



THE ANALYSIS OF NADINE APPLICATION UTILIZATION ON LETTER OF ASSIGNMENT MAKING AT YOGYAKARTA TAX OFFICE

Ayunda Anjarwati and Filda Khoirun Nikmah

Fakultas Ekonomi dan Bisnis, Universitas Jenderal Soedirman

*Email corresponding author: ayunda.anjarwati@mhs.unsoed.ac.id

Abstract

The Freedom of Learning Independent Campus (Merdeka Belajar Kampus Merdeka / MBKM) is a program designed by Mr. Nadiem Anwar Makarim to encourage college students to master various sciences to prepare their careers. Other than that, the MBKM program has also launched to build college graduates who are tough and ready to face changes. This research aims to know the illustration regarding the assignment letter-making process in Nadine application at the Yogyakarta Tax Office. In the working field, an assignment letter is one of the official letters used by the officials for the employees. The function of this letter is as a formal validation letter for employee task bearer that is obligatory. The benefit of an assignment letter is to give a task and explanation for someone in fulfilling the job given by the institution leader or a leader of a certain agency. Moreover, an assignment letter is also used for legal proof from the agency to represent a job or activity based on the information included in the assignment letter. The result of this research is to know the flow of the assignment letter-making in Nadine application at the Yogyakarta Tax Office.

Keywords: *Nadine Application, Assignment Letter Making, Tax Office.*

Abstrak

Program Merdeka Belajar Kampus Merdeka (MBKM) adalah program yang dirancangkan oleh Nadiem Anwar Makarim, yang bertujuan mendorong mahasiswa untuk menguasai berbagai keilmuan untuk bekal memasuki dunia kerja. Selain itu, program MBKM ini diluncurkan juga dalam rangka menyiapkan lulusan pendidikan tinggi yang tangguh dalam menghadapi perubahan. Tujuan dari penulisan artikel ini adalah untuk mengetahui gambaran tentang proses penulisan surat tugas di aplikasi Nadine pada Kantor Pelayanan Pajak Pratama Yogyakarta. Dalam dunia pekerjaan surat tugas adalah jenis surat resmi yang memiliki peranan penting, karna dalam setiap perusahaan membutuhkan surat tugas yang dimana digunakan oleh pejabat dalam menugaskan karyawannya. Fungsi surat tugas ialah sebagai dokumen pengesahan formal untuk pengembalian tugas karyawan yang wajib dijalankan. Manfaat surat tugas adalah untuk memberikan tugas serta keterangan bagi seseorang dalam melaksanakan pekerjaan yang telah diberikan oleh pimpinan instansi atau lembaga tertentu. Selain itu, manfaat surat tugas juga sebagai bukti legal dari pihak lembaga atau instansi untuk mewakilkan suatu pekerjaan atau



kegiatan berdasarkan keterangan yang telah dibuat dalam isi surat tugas. Hasil dari penulisan ini yaitu untuk mengetahui bagaimana alur dalam pembuatan surat tugas di aplikasi Nadine pada Kantor Pelayanan Pajak Pratama Yogyakarta.

Kata Kunci: Aplikasi Nadine, Pembuatan Surat Tugas, Kantor Pelayanan Pajak

A. INTRODUCTION

The Freedom of Learning Independent Campus (*Merdeka Belajar Kampus Merdeka / MBKM*) is an initiative designed by the Minister of *Education, Culture, Research, and Technology*, Nadiem Anwar Makarim, B.A., M.B.A., to encourage college students to master various sciences to prepare their careers. This program aims to build tough college graduates and help them be ready to face the changes. Moreover, MBKM also gives freedom to college students to choose the area that is in line with their passion in the learning process (Kemendikbud, 2021).

In supporting the implementation of the program, the Faculty of Economics and Business at Jenderal Soedirman University (Unsoed) formed an MBKM team that facilitates the college students to join the featured program. One of the programs is Internship or Work Practice. This program gives opportunities for college students to learn directly in the working field and apply the knowledge they have learned in class. During the internship of MBKM, the author chose to work at the Yogyakarta Tax Office as a learning place outside the campus and study the utilization of Nadine application in the assignment letter making at General and Internal Compliance Sub-Field (SUKI) that is related to Information Technology Application subject.

The assignment letter has an important role in the working field because it is used by the officials to assign employees to various official activities. The main function of the assignment letter is as a formal validation letter that ensures the assignment is done properly based on related agency or institution directives. Other than that, the assignment letter also eases the officials to do their obligations related to other parties. According to Idcloudhost (2020), the function of the

assignment letter includes giving official information about the assignment given to the employees and legal proof of authority given by the leaders to related employees.

