



ABSTRACT

The growth of information technology can improve performance and various activities can be executed effectively and efficiently. This condition affects company to improve system quality, information system, and service quality. To enhance the best qualities needed quality measurement system, measurement of information quality, and measurement of service quality that can affect the use of e-commerce, user satisfaction, and net benefits. This research applies the measurement that focuses on one company PT. Amanja Mega Persada. This company engaged in information technology of procurement computer spare parts procurement that focused on Recording Media Products or Data Storage Media (Back up Data Media) and Professional Video-Audio Media.

This research uses structural equation models linking the basic components of a construct of information systems success model of DeLone & McLean (D&M IS Success Model) that related benefit of service innovation practices competing with relevant theoretical context. Based on the structural equation model generates hypotheses to explain the problems with adoption use of information systems for quality systems, quality information, service quality, use, user satisfaction, and net benefits.

Keywords: e-commerce, system quality, information quality, and service quality, information system success model of DeLone & McLean.