



DIGITALIZATION OF THE ‘SATU KEMENKEU’ APPLICATION IN MANAGING ASSIGNMENT LETTERS AT THE YOGYAKARTA TAX OFFICE

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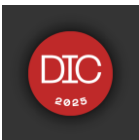
Abstract

The Primary Tax Service Office is one of the branch units of the Directorate General of Taxes in Indonesia. This office is tasked with providing taxation-related services to taxpayers in its area. This article describes the process of creating digital-based assignment letters to improve efficiency and effectiveness in letter management. The internship program was carried out for 4 months, from 22 July - 22 November 2024 and aims to provide direct experience to students in the world of work, as well as to understand and apply digital technology in the management of assignment letters in government agencies. The description of the activity shows that the process of drafting a letter of assignment includes several important steps, such as preparing the contents of the letter which includes the name of the employee, position, purpose, location, time of implementation, and a brief explanation of the task. After the draft is prepared, the letter of assignment is submitted for approval by the superior. In the evaluation, the use of the Satu Kemenkeu application is proven to support government policies in accelerating digital transformation in the public service sector, as well as reducing the administrative burden on staff, so that they can focus more on other strategic tasks. In conclusion, the application of digital applications in mail management at the Yogyakarta Primary Tax Service Office not only increases efficiency, but also provides valuable experience for students in understanding administrative processes in government agencies. This internship program is expected to be a model for developing student competencies in the field of office administration.

Keywords: letter of assignment, satu kemenkeu application, tax service office

Abstrak

Kantor Pelayanan Pajak Pratama adalah salah satu unit cabang dari Direktorat Jenderal Pajak di Indonesia. Kantor ini bertugas untuk memberikan pelayanan terkait perpajakan kepada wajib pajak yang berada diwilayahnya. Artikel ini menjelaskan mengenai proses pembuatan surat tugas berbasis digital untuk meningkatkan efisiensi dan efektivitas dalam pengelolaan surat. Program magang dilaksanakan selama 4 bulan, dari 22 Juli – 22 November 2024 dan bertujuan untuk memberikan pengalaman langsung kepada mahasiswa dalam dunia kerja, serta untuk memahami dan menerapkan teknologi digital dalam pengelolaan surat tugas diinstansi pemerintah. Deskripsi kegiatan menunjukkan bahwa proses penyusunan



draft surat tugas meliputi beberapa langkah penting, seperti penyusunan isi surat yang mencakup nama pegawai, jabatan, tujuan, lokasi, waktu pelaksanaan, dan penjelasan singkat mengenai tugas. Setelah draft disusun, surat tugas diajukan untuk mendapatkan persetujuan dari atasan. Dalam evaluasi, penggunaan aplikasi Satu Kemenkeu terbukti mendukung kebijakan pemerintah dalam percepatan transformasi digital disektor pelayanan publik, serta mengurangi beban administratif staf, sehingga mereka dapat lebih fokus pada tugas strategis lainnya. Kesimpulannya, penerapan aplikasi digital dalam pengelolaan surat di Kantor Pelayanan Pajak Pratama Yogyakarta tidak hanya meningkatkan efisiensi, tetapi juga memberikan pengalaman berharga bagi mahasiswa dalam memahami proses administrasi di instansi pemerintah. Program magang ini diharapkan dapat menjadi model bagi pengembangan kompetensi mahasiswa di bidang administrasi perkantoran.

Kata Kunci: surat tugas, aplikasi satu kemenkeu, kantor pelayanan pajak

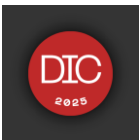
A. INTRODUCTION

Advances in information technology have provided great opportunities to improve efficiency and effectiveness in the management of government administration, including mail management within the Ministry of Finance. Satu Kemenkeu Application (Integrated Administration System for the Ministry of Finance) comes as a digital solution. This application is designed to support integrated digital-based mail management within the Ministry of Finance. In KPP Pratama Yogyakarta, especially in the General Subdivision and Internal Compliance, Satu Kemenkeu is expected to improve the efficiency of correspondence administration processes, facilitate monitoring and tracking of documents, and strengthen internal compliance aspects through more transparent and accountable document management.

The Tax Service Office (KPP) Pratama Yogyakarta in the management of digital letters, especially the management of duty letters, has a very important role in providing clarity and legitimacy to the implementation of employee duties. A letter of assignment serves as an official document that regulates and documents activities carried out by employees outside the office, thus ensuring

that the tasks carried out are in accordance with applicable regulations and procedures. With a letter of assignment, employees obtain official proof that they have been authorized to carry out certain tasks, which is important to avoid potential abuse of authority and ensure accountability.

