

The Explanation of taxpayers satisfaction with emphasis on tax-filing systems

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R.m: Abstract The purpose of this research is to evaluate the effect of the quality of tax registration system on satisfaction of taxpayers. One of the important measures of National Tax Administration towards designing and proper implementation of collecting taxes, as a broad income resource, is turning to modern electronic technologies. Nowadays, the role of tax system in providing the main social-economical and budgetary goals of government is no secret anymore. But the method of collecting taxes should be such that taxpayers could be able, with minimal time and cost, to easily summon and pay their taxes. According to the importance of the role of information technology in the increase of service quality, National Tax Administration, as the highest rated organization for providing financial resources of the country, attempted to deploy and intelligent system at the tax administration in order to achieve its objectives and creating satisfaction among taxpayers. This research is functional in terms of objective and is descriptive for its method. Therefore, in this research we have tried, using descriptive-field study method, to answer to this question that whether the quality of tax registration system affects the satisfaction of taxpayers or not. The statistical population of this research comprises taxpayers of paragraph C (individual income tax) of Rasht City which are ed through available sampling. The sample size is 370 individuals which are ed using Morgan table. The required information was collected using standard questionnaire, confirmed by respectable masters, and the data were analyzed using SPSS 18 and Amos in order to achieve descriptive and inferential findings. The results indicate that service quality, system quality and the information quality have positive effect on satisfaction of taxpayers.

Keywords : **Keywords:** Satisfaction of Taxpayers, System Quality, Information Quality, Service Quality

