

ABSTRACT

SAP (System Application and Product) is a software developed to support an organization in their operational activities to more efficiently and effectively. SAP is also an IT and management tools to help companies plan and perform various daily activities.

This study aims to examine the effect of system quality, information quality, service quality to the satisfaction of SAP users in preparing Financial Statements at PT.INTI Bandung in 2017 either partially or simultaneously. This study uses primary data that is by distributing questionnaires to respondents.

The population in this study is PT.INTI employee who use SAP system. Sampling technique used in this research is probability random sampling and obtained 35 employees who use SAP system in preparing financial statements. This study was conducted using DeLone and McLean's Information System Success model (2003) with some dimensions or variables required: system quality, information quality, service quality and user satisfaction. The method of analysis in this study is multiple linear regression analysis that has passed four classical assumption test that is normality test, heteroscedasticity test, multicollinearity test, and autocorrelation test and data processed by using SPSS 23,00.

The result of this study proves that simultaneously the quality of system, quality of information, and service quality have significant influence to user satisfaction. While partially, user satisfaction as measured by system quality has a positive but not significant influence. User satisfaction measured by the quality of information has a positive and significant influence. User satisfaction as measured by service quality has a positive and significant impact.

Based on the results of this study, then to be able to improve user satisfaction SAP in preparing financial statements in PT.INTI Bandung in order to pay attention to the factors of system quality, information quality and service quality to remain high.

Keywords: *DeLone and McLean, system quality, information quality, service quality, user satisfaction, SAP (System Application and Product).*