At the Yogyakarta Tax Office, the assignment letter becomes an important element in office operations, especially for the employees who are assigned outside of the office. The assignment letter gives certainty regarding the assignment that must be done, the aims of the assignment, the location of the assignment, and the implementation time. By using the assignment letter, employees have a clear guidance in doing their obligation. To improve the effectiveness in the assignment letter making and distribution, the Yogyakarta

Tax Office utilizes technology by using Nadine (*Naskah Dinas Elektronik*) application.

The development of information technology in the digital era in recent days provides convenience in various life aspects, including document management in government institutions. According to Vita (2024), information technology includes several components such as hardware, software, data management, and network technology possibly making efficient and fast information management and distribution. The improvement of information technology also enables people to interact without being limited by time and place, so communication and document management will be more effective.

Nadine application at the Yogyakarta Tax Office is an example of technology utilization in supporting performance effectiveness. The emergence of this application makes the previous assignment letter-making and delivering process that was done manually now change to digital which could save time and reduce the risk of losing documents in the delivery process. Furthermore, the assignment letter that was



made was stored in a digital archive so it could be accessed repeatedly if it is necessary. According to Ayudya et al. (2018), the appropriate implementation of information technology in an organization has to be designed with a proper strategy to fulfill the system's needs following the business goal and the company's operation.

The internship aims to get direct experience and knowledge regarding the working field at the Yogyakarta Tax Office and to improve soft skills and hard skills. Moreover, the internship aims to train confidence, responsibility, discipline, and independence to become a professional worker. The participant also applies knowledge obtained during class at college in working practice and also improves competency to have competitiveness in the working field after graduates.

B. IMPLEMENTATION AND METHOD

The implementation of The Freedom of Learning Independent Campus (MBKM) internship took place at the Yogyakarta Tax Office at the General and Internal Compliance Sub-Field (SUKI) for 4 months, from July 22nd to November 22nd, 2024. The internship activity gives opportunities for the participants to understand and be involved directly in the Ministry of Finance. During the internship, the author was responsible for managing letters, arranging data of the employees, and processing various assignment letters and transport applications in town. Other than that, the author also records assignment letters in Sikka, scans important documents, and distributes letter groups based on related fields.

The method used in this research is direct working practice (on-the-job training), where the participants are given duties following the institution's needs and guided by experienced employees. The working process involved the use of several software tools, such as Microsoft Excel to fill the letter format, Microsoft Word to mail-merge the mass letter document making and make Sik, Nadine application of the Ministry of Finance to make the assignment letter and upload the documents digitally, and also Sikka application to record the assignment letters. Moreover, the

participants also obtained experience in employee administration, such as employee data grouping, service questionnaire distribution, important document delivery, open incoming mail according to their respective field numbers, scan important employee documents and ask for signatures from the employee concerned. By using this method, the participants not only understand the public administration theoretically but also could apply it in the real working field.

C. RESULT AND DISCUSSION

The Definition of Assignment Letter

The Minister of Finance's Decision 2011 regarding Assignment Letters states that the assignment letter is an official document that is made by authorized officials to other officials or employees to do an assignment and it contains the details of the job. The assignment letter is used to do official activities at a certain time, such as domestic official travel.

The Function of Assignment Letter

- a. Information for officers/employees to carry out official travel
- b. Proof of the assignment legality for the employees.
- c. Formal validation documentation for the duty bearer.
- d. Facilitate the duties of implementation officials.

The Benefit of Assignment Letter

The benefit of an assignment letter is to give an assignment and information for an employee to do a certain duty given by a certain institution or agency leader. Moreover, the benefit of an assignment letter is used as legal proof from the institution or agency to represent a duty based on the information that was made in the assignment letter.

The Aims of Assignment Letter

- a. Duty information, how long the employee will be sent to a certain location, what is the to-do list during the time, and what the expected output from the duty giver.
- b. Proof of the assignment validity, as the assignment validation proof to prevent fraud risks by individuals acting on behalf of an institution.

- c. The validation archive that could access the available assignment letters archive in the company to maintain the truth. It will be helpful for important decision-making regarding the use of funds and so on.
- d. Help to carry out tasks, proving that they have indeed received orders from company officials to carry out tasks.

The Structure of Assignment Letter

According to The Minister of Finance's Decision 2011 regarding Assignment Letters, the structure of the assignment letter is as follows:

- a.) Letterhead
- b.) Body of the letter
- c.) Footer of the letter
- d.) Distribution
- e.) Note

The Assignment Letter Making Using Nadine Application at the Yogyakarta Tax Office

The assignment letter-making process at the Yogyakarta Tax Office is done by the General and Internal Compliance Sub-Field. The letter is made with Nadine application in One Ministry of Finance following the Regulation of the Minister of Finance of the Republic of Indonesia Number 164 PMK.01/2021 concerning Guidelines for the Administration of Official Manuscripts within the Ministry of Finance Article 49 a, namely the use of the Nadine application as referred to in Article 48 applies to the provisions that users of the Nadine Application include all officials and employees within the Ministry of Finance who have an account and password provided by the unit that manages information technology within the Ministry of Finance.

