

ABSTRACT

SAMBARA (Samsat Online West Java) is an android-based application issued by the West Java Regional Revenue Agency (BAPENDA) which has the function of checking and paying motor vehicle taxes. SAMBARA application is an example of e-government. The purpose of this study was to see the effect of variables X1, X2, and X3 (information quality, system quality, and service quality) on Y1 and Y2 variables (user satisfaction and intention to reuse), the influence of variables Y1 on Y2, and the influence of variables Y1 and Y2 to variable Z (net benefit). This research was conducted by distributing questionnaires to 400 respondents who have used the SAMBARA application. The data obtained were analyzed using descriptive analysis methods and structural equation modeling (SEM) methods. The results obtained indicate that service quality and system quality have a significant effect on user satisfaction and intention to reuse. Information quality has a significant effect on user satisfaction, but has no significant effect on intention to reuse. User satisfaction has a significant effect on Intention to Reuse, and user satisfaction and intention to reuse have a significant effect on net benefits. The conclusion of this study is that users of the SAMBARA application are more concerned with system quality and service quality than information quality.

Keywords: e-government, SAMBARA, IS Success Model, SEM Analysis.