In addition, a letter of assignment also assists in the organization of activities, including information on the purpose, location, and time of the assignment, thereby facilitating supervision. This document serves as a future reference, which can be used as evidence in case of disputes or questions regarding the performance of duties. The use of a letter of assignment can also improve employee compliance with established procedures, contributing to improved performance and efficiency. Finally, duty letters support transparency in the implementation of employee duties, so that the public can find out about the activities carried out by KPP Pratama Yogyakarta, while increasing employee accountability in carrying out their duties. Thus, the use of duty letters at KPP Pratama Yogyakarta is very important to ensure that all activities carried out by employees run in accordance with applicable regulations and



can be accounted for.

The use of digital mail in One Ministry of Finance certainly faces challenges in managing mail that has been done manually or semi-digitally. These challenges include the Application experiencing various technical issues, including slow performance, bugs, or system crashes. Such problems can disrupt workflow. If the e-mails system experiences downtime, it can have a significant impact on the communication process at the tax office.

The implementation of the Satu Kemenkeu application is in line with the vision of the Ministry of Finance in realizing modern and technology-based governance. In addition, the Proposed Solution to Enhance the Success of Satu Kemenkeu App is a Comprehensive Training Program that implements thorough training sessions for employees to significantly improve their comfort and proficiency in using the application. The training should cover all functions of the Satu Kemenkeu App, ensuring users are well equipped to utilize the system effectively. this move supports the government's policy of accelerating digital transformation in the public service sector. Amidst the need to provide faster and more accurate services to taxpayers, Satu Kemenkeu users are also expected to reduce the administrative burden on the staff of the General Subdivision and Internal Compliance, allowing them to focus more on other strategic tasks.

By utilizing Satu Kemenkeu, KPP Pratama Yogyakarta has a great opportunity to become a model in implementing an effective and efficient digital-based mail management system, supporting digital transformation within the DGT, and improving overall service to the public.

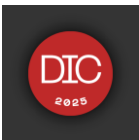
B. IMPLEMENTATION AND METHODS

Independent Campus Learning Internship activities were carried out (MBKM) which is located at KPP Pratama Yogyakarta which is located at Panembahan Senopati No.20, Prawirodirjan, Kec. Gondomanan, Yogyakarta City, Yogyakarta Special Region. The internship started on July 22, 2024 until November 22, 2024. The author was placed in the General and Internal Compliance Subdivision. Regarding the hours of internship implementation, it follows the rules given, namely Monday - Friday starting at 08.00 WIB until 16.00 WIB. Yogyakarta Tax Office has a dress code, namely:

- Monday: White shirt and black pants / skirt.
- Tuesday: Tops and bottoms are free, polite, and neat.
- Wednesday: Navy shirt and beige pants/skirt.
- Thursday: Tops and bottoms are free, polite, and neat.
- Friday: Dressed in batik.

Internship activities carried out in the General and Compliance Subdivision Internal Compliance Subdivision are as follows:

1. Compilation of a list of duty letters issued to employees.
2. Entry or data entry of KEMPOS (return post) letters.
3. Entry of Employee Performance Goal Addendum.
4. Making Service Travel Letters
5. Administration of Personnel Mutations.
6. Archives of Personnel Documents (Dosir)
7. Administration of leave and personnel minutes
8. Assist in scanning personnel files.
9. Assist in stamping the signature section of the office head.
10. Looking for taxpayer respondents to fill



out questionnaires

11. Opening incoming mail received by the office.
12. Inputting the list of employees who participated in the regional ceremony into excel.
13. Recording letters on the Sikka Landing website.
14. Shredding documents with a paper shredder.

C. RESULTS AND DISCUSSION

The use of digital applications in letter creation, particularly through the 'Satu Kemenkeu' App developed by the Ministry of Finance, has revolutionized the way government agencies manage official documents. The application allows users to create, edit and send official documents electronically, reducing reliance on physical documents that often take up time and storage space. With a user-friendly interface, 'Satu Kemenkeu' App makes it easy for employees to access standardized letter templates, fill in the required information, and send the document to the relevant parties quickly. In addition, the system is equipped with a tracking feature that allows users to monitor the status of mail delivery and receipt, thereby improving accuracy and efficiency in administrative processes.

The application also supports inter-agency collaboration by providing a platform that allows various parties to share and access documents in real-time. This not only speeds up decision-making, but also increases transparency and accountability in the management of official documents. The integrated security features in the 'Satu Kemenkeu' application ensure that sensitive data is well protected, reducing the risk of information leaks that could harm government agencies. Thus, digitization in letter

generation through this application not only improves operational efficiency, but also strengthens the integrity and reliability of the government administration system, making it more responsive to the needs of the community.

1. 'Satu Kemenkeu' Application for Digital Mail Management

Satu Kemenkeu launched on October 28, 2022 is an ecosystem of applications within the Ministry of Finance ecosystem of applications within the Ministry of Finance. This application is integrated and used by all directorate generals under the Ministry of Finance. This application is called an ecosystem because it has modules from various applications such as the following:

- Nadine (official script);
- Attendance (employee attendance);
- MyTask;
- Performance (E-Performance);
- Employee Info (HRIS);
- Learning.

