

## **ABSTRACT**

*The objectives of the study are to examine some factors that influence user satisfaction of SAP software on individual performance. The variables which are used in this research consist of service quality, system quality, information quality, user satisfaction and individual performance.*

*This study uses sampling techniques nonprobability with purposive sampling methods. Data which are used are primary data by using questionnaire. The subject of this study is the firm's employees in Semarang Region that use SAP software. Data analysis uses SPSS software for Windows version 16.0.*

*The results of this study indicate that service quality, system quality and information quality significantly positive influence on user satisfaction. User satisfaction significantly positive influences on individual performance.*

*Keywords: service quality, system quality, information quality, user satisfaction, individual performance, SAP*