Campus Environment Or More Appropriate In The Secretariat Of The Representative Student Council Faculty Technology Industry And Informatics. By Opening The Service For Students In The Secretariat, It Makes It Easier For Students To Meet And Communicate With The Member Managers Of The Organization. With Service Hours From 08.00 WIB Arrived At 15.00 WIB. Amount Students Who Do Communication Or Equalize His Anxiety 50 People In A Total Of 3 Months Time. Research This Fetch Report Data With Long Time Ie 3 Months With Various Student Anxiety Both Personal Character And General. By The Amount Of Man As Many As 35 People And Women As Many As 15 People.

**Results :** Chart On Obtained From Students Who Have Felt Performance From The Student Council Representative Faculty Technology Industry And Informatics University Of Muhammadiyah Prof. Dr. HAMKA With Ask In A Manner Direct To Student To Performance From The Representative Student Council Faculty Technology Industry And Informatics University Of Muhammadiyah Prof. Dr. HAMKA And Also Use Survey Questionnaire To Use Get Clear Data. With An Accumulation Of 81% Satisfied With The Performance Of The Student Council Representatives Faculty Technology Industry And Informatics University Of Muhammadiyah Prof. Dr. HAMKA, 13% Gave A Good Response, 5% Gave An Opinion Or Response Enough And 1% Gave Less Response.

**Keyword :** Organization ; Student Body ; Student Affairs ; Communication ; Aspirations

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Date of Submission: 06-07-2023

Date of Acceptance: 16-07-2023

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## I. Introduction

Campus is something a place used by students to take a high level of education. Higher education is level education after secondary education which includes diploma, bachelor, master, specialist and doctoral education programs organized by high education. institution preparing education participant educate For become member community that has ability Good in an academic manner nor Skills [1]. Higher education is held with an open system. College is an organizing education unit, education tall and can shaped academies, polytechnics, school colleges, institutes, or universities. College tall is obliged to organize education, research, and service to society. College tall can organize academic, professional and/or vocation programs with the designation of his students are students and staff teachers or his educator is lecturer [2].

College good height and progress Of course in his there is something that can accommodate train and empower the skills of his students, Relating to such matter, to reflect various student activities and student movement must There is possible container verse, non-technical development skills, channeling aspirations and cultivate student leadership soft skills that exist in organizations that exist in universities high [3]. Organization looked at as receptacle For reach set goals before. Organizations are too receptacle from group of people holding Work The same For reach objective together. related to that of course student organizations or student affairs organizations have a good role for students as well as become really important and needs to be considered as well his [4]. Organizations can be interpreted and understood right as two persons or more that work The same To reach objective together. Every member inside own organization Where are the duties and functions of each member operate role based on his job. In addition, the organization is also said as a receptacle from a bunch of mutual people cooperating in a systematic manner, planned, organized, guided and controlled in utilizing the organization's resources efficiently and effectively to reach goals that have been set together [5]. There are three dimensions of organization, namely: Plurality, Formalization, Centralization and Organizational Characteristics There are four, namely: Coordination and togetherness, Owning objective individuals and goals together , there is division of authority in work , There is power that regulates by the elected leader . Also organizational elements, namely: people, Work common, Common goals, Equipment, Environment, Wealth nature, Skeleton or organizational mental construction, mental involvement and feelings, willingness to give something donation to business reach objective group, responsibility answer [6].

Organization of student affairs is A receptacle of learning for students For self-development [7]in organizing leadership, and learning to operate activities, from starting with an academic or non-academic nature. The purpose of the student body established ie make something campus internal organization with objective help vision of a university. For the sake of achieving college high vision and mission, campus provides facilities and infrastructure as well as funds to support student organization activities. Not only that, organization student affairs also aims to embed critical culture and social sensitivity to every student to internal university in the matter of criticizing every policy rectorate along ranks nor state issues [8]. Organization of intra-campus students who have official positions in the neighborhood college high and got funding for student affairs activities from the manager of the college height and or from the Ministry or related institutions. shape can form student organization at University level, organization student affairs at Faculty level, organization student affairs Study Program [9]. level In study case House of Representatives research Student Act as connector student voice to faculty leader, program of study nor lecturer teacher, based on observations, interviews and reports provided student to manager organization Representative Council Student Faculty Technology Industry and Informatics Muhammadiyah University Prof. Dr. HAMKA is a student organization level student environment faculty Technology Industry and informatics which is a legislative institution where on duty provide controlling and supervising student institutions engaged in executive programs such as the Executive Board Students and associations students in the neighborhood Faculty Technology Industry and Informatics. In addition to the representative council students also have a task tree function as constitution maker or often called legislation, distribution of finance towards student organizations as well as accommodating aspirations and channeling them or often called advocacy.

