ABSTRACT

When more and more organization look for the way to compete in present market expanding, information technology (IT) has become to vital importance in organizational control. Above mentioned also which medium experienced of by PT. Behaestex at the moment. PT. Behaestex as one of jacquards company in Indonesia face the condition which feel important to conduct a measurement to measure the performance of Department EDP.

Important matter trying laid open in this study, that is assessment of all IT consumers and providers about concerning level of IT service. The Level for example are:

• Ideal Level
• Acceptable / Feasible Level
• Actual Level

By integrating third mount the this service Information Technology into original "gaps model" by Parasuraman et al. (1985), conceptual model newly about service quality Information Technology developed in this study.

This study identify six difference between consumer and provider of IT service from seven existing difference. Furthermore, this study learns the energy of application SERVQUAL, what possible represent the popular standard survey instrument which is designed to measure the service quality, as measuring rod of quality of service IT.

Keywords: SERVQUAL, Gaps Model, Diagram Importance-Performance