The Definition of Nadine Application

Electronic Official Document (*Naskah Dinas Elektronik* / Nadine) is a web-based official document management information system using internet access to record, store, process, and present official document information in the Ministry of Finance area. This application was launched based on rules in the Guidelines for the Administration of Official Documents within the Ministry of Finance, as stated in PMK Number

136/PMK.01/2018.

Nadine Application Users

Regulation of the Minister of Finance of the Republic of Indonesia Number 164 PMK.01/2021 concerning Guidelines for the Administration of Official Manuscripts within the Ministry of Finance Article 49 a Concerning the Use of the Nadine Application as intended in Article 48, the provisions apply that users of the Nadine Application include all officials and employees within the Ministry of Finance who have an account and password provided by the unit that manages information technology within the Ministry of Finance.

The Aims of Assignment Letter

The aim of the making of the Nadine Application is to support Office Automation implementation and to improve the effectiveness and efficiency through the utilization of one letter application in the Ministry of Finance. At the Yogyakarta Tax Office, the assignment letter has an important role because every employee who is assigned outside of the office must be accompanied by an assignment letter where it aims to give a clear picture regarding the job that has to be done, the goal of the job, and the place and time of the assignment. The assignment letter helps the employees understand the assignment by the institution.

The following is the flow when an author is assigned to create an assignment letter in the Nadine Application:

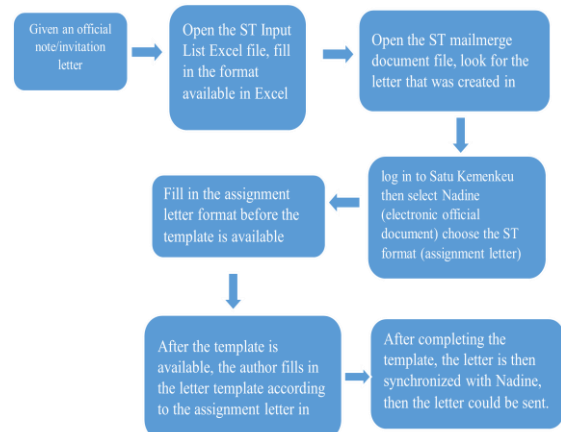


Figure 1. Flow of Making an Assignment Letter

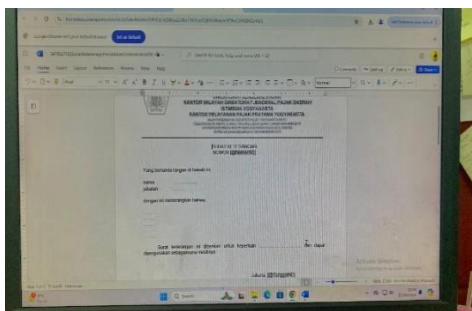


Figure 2. The process of making a letter of assignment

Analysis and Evaluation

During the MBKM internship, the author got many valuable experiences, especially in applying the theory that has been studied during class in a real working field. One of the jobs that often been done is making assignment letters through Nadine One Ministry of Finance application. This application is very helpful in arranging various administrative documents because it provides many templates that are ready to use, such as assignment letters, official notes, announcements, invitations, warrants, and other documents. With this feature, the document-making process could be more efficient and systematic, therefore the job could be done more accurate and fast.

In the internship evaluation, the author finds several obstacles, one of which is the Nadine application could be error several times during the letter synchronization process after editing, so it could hamper the work's effectiveness. Other than that, the absence of direct training from the employee to the internee makes the adaptation process harder because the guidance is only given by other internees who worked earlier at the institution. Another problem is the letters are grouped based on the field number, and several letters do not have clear numbers, therefore it makes the author puzzled in the archiving process. The lack of early provision affects the internees' performance efficiency in doing the administrative jobs.

D. CONCLUSION AND SUGGESTION

Conclusion

1. The employees did not directly give proper training to the internees before the internship began, the internees were

commonly taught by the internees who had worked earlier, because when it was a duty to make a letter that had not been made before, the author was puzzled.

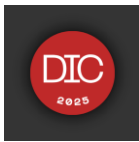
2. The utilization of the Nadine application repeatedly error/down during the letter synchronization process after it was edited.
3. When the author was obliged to group the letters based on the field numbers, the author often found the file that had no numbers because there was no explanation note. It also made the author confused.

Suggestion

1. It will be better if the employees give a direct training to the internees on their first day to make them more understand the duties and reduce the error in doing the job.
2. Yogyakarta Tax Office provides the Concept Upload feature as a solution if the Nadine application has an error in the letter synchronization process after it was edited. However, the system still needs to be improved to make it more stable and not hinder the performance activity.
3. To prevent the confusion in letter grouping, the employees could add a paper as a note and guidance contains clear field number information, so the internees could work more accurate and fast.

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become the reference for the future.

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