

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui besarnya pengaruh kualitas sistem informasi, kualitas informasi, kualitas layanan *Rail Ticketing System (RTS)* dan *perceived usefulness* terhadap kepuasan pengguna sistem informasi akuntansi pada PT Kereta Api Indonesia (Persero).

Pendekatan penelitian yang digunakan dalam penelitian ini adalah analisis deskriptif dan verifikatif dengan menggunakan data primer. Teknik sampling yang digunakan adalah *probability sampling* dengan metode *simple random sampling*. Analisis statistik yang digunakan dalam penelitian ini adalah uji asumsi klasik, analisis regresi, korelasi, pengujian hipotesis dengan menggunakan uji t dan uji F serta analisis koefisien determinasi. Banyaknya populasi penelitian adalah 53 orang, sampel penelitian yang digunakan adalah 51 orang dengan sumber data yang diperoleh melalui hasil pengisian kuesioner.

Berdasarkan hasil penelitian yang dilakukan dapat diketahui bahwa secara parsial kualitas sistem informasi, kualitas informasi, kualitas layanan *Rail Ticketing System (RTS)* dan *perceived usefulness* berpengaruh terhadap kepuasan pengguna sistem informasi akuntansi. Dimana besarnya pengaruh kualitas sistem informasi sebesar 14,7%, kualitas informasi sebesar 11,5%, kualitas layanan *Rail Ticketing System (RTS)* sebesar 16,4% dan *perceived usefulness* sebesar 17,4% terhadap kepuasan pengguna sistem informasi akuntansi. Secara simultan kualitas sistem informasi, kualitas informasi, kualitas layanan *Rail Ticketing System (RTS)* dan *perceived usefulness* berpengaruh terhadap kepuasan pengguna sistem informasi akuntansi sebesar 60,1%, sedangkan sisanya yaitu sebesar 39,9% merupakan pengaruh faktor lain di luar ketiga variabel independen yang sedang diteliti, seperti kualitas pelayanan.

Kata Kunci: Kualitas Informasi, *Perceived Usefulness*, Kualitas Informasi, Kepuasan Pengguna Sistem Informasi Akuntansi.

## **ABSTRACT**

*This study aims to determine the influence of information system quality, information quality, service quality Rail Ticketing System (RTS) and perceived usefulness to the satisfaction of users of accounting information system at PT Kereta Api Indonesia (Persero).*

*The research approach used in this research is descriptive analysis and verification by using primary data. The sampling technique used is the probability sampling with simple random sampling method. The statistical analysis used in this study is the classical assumption test, regression analysis, correlation, hypothesis testing using *t* test and *F* as well as the coefficient of determination. The number of the study population was 53 people, the study sample used is 51 people with the source of the data obtained through questionnaires.*

*Based on the results of research conducted showed that partial information system quality, information quality, service quality Rail Ticketing System (RTS) and the effect on the perceived usefulness of accounting information system user satisfaction. Where the influence of the quality of information systems at 14.7%, 11.5% quality information, quality of service Rail Ticketing System (RTS) sebesar 16.4% and 17.4% perceived usefulness of the accounting information system user satisfaction. Simultaneously, information system quality, information quality, service quality Rail Ticketing System (RTS) and perceived usefulness effect on user satisfaction information systems accounting for 60.1%, while the remainder is equal to 39.9% is the influence of other factors outside of the three independent variables being studied, such as quality of service.*

*Keywords: Quality of Information, Perceived Usefulness, Quality Information, Accounting Information Systems User Satisfaction.*