

## **ABSTRACT**

*Dashboard is an information system used in PDAM Tirta Raharja to view statistics of receivables that have not been collectible, receivables that have been collected, and the percentage level of billing effectiveness. This system is transparent. This employee / user can view billing statistics of accounts receivable at each branch office. A common problem faced by PDAM Tirta Raharja against the dashboard is if the internet connection is broken so the dashboard is not up to date, the transaction is anomalous, and so on. In the application of the system of billing dashboard on PDAM Tirta Raharja web site, there is no transaction history element in the previous month, so that every service office / branch of PDAM Tirta Raharja on dashboard can not see the difference of receivables on one month. This issue will affect the user's decision-making associated with the receivables billing dashboard.*

*Through this research will be measured the value of user satisfaction in variable Quality System, Perceived Usefulness, Information Quality to User Satisfaction Dashboard PDAM Tirta Raharja.*

*Data collection method was done by distributing questionnaires to PDAM Tirta Raharja employees. The population of PDAM Tirta Raharja employees is 325 people. Samples taken for 179 people.*

*Based on the results of data processing, it can be seen that variable quality system, perceived usefulness, quality information and user satisfaction is in the good category of 80.65% which means indicate on these variables while based on the influence of variables - the variables to user satisfaction not all have a positive result take effect. The system quality variable has no effect on user satisfaction. Variable perceived usefulness and quality of information affect the user satisfaction.*

*Based on the results of research, to improve user satisfaction, need to re-maintenance of information generated and the benefits of the system so that users / employees PDAM Tirta Raharja have a productive and effective performance.*

*Keywords: System Quality, Perceived Usefulness, Information Quality, User Satisfaction*