based on the results of reports, interviews, as well as communication it turns out there is a number of reluctant students To build communication to power instructors and inclined No brave To convey aspirations in a manner directed to power teachers. because That Study This aims to provide enlightenment and strengthening to students how very important it is to enter into the management structure of the organization and show the tasks and subjects functions of the student representative council. kindly No direct This practice soft skills in communicating and negotiating as well as courage To help his other students in distributing aspirations input and suggestions.

## **II. Materials And Methods**

Study This is a type of qualitative study Because show exists description to phenomenon about How Organization in the House of Representatives Student Faculty Technology Industry and Informatics Muhammadiyah University Prof. Dr. HAMKA can translate the task tree function in doing the task of advocating and giving a description that organizes have an important role in practicing soft skills, communication and others. According to [10]. Qualitative studies are research studies of something quality relationship, activity, situation, or various materials. It means a qualitative study more emphasis on holistic description, which can explain in detail about what activity or situation is going on than compare the effect of a particular treatment, or explain about attitude or people's behavior. Data collection techniques from qualitative studies that are observations, interviews and document analysis.

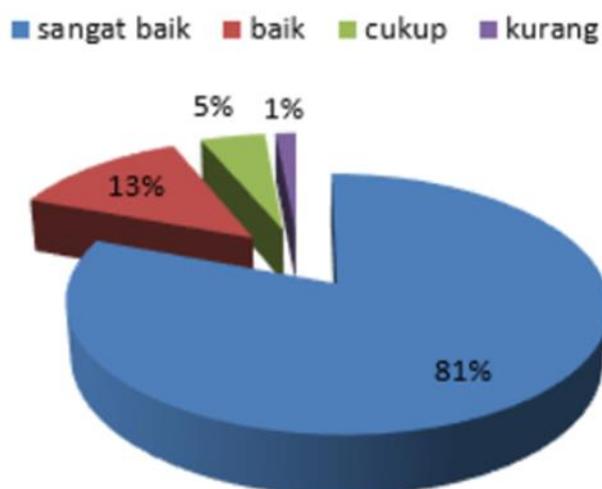
The method used in this research is descriptive method. this method is based on solving problems according to facts or reality at the present time and focusing on problems that occur when the research is carried out. The data collection technique used in this study is through method interviews and services open to reports

submitted by students. activity done in the campus environment or more appropriate in the secretariat of the representative student council faculty technology industry and informatics. By opening the service for students in the secretariat, it makes it easier for students to meet and communicate with the member managers of the organization. With service hours from 08.00 WIB arrived at 15.00 WIB. Amount students who do communication or equalize his anxiety 50 people in a total of 3 months time. Research This fetch report data with long time ie 3 months with various student anxiety both personal character and general. By the amount of man as many as 35 people and women as many as 15 people .

### III. Results

Discussion in this study focuses on analyzing How the role and how the performance of the organization in operating the main task and function as a student institution. Study is done by listening to student frets as well as subsequent interviews by management organizations with questions related to the needs of the organization and then can be delivered to party teachers, party service academics or or faculty leaders. A total of 50 students made a complaint to the student council representative of the faculty of technology industry and informatics at the University of Muhammadiyah Prof. Dr. HAMKA. Delivery process to the parties concerned that are power teachers, academic ministries nor faculty leaders be delivered based on the level of interests and needs of students, the nature of things that are important and urgent will become priority from the organization To convey the matter, then followed with the other things . Delivery is done in a real time manner ie at the time that's also appropriate with the presence and availability of time as well as being inside \_ campus the intended party that is a power teacher, academic service or faculty leader. The results of the study show that students are satisfied with the performance by the student council representatives of the faculty of technology industry and informatics University of Muhammadiyah Prof. Dr. HAMKA. Can be shown on the graph that explains level of satisfaction on performance representative student council faculty technology industry and informatics University of Muhammadiyah Prof. Dr. HAMKA is done through a survey to his student. basically job satisfaction is a top expression of what is felt (sensation), what is perceived (perception) and what is thought (conceptions)[11]

