

ABSTRACT

PT.digital wallet launched an online wallet application, digital wallet XYZ. Using the DeLone and McLean information system success models, this study seeks to ascertain the impact of system quality, information quality, and service quality on user satisfaction with the Dompnet digital XYZ application. Up to 100 respondents completed questionnaires and interviews using the Dompnet digital XYZ app to gather the data for this study. The methodology employed in this study is a quantitative strategy that involves testing different multiple regression analyses and hypotheses in order to partially and simultaneously gauge user satisfaction with the Dompnet digital XYZ application. The sampling strategy combines a quota sampling approach with non-probability sampling. According to the study's findings, system quality, information quality, and service quality all had a substantial impact at the same time. User happiness is somewhat influenced by system quality variables, information quality variables, and service quality variables.

Keywords: system quality, information quality, service quality, user satisfaction