

ABSTRACT

This research is replicated from Dody dan Zulaikha research (2007) and has modified by researcher. This research aims to examines DeLone and McLean's Information System Success Model in e-filling system. The variables which are used in this research consist of system quality, information quality, use, user satisfaction, individual impact, and organizational impact.

This research is the empirical research that uses random sampling technique in the data collection. Data which are used are primary data by using questionnaire. The subjects under investigation were taxpayer that used e-filling in Semarang. Data analysis uses Structural Equation Model (SEM) with program AMOS 16.0.

Result of this research indicate that all of hypothesis that have been proposed are accepted. Hypothesis 1 showed information quality significantly positive influence the user satisfaction. Hypothesis 2 showed system quality significantly positive influence the user satisfaction. Hypothesis 3 showed information quality significantly positive influence the use. Hypothesis 4 showed system quality significantly positive influence the use. Hypothesis 5 showed user satisfaction significantly positive influence the use. Hypothesis 6 showed use significantly positive influence the user satisfaction. Hypothesis 7 showed use significantly positive influence the individual impact. Hypothesis 8 showed user satisfaction significantly positive influence the individual impact. Hypothesis 9 showed individual impact significantly positive influence the organizational impact.

Keywords: DeLone and McLean's IS Success Model, e-filling, system quality, information quality, use, user satisfaction, individual impact, organizational impact, structural equation model (SEM).