All of these applications are interconnected to facilitate implementation of office work, supporting the completion of business processes because it is compiled in one application. With the existence of Satu Kemenkeu, there are no longer various different applications with the same designation within the Ministry of Finance.

The existence of Satu Kemenkeu this application has the same purpose and function, namely to facilitate and shorten work completion, increase work productivity, accommodate job mobility, improve coordination and communication between team members,

and facilitate control over work processes and documentation in one application. This will certainly improve the performance of Ministry of Finance employees in providing services to the community or stakeholders.

The current era of digitalization is unavoidable, therefore

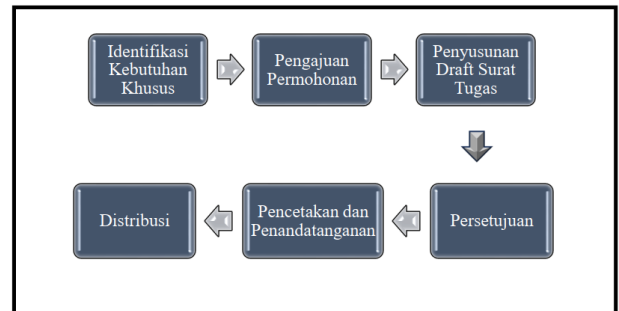
The Ministry of Finance must be able to adapt to the digitalization era. The implementation of Satu Kemenkeu is an appropriate and successful adaptation effort of the Ministry of Finance in realizing a collaborative and digital-based work culture to face the era of digitalization.

This collaborative and digital-based work culture has been able to minimize differences, increase synergy and collaboration between Echelon I / Non Echelon units within the Ministry of Finance. This certainly manifests the cultural slogan of the Ministry of Finance, namely Kemenkeu Satu, Kemenkeu Terpercaya, which means that the Ministry of Finance can become one unit so as to create a trusted Ministry of Finance organization.

2. The Process of Making a Letter of Duty at Yogyakarta Tax Office

Making a letter of assignment at KPP Pratama Yogyakarta is an important step in carrying out taxation duties and functions. This assignment letter is issued by the Head of Office to appoint employees to carry out certain activities related to taxation services and supervision. The process of making a letter of assignment follows predetermined provisions, including appropriate criteria and formats, to ensure that each assigned task can be carried out effectively and efficiently. With the

existence of task letters, it is expected that the implementation of taxation tasks can run well, support the achievement of tax revenue targets, and increase taxpayer compliance in the Yogyakarta area. The following is a flowchart and explanation of the process of making assignment letters at KPP Pratama Yogyakarta, as follows:



Picture 1. Flowchart For Making Assignment Letters

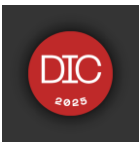
a. Task Requirement Identification

The process begins with the identification of the need to carry out a specific task can come from a variety of sources, such as:

- Routine Activities: Tasks related to the routine activities of the Yogyakarta Tax Office, such as inspection, socialization, or training.
- Special Projects: Tasks related to specific projects that require the presence of employees in certain locations.
- Request from the Head of Office: The Head of Office may request employees to carry out certain tasks based on organizational needs.

b. Submission of Request

Once the need for the task has been identified, the Head of Office or authorized official submits a request for a letter of assignment or authorized official submits a request for the creation of a letter of assignment. This



submission usually includes.

- Task Details: A brief description of the task to be performed.
- Purpose: The reason why the task needs to be performed.
- Location: The place where the task will be carried out.
- Implementation Time: Date and duration of the task.
- Assigned Employee: Name, title of the employee who will perform the task.

c. Draft Letter of Assignment

Once the application has been approved, a draft of the letter of assignment is prepared. The letter of assignment should

include the following elements:

- Letter Head: Mention the institution (Yogyakarta Tax Office) and the address
- Letter Number: Sequence number of the assignment letter for administrative purposes.
- Date: The date of making the assignment letter.
- Letter Content: Mention the employee's name, position, purpose, location, time of time, and a brief description of the assignment.
- Signature: Space for the signature of the authorized official.

d. Approval

The draft letter of assignment is then submitted to the superior or authorized official for approval. This process involves:

- Review: The supervisor reviews the draft duty letter to ensure that all required information has been included and in accordance with applicable policies.
- Revision: In case of errors, the

supervisor may request revisions to the draft before approving it draft before giving approval.

e. Printing and Signing

After approval, the duty letter is printed. This process includes:

- Printing: Using the official format that has been established.
- Signing: The duty letter is signed by the authorized authorized official, which gives the letter official legitimacy.

f. Distribution

Once the duty letter is signed, the next step is distribution:

- Delivery to Employee: The letter of assignment is handed over to the assigned, either in person or via email or existing administrative systems.
- Archives: A copy of the letter of assignment is kept in the archive of Yogyakarta Tax Office for documentation and monitoring purposes.

