

ABSTRACT

This research aim to examine information quality and user satisfaction in use of billing system Dharmais hospital. Information quality is out put quality from information system, and user satisfaction is responding and feedback showed user after using this system.

Information's quality variable and user satisfaction to measured by likert scale's to aim on Beiley and Pearson's questioner (1983) with Doll and Torkadeh's (1988). Whereas performance organization is organizational impact to have and using information billing system to measure by likert scale's to aim on Danziger's questioner (1977).

Populations of this research are all of officials direct use by using information billing system. These official amount are 70 persons and all of by respondents. Data analyzed using 'jalur analisis'.

As the simultaneous, this research result shows that is information quality and user satisfaction influence toward performance organization. By the partial, information quality influence toward user satisfaction and user satisfaction influence toward performance organization. So information quality not directly influence toward performance organization.

Key word: Information quality, User satisfaction, and Performance organization



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