

ABSTRACT

The application of information and communication technology to support an integrated system is important for educational purposes. Institut Teknologi Telkom Purwokerto (ITTP) has an integrated information and communication system application called IGracias. The app is available on the website and mobile. Currently, IGracias Mobile ITTP only work on Android smartphones. Based on the initial questionnaire, it is known lack of the application is that the features isn't optimal yet. Customer satisfaction and importance questionnaires were used to obtain data from 367 students. The technical response obtained through discussions with experts. The result of the technical response priority weights are obtained based on the QFD (Quality Function Deployment) and AHP (Analytical Hierarchy Process) approaches. The priority of the technical response to be implemented by the SISFO ITTP is: procurement of goods for the development process is the main priority (34.03%); second priority UI/UX (User Interface/User Experience) improvement (24.31%); improving employees' hardware security skills has the same value (24.31%), but decreased by 26% based on the comparison of the results of QFD and AHP techniques; the last priority is to improve the IGracias Mobile ITTP application performances (17.36%).

Keywords: AHP; IGracias; Mobile App; QFD