

Abstract

In order to improve their service, Directorate General of Taxes, one of organizations under Ministry of Finance of Indonesia, starting from 1 July 2014 gradually has implemented a new Value Added Tax (VAT) application called e-Faktur. As a new IT system implemented in an organization, it is likely that it face some problems including users' resistance to utilize the application. By combining Technology Acceptance Model and DeLone and McLean's Model of IS Success as theoretical basis, this research tries to measure the acceptance level of the users on the application while identifying any factors influencing that level. This research analyzes 100 data that were collected from respondents participating in a survey.

Through the evaluation of the factors which were mentioned in the models, this research found that factors significantly influencing user acceptance on e-Faktur application in Directorate General of Taxes, Ministry of Finance of Indonesia are information quality, system quality, service quality, perceived ease of use, perceived usefulness, user's satisfaction, and actual use. There are two variables that are rejected to be factors those give significant influence to users' acceptance toward the application, they are subjective norm and intention to use.

Keywords: *e-Faktur, User Acceptance, TAM, TAM2, Delone and Mclean IS Success Model.*