**THE EFFECT OF SYSTEM QUALITY, INFORMATION QUALITY, AND PERCEIVED USEFULNESS ON SIDJP USER SATISFACTION**

**(Studies in Tax Counseling and Consulting Services Office in Bandar Jaya, Central Lampung)**

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**ABSTRACT**

The purpose of this study was to empirically find the effect of system quality, information quality, and perceived usefulness on user satisfaction of Information System in Directorate General of Taxes Information System (SIDJP) (Bahasa: Sistem Informasi Direktorat Jenderal Pajak (SIDJP)) (Studies in Tax Counseling and Consulting Services Office in Bandar Jaya, Central Lampung). The collecting data in this study used a questionnaire survey method. The questionnaire was distributed to 35 respondents of KP2KP Bandar Jaya employees. The variables in this study included system quality, information quality, and perceived usefulness. The data analysis to test the hypothesis used SPSS version 22.0. The sampling technique in this study used purposive sampling. The data analysis technique in this study used a multiple regression test. The result of this study found that System Quality and Information Quality had a negative effect on user satisfaction. Meanwhile, perceived usefulness had a significant or positive effect on SIDJP User Satisfaction.

**Keywords: System Quality, Information Quality, Perceived Usefulness, SIDJP User Satisfaction**