

ABSTRACT

The main purpose of this research is to examine KPI.Doll & Torkzadeh variables on User Satisfaction of ArcGIS Software. KPI.Doll & Torkzadeh consists of Content, Accuracy, Format, Ease of Use and Timeliness. This research is using quantitative method by spreading out the questionnaire to the ArcGIS Software User. This study results that variable Content is the only one variable who has significant effect towards User Satisfaction of ArcGIS Software. However, the result of this research needs further analysis related non-technical aspects since this study only criticize the variable of KPI.Doll & Torkzadeh, where actually non-technical aspects have a bigger impacts to develop User Satisfaction of ArcGIS Software.

Keywords: KPI.Doll & Torkzadeh, User Satisfaction, non-technical aspects, ArcGIS Software