

***ANALYSIS OF THE USE OF THE AGENCY-LEVEL FINANCIAL
APPLICATION SYSTEM (SAKTI) AT THE MIDDLE TAX SERVICE
OFFICE OF TWO SURABAYA***

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ABSTRACT

This study aims to determine and analyze the use of the Agency Level Financial Application System (SAKTI) at the Middle Tax Service Office of Two Surabaya. The research method used in this study is a qualitative method with descriptive analysis. Data collection techniques namely interview techniques, observation, and documentation. Then adjusted to the Regulation of the Minister of Finance No. 171/PMK.05/2021. The theory used in this research is E-Government Theory. The results of this study indicate that the use of the SAKTI application carried out at the Tax Service Office in Surabaya City is in accordance with the Regulation of the Minister of Finance Number. 171/PMK.05/2021. And the use of the SAKTI application has been running effectively.

Keywords: *Use of the SAKTI Application, E-Government Theory*