GAP ANALYSIS OF INFORMATION TECHNOLOGY SERVICE QUALITY FROM THE PERSPECTIVE OF USERS (CASE STUDY OPEN LIBRARY TELKOM UNIVERSITY)

ABSTRACT

Telkom University Open Library is a Scientific & Library Resource Unit (SDK & Library) of Telkom University which is under the Vice Chancellor 1. In improving its operational services, the "Open library" concept is supported by the development of library system information technology, to improve services, databases, and One of the library collections is the use of the openlibrary.telkomuniversity.ac.id website service. Although the information technology services provided by the Open library have been managed according to technical standards, there is still a gap between what service consumers expect and what service consumers feel. This situation refers to the gap in service quality that can lead to dissatisfaction with the service. This study focuses on the gap analysis of IT service quality from the perspective of service users, namely students. Based on the book gap analysis of parasuraman works. From the perspective of service consumers, the gap between expected and perceived service (GAP 5) was analyzed using the servqual dimension. In the end, research contributes to the implementation of gap analysis and more specifically to improve the quality of information technology services at Telkom University Open library

Keywords: Information technology services, Service quality, Analysis of service providers and users