

ABSTRACT

User satisfaction is a dimension of user assessment in response to the use of an information system that is subjective satisfaction. User satisfaction in using an information system can be realized through the success of the information system. So measuring the success of the system is important to do considering user satisfaction is the goal of every company.

Measurement of system success can be done with a variety of models, one of which is the success model of Delone & McLean information systems, the model will be used in this study. This study aims to determine the simultaneous and partial influence between system quality, information quality and service quality on user satisfaction payment accounting information system on the Go-Pay service contained in the Go-Jek application.

This research uses quantitative methods. The sampling technique in this study is iteration. The sample used was 100 respondents. The analysis technique used in this study was multiple linear regression analysis.

Based on the results of the study, the variables of system quality, information quality, service quality simultaneously have a significant effect. Partially the system quality, information quality and service quality significantly influence user satisfaction. Based on research results, system quality, information quality, and service quality can affect user satisfaction.

Keywords: *Information Quality, System Quality, Service Quality, User Satisfaction, System Success, Delone & McLean's Success Model.*

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