

ABSTRACT

A quality information system is key to supporting the effectiveness of academic services in higher education. This study aims to analyze the influence of system quality, information quality, and service quality on user satisfaction of the i-Gracias system at Telkom University, Jakarta Campus. The information system success model from DeLone and McLean is used as a theoretical basis, with quantitative methods and a Partial Least Squares Structural Equation Modeling (PLS-SEM) approach through SmartPLS software. Data were collected from 30 active student respondents from the 2021–2025 intake. The analysis results show that system quality has a positive and significant effect on user satisfaction ($t = 2.572$, $p = 0.010$), while information quality and service quality have a positive but insignificant effect. These findings indicate that technical aspects of the system such as speed, reliability, and ease of use have a direct impact on student satisfaction. Overall, this model explains 85% of the variation in user satisfaction. This study provides practical implications for the development of academic information systems in higher education environments.

Keywords— i-Gracias, user satisfaction, system quality, information quality, service quality, PLS-SEM.