

ABSTRACT

An university information system with many entities (lecturer, students, faculty, courses, and program study) requires optimal management efforts to maximize the performance of its business units. Stakeholder satisfaction is guarantee the most important part of university. I-Gracias is a form of academic information system website included within the scope of internal product information systems of Telkom University, the governance aspects of the I-Gracias a good needs to be done by the University of Telkom. Based on documents Helpdesk report January-December period (2015-2016) there were 522 complaints on the Website. I-Gracias sometimes impaired eg system down, erorr during registration, and data loss. Under these conditions, the information system is an important issue that needs to be developed / improved quality.

This research is meant to determine the expectations and performance assessment Igracias website, and the attributes that must be upgraded to support the improvement of the quality of academic information system based Igracias Website. This study uses Descriptive Analysis Techniques and Methods Importance Performance Analysis (IPA) based on indicators WebQual 4.0. In this study, there are 439 student respondents generation from 2012 to 2016 at seven faculties at the Telkom University.

These results indicate that the overall performance assessment Igracias sites had an average score of 1499.30 or 68.31% in the high category, but there is one sub-variables whose performance is still medium in the sub variable service interaction because of it Igracias need for continuous improvement, users have high level expectations of overall sub variable with an average score of 1787.23 or 81%. Results of mapping diagram IPA quadrant filled by indicators I-Gracias convey a sense of competence (can accessed at any time), I-Gracias Website provide detailed information, and users feel safe against personal information (information is never lost or changed), based on perception user, tree indicators above have to be concentration Directorate Information Systems to make improvements to the website.

Keywords: Information Systems, WebQual 4.0, Descriptive Analysis, Importance Performance Analysis (IPA), Continuous Improvement