

## **ABSTRACT**

*This thesis discussed the level of user satisfaction in usage of the Electronic Records Management System (ERMS) at Bappeda of Central Java Province. This research aimed to know the average of level of user satisfaction among users on the Electronic Records Management System (ERMS) at Bappeda of Central Java Province. The research methods used are quantitative by using a population of 53 respondents acquired using the Saturated Sampling method. Data analysis in this study uses statistic descriptive analysis. The results of this research indicate that indicator of perceived of usefulness had the highest mean of 4.32 that fall into category very satisfied; indicator of perceived ease of use had the highest mean of 4.26 that fall into category very satisfied; indicator of attitude towards use had the highest mean of 4.26 that fall into category very satisfied; indicator of intention of use had the highest mean of 3.91 that fall into category satisfied; indicator of actual usage had the highest mean of 3.77 that fall into category satisfied. So it could be conclude that level of user satisfaction on usage of the app Bappeda of Central Java Province Electronic Records Management System (ERMS) fall into category satisfied.*

**Keywords:** *level of user satisfaction; usage Electronic Records Management System (ERMS)*