

DAFTAR ISI

Halaman Judul	ii
Persetujuan Proposal Tugas Akhir	iii
Persetujuan Laporan Tugas Akhir	iv
Pengesahan Dewan Penguji	Error! Bookmark not defined.
Pernyataan Keaslian Tugas Akhir	Error! Bookmark not defined.
PernyataanPersetujuan Publikasi Karya Ilmiah Untuk Kepentingan Akademis	Error! Bookmark not defined.
Ucapan Terimakasih	Error! Bookmark not defined.
Abstrak	Error! Bookmark not defined.
Abstract	Error! Bookmark not defined.
Daftar Isi	i
Daftar Gambar	v
Daftar Tabel	vi
Daftar Lampiran	Error! Bookmark not defined.
Bab 1 Pendahuluan	Error! Bookmark not defined.
1.1 Latar Belakang Masalah	Error! Bookmark not defined.
1.2 Rumusan Masalah	Error! Bookmark not defined.
1.3 Batasan Masalah	Error! Bookmark not defined.
1.4 Tujuan Penelitian	Error! Bookmark not defined.
1.5 Manfaat Penelitian	Error! Bookmark not defined.
Bab 2 TINJAUAN PUSTAKA	Error! Bookmark not defined.
2.1 Tinjauan Pustaka	Error! Bookmark not defined.
2.2 Konsep Dasar Sistem	Error! Bookmark not defined.

2.2.1	Pengertian Sistem.....	Error! Bookmark not defined.
2.2.2	Karakteristik Sistem Yang Baik.....	Error! Bookmark not defined.
2.2.3	Elemen-Elemen Sistem.....	Error! Bookmark not defined.
2.2.4	Klarifikasi Sistem.....	Error! Bookmark not defined.
2.2.5	Alat Bantu Sistem	Error! Bookmark not defined.
2.3	Konsep Dasar Sistem	Error! Bookmark not defined.
2.3.1	Pengertian Informasi.....	Error! Bookmark not defined.
2.3.2	Ciri Informasi.....	Error! Bookmark not defined.
2.3.3	Fungsi Informasi	Error! Bookmark not defined.
2.3.4	Nilai Informasi	Error! Bookmark not defined.
2.3.5	Kualitas Informasi.....	Error! Bookmark not defined.
2.4	Konsep Dasar Sistem Informasi.....	Error! Bookmark not defined.
2.4.1	Pengertian Sistem Informasi	Error! Bookmark not defined.
2.4.2	Komponen Sistem Informasi	Error! Bookmark not defined.
2.5	Konsep Analisis.....	Error! Bookmark not defined.
2.6	Konsep Proses Bisnis	Error! Bookmark not defined.
2.6.1	Pengertian Proses Bisnis	Error! Bookmark not defined.
2.6.2	Pengertian Proses Bisnis Reengineering	Error! Bookmark not defined.
2.6.3	Analisis Proses Bisnis Reengineering	Error! Bookmark not defined.
2.6.4	Tahapan Proses Bisnis Reengineering	Error! Bookmark not defined.
2.7	Pengukuran Kinerja Sistem.....	Error! Bookmark not defined.
2.7.1	Pengertian Pengukuran Kinerja Sistem	Error! Bookmark not defined.

2.7.2	Elemen – Elemen Dasar Pengukuran Kinerja Sistem	Error!
	Bookmark not defined.	
2.8	Pengukuran Kinerja Sistem Menurut TRADE (1995)	Error! Bookmark not defined.
2.9	Manfaat Pengukuran	Error! Bookmark not defined.
2.10	Perpajakan.....	Error! Bookmark not defined.
2.10.1	Pengertian Pajak.....	Error! Bookmark not defined.
2.10.2	Pengertian Wajib Pajak.....	Error! Bookmark not defined.
2.10.3	Pengertian Surat Pemberitahuan (SPT)	Error! Bookmark not defined.
2.10.4	Jenis Surat Pemberitahuan (SPT).....	Error! Bookmark not defined.
2.11	Pengertian SPSS	Error! Bookmark not defined.
2.12	E-Filing	Error! Bookmark not defined.
Bab 3	METODE PENELITIAN	Error! Bookmark not defined.
3.1	Metode Pengumpulan Data	Error! Bookmark not defined.
3.2	Sumber Data	Error! Bookmark not defined.
3.3	Metode Analisis.....	Error! Bookmark not defined.
3.4	Tahap – Tahap Analisis Business Process Reengineering	Error! Bookmark not defined.
3.5	Tahap – Tahap Analisis Pengukuran Kinerja Sistem	Error! Bookmark not defined.
3.6	Kerangka Pemikiran	Error! Bookmark not defined.
Bab 4	HASIL DAN PEMBAHASAN	Error! Bookmark not defined.
4.1	Objek Penelitian	Error! Bookmark not defined.
4.1.1	Visi dan Misi KPP Pratama Semarang Barat	Error! Bookmark not defined.

