

ABSTRACT

Every official trip must have a tool or application to record every activity and expense of the official trip so that it is legal, so YPT creates a web application called an online official travel order (SPPD). SPPD also has implications for the costs that must be borne by the Foundation due to the consequences of official travel. There are three cost components in the SPPD, namely transport, accommodation, and lunsum (pocket money). This study aims to analyze whether information quality, system quality, service quality affect user satisfaction of the SPPD 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 SPPD application tax service at the Telkom Education Foundation with a sample obtained through Google Form, namely 72 respondents using the SPPD application, this research was obtained using saturated sampling technique.

The results of this study, it was found that the quality of information and service quality have a positive effect on user satisfaction in the SPPD application. But there is no positive influence between system quality and user satisfaction of the SPPD application.

Keywords: *Information Quality, System Quality, Service Quality, and User Satisfaction*