

## 1. Introduction

The development of information technology is so widespread and fast that it facilitates human work. One of them is the Mobile APP, this application offers unlimited features to users to make users' lives more enjoyable, comfortable, and lively by providing services such as online shopping, ordering food, games, and health care. One of them is access to the tax payment system [1].

Tax is the largest source of state revenue, as the largest source of revenue, therefore it must be managed properly so that revenue can be maximized. One of the efforts made by the City Government of Jakarta is to improve the quality of the tax payment system. The effort being made is to launch a mobile-based tax payment system supporting an application called the DKI Jakarta Online Tax [2].

The DKI Jakarta Online Tax application, an official Android-based platform, serves as a vital tool for managing regional tax assets under the jurisdiction of the Provincial Government of DKI Jakarta. This application offers users the capability to access information related to previously registered tax assets, thereby providing valuable assistance in the management of their tax obligations. The provided information encompasses tax assessment details, tax period specifications, due date reminders, and facilitates the generation of payment codes. These codes serve as a convenient means for taxpayers to settle their local tax dues, offering multiple payment channels such as Mobile Banking, ATMs, Tellers, e-Banking, and various e-Channel facilities available at collaborating banks, eliminating the need for long queues and in-person bank visits. Notably, the DKI Jakarta Online Tax Application has been operational for seven years, since 2016. However, it has garnered unfavorable user reviews and received unsatisfactory ratings on the Google Play Store, indicating issues with user satisfaction and highlighting areas that warrant attention and improvement.

Based on the problems that have been described, to determine the quality of service on the DKI Jakarta Online Tax Application, it is necessary to analyze the level of user satisfaction using the System Usability Scale (SUS) method. This application has not been studied regarding user satisfaction, so various studies are needed to help users make it easier and more comfortable when using the application, as well as developers in making this application even better in the future. For this reason, research using the System Usability Scale method can provide input on the problems found in this application. The consideration of using the System Usability Scale method in this study is that this method is very suitable for applications that have never been studied. SUS is a standard questionnaire used to measure user satisfaction in using a system. SUS is also known to be "quick and dirty" in measuring user satisfaction, which means that using the SUS questionnaire is very fast and the resulting data is reliable. This goal focuses on improving the quality of service in the DKI Jakarta Online Tax application.



