

## *Abstract*

*Internet Banking is booming especially in Indonesia. Almost of national banks are raising to become a leader in this facility. In this thesis, a survey will be conducted upon people who are already an Internet Banking customer. Success will be measured from the system quality factors and from the customer services factors. They are security, system reliability, speed of operation, ease of use, content quality, speed of service, response time, product knowledge, technical knowledge and ability to solve problem. This research will try to find out whether all those variables have impacts on the Internet Banking customer satisfaction.*

*The research was conducted using online questionnaire on the company mailing list. To analyze the collected data, SPSS software was used to do validity – reliability test, and finally regression analysis to test the hypothesis.*

*At the end of this research, there is conclusion that is customer service and system quality has influence in customer satisfaction. In customer service only speed of service, response time and ability to solve problem have influence on customer satisfaction. In system quality, all of the variables have influence on customer satisfaction. They are security, system reliability, speed of operation, ease of use and content quality. The recommendation is that all the variables in this thesis should be consider in order to increase customer satisfaction and there should be concrete actions such as provide a better procedure in manage all the complaints and provide training for IT people. Hopefully, this thesis could be use to make decisions in increasing customer satisfaction.*

***Keywords: Customer Satisfaction, Internet, Internet Banking***