

Penelitian ini bertujuan untuk menguji pengaruh persepsi kualitas sistem, kualitas informasi, dan kualitas layanan terhadap kinerja pengguna yang dimediasi oleh kepuasan pengguna. Studi dilakukan pada pegawai di lingkungan Pemerintah Daerah Daerah Istimewa Yogyakarta (Pemda DIY). Penelitian menggunakan pendekatan kuantitatif dengan pengumpulan data berupa survei. Pengumpulan data dilakukan menggunakan kuesioner elektronik yang disebar ke seluruh perangkat daerah di Pemda DIY dengan total responden sebanyak 185 orang. Metode analisis data menggunakan teknik analisis regresi untuk menguji sepuluh hipotesis yang dibangun berdasarkan model kesuksesan sistem informasi Delone and Mclean (2003) dengan beberapa modifikasi. Hasil penelitian menunjukkan bahwa persepsi kualitas informasi dan kepuasan pengguna berpengaruh positif dan signifikan terhadap kinerja pengguna. Persepsi kualitas informasi, kualitas sistem, dan kualitas layanan berpengaruh positif dan signifikan terhadap kepuasan pengguna. Adapun persepsi kualitas sistem dan kualitas layanan tidak berpengaruh signifikan terhadap kinerja pengguna. Penelitian juga menunjukkan bahwa kepuasan pengguna dapat menjadi mediasi hubungan antara persepsi kualitas sistem, kualitas informasi, dan kualitas layanan terhadap kinerja pengguna.

**Kata kunci :** kinerja pengguna, persepsi kualitas informasi, persepsi kualitas sistem, persepsi kualitas layanan, kepuasan pengguna, SIPD

This study aims to examine the effect of perceived system quality, information quality, and service quality on user performance mediated by user satisfaction. The study was conducted on employees in the Regional Government of the Special Region of Yogyakarta. This research uses a quantitative approach with data collection in the form of a survey. Data collection was carried out using an electronic questionnaire which was distributed to all regional employees in the DIY Regional Government with a total of 185 respondents. The method of data analysis uses regression analysis techniques to test ten hypotheses which are built based on the information system success model of DeLone and Mclean (2003) with several modifications. The results showed that the perception of information quality and user satisfaction had a positive and significant effect on user performance. Perceptions of information quality, system quality, and service quality have a positive and significant effect on user satisfaction. The perception of system quality and service quality has no significant effect on user performance. Research also shows that user satisfaction can mediate the relationship between perceived system quality, information quality, and service quality on user performance.

**Keywords:** user performance, perceived information quality, perceived system quality, perceived service quality, user satisfaction, SIPD