Optimization of Tax Collection Supervision in Increasing Local Original Revenue (PAD) by Gorontalo City Finance Agency

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Abstract: This study aims to determine the Optimization of Tax Collection Supervision in Increasing Regional Original Revenue (PAD) by the Gorontalo City Finance Agency. This research method uses descriptive qualitative research. The data collection techniques used are observation, interview, and documentation techniques. In accordance with the type of research used is qualitative analysis techniques. research results in the form of interviews conducted with research informants about Optimizing Supervision of Restaurant Tax Collection in Increasing Regional Original Revenue (PAD) by the Gorontalo City Finance Agency. The sub-focus used are: implementation standards, level of supervision, responsibility. From the statements or results of research with several informants above and from the observations of researchers, it shows that the standard implementation of restaurant tax collection by the Finance Agency has not been implemented optimally. Based on several statements or results of interviews with informants and from observations of researchers, it shows that the level of supervision carried out by the finance agency is still not optimal. From the results of interviews with several informants above, and from the observations of researchers, it shows that the responsibility of taxpayers is still a little less and has not reached a perfect number and the responsibility of the Finance Agency is also still not optimally carried out, this happens because there are still many taxpayers who do not understand the tools or sites they use in making transactions. This is one of the reasons why restaurant tax collection has not been optimized in increasing local revenue (PAD) in Gorontalo City.

Keywords: Optimization of Tax Monitoring

Introduction

The implementation of regional autonomy occurs through the process of transferring a number of powers/authorities from the central government to the regional government where the implementation of decentralization policies requires many supporting factors(Pattilouw, 2023). One of the supporting factors that significantly determines the success of the implementation of regional autonomy is the ability of the region to finance the implementation of its powers/authorities, in addition to other factors such as the ability of personnel in the region and the institutions of the Regional

government. The implementation of regional autonomy, which is focused on Regency and City Regions, begins with the transfer of a number of authorities (affairs) from the central government to the relevant regional government(Sentanu & Budiartha, 2019).

In order to develop and improve regional economic growth, the provision of main sources of regional income needs to be improved(Tsindeliani et al., 2019). In Law No.32 Year 2004 local government says local government has a source of local tax revenue. One type of tax regulated in the local tax and retribution tax law No.28 of 2009 is restaurant tax(Saragih et al., 2023). Where the Gorontalo city government has issued a regional regulation (Perda) relating to restaurant tax, namely regional regulation No.3 of 2011, based on the regional regulation, restaurant tax is issued as evidence of tax collection(Setyowati et al., 2020).

Gorontalo city is one of the regions that runs regional autonomy, with the central government's trust in the Gorontalo city government, the Gorontalo city government is given the authority to take care of the region and its own people, including in terms of welfare(Walettina & Anton, 2022). Based on the local tax and retribution law No.28 of 2009, it can be stated that restaurant tax is a tax imposed on the services of restaurants, canteens, kiosks, cafes, coffee shops and restaurants. The maximum restaurant tax is 10%(Tan et al., 2022), sales of food in restaurants that do not exceed Rp.200,000/day are exempt from tax. Likewise, it is also explained in Perda No. 3 of 2011 that restaurant revenues that do not exceed R.p 1,000,000 / month are not subject to restaurant tax fees.According to (Slb-c & Jember, 2020: 55) provides assistance to the tax in determining its own value(Reddy et al., 2020).

Gorontalo City is one of the cities in Gorontalo with an area of 64.79 KM2 or around 0.53% of the area of Gorontalo Province. The location of Gorontalo city, which is a shopping and trading center(Dorotić et al., 2020), is utilized by investors in investing in Gorontalo City, one of which is by establishing an eating and drinking business (restaurant). The restaurant business in Gorontalo is growing day by day and the number of restaurants has reached hundreds of restaurants, these restaurants are spread across several sub-districts in Gorontalo city(Baeli, 2021).