## Kepuasan Mahasiswa



**Figure 1. Graph of Student Satisfaction**

Chart on obtained from students who have felt performance from the student council representative faculty technology industry and informatics University of Muhammadiyah Prof. Dr. HAMKA with ask in a manner direct to student to performance from the representative student council faculty technology industry and informatics University of Muhammadiyah Prof. Dr. HAMKA and also use survey questionnaire To use get clear data. With an accumulation of 81% satisfied with the performance of the student council representatives faculty technology industry and informatics University of Muhammadiyah Prof. Dr. HAMKA, 13% gave a good response, 5% gave an opinion or response enough and 1% gave less response.

**Table 1. Results of data analysis double linear regression**

Variables	coefficient Regression	t count	t table	Significant
Satisfaction Work	0.260	2,819	1.67	0.007
Commitment Organization	0.138	2,309	1.67	0.025
involvement Work	0.237	2,482	1.67	0.016
Constanta	-2,796			
Adj. R Square	0.410			
R square	0.440			
Fcount _	14,677			

Source: primary data Which processed

Based on the results of the table data processing test above, then a linear regression equation can be obtained double as follows:

$$Y = -2.796 + 0.260 X_1 + 0.138 X_2 + 0.237 X_3$$

Based on the multiple linear equation above can be outlined as following:

- Mark constant (-2,796) Constant worth negative shows that if No There is a factor Work satisfaction (X1), organizational commitment (X2), and work involvement (X3) so performance (Y) will decrease. By doing so it is known that performance is influenced by factors of job satisfaction, organizational commitment and work engagement are very strong.
- The value of the regression coefficient of the satisfaction factor work worth 0.260. This shows that there is a connection in the same direction which is significant between job satisfaction factor (X1) on performance (Y). It means if satisfaction Work the taller so performance will experience enhancement.
- The value of the commitment factor regression coefficient organization is worth 0.138. Matter This shows that Coefficient There is a positive influence Which is significant to performance, It means if the organization's commitment is better, so performance will be better.
- The value of the regression coefficient of the involvement factor Work art 0.237. Matter This showing positive mark, that is there is connection in the same direction Which significant relationship between work involvement factors and variable performance, It means If involvement Work the more Good so performance will increase

Analysis test t

- Testing the influence of job satisfaction factorsto performance.  
At a significant level of 0.05 obtained t count as big 2,819 > t table 1.67 then Ho is rejected. Means can concluded that there is a significant effect between factor satisfaction Work (X1) on performance Organization.
- Testing the influence of organizational commitment factorsto performance  
On levels significant 0.05 obtained tcount as big 2.309 > t table 1.67 then Ho is rejected. Means can concluded that there is a significant effect between factor commitment organization (X2) on performance Organization.
- Testing the influence of work involvement factorsto performance.  
On levels significant 0.05 obtained t count as big 2,482 > t table 1.67 so Ho rejected. Means can concluded that There is influences which significant between factor involvement Work (X3) on performance Organization.

#### IV. Conclusion

Based on from representative council research student own sufficient role Good in operating organization in accordance with his job as well as showing an open attitude to student. More from it's representative student council faculty technology industry and informatics University of Muhammadiyah Prof. Dr. HAMKA is very responsive to student complaints and concerns, in other words students are satisfied with the performance by the representative student council functioning as connecting and connecting something matter whatever That is to power teacher, ministry of academics and faculty leadership.

Representative council students who have a principal task and function as advocacy own duties and responsibilities answer For giving advocacy to students to the party concerned Good power teacher, academic ministry related to payment studying or anything else that is related to a study program nor faculty. Based on discussion in on, so can concluded that based on results testing hypothesis at a significant level of 0.05 obtained t count equal to 2.819 > t table 1.67 it can be concluded that There is influence Which significant between factor

satisfaction Work (X1) on performance Organization. Based on results testing the first hypothesis is known at a significant level of 0.05 obtained t count of 2,309 > t table 1.67 then can concluded that There is influence Which significant between factor commitment organization (X2) on performance organization. Based on results testing On level significant 0.05 obtained t count of 2,482 > t table 1.67 it can be concluded that there is a significant influence significantly between work involvement factors (X3) on performance organization.

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