**ABSTRACT**

# *ANALYSIS OF STUDENT SATISFACTION WITH HELPDESK IT SUPPORT USING THE E-SERVQUAL FRAMEWORK AT* INSTITUT TEKNOLOGI TELKOM PURWOKERTO

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*Analysis of student satisfaction with services from helpdesk IT Support or SISFO Telkom Purwokerto Institute of Technology is an analysis that focuses on student satisfaction in reporting complaints related to the community including i-Gracias services, Learning Management System (LMS), student ID cards, hotspots, e-mails, and blogs. The services provided by the SISFO helpdesk are both offline and online. In services that are carried out online, there are often obstacles or problems that result in a lack of student satisfaction with SISFO services, namely the speed of response from SISFO, the accuracy in completing student problem reports, and the level of reliability of SISFO still needs to be improved. The object of this research is the SISFO online helpdesk at the IT Telkom Purwokerto college. The SISFO online helpdesk is a unit tasked with solving problems related to the academic process. Analysis of student satisfaction with the SISFO IT Telkom Purwokerto online helpdesk uses the dimensions of the e-servqual method, namely efficiency, fulfillment, system availability, privacy, responsiveness, compensation, and contact. This type of research is quantitative research. Data processing in research uses the WarpPLS application to facilitate statistical analysis of data in research. IT Telkom Purwokerto students are the population used in this study. Data collection techniques were carried out using the sample method. The use of this sampling technique aims to facilitate the collection of the data needed in this study. The sample method is a non-probability sampling method, namely insidental sampling with a total of 100 respondents. The results of the study show that efficiency, fulfillment, system availability, privacy, and contact have a significant effect on student satisfaction. Responsiveness and compensation have no significant effect on student satisfaction.*

**Keywords:** *e-servqual, helpdesk*, *satisfaction,* SISFO, *student*