By following this procedure, KPP Pratama Yogyakarta is able to ensure that all activities carried out by employees run well, organized, and accountable for this systematic process this systematic process.

3. Advantages and disadvantages of 'Satu Kemenkeu' application

The application digitization in the creation of assignment letters at the Ministry of Finance has several advantages and disadvantages.

a. Advantages:

- Time Efficiency: The process of making assignment letters becomes faster because it can be done online without the need to print and send physical documents.
- Reduced Risk of Errors: With a



digital system, the risk of typing errors or lost documents can be minimized.

- **Accessibility:** Documents can be accessed from anywhere and anytime, making it easier for employees to perform their duties.
 - **Better Data Management:** Data is stored in a structured and searchable manner, making it easier to manage records.
- b. **Disadvantages:**
- **Dependence on Technology:** In the event of system disruptions or technical issues, the process of creating assignment letters can be hampered.
 - **Data Security:** The risk of data leakage or cyber attacks is a major concern in digital systems.
 - **Limited Access:** Not all employees may have adequate access to technology or the internet, which can hinder the process.
 - **Change in Work Culture:** Switching from manual to digital systems requires adaptation and training for employees, which can take time.

4. **Solution to the shortcomings of the ‘Satu Kemenkeu’ application**

To overcome the shortcomings of application digitization in task letter generation at the Ministry of Finance, some of the solutions that can be implemented are:

- a. **Technology Infrastructure Improvement:**
Ensure that all employees have adequate access to hardware and a stable internet connection. This can be done by providing the necessary devices and improving the internet network in the office.
- b. **Training and Education:**

Organize regular training for employees to make them more familiar with digital systems. Education on data security and technology usage is also important to reduce dependency on technology.

- c. **Strong Security System:**
Implement sophisticated security systems, such as data encryption and multi-factor authentication, to protect sensitive information from leaks and cyber attacks.
- d. **Regular Data Backup:**
Implement regular data backup procedures to prevent data loss due to system crashes or technical errors. This also includes storing data in the cloud for more secure access.
- e. **Responsive Technical Support:**
Provide a technical support team that is ready to assist employees in addressing technical issues that may arise during application usage.
- f. **User Feedback:**
Collect feedback from employees on their experience using the app. This can help in making improvements and adjustments to the system to make it more user-friendly.
- g. **Flexible System Development:**
Designing the application with an intuitive and easy-to-use interface, and providing an option for offline use if needed, so that employees can still work despite connection issues.

By implementing these solutions, the Ministry of Finance can minimize the existing shortcomings and improve the effectiveness of digitization in task letter generation.



D. CLOSING

1. Summary

The ‘Satu Kemenkeu’ App, launched by the Ministry of Finance, has revolutionized document management in government agencies. This application allows users to create, edit, and send official documents electronically, reducing the reliance on physical documents. It also provides a platform for inter-agency collaboration, improving accuracy and efficiency in administrative processes.

‘Satu Kemenkeu’ is an ecosystem of applications integrated within the Ministry of Finance, including Nadine, Attendance, MyTask, Performance, Employee Info, and Learning. Its purpose is to facilitate work completion, increase productivity, accommodate job mobility, improve coordination and communication, and facilitate control over work processes and documentation.

The use of this application has minimized differences, increased synergy and collaboration, and manifested the cultural slogan of the Ministry of Finance, *Kemenkeu Satu, Kemenkeu Terpercaya*.

The process of making a letter of assignment at the Yogyakarta Tax Office involves identifying the need for a task, submitting a request, drafting the letter, obtaining approval, printing and signing, and distributing the letter.

Digitization in the creation of assignment letters at the Ministry of Finance has several advantages, such as time efficiency, reduced risk of errors, accessibility, and better data management. However, it also has disadvantages, including dependence on technology, data security, limited access, and change in work culture.

2. Sugestions

Based on the results of the analysis and evaluation observed by the author during the internship, it can be concluded that Yogyakarta Tax Office has obstacles. Some recommendations and suggestions that can be applied are:

a. Technology Infrastructure Improvement:

Ensure that all employees have adequate access to hardware and a stable internet connection. This can be done by providing the necessary devices and improving the internet network in the office.

b. Training and Education:

Conduct regular training for employees to make them more familiar with digital systems. Education on data security and technology usage is also important to reduce dependency on technology.

c. Strong Security System:

Implement sophisticated security systems, such as data encryption and multi-factor authentication, to protect sensitive information from leaks and cyberattacks.

d. Regular Data Backup:

Implement regular data backup procedures to prevent data loss due to system crashes or technical errors. This also includes storing data in the cloud for more secure access.

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