

ABSTRACT

This research is conducted by using the Information System Success model that has been designed by DeLone and McLean (2003) by taking some needed variables. The variables used in this research are System Quality, Information Quality and Service Quality. The purpose of this research is to examine the effect of system quality, information quality and service quality of TA / PA to user satisfaction (Case Study on Telkom University i-Gracias system).

This study refers to the various sources that reference to the author which contains the theories that explain the variables used in this study. Theories and references used in this study include information systems, system quality, information quality, service quality, user satisfaction, previous research and similarities and differences with previous research.

Data analysis method used in this research using multiple linear regression model and tested with four classical assumption test, that is normality test, heteroscedasticity test, multicollinearity test, and autocorrelation test. Questionnaires given to respondents will be tested with validity and reliability test. Hypothesis testing in this research is done by testing the influence of variable quality of information, system quality, and service quality to user satisfaction through simultaneous test (F test) and partial test (t test).

The sample used in this research is Telkom University bachelor degree student batch of 2013 which is the final student who start using TA / PA application for the purpose of taking TA / PA up to trial. Sampling technique using non probability sampling method, with purposive sampling technique.

The result of the research proves that the information quality, system quality and service quality significantly influence the user's satisfaction simultaneously, and prove that the information quality and system quality significantly influence the partial user satisfaction, but the service quality does not significantly influence the user satisfaction.

Keywords : System Quality, Information Quality, Service Quality, User Satisfaction