

ABSTRACT

User satisfaction is an assessment dimension in assessing the success of information systems. This is necessary considering the success of a system can not be separated from the user's satisfaction in the use of the system in order to achieve the desired goals. Given these assessments system developers can easily repair and improve the system being implemented. User satisfaction can be measured with indicators that have been set in accordance with the needs of the system being used.

This study aims to determine the effect of simultaneous and partial between the quality of information, system quality, and quality of service to user satisfaction on accounting information systems sales on the site bukalapak.com.

This research uses quantitative method. Sampling technique in this research is quota sampling. The sample in this study was 43 respondents. The analysis technique used in this research is multiple linear regression analysis using SPSS 23.0 application.

Based on the results of research, variable quality of information, system quality, service quality simultaneously significantly influence. Partially variable quality of information does not significantly affect user satisfaction while system quality and service quality significantly influence to user satisfaction.

Based on the results of research, the quality of information does not necessarily affect the user in achieving user satisfaction while the quality of service and system quality can affect user satisfaction.

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