The standards for the implementation of payment and collection of restaurant tax have been stated in the mayor's regulation article 13, the lack of understanding and compliance of taxpayers(Morin et al., 2019), especially small and medium enterprises, do not understand the correct tax procedures. This can lead to errors in reporting and paying taxes(Kulueva et al., 2019). For example, some restaurants do not understand and use the tax payment transaction system from the Gorontalo City Finance Agency, taxpayers in making transactions only use ordinary calculators. As a result, tax reports submitted often

show inaccurate figures, either too low or too high. and unclear implementation standards from the Finance Agency for employees who supervise restaurant taxpayers also cause the supervision of restaurant tax collection to not be optimal(Vasylieva et al., 2020).

The concept of supervision of finance agency employees is also one of the factors that support the increase in tax collection, to determine whether there is a deviation and measure how big the deviation is(ZHUK & TOMASHEVSKA, 2019), and take the necessary corrective action so that restaurant tax collection can be carried out as effectively as possible. There are two concepts of supervision carried out by the Gorontalo City Finance Agency, namely direct supervision and indirect supervision. Direct supervision is carried out by Finance Agency employees going directly to the restaurant taxpayer and monitoring whether the taxpayer uses the transaction system provided or not. While indirect supervision of Finance Agency employees only monitors through a system that is connected to the Finance Agency office(Martelli et al., 2020).

Lack of performance monitoring and evaluation carried out by superiors, the absence of an effective performance monitoring and evaluation system for employees of the Gorontalo City Finance Agency in conducting direct supervision(Samusevych et al., 2021).

At the Gorontalo City Finance Agency, restaurant tax is the responsibility of one of the work units, namely the revenue sector. The activity has been considered not optimal, especially to increase local revenue (PAD).

Based on local tax realization data that can be accessed on the website https://yanjak.gorontalokota.go.id/realisasi-pajak- regions / tax realization in January 2020 1,042,109,713.00 while the realization in January 2021 amounted to 894,891,776.00 tax realization in January 2022 again increased with a total tax realization of 1,058,412,143.00 and again increased in January 2023 amounting to 1,080,037,338.00 but again decreased in January 2024 amounting to 98,389,870.00(Konstantaras et al., 2021).

This figure shows that there are still many taxpayers who have not fulfilled their obligations in paying taxes. The greater the size of the revenue from the collection of restaurant tax, it affects the size of the Regional Original Revenue. So based on the background of the problem above, the researcher is interested in conducting research on restaurant tax in Gorontalo city which is formulated in a title "Optimization of Tax Collection Supervision in Increasing Regional Original Revenue (PAD) by the Gorontalo City Finance Agency".

Methodology

Research approach regarding. Optimization of Tax Collection Supervision in Increasing Regional Original Revenue (PAD) by the Gorontalo City Finance Agency. This research uses a descriptive type of qualitative approach(Konstantaras et al., 2021). According to (Han & goleman, daniel; boyatzis, Richard; Mckee, 2019) a qualitative approach is a research procedure that produces descriptive data in the form of written words or oral writing from people and observable behavior. The approach is directed at the setting and the individual holistically (whole)(Jumagulovich, 2022). Qualitative research is a research approach that focuses on in-depth understanding, interpretation, and description of social phenomena through the collection and analysis of qualitative data such as interviews, observations, and text analysis(Martelli et al., 2020).

According to (Noor, 2011) In this research, document studies used to obtain data include photos and images related to research problems(Korostelkina et al., 2020).

Result and Discussion

Research Result

The following will describe the results of the research in the form of the results of interviews conducted with research informants about Optimizing Supervision of Restaurant Tax Collection in Increasing Regional Original Revenue (PAD) by the Gorontalo City Finance Agency. The sub-focuses used are: implementation standards, level of supervision, responsibility. Based on data collection through in-depth interviews, observation and documentation, the results of this research are described in qualitative descriptive form each in the research sub-focus as follows(Liu & Liao, 2021).

