

## *ABSTRACT*

*This study aims to examine the effect of the quality of the user satisfaction of information systems with variable moderating role ambiguity. The population in this study were 237 permanent employees staff the Office of Finance and Asset Management Areas (DPKAD) Semarang.*

*The sample of respondents drawn using random sampling method, so the number of samples obtained from the calculation formula of determining the number of samples by 71 respondents. Primary data collection method used is questionnaire method. Of the 134 questionnaires distributed there are 71 questionnaires that can be used.*

*Analytical techniques used in this test is a simple regression and regression interactions. Based on the result of data analysis concluded that the interaction of quality information systems positively affect user satisfaction. In addition, role ambiguity affect the interaction between the quality of the system with user satisfaction.*

*Key words : Quality Information Systems, User Satisfaction, Role Ambiguity.*