

ABSTRACT

Nama : Andi Manurung (NIM.090310593 L)

Judul : Prime Service Quality Influence of Taxation to Taxpayer Satisfaction in Surabaya.

Progressively the increasing of sensitivity society of its rights will to be served by where society want existence of gilt edged good service and also or so-called prime hence the governmental institution in this case Office of Service of lease as public institution have to able to realize service given by toward the prime service beside the duty Directorate General Taxation which enough heavily in reaching goals of acceptance which have been specified in APBN as source acceptance of prime facie state

Inwrought Service Place as service gateway given by KPP have to be able to realize service one roof and as a pullin and at one blow way out of entire/all service product (one stop service) what is given by KPP so that TPT represent reflection from service given as a whole by KPP.

Service given by KPP altogether have been arranged with certain standard and procedure is good the than side of accuracy service. human resource and also from facet of medium and infrastructure provided but in reality of service given by KPP still claim taxpayer to deal with other section so that make a process of service become lardy and generate unsatisfaction of taxpayer as object which must be served, though *Human Resource* at TPT also represent worker coming from section showed and have very comprehend all regulation about its duty but accuracy in finishing its duty not yet as according to standard which have been specified so that the the condition become resistance to giving of prime service

Research conducted by through interview that is propagatedly is quisioner to incoming taxpayer to KPP at the time of equifinality of reporting of obligation of taxation cover taxpayer of corporate and also taxpayer of personal people.

Result of research indicate that taxation service execution which passed to a taxpayer though have good but not yet earned referred as prime because service procedure execution not yet been given professionally where worker in running its duty often do not coincide boundary of solving of service asked by the taxpayer, and also information system of taxation which not yet supported full to service given by KPP so that in finishing sigh from worker taxpayer less rely on (reliability)

In order to the enforceable service primely require to be conducted by observation to staff performance by its superior conducted control routinely or periodic to accuracy of solving of service asked by taxpayer as well as revisedly information system of taxation used by KPP whether have really can overcome all Taxpayer requirement, also require to be given by periodic training to worker in order to can conduct its duty as according to procedure and standard which have been specified and also the appreciation gift (well-balanced reward) with