

ABSTRACT

REDESIGN OF THE PRATAMA TAX SERVICE OFFICE, KETAPANG DISTRICT, WEST KALIMANTAN USING ACTIVITY AND BEHAVIOR APPROACH

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Taxes are obligatory levies from the community to the state. Taxes serve as the largest source of state revenue. In 2016 the contribution of the tax sector to state revenue from the total state revenue had a percentage of 74.6%. Therefore, taxes play an important role in funding various state expenditures. In facilitating tax services, the government establishes tax institutions and builds tax service offices.

The tax service office consists of three types, one of which is the KPP Pratama which is located as an institution under the DGT. KPP Pratama has branches in almost all of Indonesia whose duties and functions are the same. The vision and mission of KPP Pratama is to become a state revenue collection institution that provides modern service facilities to facilitate taxpayers in managing taxation and conducting tax administration that is competent, with integrity, and professionally.

Every KPP Pratama needs to realize the vision and mission. However, at KPP Pratama Ketapang this vision has not been realized as it should be. This can be seen in the system or service facilities that have not provided convenience for taxpayers such as the lack of information service facilities. Other problems are also found in unorganized work activities in the office due to the zoning and blocking of workspaces that are not in accordance with user activities and behavior, thus triggering the slow process of tax administration. This design will use an activity and behavior approach. The application of this approach is expected to create a space that is in accordance with the vision of KPP Pratama so that tax administration can run without obstacles.

Keywords: Taxes, KPP Pratama, Activities and Behavior, Design.