

ABSTRACT

Maya Zukhrifatil Jinan , *The Effectiveness Of Monthly Tax Return Reporting Activities Through The Drive-Thru service (in KPP Pratama Singosari)* Advisor Dr. Bambang Haryadi, SE., M.Si., Ak., CA dan Gita Arasy Harwida, SE., MTax., Ak., QIA., CA.

The purpose of this research is to identify the effectiveness of monthly tax return reporting activities through the drive-thru service in KPP Pratama Singosari. The effectiveness was identified by comparing the objective of the drive-thru service and its achievement since it is enacted. This research used qualitative descriptive method and depth interview, observation and documentation as data collecting method. The results this study indicates that the drive-thru service is generally effective, however, it does not give a significant effect for the KPP's service in term of the monthly tax return reporting service.

Keywords: Effectiveness, Drive Thru, Monthly Tax Return

ABSTRAK

Maya Zukhrifatil Jinan , Efektivitas Pelayanan Pelaporan SPT Masa Melalui Layanan *Drive Thru* (Studi Pada KPP Pratama Singosari). Dibawah bimbingan Dr. Bambang Haryadi, SE., M.Si., Ak., CA dan Gita Arasy Harwida, SE., MTax., Ak., QIA., CA.

Penelitian ini berupaya mengungkap efektivitas pelayanan pelaporan SPT Masa melalui layanan *drive thru* pada KPP Pratama Singosari. Tujuan penelitian untuk mengetahui efektivitas pelayanan pelaporan SPT Masa melalui layanan pajak *drive thru*. Efektivitas ditinjau dari tujuan yang ingin dicapai dari suatu layanan tersebut. Penelitian ini merupakan jenis kualitatif deskriptif. Teknik pengumpulan data menggunakan metode wawancara, observasi dan dokumentasi. Hasil penelitian menunjukkan bahwa secara umum pelayanan pelaporan SPT Masa melalui *drive thru* sudah efektif, tetapi tidak terlalu mempengaruhi pelayanan.

Kata Kunci : Efektivitas, *Drive Thru*, SPT Masa