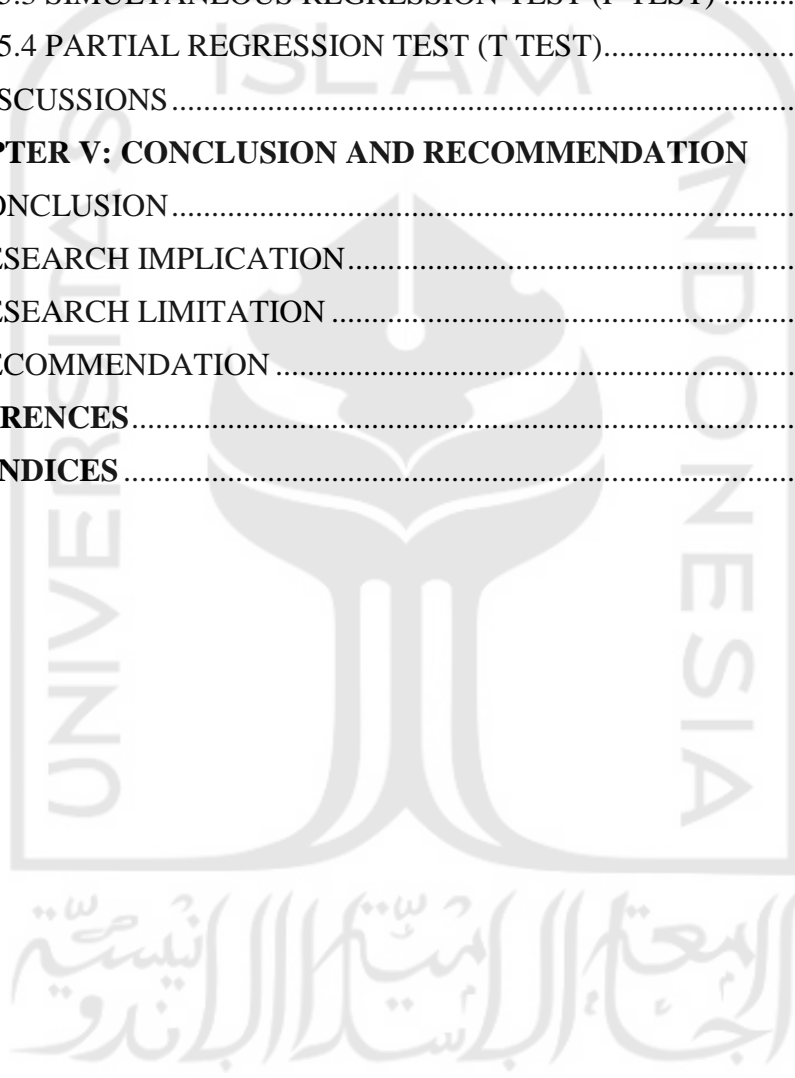


TABLE OF CONTENTS

COVER PAGE.....	i
PAGE OF TITLE.....	ii
APPROVAL PAGE.....	iii
LEGALIZATION PAGE.....	iv
DECLARATION OF AUTHENTICITY.....	v
ACKNOWLEDGEMENT.....	vi
TABLE OF CONTENT.....	ix
LIST OF TABLE.....	xii
LIST OF FIGURE.....	xiii
LIST OF APPENDICES.....	xiv
ABSTRACT.....	xv
ABSTRAK.....	xvi
CHAPTER I: INTRODUCTION	
1.1 BACKGROUND OF STUDY.....	1
1.2 PROBLEM FORMULATION.....	8
1.3 RESEARCH OBJECTIVES.....	8
1.4 RESEARCH CONTRIBUTION.....	8
1.5 SYSTEMATICS OF WRITING.....	9
CHAPTER II: REVIEW OF RELATED LITERATURE	
2.1 THEORETICAL REVIEW.....	11
2.1.1 INFORMATION SYSTEM SUCCESS MODEL.....	11
2.1.2 FACTORS INFLUENCING TAXPAYER SATISFACTION.....	14
2.1.3 TAXATION.....	18
2.1.4 E-GOVERNMENT.....	19
2.1.5 E-FILING.....	21
2.2 PREVIOUS RESEARCH.....	24
2.2.1 WIDYADINATA & TOLY.....	24
2.2.2 NINGRUM & ANDI.....	25
2.2.3 HIDAYATI, HARIMURTI, & SPA.....	25
2.2.4 PERMATASARI, SUSILO, & TOPOWIJONO.....	26

