ABSTRACT

Along with advances in computer technology and current information, accounting information systems has evolved into a system of computer-based accounting information. Computerized Accounting Information System which allows users of financial statements can be seen at any time the financial statements more quickly and accurately. Organizations have to choose between the alternative package of accounting information systems programs are sold in a package that was so or can special order in accordance with the characteristics of the company. Behavior arising from the use of this information system in the next process is expected to make an impact on individual performance.

The purpose of this research is to analyze and obtain empirical evidence of the influence of service quality, system quality, and quality of information on user satisfaction of information systems. To analyze and obtain empirical evidence of the influence of information system user satisfaction of individual performance. The population in this study were all employees of PT. PLN (persero) Distribution of Central Java and Yogyakarta, while the sample is 34 employees. The sampling technique was purposive sampling. The type of data is primary data by the method of data collection questionnaire. Analysis tool used is the PLS.

Results of this study shows that the quality of service has no effect on user satisfaction of information systems, by reason of the implementation of SAP users in the PT. PLN (Persero) the employee has been granted an information system of PLN Center already has a staff who are experts in the field of information systems, so the system is in line with expectations had little influence on user satisfaction of information systems at PT. PLN. Positive effect on the quality system of user satisfaction of information systems. Positive effect on the quality of the information system user satisfaction information. User satisfaction has a positive effect on individual performance.

Keywords: *service quality, system quality, information quality, user satisfaction, Individual performance.*