4.1.2	Struktur Organisasi KPP Pratama Semarang Barat	Error!
	Bookmark not defined.	
4.2	Analisis dan Pembahasan	Error! Bookmark not defined.
4.2.1	Deskripsi Hasil Penelitian	Error! Bookmark not defined.
4.2.2	Identitas Responden	Error! Bookmark not defined.
4.2.3	Uji Validitas	Error! Bookmark not defined.
4.2.4	Uji Reabilitas	Error! Bookmark not defined.
4.3	Pengukuran Kinerja Sistem	Error! Bookmark not defined.
4.3.1	Tahap 1 Identifikasi Proses	Error! Bookmark not defined.
4.3.2	Tahap 2 Identifikasi Aktivitas Kritis	Error! Bookmark not defined.
4.3.3	Tahap 3, Tahap 4, Tahap 5, dan Tahap 6	Error! Bookmark not defined.
	defined.	
4.3.4	Tahap 7, Tahap 8.....	Error! Bookmark not defined.
4.3.5	Tahap 9 Rencana Perbaikan.....	Error! Bookmark not defined.
Bab 5	PENUTUP	Error! Bookmark not defined.
5.1	Simpulan.....	Error! Bookmark not defined.
5.2	Saran.....	Error! Bookmark not defined.
LAMPIRAN	Error! Bookmark not defined.
		5

DAFTAR GAMBAR

Gambar 2.1 Karakteristik Sistem	11
Gambar 2.2 Komponen Sistem Informasi.....	17
Gambar 2.3 Pengukuran Kinerja Sistem menurut TRADE	24
Gambar 2.4 Beranda E-Filing	27
Gambar 4.1 Struktur Organisasi KPP Pratama Semarang Barat	36
Gambar 4.2 Halaman Utama E-Filing	Error! Bookmark not defined. 38
Gambar 4.3 Penginputan dan Penghitungan Pelaporan Pajak.....	Error! Bookmark not defined. 38
Gambar 4.4 Hasil Akhir Bukti Pelaporan Pajak	40
Gambar 4.5 SPSS Data View.....	42
Gambar 4.6 SPSS Variabel View	Error! Bookmark not defined. 42
Gambar 4.7 SPSS Langkah Pengujian.....	42
Gambar 4.8 SPSS Pengujian	44
Gambar 4.9 Pemilihan Data Formulir.....	66
Gambar 4.10 Solusi Perbaikan Pemilihan Data Formulir.....	67
Gambar 4.11 Arsip SPT	68
Gambar 4.12 Solusi Perbaikan Arsip SPT	69
Gambar 4.13 SPT Tanggungan.....	69
Gambar 4.14 Solusi Perbaikan SPT Tanggungan.....	70
Gambar 4.15 Penghitungan Pajak Penghasilan	70
Gambar 4.16 Solusi Perbaikan Penghitungan Pajak Penghasilan	70
Gambar 4.17 Pengiriman SPT	70

Gambar 4.18 Solusi Perbaikan Pengiriman SPT	71
---	----

DAFTAR TABEL

Tabel 2.1 Penelitian Terkait Proses Bisnis Reengineering	7
Tabel 2.2 Penelitian Terkait Pengukuran Kinerja Sistem	8
Tabel 3.1 Kerangka Pemikiran.....	Error! Bookmark not defined.
Tabel 4.1 Identitas Respondem.....	41
Tabel 4.2 Hasil Uji Validitas Proses Penginputan Pelaporan Pajak	44
Tabel 4.3 Hasil Uji Validitas Proses Penghitungan Pajak	45
Tabel 4.4 Hasil Uji Validitas Proses Output Pelaporan Pajak	46
Tabel 4.5 Hasil Uji Validitas Kebutuhan User	47
Tabel 4.6 Pengujian Validitas Variabel Penelitian	48
Tabel 4.7 Hasil Uji Reabilitas Proses Penginputan Pelaporan Pajak.....	49
Tabel 4.8 Hasil Uji Reabilitas Proses Penghitungan Pajak.....	50
Tabel 4.9 Hasil Uji Reabilitas Proses Output Pelaporan Pajak	50
Tabel 4.10 Hasil Uji Reabilitas Kebutuhan User	51
Tabel 4.11 Pengujian Reabilitas Variabel Penelitian.....	51
Tabel 4.12 Aktivitas Kritis.....	53
Tabel 4.13 Analisis Kinerja Aktual Correctness Proses Penginputan Pelaporan Pajak.....	58
Tabel 4.14 Analisis Kinerja Aktual Correctness Proses Penghitungan Pajak ...	61
Tabel 4.15 Analisis Kinerja Aktual Correctness Proses Cetak Pelaporan Pajak..	63

