

This research aims for testing how Information System Directorate General of Taxes (Sistem Informasi Direktorat Jenderal Pajak or SIDJP) at Tax Office (Kantor Pelayanan Pajak or KPP) Pratama Bandung Cibeunying. There are 4 variables which are researched, such as the quality of system, information, service and user satisfaction.

The present research uses the descriptive verification method. This research is done by the distribution of questionnaires to tax officers at KPP Pratama Bandung Cibeunying, with a number of samples is 53 respondents. The sampling technique uses *purposive sampling*. In order to analyze the data, multiple linear regression analysis method and hypothesis testing are used. Statistical testing is also used by using SPSS 20.0.

The result of this research shows that in partially the quality of system negatively affect user satisfaction to SIDJP, whereas the quality of information and service have positive effects. Simultaneously, the quality of system, information and service positively influence to user satisfaction of SIDJP at KPP Pratama Bandung Cibeunying. The amount of effect is 62,7% and the rest is 37.3% which is influenced by another factor that is not researched.

**Keywords:** quality of system, quality of information, user satisfaction, Sistem Informasi Direktorat Jenderal Pajak (SIDJP)