

## **ABSTRACT**

The scope of the IT department has broadened over the past decade, as there are more users of information technology in the organisation. The IT manager should therefore ensure that the IT department provides a high level of service quality to their internal customers in order to facilitate staff efficiency and effectiveness and thus improved business performance. This research paper utilised the SERVQUAL survey instrument to measure the service quality gap of the IT departments in three local insurance companies.

Analysis of the results with the aid of Descriptive Statistics, Factor Analysis and Regression Analysis indicated that all three IT departments have fallen short of the service quality expectations of their internal customers. The paper concludes with a discussion of the measures IT managers can take in order to improve the service quality of their IT departments.