

ABSTRACT

The research was carried out by using the reference model The success of Information System that has been designed by DeLone and McLean (2003) by taking several variables needed. Variables are used in this study, which is Quality System, Quality of Information and Quality of Service and Satisfaction of User. The purpose of this study to test how much influence the quality of the system, the quality of information and quality of service to the satisfaction of the user system of financial information (SIMKUG) (Study Case Employee of the University of Telkom).

The study also refers to a variety of much of the reference by the author that contains the theory that explains the variables used in this study. Theory and the references used in the study, which is about the quality of the system, the quality of information, the quality of service, the satisfaction of users, and information systems, as well as previous research.

The data analysis method that used on this research is multiple linear regression method. This study includes research causally because of this study described the cause and effect of a problem. Testing these hypotheses in the study, which is by examining the influence of variable quality system, the quality of information, and the quality of service to the satisfaction of users through the testing of simultaneous (test F) and testing of a partial (test t).

The samples used in this study is an employee of the University to use the financial information (SIMKUG). The sampling using the method of non probability sampling, with the technique purposive sampling.

The research shows that the quality of the system, the quality of information and quality of service have a significant effect on the satisfaction of users simultaneously or comprehensive and quality system significantly influences on the satisfaction of users in partial, then the quality of information and the quality of services are not significantly influences on the satisfaction the user is partial.

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