

## **ABSTRACT**

*The success of an information system can be measured by means of user satisfaction in addition to the help of an assessment of the fulfillment of a system. Usage is an important level of success of information systems, especially given the fact that use is more often voluntary. Satisfaction can be met from the high quality and suitability of one's expectations. Measurement of system success can be done with various models, one of which is the Delone & McLean information system success model.*

*This study aims to determine the simultaneous and partial influence between system quality, information quality and service quality on user satisfaction and use of the payment information system on ShopeePay services contained in the Shopee application.*

*This study uses quantitative methods. The sampling technique in this research is quota sampling. The sample used was 300 respondents. The analytical technique used in this study was multiple linear regression analysis.*

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

**Keywords:** *Information Quality, System Quality, Service Quality, User Satisfaction, Usage, System Success, Delone & McLean Success Model*