

Faktor-Faktor yang mempengaruhi kepuasan pemakai accounting software

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Abstrak

This research has a purpose to provide empirical evidence about factors that influence the accounting software satisfaction. The examined factors on this research are compatibility, facilities, price, memory, reliability, reporting capacity, and application functionality. Samples of this research consist of 24 staff and 17 managers of companies in Surabaya. Before the appropriate regression models were selected, multicollinearity was diagnostically tested. The statistical method used to test on the research hypothesis is multivariate regression. The result shows that compatibility is the only significant variable that affects user satisfaction of accounting software. Further, when the regression test was separately conducted on the staff group and the manager group, satisfaction of the two groups is affected by different factors. To the staff group, compatibility is the only significant variable that affects user satisfaction of accounting software, whereas, to the managers, price and reporting capacity are the significant variables that affect accounting software. This result indicates that user satisfaction of accounting may not be generalized between managers and staff members.