ABSTRACTS

Respondents in this research include IS staff and Users at Head Office and Jakarta Branch Offices of Jiwasraya State Life Insurance Company

Perceived performance of IS from All respondent viewpoints in average is below their expectation to IS, but still over the average of overall evaluation of IS. Positive perceptual gap is only four factors, and correlation of this gap to overall evaluation of existing IS is positive and weak, and only eight factors classified as "Poor". Perceived performance of IS from IS staff viewpoints in average is below their expectation to IS, but still over the average of overall evaluation of IS. There are twelve positive perceptual gaps, and correlation of this gap to overall evaluation of existing IS is negative and moderate, and no factors classified as "Poor".

Perceived performance of IS from Users viewpoints in average is below their expectation to IS, but still over the average of overall evaluation of IS. There are three positive perceptual gap, and correlation of this gap to overall evaluation of existing IS is positive and weak, and only eleven factors classified as "Poor".

Correlation analysis between IS staff and Users, according to their expectation and perceived performance of information systems concluded that all factors are positively correlated. Correlation between IS staff expectation and perceived performance (IS staff satisfaction) and correlation between Users expectation and perceived performance (Users satisfaction) are positive and strong , with correlation scores are 0.76 and 0.78. Correlation between IS staff expectation and Users perceived performance (IS provides capabilities) is positive and weak, with correlation score only 0.36.As a results of extraction and rotation of factor analysis, from 38 factors to measured expectation and perceived performance, there are four expectation and performance factors must be considered.. As a result of Regression analysis to Gap and Non-gap variable, the factor of AGE is significance to the overall evaluation of existing IS.

***Keyword** : Effectiveness, Information system, Expectation, Perceived performance, Overall evaluation, Gap analysis, Correlation analysis, Factor analysis.*

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