

ABSTRACT

The Information Systems Unit (SIFO) is an IT-based service unit that provides information technology infrastructure services, interconnection services, data information system services and computing services for business processes at University X. Performance measurements on SIFO units apply the balanced scorecard method using unit management contracts as a unit performance assessment based on four perspectives: customer, finance, internal business processes and learning and growth. Assessment on the SIFO Unit looks good from several perspectives, but in reality there is still a condition of SIFO services provided to University X students is not appropriate so that there are various other factors such as ticketing services still confuse users, server down during college registration, the performance measurement is adjusted to the organizational level, the indicator on the performance of the unit is not specific to the service, the disruption of computer network and database access, wifi / internet can only be used in certain place, the information provided is not clear, IT helpdesk is less alert in responding to user complaints / requests, IT helpdesk is less friendly in service, and lack of adequate IT helpdesk knowledge in answering complaints / requests. Therefore, it is necessary to improve service to SIFO Unit to improve service condition so as not to cause gap between staff and students so that service quality at University X can be better. In this increase will have an impact on student satisfaction assessment as well as assessment of service quality of SIFO Unit by using IT SERVQUAL method. This method can know the value of gap (gap) on each statement item between the services provided with the expected service so that it can know which statement items should be in focus for further improvement and student satisfaction in receiving quality services provided by SIFO Unit services.

Keywords: *Information System Services, Student Satisfaction Measurement, IT SERVQUAL, GAP*