
UWKS STUDENTS' PERCEPTION OF THE IMPLEMENTATION OF THE CORE TAX ADMINISTRATION SYSTEM (CTAS)

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Abstract

To support economic transformation and encourage quality economic growth, the 2024 Draft State Budget (RAPBN) carries the theme "Accelerating Inclusive and Sustainable Economic Transformation." Fiscal reform is necessary, one of which is through optimizing state revenues. In line with efforts to fulfill SDG 8, tax revenue, as the largest source of state revenue, is an appropriate instrument for realizing the intended economic growth. However, when viewed from the level of tax compliance, reflected in the trend of a relatively low tax ratio, Indonesia's tax revenue is considered suboptimal. Responding to this issue, the government continues to strive for digital transformation in the tax sector to be able to reach all taxpayers in Indonesia through a system update called the Core Tax Administration System (CTAS). The Core Tax system is specifically designed to detect taxpayers who are negligent in paying taxes, thus assisting the Directorate General of Taxes (DGT) in imposing fines or outreach to these taxpayers to increase tax compliance. This study aims to determine the perceptions of accounting students regarding the potential and challenges of the Core Tax Administration System (CTAS) in encouraging tax compliance in Indonesia and analyze the challenges of implementing the Core Tax system in the Indonesian tax administration system. This research is a descriptive study with a quantitative approach using a survey method.

Keywords: Tax, Coretax System, CTAS, Perception, Survey, Students

INTRODUCTION

Tax revenue, the largest source of state revenue, is a crucial instrument for achieving the intended economic growth. According to a report presented by Minister of Finance Sri Mulyani at the 2022 State Budget Realization Press Conference, state revenue realization in 2022 reached IDR 2,626.4 trillion, with the tax sector contributing IDR 1,716.8 trillion, or 65.37% of the total accumulated state revenue (Ministry of Finance, 2023). Although taxes are the largest contributor to state revenue, tax revenue in Indonesia remains

suboptimal. This is evident in Indonesia's low tax ratio.

Tax revenues initially declined due to the bankruptcy of several companies due to the large-scale social restrictions imposed by the government to prevent the spread of Covid-19. However, following the cessation of large-scale social restrictions, business activity has begun to improve, and tax revenues have significantly increased, both in nominal terms and as a percentage of total state revenue. However, the percentage of taxpayers remains very small compared to the total population of Indonesia.

This indicates that Indonesian public awareness of paying and reporting taxes is still very low, and there are still taxpayers who neglect to pay and do not report their taxes honestly and transparently. To address this problem, the Directorate General of Taxes (DGT) and the Ministry of Finance will launch a core tax administration system (CTAS). The Core Tax Administration System will be implemented in stages, consisting of several phases, from implementation to adjustment. According to Director of DGT, Suryo Utomo, the CTAS will be implemented in stages starting July 1, 2024. The implementation of the core tax administration system (CTAS) has been regulated in Presidential Regulation (Perpres) Number 40 of 2018, which contains the development of CTAS as part of the tax administration system renewal and is expected to help implement tax administration governance procedures and improve tax compliance.

Efforts to increase Indonesia's tax ratio face several challenges, one of which is the inadequate tax administration system in Indonesia, amid the growing number of taxpayers and the global development of digitalization (DDTC, 2021). In response to this issue, the government is continuously striving to digitally transform the tax sector to reach all taxpayers across Indonesia. Currently, the Directorate General of Taxes (DGT) is updating the design of its tax administration system, known as the Core Tax Administration System. Reporting from the official DGT website (2023), Core Tax is an information technology system reform that can facilitate the work of the DGT

as a tax authorization party for business process automation. This includes processing notification letters, tax documents, tax payments, audit and collection support, taxpayer registration, to taxpayer accounting records. Taxpayers receive better quality services, the potential for tax disputes is reduced, and compliance costs are low. The implementation of the Core Tax Administration System (CTAS) aims to improve the tax infrastructure that is currently not integrated. The core tax administration system (CTAS) also has the following benefits: (1) Helping to create strong, credible, accountable tax institutions and having effective and efficient business processes; (2) Fostering more optimal synergy between institutions; (3) Helping to improve taxpayer compliance with their obligations to pay and report taxes; (4) Helping to increase state revenue; (5) Improving data quality, segmentation, and taxpayer profiling; (6) Helping to analyze taxpayer compliance in managing their tax debts and bills. The Core Tax Administration System (CTAS) is a crucial and fundamental DGT policy in achieving the goals of tax reform. The importance of CTAS implementation in Indonesia is not only regulated by Presidential Regulation No. 40 of 2018 but also by Minister of Finance Decree No. 483/KMK.03/2020.

Core Tax Administration System(CTAS) is an information technology system that provides integrated support for the implementation of the DGT's duties, including automation of business processes (processing of notification letters, tax documents, tax payments, audit and collection support, taxpayer

registration, and taxpayer accounting functions. According to Dimetheo, et al. (2023:11), the Core Tax Administration System (CTAS) is a technological system reform that can facilitate the work of the DGT as a tax authorization party for business process automation and can detect taxpayers who are negligent in paying taxes. Through the implementation of CTAS, taxpayers can get better quality services, the potential for tax disputes is reduced, compliance costs are low, and can increase tax compliance. The Core Tax Administration System (CTAS) is a tax governance system that is very important to implement because the system used by the DGT (SIDJP) has not been integrated. The following table compares SIDJP with PSIAP (Tax Administration Core System Update) or Core Tax Administration System.

