ABSTRACT

ANALYSIS OF I-GRACIAS SERVICE USING SERVICE QUALITY METHOD OF TELKOM UNIVERSITY EMPLOYEES

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i-Gracias is an Academic Web Portal owned by Telkom University that can be accessed by all Telkom University Academic Citizens through single sign-on (SSO). i-Gracias service is one of the services managed by the Central Directorate of Information Technology (PuTI).The users of i-Gracias includestudents, lecturers, parents of the students, and employees of Telkom University. Based on the i-Gracias User Traffic graph from May to July 2017, there was a decline in the traffic which was identified caused by a decline in service quality. This study was conduected using the the Service Quality method to analyze whether there are gaps between perceptions and expectations of both providers and users. From the gap analysis, this research provided recommendation to improve the quality of i-Gracias services.

Keywords : i-Gracias, Service Quality, Information Technology