

**ANALISIS PERSEPSI STAF PAJAK TERHADAP PENERAPAN *CORETAX* DI
LAMPUNG
(Studi Kasus Klien PT. TMU)**

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Abstrak

Penelitian ini bertujuan untuk menganalisis persepsi staf pajak terhadap penerapan *Coretax*, khususnya dari aspek persepsi manfaat, persepsi kemudahan, dan penerapan sistem dalam pekerjaan perpajakan. Penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif. Data diperoleh melalui kuesioner dengan 81 responden yang merupakan staf pajak, kemudian dianalisis melalui tahapan reduksi data, penyajian data, serta penarikan kesimpulan. Hasil penelitian menunjukkan bahwa sebagian besar responden menilai *Coretax* memberikan manfaat dalam mempercepat pekerjaan, meningkatkan ketepatan data, dan memudahkan pemantauan laporan pajak. Dari sisi kemudahan, *Coretax* dinilai cukup mudah digunakan dan dipelajari, meskipun kestabilan server masih menjadi kendala. Sementara itu, pada aspek penerapan, sistem ini telah didukung oleh kebijakan perusahaan, integrasi dengan sistem *payroll* klien, serta penerapan pelaporan pajak secara wajib, namun masih diperlukan peningkatan pada pelatihan, infrastruktur, dan layanan bantuan teknis. Temuan ini menunjukkan bahwa penerapan *Coretax* telah memberikan dampak positif, tetapi masih memerlukan perbaikan pada beberapa aspek pendukung agar dapat berjalan lebih optimal.

Kata kunci: *Coretax*, persepsi manfaat, persepsi kemudahan, penerapan sistem, staf pajak

**ANALYSIS OF TAX STAFF PERCEPTIONS OF CORETAX IMPLEMENTATION IN
LAMPUNG
(A Case Study of PT. TMU's Clients)**

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Abstract

This study aims to analyze tax staff perceptions of the implementation of Coretax, particularly in terms of perceived usefulness, perceived ease of use, and system implementation in tax-related work. This research employs a qualitative approach with a descriptive method. Data were collected through questionnaires distributed to 80 tax staff respondents and then analyzed through data reduction, data display, and conclusion drawing. The results show that most respondents perceive Coretax as useful in speeding up work, improving data accuracy, and facilitating the monitoring of multiple clients' tax reports. In terms of ease of use, Coretax is considered relatively easy to learn and operate, although server stability remains an issue. Meanwhile, regarding implementation, the system is supported by company policy, integration with client payroll systems, and mandatory tax reporting through Coretax. However, improvements are still needed in training, infrastructure, and technical support services to ensure more effective implementation. These findings indicate that Coretax has brought positive impacts, but further improvements are still necessary to optimize its use.

Keywords: Coretax, perceived usefulness, perceived ease of use, system implementation, tax staff