

ABSTRACT

This study is the development research conducted by Istianingsih and Wijanto (2008). This study aims to determine the factors affecting user satisfaction of ERP-based accounting information system. The purpose of this study was to obtain empirical evidence about: the influence of information quality on user satisfaction, influence of perceived usefulness on user satisfaction, influence of information system quality on user satisfaction, and the influence of service quality on user satisfaction.

The population in this study were employees of PT PLN (Persero) Kantor Pusat. Representative of employees under investigation is Financial, HR (Human Resource) and Functional, which amounts to 52 people. Technique of data collection is done by interview dan questionnaires, where the distribution done by online via email. Data analysis tools used in this study is multiple regression.

The result showed that information quality variables significantly influence user satisfaction, perceived usefulness variables significantly influence user satisfaction, system information quality variables is not significant affecting user satisfaction, and service quality variables significantly influence user satisfaction. This research is expected to provide empirical evidence about the effect of application of the accounting information system to the satisfaction of system users, and provide input to the system users about the importance of implementing information systems to support company's performance.

Keyword: Information System, Accounting Information System, ERP (Enterprise Resource Planning), User Satisfaction