

ABSTRACT

User satisfaction held an important position in an organization to measure the implementation of information systems excellence. Therefore, it is necessary for an organization to evaluate their information system quality using user satisfaction. The purpose of this study is to evaluate user satisfaction of Indihome website by WebQual 4.0 dimensions. This study involved 270 respondents from individuals in Bandung who ever accessed Indihome website. Then for data analysis used descriptive analysis and multiple linear regression with hypothesis testing using F test and T test. Responses of respondents about the quality of Indihome website simultaneously has significant influence towards user satisfaction. T test results showed that there are two variables that partially has a significant influence towards user satisfaction, there are; information quality and service interaction quality. While usability quality variable has no significant influence. Determination coefficient valued 42,4% which means that the influence of Indihome website quality on user satisfaction amounted to 42,4%, while 57,6% are influenced by another factors which not examined in this research.