

ABSTRACT

SAMBARA (Samsat Mobile West Java) is an electronic-based innovation made by BAPENDA West Java whose function is to check motor vehicle taxes in the West Java region, the SAMBARA application is included in e-Government services. This study aims to analyze whether information quality, system quality, service quality has an effect on user satisfaction of the SAMBARA application.

This research is causal because it has a causal relationship between two or more variables, causal research aims to explain the causal relationship or test the effect between variables. The population used in this study were users of the SAMBARA application tax service in West Java with a sample obtained through Google Form, namely 400 respondents who had paid taxes, this study was obtained using purposive sampling technique.

The independent variables used in this study are information quality, system quality, and service quality. The dependent variable used in the study is user satisfaction. The data analysis technique used in this study is multiple linear regression. This study adopts and uses DeLone and McLean to test the effect of the independent on the dependent variable.

The results of this study found that information quality, system quality, service quality of the SAMBARA application had a positive and significant effect on user satisfaction. The results of this study are in line with the results of research by Dony and Meilana (2016) which state that information quality, system quality, and service quality has a positive and significant effect on user satisfaction.

Keywords : *e-Government, information quality, system quality, service quality, user satisfaction, tax payment services.*