EVALUATION OF ITS ACADEMIC INFORMATION SYSTEM IMPLEMENTATION USING WHYTE & BYTHEWAY AND SERVQUAL FRAMEWORKS

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ABSTRACT

The development of information technology significantly impact the lives of the community on every layer, both individuals and organizations that lead to an importance of investment in information technology. Being one of the institutes of technology, ITS having the need to use them. Academic information system is one form of the implementation. Academic Information System (Siakad) ITS has been developed since 14 years ago and aims to accommodate the needs of the academic administration in ITS. However, along with the important role of the system, the evaluation of the effectiveness of the use of such systems is still barely found. Thus, arises the need for monitoring to ensure the effectiveness of the Siakad function through systematic evaluation.

One of the methodologies that can be used to conduct a study of the effectiveness of the information system is based on the evaluation of Whyte & Bytheway framework. The framework is then combined with the Servqual (Service
Quality) and analyzed using a service quality gap analysis model.

By having an evaluation of the system, it's expected that the information about the level of goal attainment and also the gap between user's expectations and perceptions of system can be revealed and will be able to bring recommendations that can be used as a means to improve the quality of the system in the future.

**Keywords**: Evaluation of IS Implementation, Servqual, Whyte & Bytheway, Academic Information System, Gap Analysis