

## ABSTRACT

*Bureaucratic reform in the agency Directorate General of Taxes (DGT) has now entered the 2nd stage which focused on the development of human resources (HR). In the framework of human resource development programs DGT important to do an audit first one of the human resources discussed in this research is employee job satisfaction survey to determine the condition of human resources map.*

*Problem studied is how the level of employee job satisfaction and how the current efforts (programs) that must be done to improve the DGT employee job satisfaction in the future.*

*This study uses census method of sampling for a relatively small population. Research measuring the shape of a questionnaire with closed questions using a Likert scale and open questions. The data were analyzed by the method of Importance and Performance Analysis (IPA), gap analysis (the gap), and analysis 2 (two) factors.*

*The results of analysis of the data obtained showed that the dimensions are in quadrant I is Working Conditions, Salaries, and the possibility to Develop Self. While the entry in quadrant II is the Inter-Personal Relationship with the boss and Success Resolving Duty.*

*Of research can be concluded that the employees' job satisfaction level of current is the average score was 3.65 (Good). Advised to make improvements to the program dimensions in quadrant I and maintenance program for the incoming dimension quadrant II.*