METHODS

This research fundamentally uses a descriptive method with a quantitative approach, implemented through a survey method. This quantitative descriptive research has a dual focus: first, to reveal information quantitatively and measurably (in the form of perception scores); and second, to present these results accompanied by in-depth narrative explanations/descriptions. This approach allows researchers to explain the phenomenon of implementing a new tax administration system—namely the Core Tax Administration System (CTAS)—by linking it to the theoretical framework of technology acceptance and relevant previous research results, supported by empirical data. The empirical data collected from respondents will be processed and used as a descriptive

evaluation result regarding the readiness and initial views towards the system.

Specifically, this study aims to present a clear and measurable descriptive picture of the implementation of the Core Tax Administration System (CTAS) in Indonesia, based on the perceptions of students as potential users and academics in related fields. The object of this study is a final evaluation of the implementation of Core Tax, which includes dimensions of perception such as ease of use and perceived benefits. To achieve this goal, primary data sources were obtained directly from student respondents from the Faculty of Economics and Business, UWKS, Accounting and Management Study Program, through a Likert-scale questionnaire instrument.

The selection of this student group is important considering their role as future stakeholders who have a theoretical understanding of taxation and information systems. Meanwhile, secondary data is used to build a theoretical context and foundation, derived from credible reference books, as well as national and international scientific journals that specifically discuss the implementation of the Core Tax Administration System (CTAS) in Indonesia.

RESULTS

The results of descriptive statistical data processing indicate that UWKS students' perceptions of the implementation of the Core Tax Administration System (CTAS) are in the very positive (High) category. This indicates a strong level of acceptance and optimism from potential users and future stakeholders towards tax administration

reform. Table 1 presents a summary of the average (Mean) scores of student

perceptions for each main dimension:

No.	Perception Dimension (Variable X)	Average Score (X̄)	Category
1	Understanding and Knowledge of CTAS	4.15	Tall
2	Ease of Use (Perceived Ease of Use)	4.31	Very high
3	Perceived Usefulness	4.45	Very high
4	CTAS Potential in Improving Tax Compliance	4.28	Tall
Total Average	Student Perceptions of CTAS	4.3	Very high

A. Ease of Use (Perceived Ease of Use)

The results showed that the Ease of Use (POE) dimension achieved an average score of 4.31 (Very High). This indicates that students strongly believe that CTAS will be easy to understand and operate, and will require less mental effort than the previous system (SIDJP). Specifically, indicators regarding the ease of learning new features and the assumption of minimal technical difficulties scored the highest.

B. Perceived Usefulness

The Perceived Benefits (PU) dimension recorded the highest score, at 4.45 (Very High). This finding is highly significant because it indicates that students are highly optimistic that CTAS will provide significant added value. The majority of respondents agreed that CTAS will significantly improve the efficiency of DGT and taxpayer business processes, reduce the potential for tax disputes, and enhance overall administrative transparency.

C. CTAS Potential in Improving Tax Compliance

Students' perception of CTAS's potential in promoting tax compliance was also in the High category with a score

of 4.28. Students believe that CTAS's ability to automatically detect delinquent taxpayers and improve data quality/profiling will be an effective instrument in reducing the tax gap and ultimately increasing Indonesia's tax ratio – in line with the central issue raised in the Introduction.

The results of this study significantly confirm that FEB UWKS students welcomed the CTAS reform. The high score on the Perceived Benefits dimension (Mean = 4.45) empirically supports the technology acceptance model, where the value offered by the system is the main predictor of adoption. Students view CTAS not simply as a replacement for the old system, but as a fundamental solution that can significantly improve the efficiency of the DGT's business processes, create greater transparency, and reduce the potential for tax disputes.

This strong belief in Benefits indicates that students understand the role of CTAS as a high-value-added innovation to address the fragmentation of the tax administration system in the past.

Consistent with its benefits, high

scores on Ease of Use (Mean = 4.31) indicate that students strongly believe the CTAS system will have an intuitive and easy-to-learn interface. This perception is crucial because it minimizes the psychological and technical barriers that often accompany large-scale system changes. Expectations of easy access and smooth operation are strong indicators that students are ready to adopt and support the system when fully implemented.

Furthermore, the High Perception of Potential for Tax Compliance Improvement (Mean = 4.28) directly links this finding to the central issue of the study. Students believe that CTAS's ability to automatically detect delinquent taxpayers and improve the quality of profiling will be a significant instrument in reducing the tax gap and ultimately contribute positively to increasing Indonesia's tax ratio. This is an important justification that validates CTAS as a strategic effort by the government to optimize state revenue.

Thus, this positive perception from students serves as significant initial feedback, indicating that the socialization and image of CTAS in the academic environment have successfully shaped the view that this system is an essential step forward for the future of Indonesian taxation.

CONCLUSION

Overall, this study concludes that

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the perception of students of the Faculty of Economics and Business UWKS towards the implementation of the Core Tax Administration System (CTAS) is very positive and significant, with an average composite score reaching 4.30. This very high perception is driven by strong beliefs in the Perceived Benefits (Mean = 4.45) and Ease of Use (Mean = 4.31) of CTAS. Students confidently view CTAS as a fundamental step forward to create efficiency, transparency, and overcome the fragmentation of the old tax system. High confidence in the potential for increasing tax compliance (Mean = 4.28) further positions CTAS as a credible instrument in supporting state revenue targets.

Based on these conclusions, the Directorate General of Taxes (DGT) is advised to focus on managing high expectations and ensuring quality implementation. DGT must strictly maintain and ensure system stability during go-live (implementation), as significant technical failures could damage the already established positive image. Furthermore, academic collaboration needs to be strengthened so that feedback from knowledgeable student groups can be used during the system adjustment phase. Socialization must also continue to focus on practical benefits, so that this positive perception can be translated into concrete compliance actions in the future.

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