Implementation Standards

From the statements or research results with several informants above and from the observations of researchers, it shows that the standard implementation of restaurant tax collection by the Finance Agency has not been implemented optimally. This happens because the system given to the mandatory which automatically calculates how much income and how much tax must be paid has not been used optimally by restaurant taxpayers and constraints from the network also make tax reporting not optimal. In accordance with direct observations by researchers, taxpayers often make calculations using manual calculators where these transactions are not monitored by the Finance Agency, and this can affect the optimization of restaurant tax payments(Baeli, 2021).

Concept of Supervision

Based on several statements or the results of interviews with informants and from observations of researchers, it shows that the level of supervision carried out by the finance agency is still not optimal. This occurs because the provision of automatic

calculation tools by the financial agency has not been used optimally by taxpayers and after direct observation there are several menus that are displayed but not registered in the system, which causes reporting that does not match the income received and financial agency employees who only come two to three times a week to monitor system usage. This condition greatly hampers the optimization of restaurant tax collection to increase local revenue (PAD) in Gorontalo City(Dorotić et al., 2020).

Responsibility

From the results of interviews with several informants above, and from the observations of researchers, it shows that the responsibility of taxpayers is still a little less and has not reached a perfect number and the responsibility of the Finance Agency is also still not optimally carried out, this happens because there are still many taxpayers who do not understand the tools or sites they use in making transactions. This is one of the reasons why restaurant tax collection has not been optimized in increasing local revenue (PAD) in Gorontalo City(Touchton et al., 2019).

Discussion

Based on the results of the analysis of the statements or interviews with the informants mentioned above, the researcher in discussing the results of this study concluded that, Optimization of Supervision of Restaurant Tax Collection in Increasing Regional Original Revenue (PAD) by the Gorontalo City Finance Agency seen from the aspects of implementation standards, supervision concepts, and responsibilities is still not optimal(Reddy et al., 2020).

The implementation standard aspect is a sub-focus discussed in this research. Implementation standard is the standard of supervision carried out by Finance Agency employees who verify the truth and completeness of tax reports submitted by taxpayers by conducting direct supervision.

The results showed that the standard implementation of restaurant tax collection supervision by the Finance Agency has not been implemented optimally. This happens because the system used in transactions automatically calculates how much revenue and how much tax must be paid, the system has not been used optimally by restaurant taxpayers. In accordance with direct observation by researchers, taxpayers often make calculations using a manual calculator where these transactions cannot be monitored by the Finance Agency system, and this can affect the optimization of restaurant tax payments(Lin et al., 2020).

The results showed that the level of supervision carried out by the finance agency was still not optimal. This happens because the automated system from the Finance Agency has not

been used optimally by taxpayers which causes reporting that does not match the income received and finance agency employees who only come two to three times a week to supervise the use of the automated system. This condition greatly hampers the optimization of restaurant tax collection to increase local revenue (PAD) in Gorontalo City. The results showed that the responsibility of taxpayers in reporting restaurant tax is still not optimal, this happens because there are still many taxpayers who do not understand the system they use in conducting transactions and the lack of clear division of responsibilities of employees in supervising restaurant taxpayers. This is one of the reasons why restaurant tax collection has not been optimized in increasing local revenue (PAD) in Gorontalo City(Saragih et al., 2023).

Conclusion

Based on the results of the research analysis and discussion previously described, the following can be concluded:

Judging from the aspect of implementation standards, it is still not optimal because the automatic transaction tools provided by the Gorontalo City Finance Agency are not used in accordance with the rules by restaurant taxpayers. Seen from the aspect of the level of supervision is still low, because supervision through the transaction tool given to taxpayers by the Gorontalo City Finance Agency has not been used properly by taxpayers, and also direct supervision by Gorontalo City Finance Agency employees only takes place twice a week. Judging from the aspect of responsibility, it is still low and lacks support, because taxpayers feel that they do not understand the transaction tools and sites provided by the Gorontalo City Finance Agency and taxpayers feel that this is not part of their responsibility.

Overall, research on the Optimization of Tax Collection Supervision in Increasing Local Original Revenue (PAD) by the Gorontalo City Finance Agency seen from the aspects of implementation standards, level of supervision, and responsibility is not optimal.

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