

ABSTRACT

INFLUENCE OF INFORMATION QUALITY, SYSTEM QUALITY SERVICE QUALITY IN LABOR MARKET INFORMATION SYSTEMS ON LABOR DEPARTMENT OF BANDAR LAMPUNG TOWARD SATISFACTION AND BENEFITS FOR PEOPLE

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The purpose of this research was to determine and analyze: (1) The influence of information quality in Labor Market Information System on Labor Department of Bandar Lampung toward public satisfaction (2) The influence of quality systems in Labor Market Information System on Labor Department of Bandar Lampung toward public satisfaction (3) the influence of service quality in Labor Market Information System on Labor Department of Bandar Lampung toward public satisfaction (4) the influence of information quality toward benefits of Labor Market Information System Labor Department Bandar Lampung for the people (5) the influence of the quality of the system toward benefits Market Information System work Labor Department of Bandar Lampung for the people (6) the influence of service quality toward benefits of Labor Market Information System on Labor Department of Bandar Lampung for the people.

This type of research is quantitative with a sample of job seekers who use the Labor Market Information System at Labor Department of Bandar Lampung, amounting to 100 people. Data was collected by questionnaire, data analysis performed by Partial Least Square.

The results of this research indicate that: (1) Quality system in Labor Market Information System Labor Department of Bandar Lampung positive and significant impact on user satisfaction. (2) Information quality in Labor Market Information System on Labor Department of Bandar Lampung positive and significant influence on user satisfaction. (3) The service quality in Labor Market Information System on Labor Department of Bandar Lampung positive and significant impact on user satisfaction. (4) The quality system is positive and significant impact toward benefits of Labor Market Information System Labor Department of Bandar Lampung for the people of Bandar Lampung. (5) Information quality and a significant positive influence toward benefits of Labor Market Information System Labor Department of Bandar Lampung for the people of Bandar Lampung. (6) Quality of positive and significant impact toward benefits of Labor Market Information System Labor Department of Bandar Lampung for the people of Bandar Lampung.

Keywords: Systems, Services, Information Satisfaction, Benefits