ABSTRACT

This research is done by using Information System Success model which has been designed by DeLone and McLean (2003) by taking some dimensions or variables needed. The purpose of this research is to test the influence of information quality, system quality, service quality of ticket Ticketing System ticket sales application to user satisfaction (case study at PT.KAI (Persero) DAOP 2 Bandung).

Population in this research is all employees PT.KAI (Persero) DAOP 2 Bandung. The technique of determining the sample using a saturated sampling technique, that is the entire population is sampled. The data used in this study is primary data through questionnaire distribution, then analyzed by multiple regression analysis of multiple linear regression model which has passed four classical assumption test, normality test, heteroscedasticity test, multicollinearity test, and autocorrelation test. Before the four tests, all the questionnaire results from the respondents have been declared valid and reliable. 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 result of the research proves that the quality of system, quality of information, and service quality significantly influence the user's satisfaction simultaneously, and also proves that the quality of information, system quality, and service quality have positive and significant influence to user satisfaction.

Keywords: *DeLone and McLean, system quality, information quality, service quality, user satisfaction, Rail Ticketing System*