

Abstract

Teman Bus is one of the programs implemented by Buy The Service (BTS) and managed by KEMENHUB. The Teman Bus service contains all the information needed by users, such as schedule information, travel routes, and the location of the nearest bus stop, making it easier for users. In the initial survey conducted on thirty-two respondents, it was found that system quality, information quality, and service quality were still deficient. This study aims to analyze how system quality, information quality, and service quality affect the user satisfaction of the Teman Bus application. The research sample taken was hundred respondents. Based on the results of the interviews, Based on the interview results, it was found that the indicators of Flexibility (Q2) and System Reliability (Q3) on the system quality variables (X1), Completeness (Q5), Accuracy (Q7) and Timeliness (Q8) on the information quality variables (X2), Empathy (Q12) on the service quality variable (X3), the last one is Efficiency (Q13) and Information Satisfaction (Q15) on the user satisfaction variable (Y) which corresponds to user needs increases. Based on the final research after the improvement, the results were obtained where there was a simultaneous influence between the independent variables of system quality, information quality, and service quality with the dependent variable user satisfaction. Furthermore, it is stated that system quality has no partial effect on user satisfaction, information quality has a partial effect on user satisfaction, and service quality has a partial effect on user satisfaction significantly.

Keywords: *Teman Bus, information quality, system quality, service quality, user satisfaction*