

ABSTRACT

Utilization of information technology at Telkom University began in 2013 one of them with the PuTI (Information Technology Service Center) which manages and carries out service activities at Telkom University. i-gracias is an Academic Web Portal owned by Telkom University that can be accessed by all Telkom University Academic Citizens. i-gracias can be accessed through single sign-on (SSO) which is owned by all Academic Civitas of Telkom University. This study aims to analyze and determine the gaps in perceptions and expectations by Telkom University lecturers, to determine the quality of services provided by PuTi employees and provide recommendations for gaps and assessments. Then obtained a gap by the lecturer as a service user with a value on the Tangibel dimension gap -0.59, reliability dimension -0.34, responsiveness dimension -0.41, assurance dimension -0.26, empathy dimension -0.44. Then, recommendations are made from the gaps in service users obtained, with PuTi problems in general there are 6 problems and 10 recommendations for these problems. For service providers, the problem factors that have been determined, employee role ambiguity is 5.81, employee role conflict is 4.52, the problem factor is the suitability of employees with their work 5.97, the technology compatibility problem factor used is 4.38, the supervisory control system problem factor is 5,11 On the factor of cooperation problems 5,46. Given 7 recommendations based on 7 problem factors service provide.

Keywords: *Information Technology, Service quality, I-gracias.*