

## **ABSTRACT**

*We can feel technological developments in various fields, as well as changes in payment instruments which are developing rapidly, various innovations in the financial sector have been created with the aim of providing new alternatives for the public in transactions. A digital wallet or e-wallet is an electronic service that is used as an alternative payment system. Even though e-wallet is a new breakthrough that makes it very easy for people to do transactions every day, currently there are many crime cases that can easily access information through the digital wallet that we use.*

*. This research was conducted to find out whether information security affects customer satisfaction with Gopay service users. The aspects examined in information security in this study are authentication, encryption mechanisms, software performance, privacy details, and information provided. In this study using quantitative methods, by distributing questionnaires to Gopay users, with 400 respondents obtained. Valid and reliable data will be analyzed using IBM SPSS 26 version. To answer the purpose of this research, multiple linear regression analysis was carried out by testing the hypothesis using the t test and f test. The results of this study, indicate a positive and significant influence between information security factors on customer satisfaction partially or simultaneously.*

*. Based on the research results, to increase customer satisfaction on Gopay, Gopay must be consistent in maintaining the privacy of Gopay users so that Gopay users feel safe and satisfied so that they become loyal Gopay users.*

**Keywords:** *information security, customer satisfaction, authentication, encryption mechanisms, software performance, privacy details, dan information provided.*