ABSTRACT

This research aimed to analyze the factors that determine the success of online information system, from the perspective of student as user. Analyses conducted by testing the effect of system quality, information quality, service quality toward user satisfaction and net benefit. This research adopted some of survey research designs with questioners from previous researchs. From data collection resulted 120 usable responses that were used for data analysis. The research model used in this study is to use Delone and Mclean IS success model, with factors of the quality system testers, quality information, quality of service to the satisfaction of users and also user satisfaction factor with net profit. The data analytical methods used is Sturctural Equation modeling (SEM) using Partial Least Square (PLS) technique. The result show that information system success dimensions consisting of service quality, information quality, and system quality are significantly correlated with net benefit. User satisfaction and net benefit are significantly correlated as well. But there is one dimension that’s not correlated, that is service quality with user satisfaction.

Keywords: Delone and Mclean IS success model, uses satisfaction, net benefit, information quality, service quality, system quality, Academic portal.