

## **ABSTRACT**

*Communication and technological advances such information rapidly and widely use, opening opportunities for access, management and utilization of information in large volumes quickly and accurately. With the utilization of information and communication technologies will increase the efficiency, effectiveness, transparency and accountability in the implementation of banking activities. One of the objectives of e-banking is to provide public services electronically through the media banking website. Internet banking service of Bank CIMB Niaga always developed and refined on an ongoing basis from time to time. But the number of user complaints to the central issue that must be followed up. Among the difficulties in transaction mPin use, handling of complaints is less maximal, poor education and ease of understanding through internet banking transactions. Based on that issue, this study aims to determine the level of customer satisfaction cimb commercial banks as users of Internet banking services of Bank CIMB Niaga.*

*In this study, which became the object of research materials were cimb commercial bank customers who use internet banking service. The number of respondents who used as many as 100 people. This study is descriptive, and data analysis using multiple linear regression.*

*Based on the analysis results obtained that the variable ease of use has a significant impact on user satisfaction of internet banking services, while the performance variables and the contents are not significant. Then variable variables to consider and improved return is variable contents of timeliness, accuracy and relevance, because although the low value user satisfaction but affect internet banking services.*

U N I V E R S I T A S  
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