ABSTRACT

The development of technology, especially in the world of information systems has grown rapidly. Various companies in any field and education is no exception in carrying out their activities using information systems. This research was conducted on an integrated information system belonging to the Telkom Institute of Technology Purwokerto (ITTP), namely i-GRACIAS. This study will address the problems that exist in i-GRACIAS ITTP by using the Quality Function Deployment (QFD) method, which is a method that focuses on meeting customer needs and is connected to the company's capabilities. The purpose of this research is to know the needs of students, to know the ability of ITTP to meet the needs of students and to make suggestions for improvement of i-GRACIAS. Data processing is carried out using the House of Quality (HoQ) tools to determine the priority of proposed improvements. The results of the HoQ there are eight priority proposed improvements, namely the 1st priority for the existing modules to be updated or added to have 13 improvement proposals, the 2nd priority is that the ITTP SISFO will coordinate with various stakeholders to have 5 improvement proposals, the 3rd priority is that each every year there is a target from the management to have 2 proposals for improvement, the 4th priority is that SISFO ITTP will accept criticism and input related to the i-GRACIAS system has 2 suggestions for improvement, the 5th priority is that SISFO ITTP makes HR recruitment efforts, namely programmers have 2 proposed improvements, the 6th priority is that SISFO ITTP checks the appearance of i-GRACIAS has 2 suggestions for improvement, the 7th priority is that there are additional modules that are currently finishing (student achievements) have 2 proposed improvements and the 8th priority is that there are modules that has been implemented (counseling) has 3 suggestions for improvement.
Keywords : Information System, Quality Function Deployment, Proposed improvement