

ABSTRACT

In the face of globalization, each company tried to improve the information systems they have. One of them is by developing information systems technology. This study aims to test whether user participation affect user satisfaction in information systems development and whether top management support, user-developer communication, task complexity, user impact, system complexity, user participation moderates the influence of user satisfaction in information systems development.

This research was conducted by survey method for the user Microfinance Information System at PT. Bank Bukopin, Tbk. – Micro Business Unit. The method used in testing this hypothesis is the linear regression (Linear Regression) to test the participation of the user towards user satisfaction in information systems development. As for testing the namely five contingency systems factors of top management support, user-developer communication, the complexity of the task, the influence of users, the complexity of the system, as user participation influence moderator on user satisfaction MRA method is used (Moderated Regression Analysis).

The results of this study indicate that, firstly, user participation in information system development has a positive effect on user satisfaction. Second, the influence of user participation moderated by variables top management support, user-developer communication, the complexity of the task, the influence of users, the complexity of the system as a quasi moderator.

Keywords : User Participation, Contingency Theory, Top Management Support, User-Developer Communication, Task Complexity, Influence Users, System Complexity.