

## **ABSTRACT**

### ***ANALYSIS OF THE SUCCESS OF THE INFORMATION SYSTEM PANDA (SID) ON USERS BASED ON DELONE AND MCLEAN METHODS***

Information technology can be useful for improving the quality of work and resources. However, it is necessary to review how the technology has an impact on the organization and those who use it, whether the system is feasible to use and from the user's point of view they are satisfied that they are not burdened when the system is used. PT. Puskomedia Indonesia Kreatif developed a system, namely Panda Village Information System (SID). As users, village officials are expected to be able to provide excellent, faster, more efficient public services and be able to increase openness of information. But in fact, this system has not been fully used. By reason of too many features, lack of training and the absence of a user manual. The Delone and Mclean methods identify the factors that lead to the success of information technology systems. The sample was collected by means of random sampling on village officials in Pangebatan Village, Karangkedawung Village, and Karangnangka Village as many as 30 respondents. The results showed that all variables were significant and had a positive relationship. System quality and use have a positive and significant relationship of 0.009, system quality and user satisfaction have a positive and significant relationship of 0.037, information quality and user satisfaction have a positive and significant relationship of 0.026, information quality and use have a positive and significant relationship of 0.017, service quality and use have a positive and significant relationship of 0.011, service quality and user satisfaction have a positive and significant relationship of 0.006, use and user satisfaction have a positive and significant relationship 0.024, use and net benefits have a positive and significant relationship 0.005, user satisfaction and net benefits have a positive and significant relationship of 0.015.

**Keywords:** *Delone and Mclean, System Quality, Information Quality, Service Quality, Use, User Satisfaction, Net Benefit.*