

***THE INFLUENCE OF SYSTEM QUALITY, INFORMATION QUALITY,
SERVICE QUALITY, AND PERCEIVED USEFULNESS
ON SIPD APPLICATION USER SATISFACTION
(Case Study On SKPD Bengkalis District)***

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ABSTRACT

This study aims to determine the effect of system quality, information quality, service quality, and perceived benefits on user satisfaction of the Regional Government Information System (SIPD) application in Bengkalis Regency. A sample of 58 respondents from 29 Regional Work Units (SKPD) who were directly involved with the SIPD application was collected using purposive sampling. Research using quantitative methods. The data collection technique used a questionnaire method with a Likert scale and was analysed using multiple linear regression. The results showed that system quality and information quality have no effect on user satisfaction while service quality and perceived benefits affect user satisfaction with the SIPD application.

Keywords: *System Quality, Information Quality, Service Quality, Perceived Usefulness and User Satisfaction*