

ABSTRAK

TETI HASNAWATI: IMPLEMENTASI *ELECTRONIC SELF ASSESSMENT TAX REPORTING APPLICATION* (E-SATRIA) DALAM PELAPORAN PAJAK DI BADAN PENGELOLAAN PENDAPATAN DAERAH KOTA BANDUNG

Penelitian ini dilatarbelakangi oleh penggunaan e-Satria sebagai peningkatan kualitas pelayanan dalam pelaporan pajak di Badan Pengelolaan Pendapatan Daerah. Tujuan dari penelitian ini adalah untuk mengetahui Implementasi *Electronic Self Assessment Tax Reporting Application* (e-Satria) di Badan Pengelolaan Pendapatan Daerah Kota Bandung. Penelitian ini mengacu pada teori Implementasi *e-Government* Ningsih dan Hardianto bahwa keberhasilan Implementasi *e-Government* dipengaruhi oleh lima dimensi yaitu Kepemimpinan, Infrastruktur TIK, Pengelolaan Informasi, Skill SDM dan Budaya Organisasi. Metode yang digunakan ialah metode deskriptif dengan pendekatan kualitatif. Teknik pengumpulan data menggunakan teknik observasi, teknik wawancara dan teknik dokumentasi. Teknik analisis data menggunakan model Miles dan Hubberman dengan tahapan reduksi, penyajian data dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa Implementasi *Electronic Self Assessment Tax Reporting Application* (e-Satria) di Badan Pengelolaan Pendapatan Daerah Kota Bandung telah berjalan dengan baik. Hal tersebut berdasarkan dimensi Kepemimpinan, Infrastruktur TIK, Pengelolaan Informasi, Skill SDM dan Budaya Organisasi yang telah berjalan dengan baik.

Kata Kunci: e-Satria, *e-Government*

ABSTRACT

TETI HASNAWATI: IMPLEMENTATION OF ELECTRONIC SELF ASSESSMENT TAX REPORTING APPLICATION (E-SATRIA) IN TAX REPORTING IN THE REGIONAL REVENUE MANAGEMENT AGENCY OF BANDUNG CITY

This research is motivated by the use of e-Satria as a service quality improvement in tax reporting at the Regional Revenue Management Agency. The purpose of this study is to determine the Implementation of Electronic Self Assessment Tax Reporting Application (e-Satria) in the Regional Revenue Management Agency of Bandung City. This research refers to Ningsih and Hardianto's e-Government Implementation theory that the success of e-Government Implementation is influenced by five dimensions namely, Leadership, ICT Infrastructure, Information Management, HR Skills and Organizational Culture. The method used in this research is descriptive method with a qualitative approach. The data collection techniques used as observation techniques, interview techniques and documentation techniques. The data analysis techniques used are the model of Miles and Hubberman with the stages of reduction, presentation of data and drawing conclusions. The results shows that the Implementation of Electronic Self Assessment Tax Reporting Application (e-Satria) at the Regional Revenue Management Agency in Bandung City has been going well. It is based on the dimensions of Leadership, ICT Infrastructure, Information Management, HR Skills and Organizational Culture that have been running well.

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Keywords: e-Satria, e-Government