2.2.5 LASTRI & INDRAWATI	26
2.2.6 CHEN	27
2.2.7 CHEN, JUBILADO, CAPISTRANO, & YEN	27
2.2.8 MORADI ABADI, MORADI ABADI, & JAFARI.....	27
2.2.9 CHUMSOMBAT.....	28
2.3 HYPOTHESIS FORMULATION	28
2.3.1 TAXPAYER SATISFACTION AND INFORMATION QUALITY ...	28
2.3.2 TAXPAYER SATISFACTION AND SYSTEM QUALITY	30
2.3.3 TAXPAYER SATISFACTION AND SERVICE QUALITY	31
2.4 RESEARCH MODEL	32
CHAPTER III: RESEARCH METHOD	
3.1 POPULATION AND SAMPLE	33
3.2 SOURCES AND DATA COLLECTION METHOD.....	34
3.3 RESEARCH VARIABLES	34
3.3.1 TAXPAYER SATISFACTION	34
3.3.2 INFORMATION QUALITY.....	35
3.3.3 SYSTEM QUALITY.....	35
3.3.4 SERVICE QUALITY.....	36
3.4 ANALYTICAL TECHNIQUES.....	36
3.4.1 VALIDITY TEST AND RELIABILITY TEST	36
3.4.2 DESCRIPTIVE STATISTICAL ANALYSIS.....	37
3.4.3 CLASSICAL ASSUMPTION	37
3.4.4 MULTIPLE REGRESSION.....	40
3.4.5 HYPOTHESIS TESTING	40
CHAPTER IV: DATA ANALYSIS AND DISCUSSION	
4.1 DATA DESCRIPTION.....	43
4.2 VALIDITY TEST AND RELIABILITY TEST.....	43
4.2.1 VALIDITY TEST.....	43
4.2.2 RELIABILITY TEST	45
4.3 DESCRIPTIVE STATISTICAL ANALYSIS	46
4.4 CLASSICAL ASSUMPTION	49
4.4.1 NORMALITY TEST.....	49

4.4.2 MULTICOLLINEARITY TEST.....	50
4.4.3 HETEROSCEDASTICITY TEST	51
4.5 HYPOTHESIS TESTING	52
4.5.1 MULTIPLE REGRESSION.....	52
4.5.2 COEFFICIENT OF DETERMINATION (R ²).....	53
4.5.3 SIMULTANEOUS REGRESSION TEST (F TEST)	54
4.5.4 PARTIAL REGRESSION TEST (T TEST).....	55
4.6 DISCUSSIONS.....	56
CHAPTER V: CONCLUSION AND RECOMMENDATION	
5.1 CONCLUSION.....	61
5.2 RESEARCH IMPLICATION.....	62
5.3 RESEARCH LIMITATION	63
5.4 RECOMMENDATION	63
REFERENCES.....	64
APPENDICES.....	69



LIST OF TABLE

Table 4.1 Validity Test Result	44
Table 4.2 Reliability Test Result	46
Table 4.3 Descriptive Statistical Analysis	47
Table 4.4 Normality Test	50
Table 4.5 Multicollinearity Test	50
Table 4.6 Heteroscedasticity Test	50
Table 4.7 Multiple Regression Analysis	52
Table 4.8 Coefficient of Determination	53
Table 4.9 Simultaneous Regression Test	54
Table 4.10 Partial Regression Test	55
Table 4.11 Summary of Hypothesis Testing.....	57



LIST OF FIGURE

Figure 2.1 Original DeLone & McLean IS Success Model.....	13
Figure 2.2 Updated DeLone & McLean IS Success Model.....	14
Figure 2.3 Research Model	32



LIST OF APPENDICES

Appendix 1 The Example of Questionnaire.....	70
Appendix 2 The Result of Questionnaire.....	80
Appendix 3 The Validity Test.....	83
Appendix 4 The Reliability Test.....	86
Appendix 5 The Descriptive Statistical Analysis	88
Appendix 6 The Classical Assumption Test.....	88
Appendix 7 Multiple Regression Analysis	91

